



**INSTRUCTIONS
FOR ACTIVATING THE CARD BY SMS**

**INSTRUCTIONS
FOR CARD ACTIVATION, PIN RESET VIA
MOBILE BANKING APPLICATION**

When the customer receives the physical card, the customer can send to 8149 to activate the card according to the syntax: **IVB_KICHHOAT_LAST 4 DIGITS OF THE CARD**

Example: **IVB KICHHOAT 4579**

If the customer activates the card successfully, 8149 will send the following message:

The xxxx da duoc kich hoat thanh cong luc hh/mm dd/mm/yyyy. Chi tiet vui long lien he 1900588879

In which:

xxxx is the last 4 digits of the physical card

hh/mm is the time the card was activated

dd/mm/yyyy is the day/month/year the card is activated

If the customer has not registered the phone number at the bank, 8149 will send the following message:

IVB kinh chao Quy khach. Quy khach chua dang ky dich vu SMS Banking. Vui long den Quay giao dich gan nhat cua Ngan hang IVB de dang ky.

DT Ho tro: 1900588879

If the customer sends the wrong 4 digits of the card number, 8149 will send the following message:

Yeu cau kich hoat the xxxx bi tu choi do thong tin kich hoat the khong hop le. Chi tiet vui long lien he 1900588879.

Note:

xxxx is the 4 numbers, which texted in the syntax, sent to 8149

If the customer sends the wrong syntax, depending on the syntax the customer has messaged 8149, sending the following message:

Tin nhan khong hop le. Quy khach vui long lien he Trung tam ho tro khach hang hoac goi so 1900555577 de duoc huong dan

Or:

Xin loi quy khach. Hien tai chung toi chua ho tro dich vu nay. SDT ho tro: 1900555577

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Card activation on Mobile Banking

Step 1: Customers download IVB Mobile Banking app on CH Play or App Store or scan QR code as below to install the application

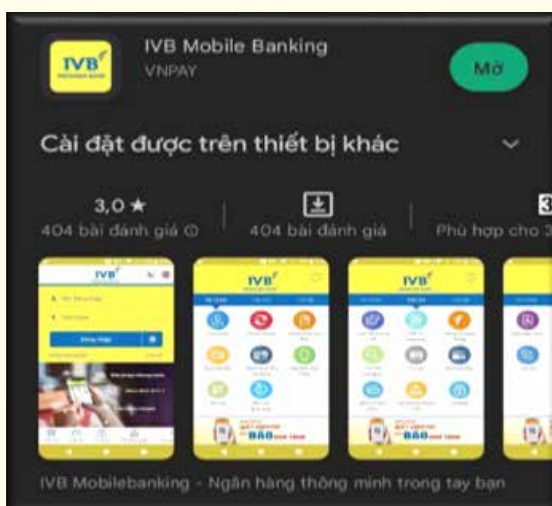
If customers have used IVB Mobile Banking, please update the app to use the service.



