

GUIDELINES OF AUTO SERVICES AT HOTLINE 1900 54 54 13

No.	Items	Call to Hotline 1900 545413	Terms of services
1	Lock Card temporarily	Press key 1⇒ 1 ⇒ 1 ⇒ 1 ⇒ enter ID number and follow the instructions	<p>Call to the Hotline by registered phone number using VCB - SMS B@nking service and customer card are eligible to make automatic card lock in accordance with regulations of Vietcombank.</p> <p>Particularly, if the customer registered service with ID passport, the system does not automatically lock the card and transfers it to the Agents</p>
2	Lock E-Banking service	Press key 1 ⇒ 1 ⇒ 2 ⇒ 1 ⇒ Choose E-Banking service ⇒ Enter ID of VCB - Phone B@nking (end by key #) ⇒ Enter password of VCB -Phone B@nking (end by key #) and follow the instructions.	<p>Customers registered VCB-Phone B@nking.</p> <p>E-banking services of customer are eligible to lock automatic in accordance with regulations of Vietcombank</p> <p>VCB-Mobile Bankplus: customers are not allow to lock service automatically. When customers call the Hotline, please press key 1 ⇒ 1⇒ 2 ⇒ 0 to receive supports from Agents.</p>
3	Activate Card	Press key 1⇒ 1 ⇒ 4 ⇒ 2 ⇒ Enter ID of VCB -Phone B@nking (end by key #) ⇒ Enter password of VCB -Phone B@nking (end by key #) and follow the instructions.	<p>Customers registered VCB-Phone B@nking.</p> <p>Only apply for new issue card, renew card in accordance with regulations of Vietcombank (does not apply to locked cards)</p>
4	Change password of VCB - Phone B@nking	Nhấn Phím 1⇒ 1 ⇒ 4 ⇒ 5 ⇒ Enter ID of VCB -Phone B@nking (end by key #) ⇒ Enter password of VCB -Phone B@nking (end by key #) and follow the instructions.	VCB -Phone B@nking is not in lock status.

LIST OF POPULAR PHONE KEYS SYSTEM

No	Items	Call to Hotline 1900 545413
1	Lock Card temporarily	Press key 1 ⇒ 1 ⇒ 1 ⇒ 0
2	Lock E-Banking service	Press key 1 ⇒ 1 ⇒ 2 ⇒ 0
3	Answer complaints	Press key 1 ⇒ 1 ⇒ 3
4	Reset ID & password of E-Banking service	Press key 1 ⇒ 1 ⇒ 4 ⇒ 3
5	Query information of Account/Card	Press key 1 ⇒ 1 ⇒ 4 ⇒ 4
6	Connect the Agents for more supports	Press key 1 ⇒ 1 ⇒ 4 ⇒ 0

PHONE KEYS SYSTEM FOR MERCHANTS

- Press key 1⇒2 to connect the Agents (for Corporate)
- Press key 1⇒ 1 ⇒ 4⇒1 to connect the Agents (for corporate without legal ability)