

Suggestions for Use

Please read the suggestions for use carefully before using KBank Connect of the Branch of KASIKORNBANK Public Company Limited (Ho Chi Min City Branch) (“KBank”) on behalf of your organization.

1. Access to KBank Connect

1.1 The access is available to users who have updated their browser and operating system to the latest version before using KBank Connect.

1.2 Users shall not engage in any violations of applicable law.

1.3 Users shall install anti-virus software on personal devices before use.

2. Information and Notices

Users will be notified if there are any changes related to KBank Connect such as additional holidays, cut-off time and transaction limit and fees.

3. Privacy and Security

3.1 Users shall modify their KBank Connect login password on a regular basis or as required by the system, and do not use any password that had ever been used.

3.2 When the Users set or changes password, the Users must not use a password that can be easily guessed by a third person to give such third person the opportunity to impersonate the Users. For example, the Users shall avoid using the birthdate, ID card number, telephone number, repeated or consecutive numbers or characters as a password.

3.3 Users shall safeguard the User ID, Password, PIN and OTP Authentication and keep them private and confidential.

3.4 Users shall contact the KBank’s branch immediately if the Users found any suspicious activities such as fraud, phishing or any service-related damages.

3.5 Users shall avoid using public devices or save username, password on web browser.

3.6 Users shall log out when not using the service.

4. Practices

4.1 If the Users submit future or recurring transactions on selected bank holiday as an effective date, KBank will process on the next business day or refund based on KBank’s policy.

4.2 The Users may be required to upload necessary documents in specific file types and file size limits to support fund transfers or any other service on KBank Connect. KBank reserves the right to request the original document from the Users on a case by case basis, subject to KBank’s sole discretion.

If the Users have any questions, please feel free to contact us, or the Users can browse KBank's official website at www.kasikornbank.com.vn