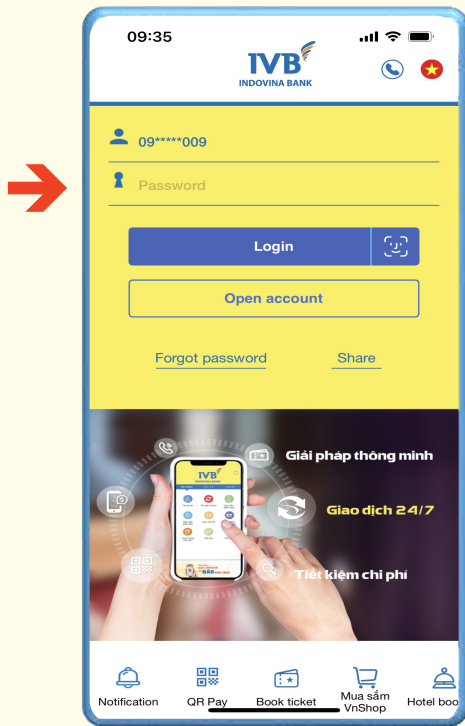
Scan QR



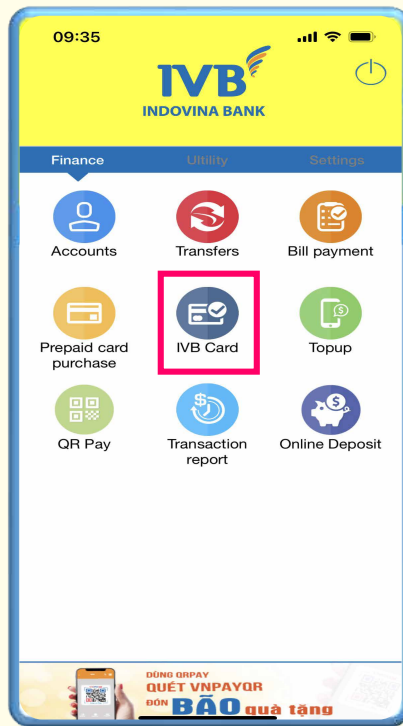
IVB Mobile Banking app on App Store



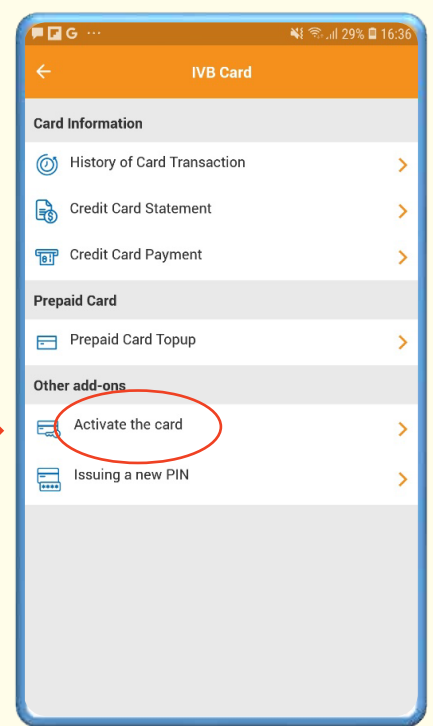
IVB Mobile Banking app on CH Play



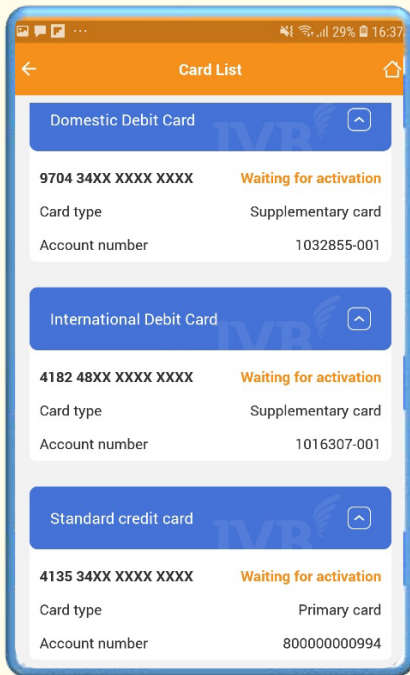
Step 2:
Enter password and login
IVB Mobile Banking app



