RESERVE BANK OF FIJI

Exchange Control Services

DEBIT LIMIT INCREASE REQUEST

User Guide

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1. About This Service

The Debit Limit Increase Request portal is the official platform of the Reserve Bank of Fiji (RBF) for members of the public to apply for, and track, an increase to their Visa Debit Card's delegated monthly limit under the current Exchange Control Guidelines.

Under these guidelines, a delegated monthly limit is set on your card by your commercial bank. Any overseas usage or offshore transaction that would take you above this limit requires prior approval from the Reserve Bank of Fiji. This portal allows you to submit that approval request online, attach supporting documents, and monitor progress until a decision is made.

1.1 What You Will Need

- Your Tax Identification Number (TIN).
- A valid email address and contact phone number.
- Details of the bank that holds your card account.
- The purpose of the increase and the new limit you are requesting.
- Supporting documents relevant to your selected purpose (see Section 5).

Note: This manual refers to a test environment for illustration. When using the live system, the “TEST ENVIRONMENT” label shown in the screenshots will not appear.

2. Accessing the Portal

When you open the Debit Limit Increase Request portal, you will land on the Home page shown below. From here you can either start a new application or check the status of one you have already submitted.

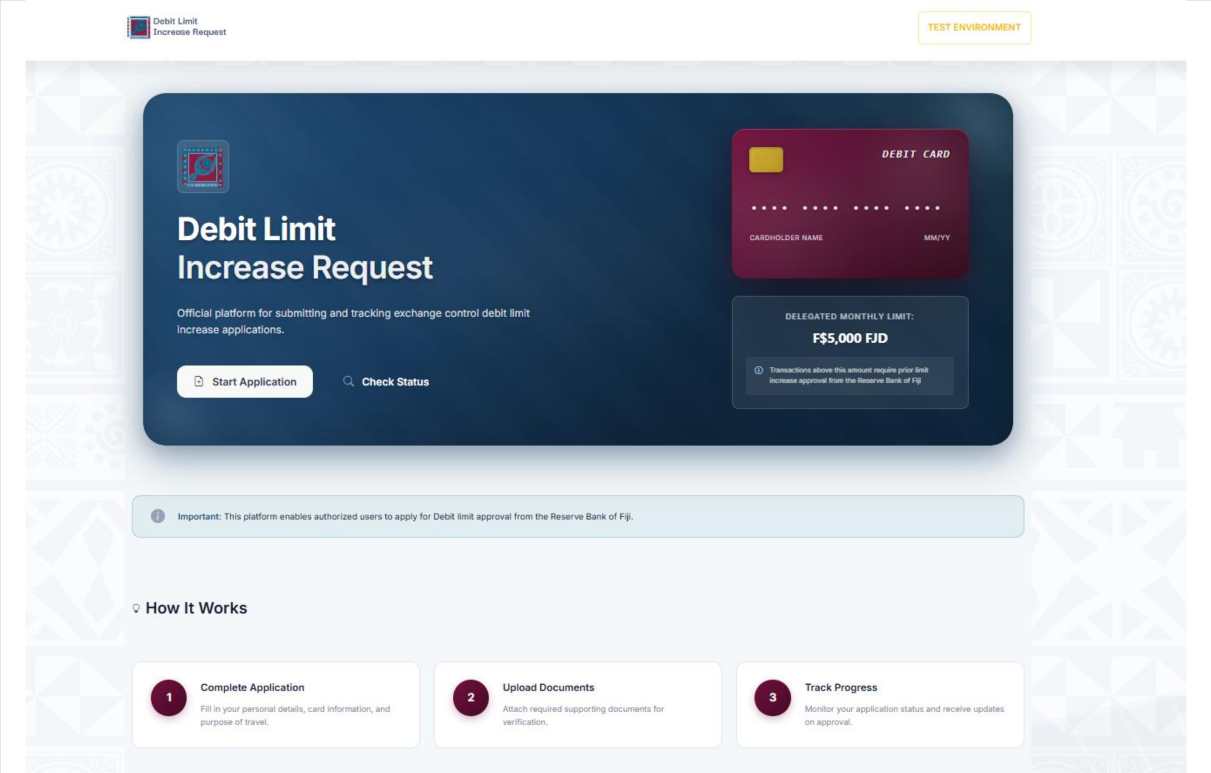

Figure 1: Debit Limit Increase Request — Home page

Two options are available from the Home page:

- Start Application — begin a new debit limit increase request.
- Check Status — look up the progress of a request you have already submitted, using your reference number and TIN.

