



Frequently Asked Questions	
Questions	Answers
What should I do if I change my mobile device?	<p>If you have switched to a new device, you can download and install 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>
How can I adjust the daily transaction limit via K PLUS Vietnam?	<p>You may change the limit via your K PLUS Vietnam mobile application, using the following steps:</p> <p>Go to "Setting" > "Application Setting" > "Transaction Limit"</p> <p>Max. daily setting via K PLUS VN is 3000 M VND.</p>
Why my K PLUS App is locked and how can I unlock my PIN?	<p>For security reasons, if you enter your PIN incorrectly 3 times, the K PLUS Vietnam will be automatically locked. To unlock the app or reset your PIN, please contact our 24/7 K-Contact Center in Vietnam.</p>
Can I apply for more accounts or cards and how many account or cards I can have in K PLUS Vietnam?	<p>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.</p> <p>You can manage up to 12 accounts in total, including current accounts, term deposit accounts, and Credit Cards, in K PLUS Vietnam.</p>
Why do I encounter issues with security features, such as root/jailbreak detection, screen overlays, or third-party keyboards, that prevent me from using K PLUS Vietnam App?	<p>K PLUS Vietnam has enhanced security measures to better protect our customers' financial information. As a result, the application may restrict access on devices that do not meet our security standards. Please use a device that complies with those requirements.</p>
What is the minimum top-up amount for mobile phone services?	<p>The minimum top-up amount varies depending on the network operator. Generally, the minimum amount is VND 10,000. However, for Vietnam mobile customers, the minimum top- up required is VND 20,000.</p>