



User Guide

WOORI WOON GLOBAL

A Mobile Banking APP for Foreigners

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1. Welcome to



1. What Is **WOORI WON GLOBAL**?

WOORI WON GLOBAL is a mobile banking app created by **Woori Bank** to make financial services in Korea easier for foreigners.

Through this app, users can open accounts, transfer money, check exchange rates, and use various life-support services — all in one place.

The app supports 17 languages, allowing users to bank confidently even without fluent Korean skills.

With its simple design and multilingual support, **WOORI WON GLOBAL** helps you manage your money safely, anytime and anywhere.

1. Welcome to

2. Why It's Useful For Foreigners in Korea

Living in a new country can be challenging — especially when managing your finances.

Woori WON Global helps foreigners:



Open and manage accounts without language barriers



Send money easily within Korea and to over 200 countries with MoneyGram



Use services in your native language (17-language interface)



Access lifestyle features such as job info, TOPIK study, insurance, and more



Stay informed with clear guidance and easy navigation

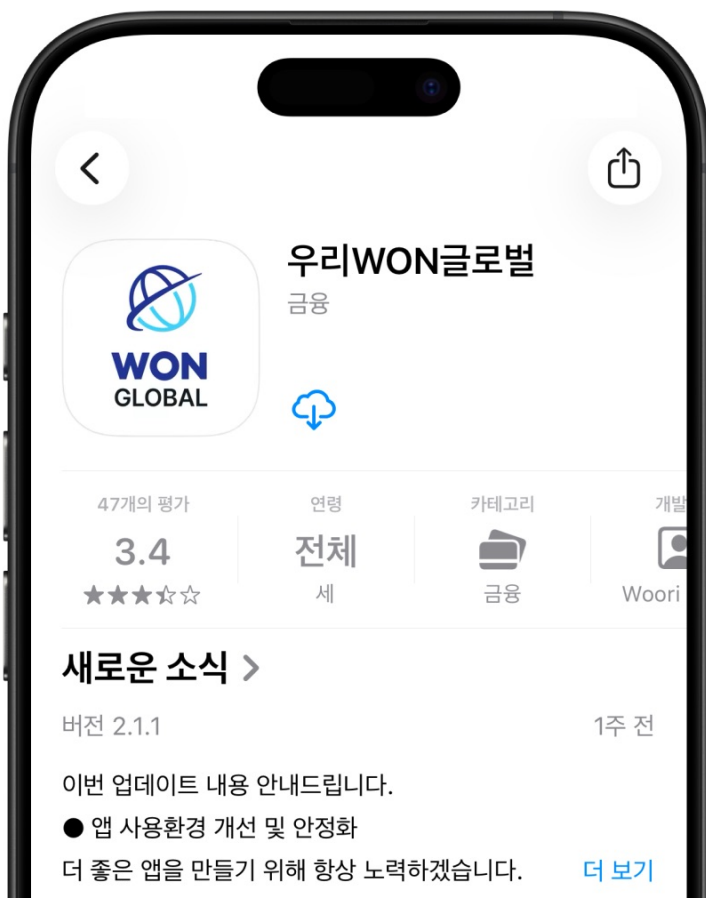
2. How to Begin



1. Install the App

WOORI WON GLOBAL is available for both Android and iOS devices.

You can easily download it by searching **"WOORI WON GLOBAL"** in your app store or by scanning the QR codes below.



iOS



Android

2. How to Begin



1. Install the App

Once installed, open the app and select your preferred language from the list of 17 supported languages.



Tip: You can change the language anytime later in the settings menu.

Supported Languages

English (English)

中文 (Chinese)

日本語 (Japanese)

Tiếng Việt (Vietnamese)

Монгол (Mongolian)

Indonesia (Indonesian)

ไทย (Thai)

Русский (Russian)

Khmer (Khmer / Cambodian)

Filipino (Filipino / Tagalog)

O'zbek tili (Uzbek)

සිංහල (Sinhala / Sinhalese)

বাংলাদেশের ভাষা
(Bengali / Bangla)

(Urdu / Pakistani) **پاکستانی زبان**

नेपाली भाषा (Nepali)

မြန်မာဘာသာ
(Burmese / Myanmar)

한국어 (Korean)



우리은행



우리버시티

2. How to Begin

2. Create Your Account

To start using **WOORI WON GLOBAL**, you'll need to create a personal account.

Follow these steps:

You can easily open your first Woori Bank account right from your phone — **no branch visit needed.**

1. On the home screen, tap **"Open Account."**
2. Take a clear photo of your **passport** or **Alien Registration Card** to verify your identity.
3. Enter your **personal details** as prompted — such as your name, contact number, and nationality.
4. Once your information is confirmed, your new account will be opened instantly.