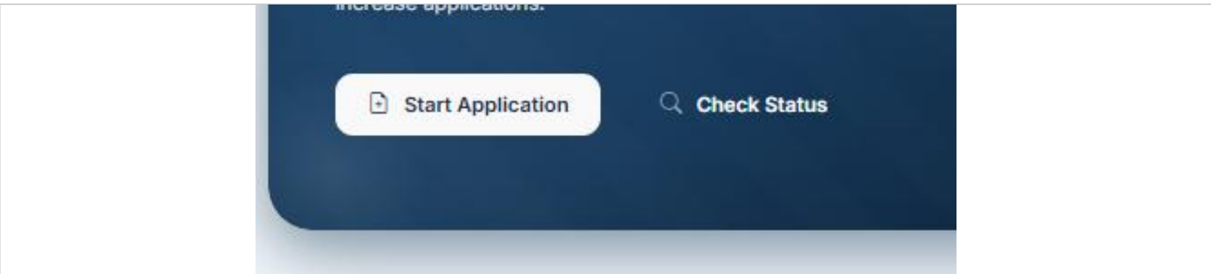

Figure 2: Start Application and Check Status options

The Home page also outlines how the process works in three stages: completing the application, uploading supporting documents, and tracking progress through to approval.

3. Completing Your Application

The application is completed in four steps: Applicant, Request, Documents, and Review. A progress bar at the top of each screen shows which step you are on. You can use the Back button at any time to review or correct a previous step before submitting.

Step 1 of 4 — Applicant Details

Click Start Application from the Home page to begin. On the Applicant Details screen, enter your details exactly as they appear on your official documents:

- Full Name — as it appears on your official documents.
- TIN — your Tax Identification Number (up to 20 digits).
- Phone — your contact number (up to 15 digits).
- Email — your application reference will be sent to this address.

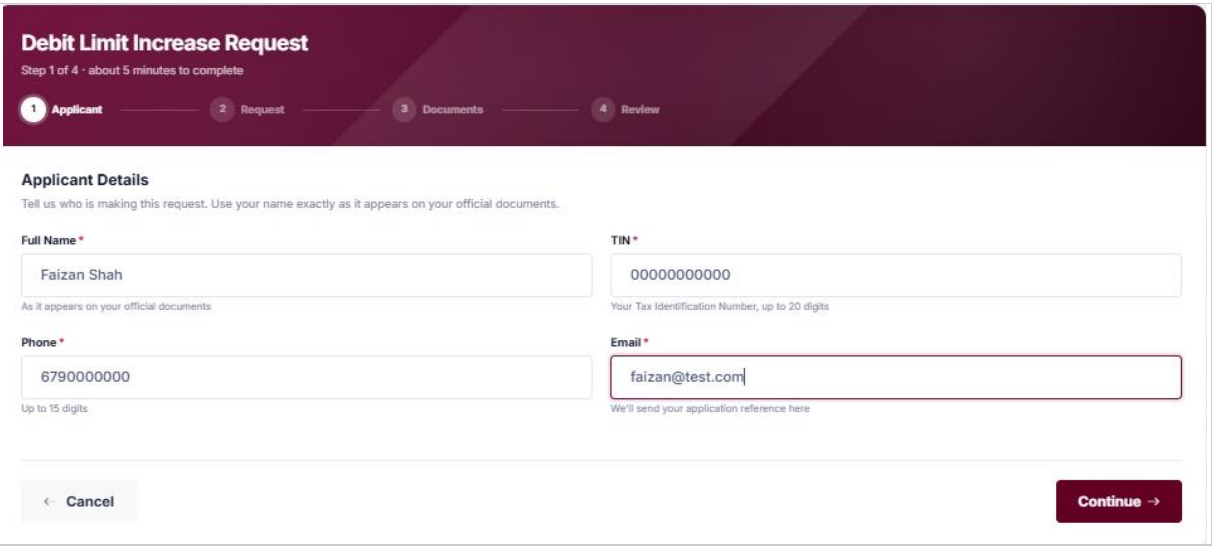

Figure 3: Step 1 of 4 — Applicant Details

Once all fields are completed, click Continue to proceed to Step 2.

Step 2 of 4 — Application (Request) Details

On this screen, provide details of the limit increase you are requesting. Your chosen purpose determines which supporting documents you will be asked for in the next step.

