
FAQ

Online Fund Account Opening

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1. What are the eligibility requirements for opening a fund account online?

1. Being an individual of Thai nationality.
2. Aged 20 years old or above.
3. Having Citizen ID Card information for filling in the application form.
4. Having a bank account and being a user of the mobile banking application that provides digital identity authentication service via the NDID platform or 7-Eleven's Counter Service or Krungsri i-CONFIRM service point that provide an identity verification with national ID card.
5. Joint accounts are not permitted.

2. How to open an account online?

2.1) For new clients who never have a fund account with Krungsri Asset Management before:

1. Download the @ccess Mobile Application from the App Store or Google Play.
2. Select "Open Fund Account" and click to accept the terms and conditions to use the service.
3. Enter the mobile phone number for receiving the OTP.
4. Respond to the FATCA questions.
5. Fill out the DOPA form with National ID Card information.
6. Select the identity verification channel convenient to you
7. Upon completion of the authentication, you will receive a notification from @ccess Mobile Application to proceed with the process. You can either proceed by clicking on the notification or open the @ccess Mobile Application and then select the menu for account opening to continue the process.
8. Enter complete information required for account opening.
9. Complete the risk assessment questionnaire.
10. Add the account for receiving redemption proceeds and/or dividend payments and attach a copy of the first page of the bank passbook. (Such account shall not be effective until approval is granted by the Company). You can skip this step and do it at a later stage.
11. Assign username, password, and the 6-digit PIN. You can also opt for using Touch ID or Face ID features to enable easy and convenient access to the Application.
12. Your application is now ready to use.

2.2) For existing clients who have a fund account with Krungsri Asset Management

1. If you have used @ccess Mobile before, you can log in to the application with your current username and password as usual. Otherwise, you have to download @ccess Mobile first via App Store or Google Play and perform the registration to start using the application.
2. Select "Open Fund Account" menu and click to accept the terms and conditions to use the service.
3. Respond to the FATCA questions.

4. Fill out the DOPA form with the Citizen ID Card information.
5. Select the identity verification channel convenient to you
6. Upon completion of the authentication, you will receive a notification from @ccess Mobile Application to proceed with the process. You can either proceed by clicking on the notification or open the @ccess Mobile Application and select the menu for account opening to continue the process.
7. Enter complete information required for account opening.
8. Complete the risk assessment questionnaire.
9. Add the account for paying the subscription proceeds (only in the case where you used to link the account for paying the subscription proceeds with other fund account numbers). You can skip this step and do it at a later stage.
10. Add the account for receiving the redemption proceeds and/or dividend payments. (Such account shall not be effective until approval is granted by the Company). You can skip this step and do it at a later stage.
11. You can start using the account to make investment immediately.

Remarks: In case of leaving the Application during the account opening process, a notification of “Pending Completion” will appear on the screen.

- Clients can return to proceed with the process or restart the account opening process by selecting the “Open Fund Account” menu.
- In case of proceeding with the process, clients are required to verify the information by entering the OTP and the date of birth specified when opening the account.

3. What are channels for identity verification in online fund account opening?

If you have never performed an identity verification for online fund account opening, you are required to complete the identity verification to open your fund account online through three available service channels as follows:

1. NDID service channel through mobile banking application of banks providing identity verification with NDID

2.1 In case that you had already enrolled to use the NDID service: The system will display a list of the bank which you had enrolled the NDID service. Then you can select the bank from such list and verify your identity via mobile banking system of the selected bank immediately.

2.2 In case that you have never enrolled the NDID service or would like to enroll the NDID service with other banks: You can select the bank available for registration of online NDID service, which requires additional steps in registration and allows identity verification right afterward.

At this stage, you must log in the enrolled mobile banking application of within 60 minutes to register and perform identity verification.

Then log in again to @ccess Mobile to perform online fund account opening within three hours starting from account opening.

Once completing the identity verification, you must log in again to @ccess Mobile to perform online fund account opening within three hours starting from account opening.

For security's sake, in case you had enrolled the NDID service with other service providers, you will receive notification from such service provider to prove and confirm your identity as registered previously to prevent transaction misplaced by other people.

2. Any Krungsri i-confirm service points¹

- Once selecting Krungsri i-CONFIRM service, you will receive the QR code for scanning at the service point together with your ID card to perform identity verification within seven days after clicking on the QR code
- After proceeding with identity verification at Krungsri i-CONFIRM service point, you are required to go back to log into @ccess Mobile again to proceed with the online fund account opening within three hours after identity verification.