2. How to Begin



2. Create Your Account

|  Tip:

If you've just arrived in Korea and haven't received your Alien Registration Card yet, you can still create a **temporary account** using your passport and visa information.

Depending on your nationality or visa status, the required documents may differ.

Please read the on-screen instructions carefully during the registration process.

After your account is successfully created, you can immediately use all the main features of the **WOORI WON GLOBAL** app — including transfers, remittance, currency checks, and lifestyle services designed for foreign residents in Korea.



우리은행



우리버시티

2. How to Begin



3. Login and Security Setup

After creating your account, you can log in securely through several authentication options.

Choose the method that is most convenient for you.

Available Login Methods

1. ID Login
2. Joint Certificate (공동인증서)
3. Financial Certificate (금융인증서)
4. Woori WON Certificate (우리 WON 인증서)



Tip: You can register multiple certificates and switch between them anytime in the settings.

3. Money & Transfers



1. Send Money in Korea

You can easily transfer money to any Woori Bank or other Korean bank account through the **WOORI WON GLOBAL** app.

How to transfer domestically:

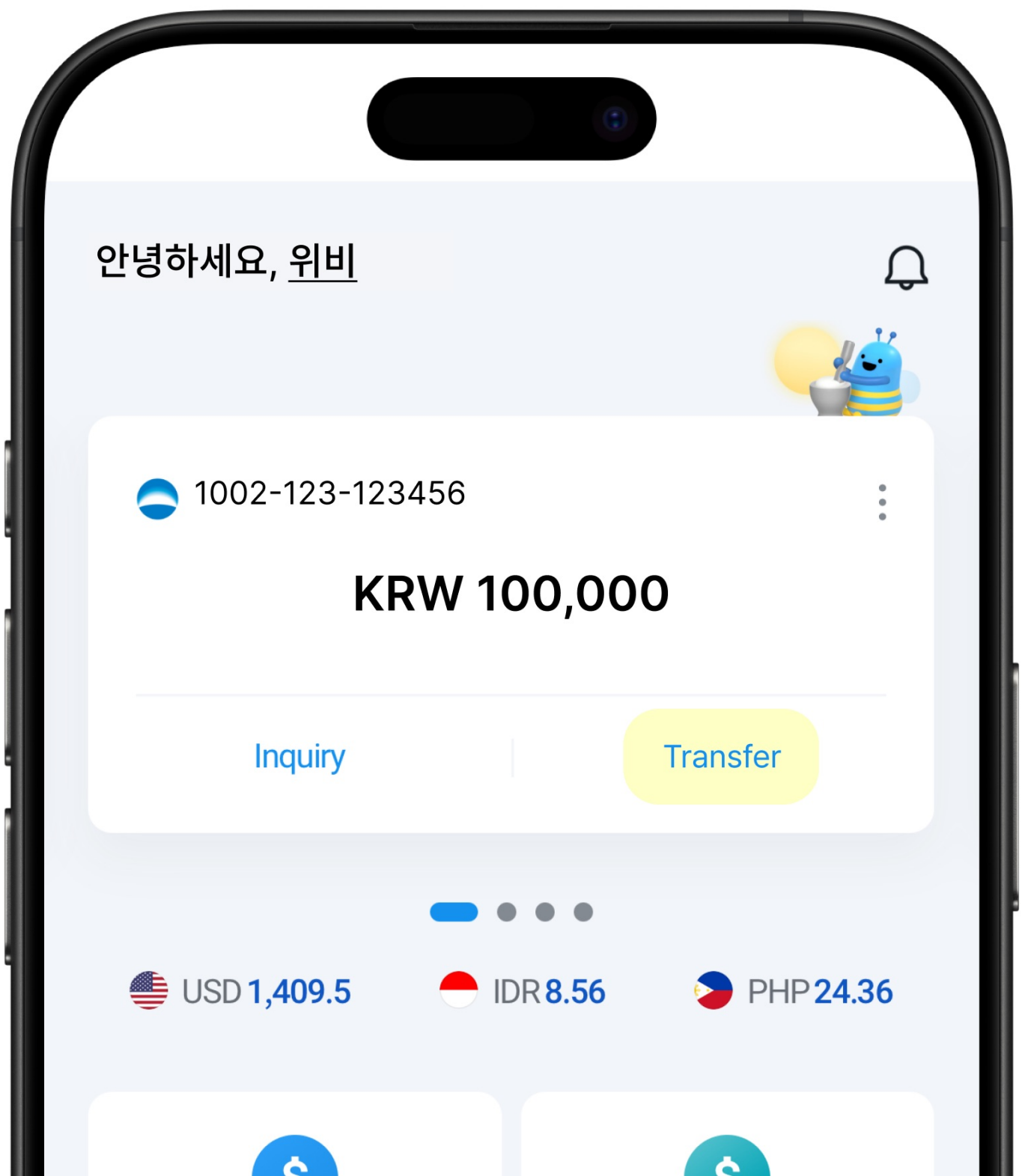
1. Tap **"Transfer"** on the home screen.
2. Choose the **recipient's bank** and enter the **account number**.
3. Enter the **amount** and add a **note** if needed.
4. Confirm your transfer details and tap **"Send"**.
5. Authenticate using your password or biometric login.