- Bank — select the bank where you hold your card account.
- Purpose — select the reason for the request (e.g. Business Expenses).
- Delegated Monthly Limit (F$) — your current limit; this is pre-filled and cannot be edited.
- Requested New Limit (FJD$) — the new limit you would like approved; this must be greater than F$5,000.
- Usage Start Date — the date you plan to start using the increased limit. This cannot be a date in the past.

- Destination Country/Countries of Payment — select every country where you plan to use the card.
- Additional Comments/Travel Fund Declaration — a short description of the intended use, up to 500 characters.

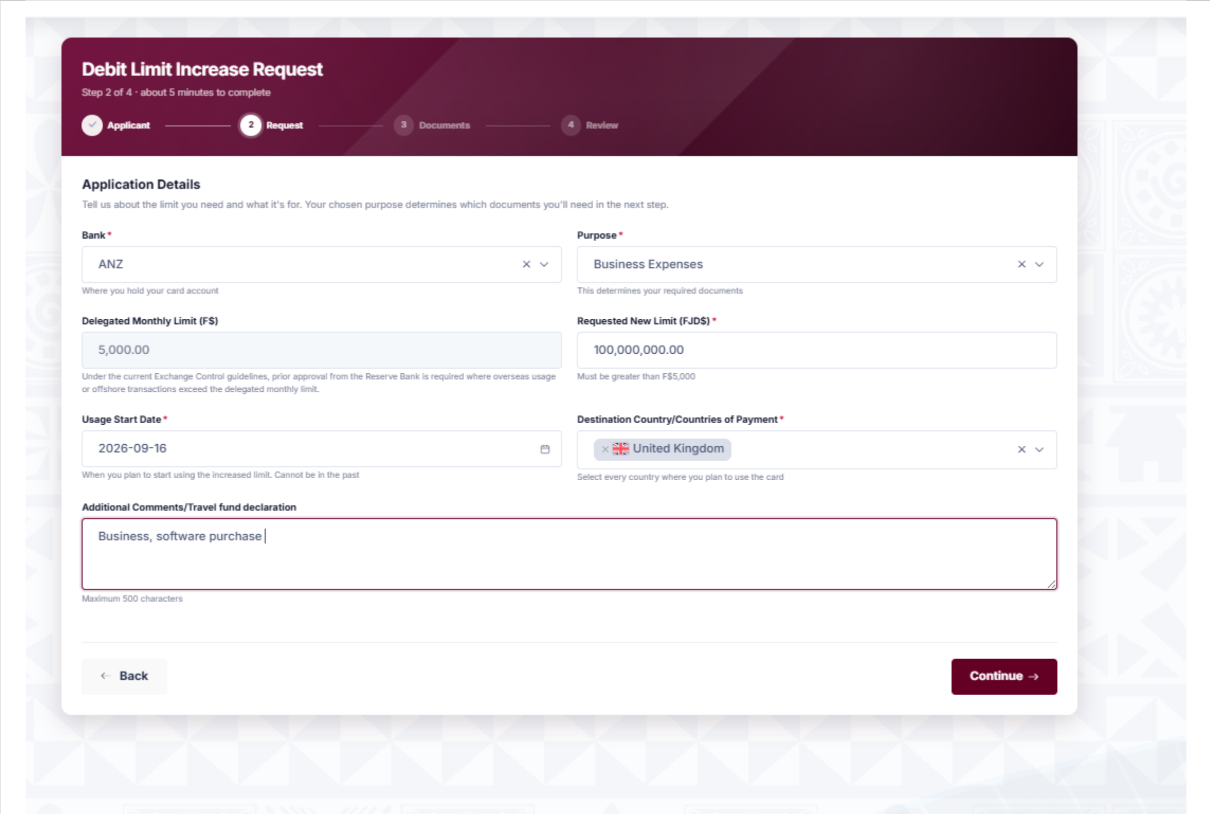

Figure 4: Step 2 of 4 — Application Details

Review the details you have entered, then click Continue to move to the Documents step.

Step 3 of 4 — Supporting Documents

The documents required at this step depend on the purpose you selected in Step 2. The screen lists each required document and tracks how many you have uploaded so far, for example “0 of 3 required documents uploaded”.