¹Available service points of Krungsri i-CONFIRM are as follows:

1. Bank of Ayudhya branches nationwide
2. Foreign Exchange Booths nationwide (21 branches)
3. Krungsri Auto branches (41 branches)
4. Credit Card contact centers at HomePro (7 branches)
5. Krungsri First Choice branches (8 branches)
6. Tid Lor branches nationwide
7. Global House branches nationwide
8. Krungsri Securities (11 branches)

3. Any 7-Eleven's Counter Services nationwide²

Once selecting the Counter Service as your channel, you will receive the QR code for scanning at the service point and show your ID card to verify your identity within seven days after you accepted QR code. Then, you can log in to @ccess Mobile again to perform your online fund account opening within three hours after identity verification.

²except the following branches:

- 1) Department store/ stores: Major Rangsit, Future Park Rangsit, THAI Shop
- 2) Airport: Don Mueang International Airport, Suvarnabhumi Airport, Phuket International Airport, Hat Yai International Airport, U-Tapao-Rayong-Pattaya International Airport (PTTOR PCL.)
- 3) Other branches: Mo Chit 2, Ko Lipe, The Customs Department Parking, Airport link, Ramathibodi Chakri Naruebodindra Hospital, and Sky Lane

4. What are the service hours and channels for providing NDID service of each bank?

Banks	Channels (Mobile Application)	Service hours
BBL ³	Bualuang M Banking	24 hours
Krungsri ⁴	KMA	24 hours
Kasikorn ³	K Plus	24 hours
TMB ⁴	Me by TMB	24 hours
SCB ⁴	SCB Easy	7.00 - 22.30 hrs.
Kiatnakin Phatra ³	KKP e-Banking	24 hours
Krungthai ⁴	Krungthai NEXT	24 hours
CIMB THAI ³	CIMB TH Digital Banking	24 hours
GSB ²	MY MO	24 hours
GHB	GHB ALL	24 hours

³Banks that are currently open for NDID service registration with immediate identity verification via mobile bank applications.

⁴Banks that are open for NDID service registration with identity verification, which is available only for clients who had already performed Dip Chip of ID card and photo taking at the bank.

5. How can I check whether I have already enrolled to use the NDID service with the bank?

You can access the mobile banking application of your bank and select the menu "NDID Service". If you have already enrolled to use the service, the system will show various menus for you to select, such as "Pending Request for Authentication" or "Successful Authentication".

6. I have already performed NDID service with the bank, but why the system notifies that the information is not available?

The information you have provided to the bank may not be sufficient according to Krungsri Asset Management's criteria. Please contact your bank in order to update your information.

7. Apart from 7-Eleven branches, is there any other service point of Counter Service I can access?

Currently, you can perform an identity verification at Counter Service through service point at 7-Eleven only.

8. How can I know that the identity verification at Counter Service or Krungsri i-confirm is successful?

You will receive a confirmation slip of transaction completion that will specify the reference number in case of unexpected transaction problems later. After you got the confirmation slip, you can log in to @ccess Mobile to perform your online fund account opening.

1. In case of successful identity verification, you can check the result from the notification alerts from the application. Or you may access the fund account opening menu again and the system will allow you to proceed with the next step immediately.

2. In case you perform identity verification at Counter Services, you will receive a confirmation slip, which will specify the reference number in case of unexpected transaction problems later. After you got the confirmation slip, you can log in to @ccess Mobile to perform your online fund account opening.

9. Is there any service fee charged to clients in the process of identity verification?

Clients will not have to pay for the identity verification regardless of transaction channels; either NDID service or 7-Eleven's Counter Service. Krungsri Asset Management Co., Ltd will be responsible for the relevant expenses.

10. Do I need to complete the entire process in one time?

No. You can leave the system temporarily and get back to proceed with the process later. However, clients have to complete the entire process within 3 hours from the beginning stage. If clients do not complete the entire process within the specified period, they have to restart the process from the beginning.

11. What are the service hours for opening an online fund account?

Clients can open a fund account through the Application every day around the clock.

12. Can I use the online account I have just opened to subscribe mutual funds immediately?

Yes, you can use the account to subscribe investment units immediately. If you don't have a bank account for paying the subscription proceeds, you can choose to make the payment via QR Code.

13. Can I know that the account opening process is successful?

Upon completion of account opening, an email will be sent to the specified email address for confirmation.

14. Can I use the online account to make transactions at the branch offices of Krungsri Bank?

No. Your online account is opened directly with Krungsri Asset Management. Therefore, the transactions can only be made through Krungsri Asset Management's online channels and/or made directly with Krungsri Asset Management.