3. Money & Transfers



1. Send Money in Korea

1. Tap **“Transfer”** on the home screen.



3. Money & Transfers



1. Send Money in Korea

2. Choose the recipient's bank and enter the account number.

Withdrawal Account



Woori

1002-123-123456



Transfer Amount **KRW 100,000**

Recipient

Recent / Favorite / My Account >



Woori Bank



Receiving Account Number

KRW

Enter Amount

3. Money & Transfers



1. Send Money in Korea

3. Enter the **amount** and add a **note** if needed.

Withdrawal Account



Woori

1002-123-123456



Transfer Amount **KRW 100,000**

Recipient

Recent / Favorite / My Account >



Woori Bank



1002-345-678987

KRW

10,000

3. Money & Transfers



1. Send Money in Korea

4. Confirm your transfer details and tap **"Send"**.
5. Authenticate using your password or biometric login.



Transfer Complete

3. Money & Transfers



2. Send Money Abroad

In the **WOORI WON GLOBAL** app, the International Transfer menu provides several options for sending money overseas.

- **International Transfer**
Standard international wire transfer through Woori Bank's global network.
- **Woori Global Quick Transfer**
Fast service for specific countries
(Asia corridors such as Vietnam, Indonesia, Philippines, Mongolia, Cambodia, Australia).
Fixed fee and exchange-rate benefit apply.
- **Mobile MoneyGram**
Small-amount real-time transfer available 24 hours a day to about 200 countries.
Receivers can collect cash at MoneyGram agent locations in many countries.

3. Money & Transfers



2. Send Money Abroad

- **Woori UnionPay Quick Transfer**
Transfer service for Chinese users through UnionPay network.
- **Designate a Correspondent Bank**
Register Woori Bank as your foreign-exchange bank if required for visa or residency purposes.
- **Change Direct Transfer Details**
Update stored sender or receiver information used for direct remittances.
- **Woori ONE International Transfer**
Alternative overseas transfer channel linked with Woori Bank ONE services.

3. Money & Transfers



2. Send Money Abroad

- **Cambodia WING Transfer**
Dedicated option for remittance to Cambodia through local partner WING.
- **International Transfer History**
View your past overseas transfer records and status.



3. Money & Transfers



2. Send Money Abroad

General notes for users

- Service availability and limits vary by country and type of transfer.
- Fees and exchange-rate benefits are displayed before confirmation of each transaction.
- Identity verification (passport or Alien Registration Card) is required for sending money abroad.



Always review the latest fee table and country list in the app before sending funds.

3. Money & Transfers







3. Check Exchange Rates

Open the **Currency** menu to view real-time exchange information or calculate conversion values.

- **Currency**
Displays current foreign-exchange rates offered by Woori Bank for major currencies.
- **Currency Converter**
Converts amounts between currencies using the latest bank rate.

  USD(US Dollar) >
1,409.50

  JPY(Japan JPY 100) >
957.87

  EUR(European Euro) >
1,655.46

3. Money & Transfers



3. Check Exchange Rates

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| | | | |
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|  |  | USD(US Dollar) 1,409.50 | > |
|  |  | JPY(Japan JPY 100) 957.87 | > |
|  |  | EUR(European Euro) 1,655.46 | > |


3. Money & Transfers



3. Check Exchange Rates

Features

- Real-time rate updates.
- Favorites function for frequently used currencies.
- Simple conversion calculator for remittance planning.

 Check the Currency menu just before sending money to see the most up-to-date rate.

4. Community & Support



1. Visit the Global Lounge

The **Woori Global Lounge** is a community space operated by **Woori Bank** to support foreign residents and students living in Korea.

It offers practical financial guidance and a place to experience Korean culture.