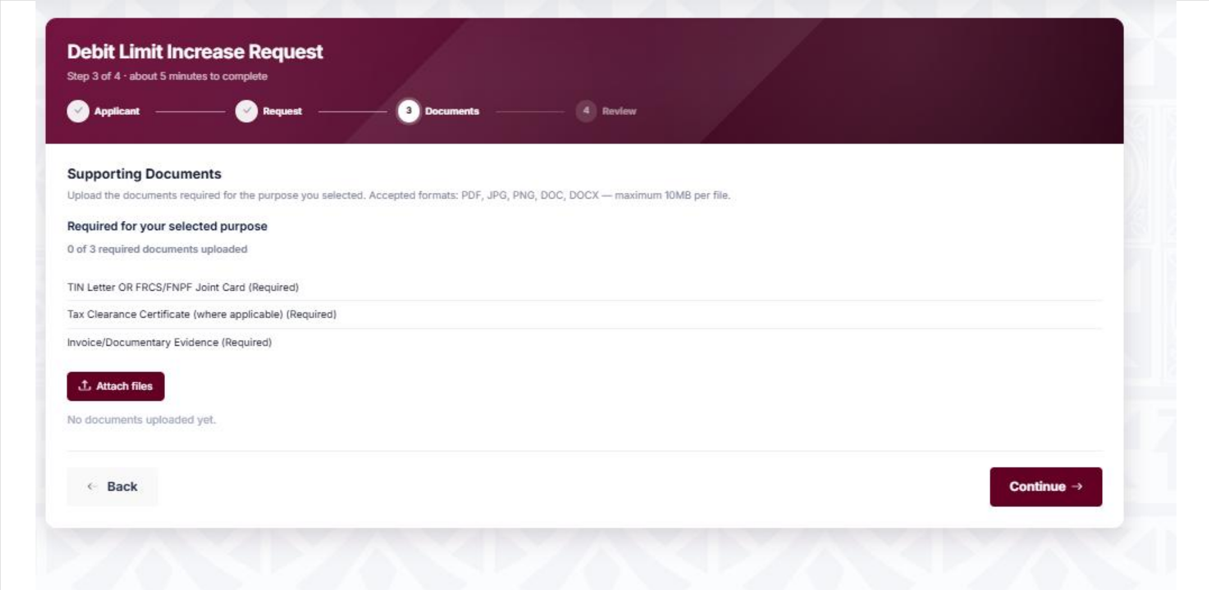

Figure 5: Step 3 of 4 — Supporting Documents (before upload)

Typical documents requested for a Business Expenses purpose include:

- TIN Letter OR FRCS/FNPF Joint Card (Required).
- Tax Clearance Certificate, where applicable (Required).
- Invoice or other documentary evidence supporting the request (Required).

> **Accepted Formats:** Accepted file formats are PDF, JPG, PNG, DOC and DOCX, with a maximum file size of 10 MB per file.

Click Attach files to browse your device and upload each required document. Once uploaded, each file appears in an Uploaded Documents list with its file size and a green “Uploaded successfully” confirmation. You can remove a file by clicking the red × icon next to it if you need to replace it.