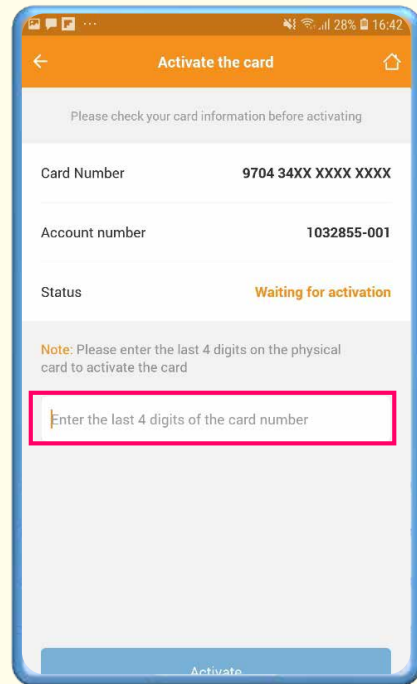
Step 3:
Select IVB card



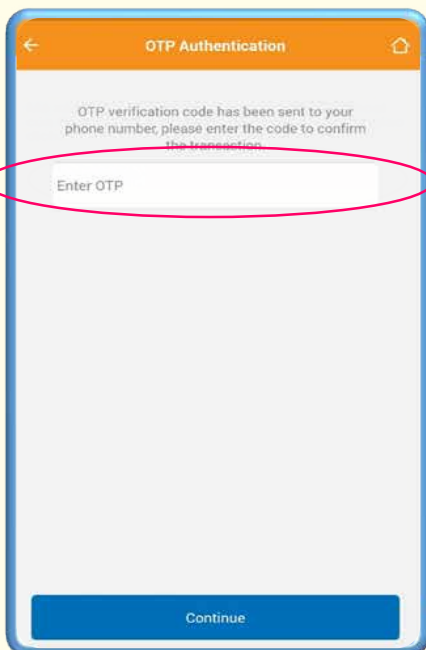
Step 4:
Choose Active the card



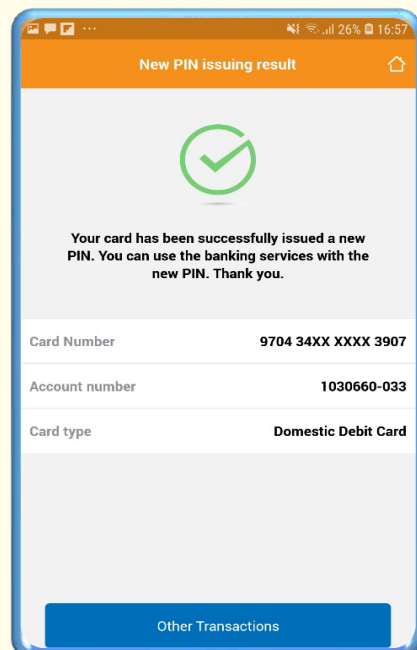
Step 5:
Select the card to activate



Step 6:
Enter the last 4 digits of the physical card

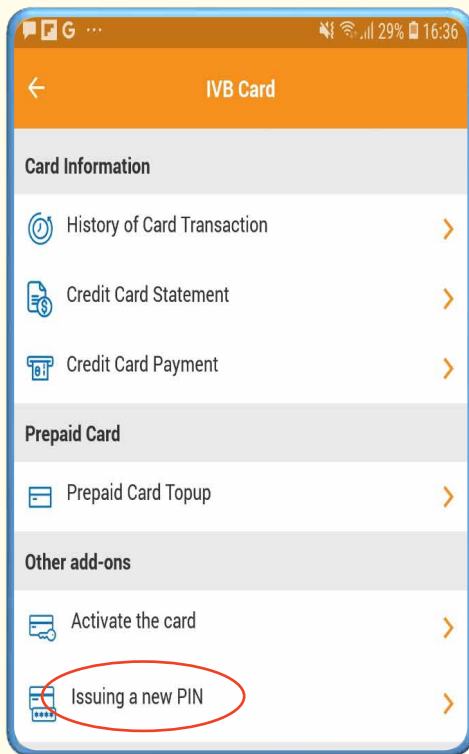


Step 7:
Input OTP

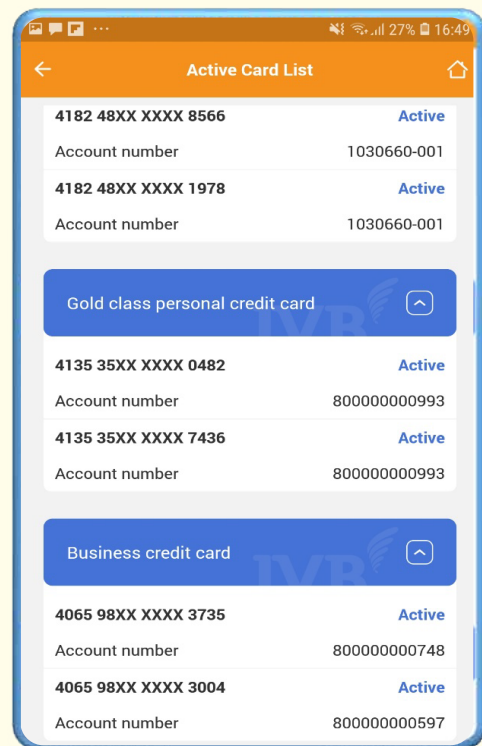


Step 8:
Successful card activation

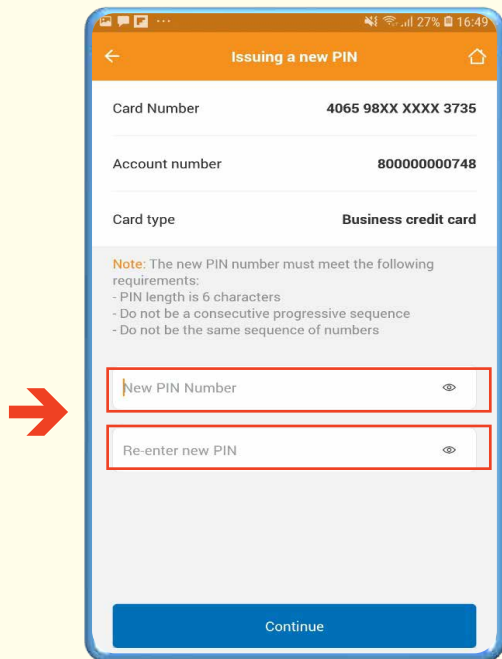
Step 1, 2, 3: Customers perform the same as card activation function on Mobile Banking



Step 4:
