

MOBILE BANKING USER GUIDE



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1. Account management

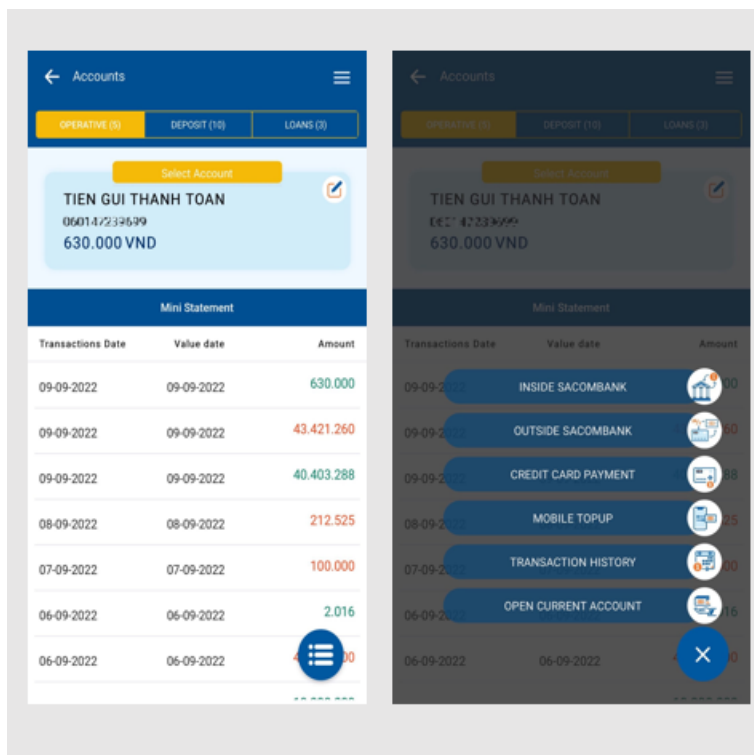


ACCOUNT MANAGEMENT

Tap **Menu** > **Account** or **Dashboard** > Select **View Details** below account.

1. **Select Account type:** Operative, Deposit and Loan
2. **Select Account:** Tap here to display Account list
3. **Selected account include :**
 - o Account name: Customer can update the account nickname by tapping the icon  at the right side.
 - o Account Number
 - o Available Balance of the account
 - o Note: Tap icon  for more details of Inquire on lien
4. **Details:**
 - o Operative account: display the last 10 transactions
 - o Deposit account: display details of Account
 - o Loan: display details of Loan Account
5. **Quick menu:** Tap button at the right corner to display several features