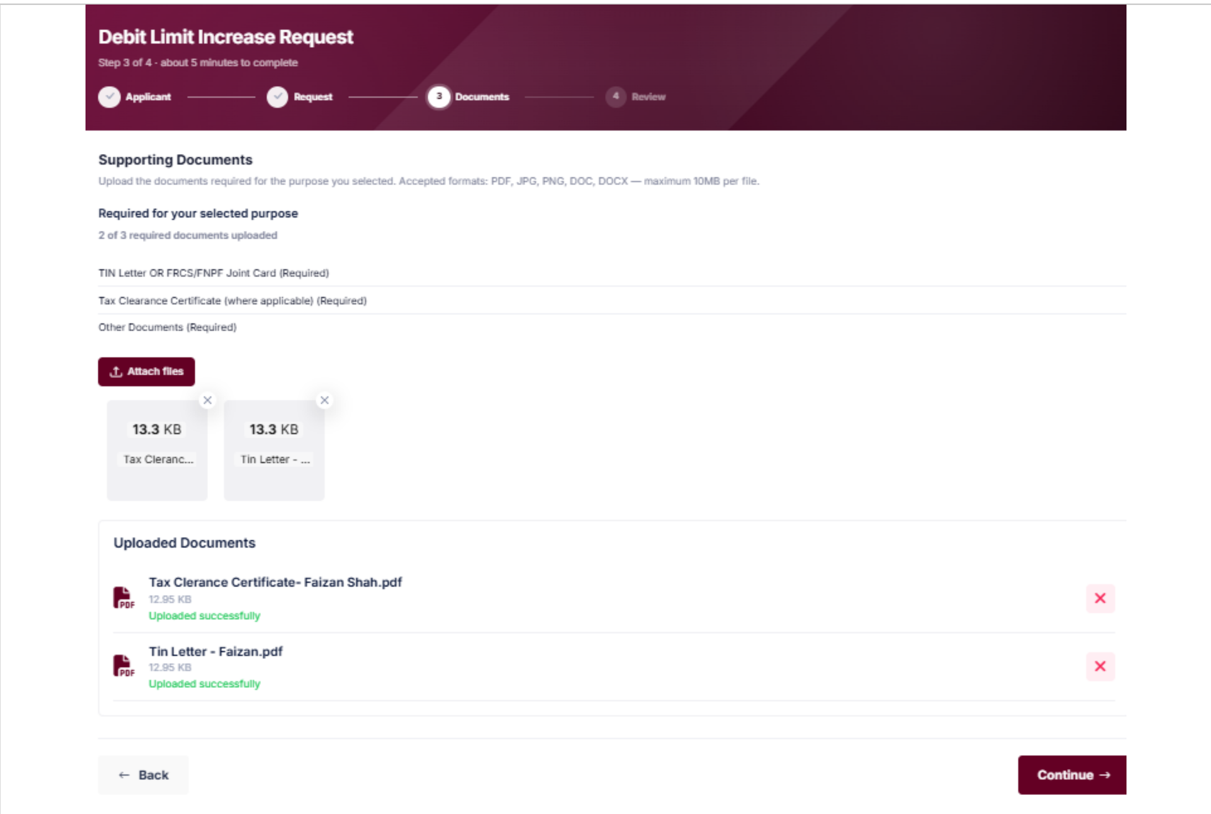

Figure 6: Step 3 of 4 — Supporting Documents after upload

Once all required documents show as uploaded, click Continue to proceed to the final Review step.

Step 4 of 4 — Review & Submit

The Review & Submit screen summarises everything you have entered across Applicant Details, Application Details, and Supporting Documents. Check each section carefully — you can click the Edit link beside any section to go back and make corrections before submitting.

