



Frequently Asked Questions	
Question	Answers
Why can't I use face recognition?	<p>If you have trouble with face recognition, please try these tips:</p> <p>Good Lighting: Make sure you are in a well-lit area. Avoid places that are too dark or too bright.</p> <p>Face Position: Keep your face centered in the frame. Remove any masks or glasses, and make sure no one else is in the picture.</p> <p>Clean Background: Choose a clean, uncluttered background for the best results.</p> <p>Device Tips: For some phones like Samsung A10, A13, and the Samsung J series, it's best to close other apps before using face recognition. Stay still, ensure good lighting, and follow the on-screen instructions carefully.</p> <p>If you still need help, our 24/7 Contact Center is here for you.</p>
Can I receive money from other banks using the QR code in K PLUS Vietnam?	<p>Yes, if the transferer's mobile banking app has the VietQR logo on the QR transfer/payment menu.</p>
What should I do if I changed my mobile device?	<p>If you have switched to a new device, you can download and reinstall the K PLUS Vietnam app on your new device. When you open the app, enter the same phone number you used to register.</p> <p>For your security, you'll need to verify your identity using a face scan and confirm your phone number with an SMS OTP (One-Time Password).</p>
Why Am I unsuccessfully onboarding K PLUS with NFC device?	<ol style="list-style-type: none"> 1. Ensure your device supports NFC. 2. Check that NFC is enabled on your phone. Go to your phone's settings and make sure NFC is turned on. 3. Place the ID card on the back of your phone, where the NFC sensor is located. This sensor is usually near the center of the phone, but its location can be varied by different phone models. In some devices, it will show NFC instruction in NFC settings. 4. Hold the card steady against the phone for 3 to 10 seconds. If your phone has a case, consider removing it to improve the connection. <p>If your phone does not support NFC, please visit our branch to complete the account opening process.</p>
Why my transaction need biometric authentication?	<p>From July 1, 2024, according to Decision 2345/QĐ-NHNN of the State Bank, transactions exceeding the limit must be authenticated biometrically using facial recognition when performing transactions on K PLUS Vietnam which below amount:</p> <ol style="list-style-type: none"> 1) Transfers over 10 million VND per transaction or cumulatively over 20 million VND per day. 2) Payments over 100 million VND per transaction or cumulatively



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	over 100 million VND per day.
Why Am I unsuccessfully register K PLUS or update ID card with new CAN CUOC ID?	We apologize for the inconvenience. We are currently updating our system to support the latest CAN CUOC ID. In the meantime, you can visit our branch to complete the account opening process.
How can I adjust the daily transaction limit via K PLUS Vietnam ?	You may change the limit via your K PLUS Vietnam mobile application, using the following steps: Go to "Setting" > "Application Setting" > "Transaction Limit" Max. daily setting via K PLUS VN is 3000 M VND.
What if I transfer money to an incorrect person?	Please prepare the transaction evidence e.g. Fund transfer 's eSlipt and contact our 24/7 K-Contact Center Vietnam for further assistance.
Why is my K PLUS App. locked and how can I unlock my PIN?	For security reasons, if you enter your PIN incorrectly 3 times, the K PLUS VN app will be automatically locked. To unlock the app and reset your PIN, please contact our 24/7 K-Contact Center in Vietnam
What is PDPD and who is protected?	The PDPD (Personal Data Protection Decree) is the first comprehensive data protection regulation consolidating Vietnam's existing data protection regulatory framework. It, outlines the rights and responsibilities of individuals and organizations involved in data collection and processing. It was effective since on 1 July 2023 and K PLUS Vietnam is fully complied. All K PLUS Vietnam user or person who use KBank product (so called "Data Subject"), has rights and protections under the PDPD. Please click PDPD Policy of KBank Vietnam for more detail.
Can I apply for more accounts or cards and how many account or cards I can have in K PLUS Vietnam?	You can open a new account, including a Current Account, Term Deposit Account, and apply for Debit and Credit Card entirely online via K PLUS Vietnam. You can manage up to 12 accounts in total, including current accounts, term deposit accounts, and Credit Cards, in K PLUS Vietnam.