

# SMS SYNTAX FOR INFORMATION INQUIRIES

(Apply for Individual Customer)

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## I. Vietcombank General Information Inquiries

| No | Information  | SMS Syntax  | Sample   |
|----|--|---|--|
| 1. | Exchange rate enquiries  | - TG <foreign currency><br>- VCB TG < foreign<br>currency > | - TG USD<br>- VCB TG USD                                   |
| 2. | ATM Address enquiries<br>(Applied for ATM in<br>Hanoi, Ho Chi Minh, Can<br>tho, Da Nang) | - ATM <City> <District><br>- VCB ATM <City><br><District>   | - ATM HANOI<br>HAIBATRUNG<br>- VCB ATM HANOI<br>HAIBATRUNG |
| 3. | ATM Address enquiries<br>(Applied for other cities)                                      | - ATM <City><br>- VCB ATM <City>                            | - ATM HAI PHONG<br>- VCB ATM HAI<br>PHONG                  |
| 4. | Address of Transaction<br>office enquiries in Hanoi,<br>Hochiminh, Can Tho, Da<br>Nang   | - PGD <City> <District><br>- VCB PGD <City><br><District>   | - PGD HANOI<br>HAIBATRUNG<br>- VCB PGD HANOI<br>HAIBATRUNG |
| 5. | Address of Transaction<br>office enquiries in other<br>cities                            | - PGD PGD <City><br>- VCB PGD <City>                        | - PGD HAI PHONG<br>- VCB PGD HAI<br>PHONG                  |
| 6. | Help enquiries   | - HELP<br>- VCB HELP  | - HELP<br>- VCB HELP                                       |

## II. Account Enquiries

| No | Information                          | SMS Syntax       | Sample           |
|----|--------------------------------------|------------------|------------------|
| 1. | Default account balance<br>enquiries | - SD<br>- VCB SD | - SD<br>- VCB SD |

| No | Information   | SMS Syntax  | Sample   |
|----|---|---|--|
| 2. | Selected account balance enquiries                  | - SD <Account number><br>- VCB SD < Account number >  | - SD 0011xxx...xxx<br>- VCB SD 0011xxx...xxx     |
| 3. | 5 Recent transactions of default account enquiries  | - GD<br>- VCB GD  | - GD<br>- VCB GD                                 |
| 4. | 5 Recent transactions of selected account enquiries | - GD < Account number ><br>- VCB GD < Account number >  | - GD 0011xxx...xxx<br>- VCB GD 0011xxx...xxx     |
| 5. | Detailed transaction of default account enquiries   | - GD <transaction number><br>- VCB GD < transaction number ><br>- (Transaction number from 1 - 5)                                       | - GD 1<br>- VCB GD 1                             |
| 6. | Detailed transaction of selected account enquiries  | - GD < transaction number > <Account number><br>- VCB GD < transaction number > < Account number ><br>- (transaction number from 1 - 5) | - GD 1 0011xxx...xxx<br>- VCB GD 1 0011xxx...xxx |
| 7. | Limit of credit cards enquiries                     | - HM<br>- VCB HM  | - HM<br>- VCB HM                                 |
| 8. | Outstanding balance of loan account enquiries       | - VCB TV <account number>   | - VCB TV 0141xxx...xxx                           |

### III. Activated SMS Alert for balance changes and credit card expenditures:

| No | Information             | SMS Syntax               | Sample                   |
|----|-------------------------|--------------------------|--------------------------|
| 1. | Activation enquiries    | - CD<br>- VCB CD         | - CD<br>- VCB CD         |
| 2. | De-activation enquiries | - CD HUY<br>- VCB CD HUY | - CD HUY<br>- VCB CD HUY |

#### IV. Mobile phone top-up

| No | Information | SMS Syntax   | Sample   |
|----|-------------|--|--|
| 1. | Top-up      | <ul style="list-style-type: none"> <li>- NAP &lt;amount&gt;N</li> <li>- VCB NAP &lt;amount&gt;N</li> <li>- Topup value : 30.000-50.000-100.000-200.000-300.000-500.000 VND</li> <li>- &lt;amount&gt;: top up value; &lt;N&gt;: thousand dongs</li> </ul> | <ul style="list-style-type: none"> <li>- NAP 50N</li> <li>- VCB NAP 50N</li> </ul> |