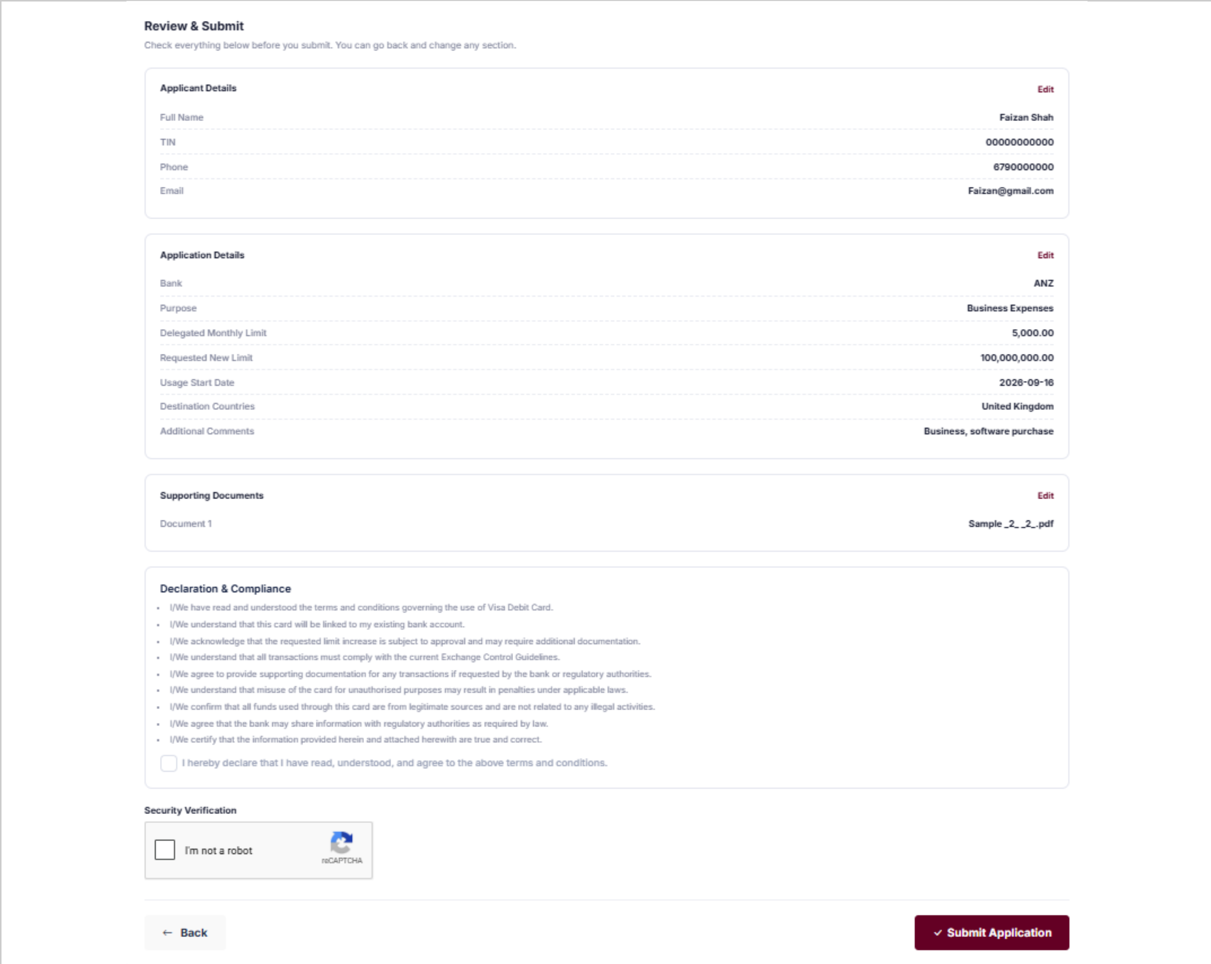

Figure 7: Review & Submit summary

Declaration & Compliance

Before you can submit, you must read the Declaration & Compliance statements. These confirm, among other things, that you understand the terms governing use of the card, that the increase is subject to approval, that all funds used are from legitimate sources, and that the information you have provided is true and correct.

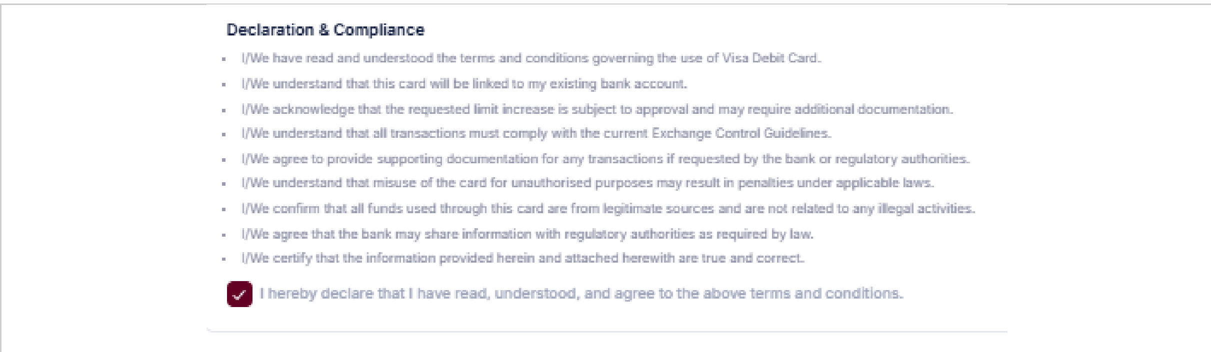

Figure 8: Declaration & Compliance checkbox

Tick the box marked "I hereby declare that I have read, understood, and agree to the above terms and conditions" to confirm your acceptance.

Security Verification

Complete the “I'm not a robot” reCAPTCHA check. This confirms that the application is being submitted by a person, not an automated system.

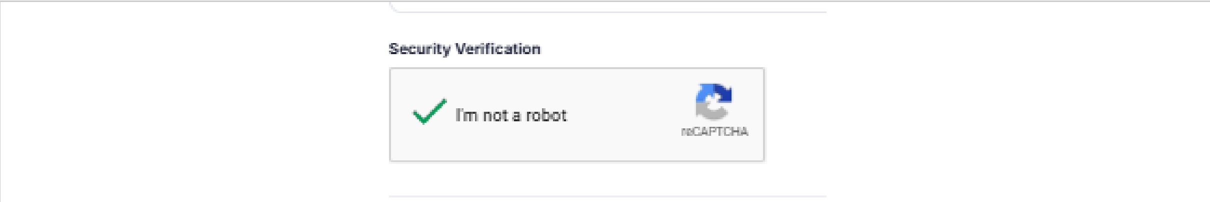

Figure 9: Security verification (reCAPTCHA)

Important: The Submit Application button will only become active once both the declaration is ticked and the security verification is completed.

