
FAQ

@ccess Mobile

1. Which smartphone operating systems are supported by @ccess Mobile?

The @ccess Mobile Application supports iOS 15.1 and Android 9.0 and newer.

2. Username and password

2.1) Can I use the username and password assigned for my @ccess Mobile account with @ccess Online service?

The username and password that you have assigned to access this @ccess Mobile account can also be used with the @ccess Online service. However, if you have already applied for @ccess Online, you are required to log in to this service by using the Username and Password newly registered with @ccess Mobile.

Remark: Passcode is not 6-digit PIN number.

2.2) What should I do if I forget my PIN and my password?

If forgetting PIN

- 1) Select the "Forgot PIN" button.
- 2) A notification appears on the display screen for you to confirm that you wish to reset the PIN for all devices you use. Please select "Confirm".
- 3) A pop-up appears asking you to hit the "Confirm" button again.
- 4) The application will reset the PIN and return to the start screen as if it was just installed. You have to access the application by entering your username and password and you will be directed to the "PIN Reset" process.

If forgetting password

- 1) Select the "Forgot Password" button
- 2) Enter your username and ID number and then press the "Next" button.
- 3) Enter the Unitholder Number that is linked to the above username together with the authentication information, then press the "Next" button.
- 4) Reset your password, confirm the new password, and then select the "Next" button.
- 5) The system will send the One Time Password (OTP) to your registered mobile phone number. Please enter the OTP to proceed further.
- 6) The system will notify that the password reset is successful. Press "Finish" to complete the process and you will be redirected to the main page. You can now use the services with your username and the new password.
- 7) The system will send the OTP for you to confirm your identity.
- 8) You will be requested to set PIN again.

3. Can I subscribe the mutual fund units immediately after I apply for the @ccess Mobile Service?

- Once you have registered for @ccess Mobile, you can subscribe, redeem, and switch mutual fund units immediately.
- If you have already linked your account to bank account or credit card for automatically deducting the subscription payment, you can subscribe the mutual fund units via @ccess Mobile by selecting your linked bank account or credit card.
- In case you have not yet linked the automatic subscription payment to your bank account or credit card, you can pay for fund subscription using your own mobile banking system to scan QR Code generated from @ccess Mobile.

4. Can I apply for services of automatic direct and credit card payment for fund subscription via @ccess Mobile Application?

Currently you cannot apply for the automatic direct debit and credit card payment service via @ccess Mobile Application. But you can apply for such service through two channels as follows:

1) Direct Debit Registration (DDR) through ATM or Internet Banking System of any of the following banks that your account belongs to, namely, Bank of Ayudhya, Krungthai Bank, Bangkok Bank, Kasikorn Bank, TMB Bank*, and Siam Commercial Bank. Please scan the QR code on the right hand side to study the details of the application process. (*the Bank's internet system does not support the service currently).



2) Completing the "Consent Form for Automatic Direct Debit and Credit Card Payment" (one form per one bank account/credit card) and submit the form to the Company (The Consent Form can be downloaded via https://www.krungsriasset.com/EN/Download/Mutual_Fund.html (Form no. 10) or obtained from Krungsri Asset Management, Bank of Ayudhya, or the Selling Supporting Agents).

Remark: You can apply the service for more than one bank account/credit card. Once the bank/credit card issuer confirms the direct debit/credit card payment service, the number of the bank account/credit card will appear for you to select when you make the subscription of mutual fund units. **However, if you open fund account via Bank of Ayudhya, services of automatic direct debit and credit card payment must be the only ones provided by Bank of Ayudhya and Krungsri Credit Card.**

5. Use of Application without fund account opening with Krungsri Asset Management

5.1) Can I use this Application if I have not yet opened a fund account?

You can view some of the information such as news & updates, investment recommendations, promotions, etc.

5.2) If I have not yet opened a fund account, can I open fund account through @ccess mobile?

Currently, @ccess Mobile Application cannot support the opening of fund account online.

5.3) I used to open fund accounts with Krungsri Asset Management through various selling agents, why the system can find only some of these accounts?

The system will match the fund account information mainly by National ID Card number. Accordingly, if you cannot find the information of some funds, this may be because you used other type of identity information at the time of account opening such as driving license number, passport number, etc. Under such circumstance, you can contact the Company for updating your information.

6. Type of fund accounts applicable for @ccess Mobile Service

6.1) Which type of fund accounts can apply for @ccess Mobile Service?

- Individual account that is opened by using the National ID Card or Passport
- RMF for PVD account (User can get a view of all relevant information but can make the switching of RMF units only)

6.2) Which type of fund accounts cannot apply for @ccess Mobile service?

Currently the @ccess Mobile is unable to support the services for the following accounts:

- Juristic person account
- Provident fund account
- Omnibus account
- Joint account shared by two or more individuals (e.g. the account of Mr. A and/or/for Mr. B)

7. Which type of transactions can be made via @ccess Mobile Application?

You can make the **Subscription/Redemption/Switching** transactions by going to the main page of the application and selecting the “**Make Transaction**” button. Then, select the fund that you wish to make the transaction by searching the fund name from the Investment Portfolio Page (in case that you already have investments in such fund) or press the “**Search**” button to find out the desired fund from the fund list. Then, select the “**Subscription/Redemption/Switching**” button as per your wish.