Choose "Issuing a new PIN"



Step 5:
Select the card to reset PIN

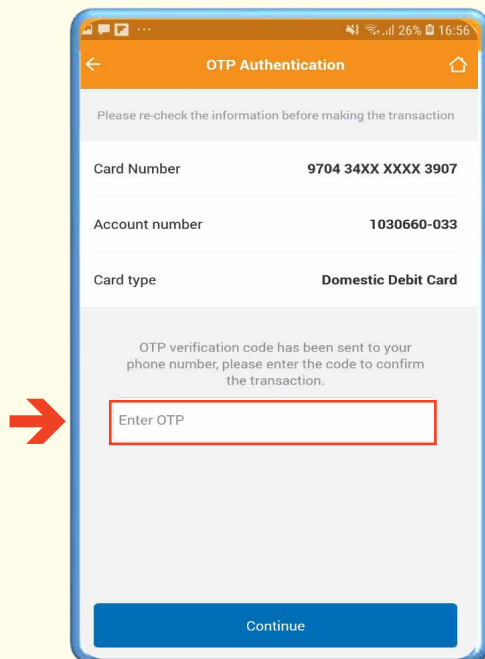


Step 6:

Enter a new PIN

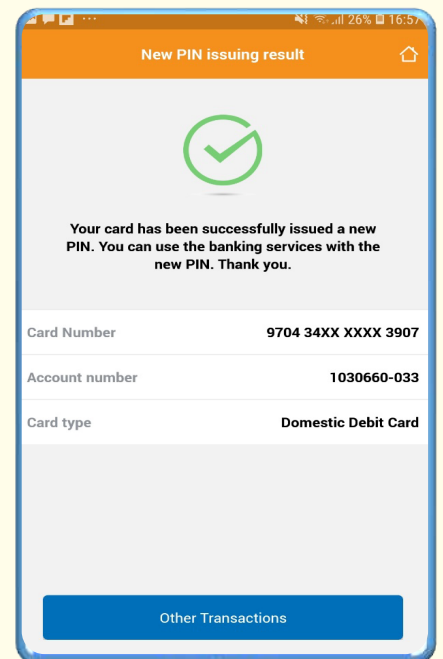
Notice:

- ✦ The new PIN must have 6 numeric characters
- ✦ The new PIN must not be a sequence of consecutive numbers
- ✦ The new PIN must not be the same number sequence



Step 7:

Enter the transaction authentication code sent to the customer's phone.



Step 8:

Successful new PIN issuance result.

*Thank you for using
IVB's services*

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