Once both checks are complete, click Submit Application to send your request to the Reserve Bank of Fiji for assessment.

Application Confirmation

After a successful submission, you will see an Application Submitted confirmation screen displaying your unique application reference number, in the format shown below.

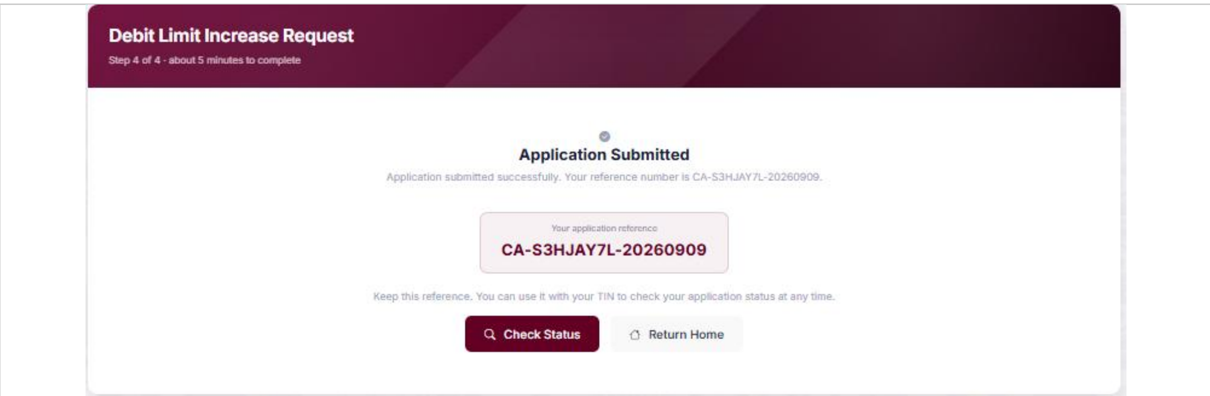

Figure 10: Application Submitted confirmation

Important: Keep your application reference number safe. Together with your TIN, it is required to check your application status at any time.

From this screen you can click Check Status to look up your application immediately or Return Home to go back to the portal's Home page.

4. Checking Your Application Status

You can check the progress of any submitted application at any time from the Home page by clicking Check Status.

1. Enter your Application Reference number exactly as it was provided to you.
2. Enter the TIN used when you submitted the application.
3. Click Search.

The system will display the full status of your application, including when it was submitted, when it was last updated, and its current status (for example, "Awaiting Assessment"). It will also show the Applicant Details, Application Details, and Supporting Documents you originally provided, along with the received status of each document.