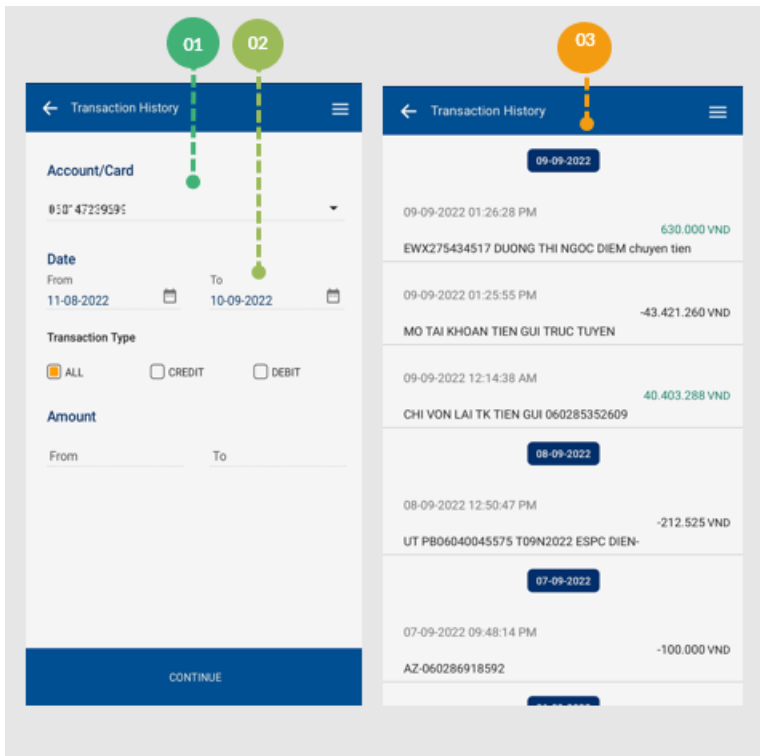
2. Transaction inquiry



TRANSACTION INQUIRY

Searching transaction as following 3 options below:

- o The last 10 transactions is default displayed on details of Operative account
- o Searching Transaction history
- o Searching Transfer & Payment status (Success/Failed/ Scheduled/Recurring) and Transaction Management

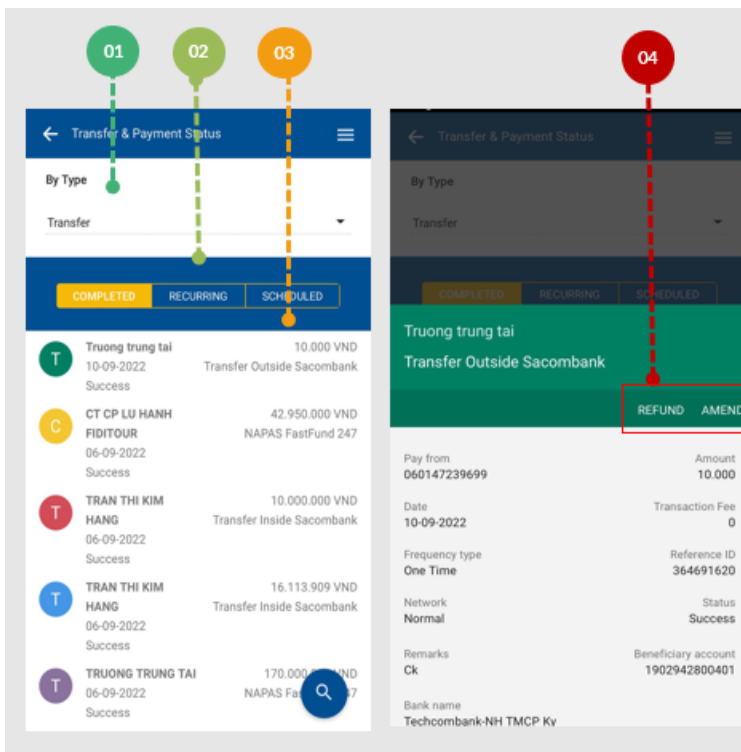


TRANSACTION HISTORY

Searching **Transaction history** by **Quick menu** or as follows:

Menu > Transaction management > Transaction history

1. Select **Account/Card** for searching
2. Select other information, including:
 - o Date: From... To...
 - o Transaction Type: All/Credit/Debit
 - o Amount: From... To...
3. Tap **Continue** button to display transaction history.

