

SMS SYNTAX FOR INFORMATION INQUIRIES

(Apply for Individual Customer)

I. Vietcombank General Information Inquiries

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

II. Account Enquiries

No	Information	SMS Syntax	Sample
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No	Information	SMS Syntax	Sample
1.	Default account balance enquiries	- SD - VCB SD	- SD - VCB SD
2.	Selected account balance enquiries	- SD <Account number> - VCB SD < Account number >	- SD 0011xxx...xxx - VCB SD 0011xxx...xxx
3.	5 Recent transactions of default account enquiries	- GD - VCB GD	- GD - VCB GD
4.	5 Recent transactions of selected account enquiries	- GD < Account number > - VCB GD < Account number >	- GD 0011xxx...xxx - VCB GD 0011xxx...xxx
5.	Detailed transaction of default account enquiries	- GD <transaction number> - VCB GD < transaction number > - (Transaction number from 1 - 5)	- GD 1 - VCB GD 1
6.	Detailed transaction of selected account enquiries	- GD < transaction number > <Account number> - VCB GD < transaction number > < Account number > - (transaction number from 1 - 5)	- GD 1 0011xxx...xxx - VCB GD 1 0011xxx...xxx
7.	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	- CD

		- VCB CD	- VCB CD
2.	De-activation enquiries	- CD HUY - VCB CD HUY	- CD HUY - VCB CD HUY

IV. Card Service:

No	Information	SMS Syntax	Sample
1.	Limit of credit cards enquiries	- HM - VCB HM	- HM - VCB HM
2.	Temporary lock all card	- VCB KT TOANBO: Lock all card. - VCB KT NOIDIA: Lock all domestic card	- VCB KT TOANBO - VCB KT NOIDIA
3.	Temporary lock selected card	- VCB KT <Card type> - Card type: VISA; MASTER; AMEX; JCB; UNIONPAY	- VCB KT VISA - VCB KT MASTER - VCB KT AMEX - VCB KT JCB - VCB KT UNIONPAY
4.	Activate card by SMS	- VCB KHT <6 first digits of card number>...<3 last digits of card number>	- VCB KHT 377967...748

V. Mobile phone top-up

No	Information	SMS Syntax	Sample
1.	Top-up	- NAP <amount>N - VCB NAP <amount>N - Topup value : 30.000-50.000-100.000-200.000-300.000-	- NAP 50N - VCB NAP 50N

		500.000 VND - <amount>: top up value; <N>: thousand dongs	
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