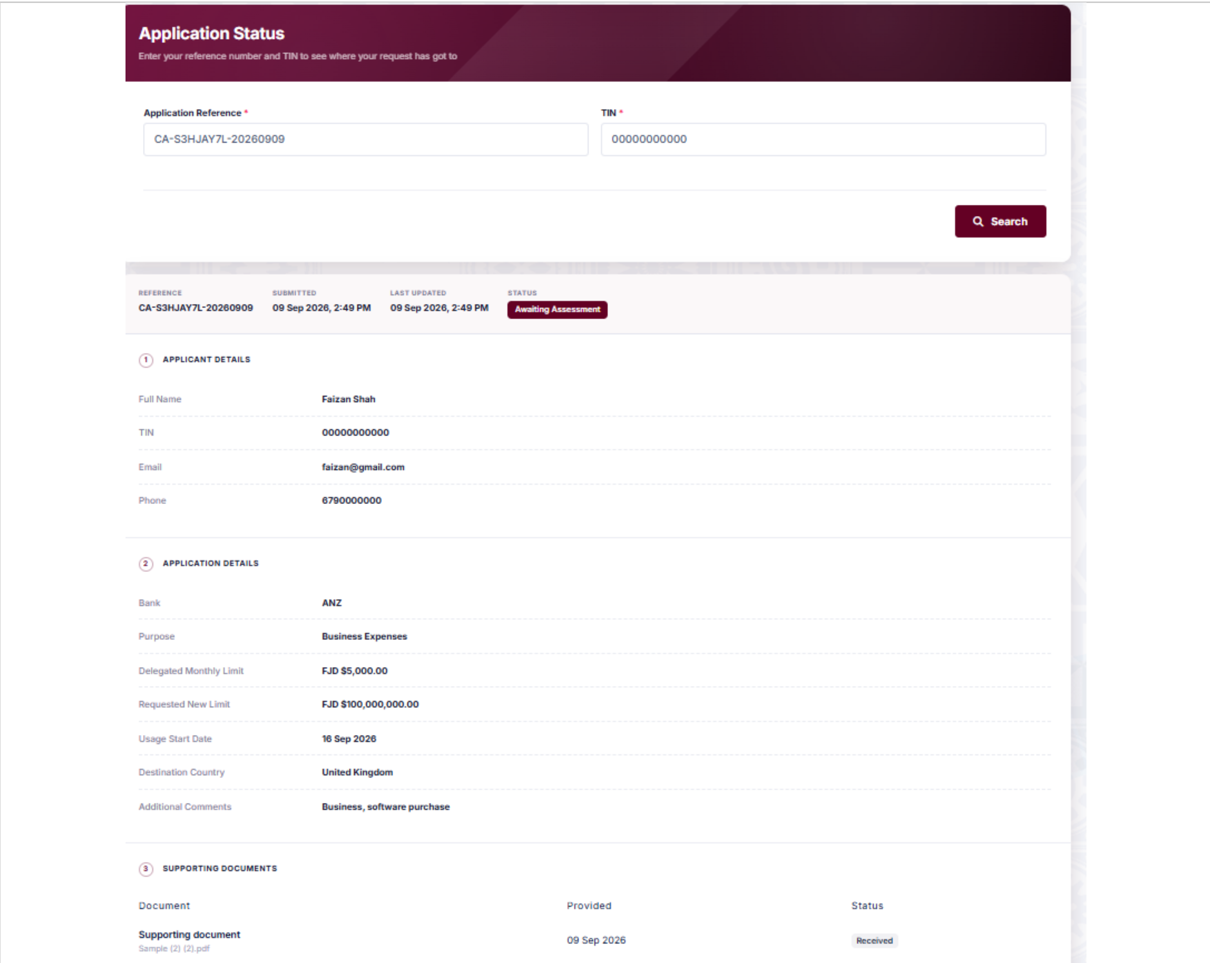

Figure 11: Application Status lookup and details

5. Supporting Document Requirements

The specific documents required depend on the purpose selected in Step 2 of your application. Commonly requested documents include:

Document	Description
TIN Letter OR FRCS/FNPF Joint Card	Confirms your Tax Identification Number and identity.
Tax Clearance Certificate	Where applicable to your selected purpose.
Invoice / Documentary Evidence	Supports the stated purpose and requested amount (e.g. an invoice for a business expense).
Other Documents	Any additional evidence specifically requested for your purpose category.

Accepted File Formats

- PDF (.pdf)
- JPEG image (.jpg)
- PNG image (.png)
- Word document (.doc, .docx)

File Size Limit: Each file must not exceed 10 MB. If a file is too large, compress it or save it as a PDF before uploading.

6. Frequently Asked Questions

Do I need to complete the application in one sitting?

It is recommended that you have all your details and documents ready before you begin, as the guided steps must be completed in sequence to reach Review & Submit.

What happens if I select the wrong purpose?

Use the Back button to return to Step 2 and change the purpose. Note that changing the purpose may change the list of documents required in Step 3.

Can I change my application after submitting it?

Once submitted, an application cannot be edited. If you need to make a change, please contact the Reserve Bank of Fiji using the details in Section 7, quoting your application reference number.

How long does an application take to be assessed?

After submission, your application status will show as “Awaiting Assessment”. You can check for updates at any time using the Check Status page with your reference number and TIN.

What if I lose my application reference number?

Contact the Reserve Bank of Fiji directly, quoting your TIN and the approximate date of submission, so the reference can be retrieved on your behalf.

7. Need Further Assistance?

If you experience technical difficulties with the portal or have questions about your application that are not answered in this manual, please contact the Reserve Bank of Fiji's Exchange Control Section during normal business hours.

Detail	Information
Institution	Reserve Bank of Fiji
Department	Exchange Control Section
Reference Required	Your Application Reference Number and TIN

Thank you for using the Reserve Bank of Fiji's Debit Limit Increase Request portal.