The screenshot displays the mobile application interface for KFAFIX. On the left, a 'Welcome' banner shows the user's name and a 'Log out' button. Below it, the 'Portfolio Value' is shown as 629,028.52 THB. A grid of icons includes 'Transaction', 'Transaction History', 'Pending Transaction', 'Regular Investment Plan', 'Top Fund', 'Dividend/Payout', 'Gain/Loss', 'My LTF/RMF', 'Fund Details', 'Promotion/Event', and 'All Menu'. The 'Transaction' icon is highlighted with a red box. A red arrow points from this icon to the 'My Funds' section, which lists various funds with their current values and percentage changes. Another red arrow points from the 'KFAFIX' entry to a detailed view of the fund. This view shows the fund's name, NAV (10.9421), and Portfolio Value (16,311.69 THB). A 'Subscribe' button is highlighted with a red box. Below the fund details is a line chart showing performance over time (1W, 1M, 3M, 1Y, 3Y) and an 'Add to wishlist' button.

8. Can I set the regular investment plan via @ccess Mobile Application?

For setting a regular investment plan, select the “Regular Investment” button on the main page and you will be directed to the Investment Portfolio Page of the unitholder number that wishes to make the transaction. Select the transaction of Subscription/Redemption/Switching as per normal procedures until the process of specifying the investment amount/number of units and period of investment. After the information is completely recorded, the system will display the transaction confirmation screen for you to verify and confirm by pressing the “Confirm” button

Log out

Welcome
Good Afternoon

Portfolio Value
THB
999-0-24340-2

Show all unitholders >

Transaction

Transaction History

Pending Transaction

Regular Investment Plan

Top Fund

Dividend/Payout

Gain/Loss

My LTF/RMF

Fund Details

Promotion/Event

All Menu

Mutual Fund
999-0-24340-2

Portfolio Value
629,028.52 THB

Search Pending Transaction Wishlist

My Funds Report date: 08 Jan 2020

Money Market/Fixed Income Fund

KFAFIX	16,311.69	+8.74%
KFCASH	1,106.65	+1.80%
Equity Fund		
KFVALUE	94,371.08	-1.11%
Foreign Investment Fund		
KF-HCHINAD	24,036.31	-3.85%
Retirement Mutual Fund		
KFAFIXRMF	20,929.46	+4.65%
KFEQRMF	7,471.50	-25.28%

KFAFIX

Krungsri Active Fixed Income Fund

NAV (as of 07 Jan 2020)

10.9421 +0.0012

Portfolio Value
16,311.69 THB

Unit B/L
1,490.7276

Subscribe Redeem Switch



BANK OF AYUDHYA
285-1-34835-2

KFAFIX
Krungsri Active Fixed Income Fund

Amount
2,000.00 THB

Schedule

Recurring >

Start 08 Jan 2020

End 08 Jan 2020

Schedule Note

Please Select Add Note

NEXT

Done

Weekly Monthly

9. Switching and changing fund transactions

9.1) Can I make the switching transactions for all types of fund?

You can make the switching transactions between funds according to the terms and conditions of each fund in the same manner as the transactions made via other channels, except for the retirement mutual funds (RMFs) that switching of investment units can only be made within the

RMFs (i.e. the source fund and the destination fund must be an RMF) whereas switching out of RMF units to a non-RMF and redemption of RMF units are not allowed.

9.2) How should I do to change/cancel my transaction?

You can change/cancel the transaction by going to the main screen and select the “Pending Transaction” button of the unitholder number that you wish to retrieve the information. Select the “v” mark under the transaction you wish to cancel, then press the “Cancel” button. (The “Cancel” button will appear only for the transactions that have yet reached the fund’s cut-off time). The system will display the result of transaction cancellation and ask you press the “Finish” button in order to complete the process.

10. Fund types that can be traded and transaction timing

10.1) Which funds can be traded via @ccess Mobile Application?

You can trade all open-ended funds of Krungsri Asset Management, including the IPO funds, according to the transaction date and time specified by the Company.

10.2) When can I trade the mutual fund units via @ccess Mobile Application?

You can send the transaction orders 24 hours a day. However, if the transaction is made beyond the cut-off time of each fund or on a public holiday, such transaction will be effective on the following day.

11. Where can I retrieve the information of investment in SSF, SSFX, Thai ESG, Thai ESGX, LTF and RMF?

Select the “My Tax Saving Fund” menu on the main screen. You will see the information of investment in SSF, SSFX, Thai ESG, Thai ESGX, LTF, LTF and RMF of each unitholder number including subscription summary in the current year/summary of investment in LTF that are redeemable without being regarded as a breach of investment conditions/certificate of funds subscription/redemption for the latest year.

12. What are the prominent features of @ccess Mobile Application?

- 1) Adding all accounts with different unitholder numbers to a single username regardless that whether such accounts are opened with Krungsri Asset Management/Bank of Ayudhya/Selling Agents.
- 2) Featuring a menu of investment options that allows making investment on a regular schedule and convenient and uncomplicated transaction cancellation.
- 3) Compiling all important information including gain/loss summary and past records of dividend payment/auto-redemption.
- 4) Customers are able to update the risk profile via the system upon expiration of the current risk profile and proceed to make the subscription of mutual fund units immediately.