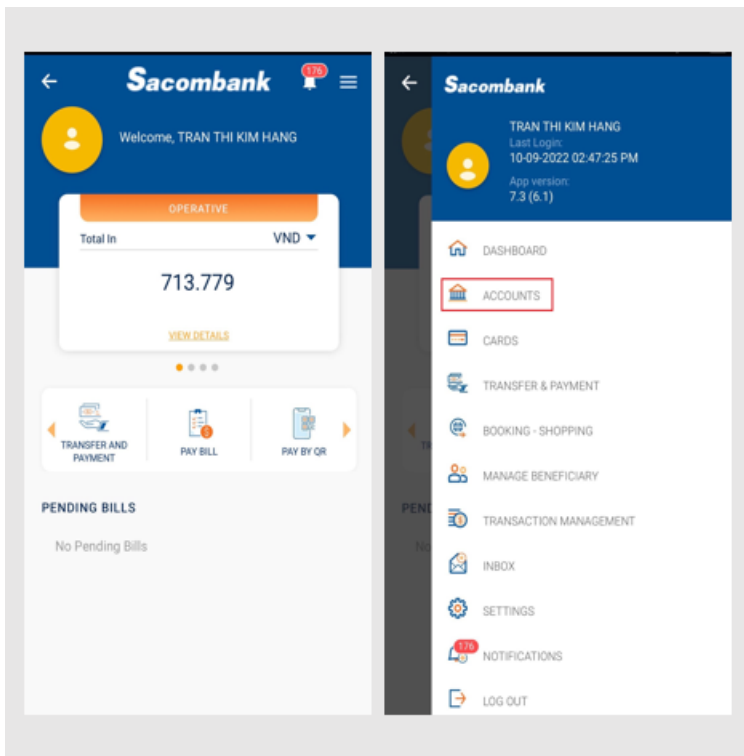


TRANSACTION MANAGEMENT

Menu > Transaction management > View Transfer & Payment status

1. Select **By Type**: Transfer, Payment, Booking- Shopping
2. Select the type of status for displaying:
 - o **COMPLETED**: include all successful, failed and suspected transactions
 - o **RECURRING**: include all recurring transactions initiated on iBanking
 - o **SCHEDULED**: include all scheduled transactions initiated on iBanking and mBanking
3. **View details**: tap directly on transaction record
4. **Amend and refund**: requirement for Amend/ Refund transaction, including:
 - o Transfer within Sacombank to receive by National ID/ Passport No
 - o Transfer outside Sacombank (normal method- CITAD)

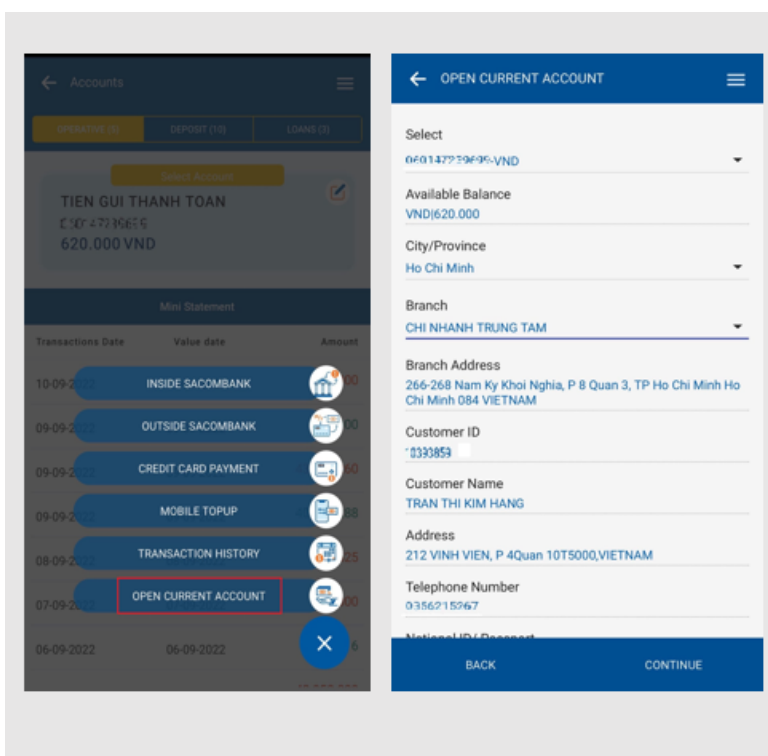
3. Open current account:



OPEN CURRENT ACCOUNT

Open Current account, as following 2 options below:

- On Dashboard screen, tap **View details** below Available balance
- **Menu > Accounts > Operative**



OPEN CURRENT ACCOUNT

At the details of Operative account screen:

Tap Quick menu at the right corner > **Open Current account**

1. Put a tick **I agree** on Terms and Conditions > tap **Confirm** button to continue
2. Select required information > tap **Continue** to continue
3. Complete request with registered authentication