Location

2nd Floor, Juanseong Financial Center (Incheon)

Address: 인천 미추홀구 제일로 22

Operating Hours

Friday to Sunday, 11:00 AM – 8:00 PM

4. Community & Support



1. Visit the Global Lounge

Main Services

- Multilingual guidance on banking and remittance through **WOORI WON GLOBAL**
- Cultural experience programs (tea ceremony, crafts, Korean cooking, etc.)
- Career workshops (resume writing, interview skills, and photo sessions)
- Reading area with foreign-language books and webtoons
- Free snacks and beverages for visitors

💡 Open to all registered **WOORI WON GLOBAL** users. Visit to meet other foreigners and share your life in Korea.

4. Community & Support



2. Customer Service (Hotline, Chat, FAQ)

The Customer Center in the **Woori WON Global** app provides several support options designed especially for international customers.

Customer Hotline

- 📞 Customer Hotline (in Korea): **1599-5000**
- 📞 (from overseas): **+82-2-2006-5000**

Languages Supported

- Korean, English, Chinese, Vietnamese and others depending on service hours.

4. Community & Support



2. Customer Service (Hotline, Chat, FAQ)

Menu Overview

- **One-touch Consultation**

Connect directly to a customer-service representative for quick assistance.

This feature enables faster help without navigating multiple menus.

- **Book a Branch Visit on a Sunday for International Customers**

Reserve an appointment to visit a Woori Bank branch open on Sundays for foreign-resident customers.

This service helps those who are busy during regular banking hours.

4. Community & Support



2. Customer Service (Hotline, Chat, FAQ)

Menu Overview

- **Notice**

Check important service updates, scheduled maintenance times, and announcements about **WOORI WON GLOBAL** features.

- **Service Information**

View general guidance on using the app, banking hours, and frequently asked questions.

- **Mobile Pinpad**

Access a secure keypad for inputting authentication numbers and passwords safely when logging in or making transactions.

5. Living in Korea



1. Find Jobs for Foreigners

The **Job Information** service helps foreign residents and students find work opportunities in Korea.

You can search for part-time and full-time positions suitable for foreigners.

Listings are updated regularly in cooperation with official employment platforms.



Easily explore legal and verified workplaces before applying.

사람인

[강남]1:1영어회화 오후 파트타임 강사(기초회화전문)(5p...

서울 강남구

정규직,계약직



우리은행



우리버시티

5. Living in Korea



2. Learn Korean (TOPIK Lectures)

Prepare for the **Test of Proficiency in Korean (TOPIK)** through free online lectures.

The app provides:

- Level-based video lessons (Basic → Advanced)
- Grammar and vocabulary practice materials
- A short placement test to check your level

 Study Korean anytime and improve your communication in daily life.

5. Living in Korea



3. Insurance & Departure Refund

Manage your foreigner insurance and request a **Departure Guarantee Insurance refund** directly within the app.

You can:

- View current insurance information
- Apply for your departure refund before leaving Korea
- Track refund status and required documents



Receive your refund safely and conveniently before returning home.

5. Living in Korea



4. Check Your Alien Registration Card

Check the delivery status of your **Alien Registration Card (ARC)** online.

By entering your tracking number or ID details, you can see where your card is and when it will arrive.



No need to visit Immigration track your ARC delivery through the app.

< Alien Registration Card(ARC) Delivery Status ≡

Tracking Number

Enter a registered mail number.

Inquiry

- You can check the delivery status of your Alien Registration Card delivered by the Post Office using individual registered mail numbers.

5. Living in Korea



5. Learn Banking Basics

The **Financial Content** section provides short videos and guides explaining banking in Korea.

You can learn about:

- Opening and managing an account
- Sending and receiving money
- Using mobile banking safely
- Understanding interest rates and currency exchange



Learn practical banking skills for everyday life in Korea.

5. Living in Korea



2. Learn Korean (TOPIK Lectures)

TOPIK Video Lectures

Watch TOPIK lectures for free!



TOPIK Level Test

Assess your TOPIK skills!



준법감시인 심의필 2025-7970(2025.08.21~2027.05.21)




5. Living in Korea



6. Enjoy Partner Discounts

Through the **Partnership Benefits** menu, you can enjoy various discounts and promotions available to **WOORI WON GLOBAL** users.

Discounts:

-  Seoul Land Free Pass
: KRW 19,000
-  Shinsegae Duty-Free Shopping Voucher
: up to KRW 140,000
-  Airport Railroad Express Discount
: KRW 1,000 off



Make your life in Korea more enjoyable with exclusive benefits and seasonal offers.



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