

FAQ LH Bank M Choice Service

• Usability

1. What is the difference between Mobile Application and Mobile Web Browser?

Answer: The difference between Mobile Application and Mobile Web Browser is as follow:

Details	Via Mobile Application LH Bank M Choice	Via Mobile Web Browser LH Bank Speedy
Devices	<ul style="list-style-type: none"> • Smart Phone • iPad or other tablets 	<ul style="list-style-type: none"> • Mobile Phone with capacity to accesses the internet
Use	Need to download application	No need to download application
Access code to Log On	Mobile PIN (6 digits) or Touch ID	Username and Password
TAC/OTP code for Transfers and Payments	No	Yes

2. What documents are required for applying LH Bank M Choice Service?

Answer: If you apply LH Bank M Choice Service at the Bank's branch, you have to submit the following documents for supporting your application:

- 1) Identity documents, such as citizen ID card, passport, etc.
- 2) Deposit account passbook (if using the savings account to apply the Service)
- 3) Cheque / Order Cheque Book (if using current account to apply the Service)

3. If the customer opens saving account / current account, could the customer immediately apply the LH Bank M Choice Service at the account opening date?

Answer: Yes, the customer can immediately apply the LH Bank M Choice Service at the bank's branch.

4. Could the customer change language from Thai or English for using LH Bank M Choice Service?

Answer: Yes, the customer can change language by changing it at menu "Setting".

5. If the customer forgets 6-figure digit PIN Code, what does the customer need to do?

Answer: The customer can set the new PIN coder via 2 channels as follows:

- 1) Notify the matter at LH Bank Call Center, Tel. 0 2677 7111, for receiving the OTP code from the system by sending it to mobile phone number registered for the use of service, and the customer sets the new PIN Code.
- 2) Set the new PIN Code by himself/herself on LH Bank M Choice, by confirming the customer's identity.

6. If login 6-figure digit PIN Code for accessing and using the Service is locked, what does the customer need to do?

Answer: Notify the matter at LH Bank Call Center, Tel. 0 2677 7111, for receiving the OTP code from the system by sending it to mobile phone number registered for the use of service, and the customer sets the new PIN Code.

7. If mobile phone or any device used for LH Bank M Choice Service is lost, what does the customer need to do?

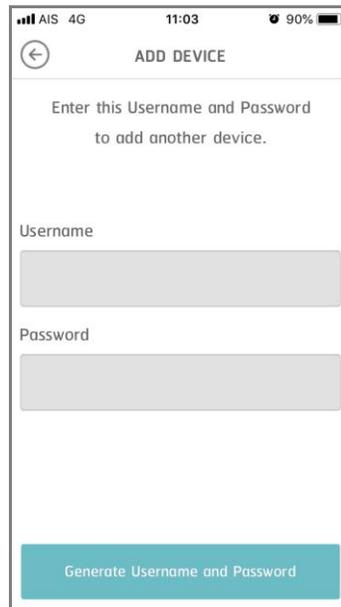
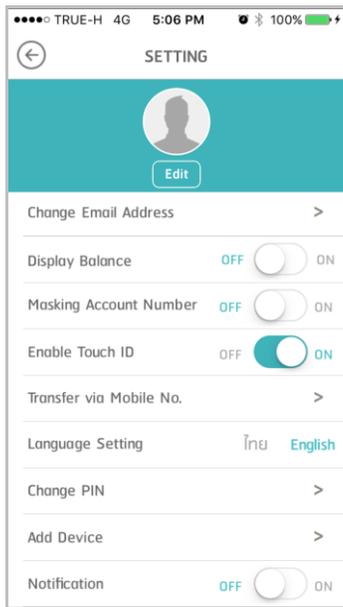
Answer: Notify the matter at LH Bank Call Center, Tel. 0 2677 7111, for delete such device from the system. The customer can register the new device for using the Service.

8. If the customer changes the mobile phone number registered with LH Bank M Choice Service, what does the customer need to do, or have to cancel the Service?

Answer: Notify to change mobile phone number at LH Bank Call Center, Tel.0 2677 7111, for recording and correcting the data in the system. Then, the customer can register the new mobile phone number for using the Service.

9. If the customer need to add more mobile phone or the device for LH Bank M Choice Service, could the customer do that, and what does the customer need to do?

Answer: Yes, the customer can add more mobile phone or the device used for LH Bank M Choice Service by choosing menu "Setting" and menu "Add device", then, pressing the button "Generate Username and Password", and fill in such "Username and Password" in the mobile phone or device wished for more use.



Upon the user having received the Username and Password, the Username and Password can be used within 24 hours. If such period expires, such Username and Password cannot be used for adding the device.



• Making Transaction

1. What time can LH Bank M Choice Service be used?

Answer: It can be used every day, 24 hours a day, except for some transactions as follows:

- Transaction that cannot be used during 23.00 p.m. – 03.00 a.m. of every day are:
 - 1) Apply for service
 - 2) Add / delete the account used with LH Bank M Choice Service
 - 3) Pay LH Bank's loan
- Transaction that cannot be used during 21.00 p.m. – 06.00 a.m. of every day are:
 - 1) Bill Payment On-Us

2. How many days of transaction history are available for display?

Answer: The transaction history can be displayed for not exceeding a period of 30 days.

3. How many favorite transactions can be saved?

Answer: The fund transfer and bill payment can be saved as favorite transaction, not exceeding 15 transactions in total.

4. How much limit amount is available for fund transfer and bill payment per day?

Answer: The limit amount for fund transfer and bill payment are follows:

Description	Individual	
	Limit /Transaction (THB)	Limit /Day/Account (THB)
1. Transfer to Own Account	No limit	No limit
2. Transfer to 3 rd party LHB	Change the maximum limit by yourself 2,000,000*	Change the maximum limit by yourself 2,000,000*
3. Transfer to Other Bank	Change the maximum limit by yourself 2,000,000*	
4. Transfer to PromptPay	Change the maximum limit by yourself 2,000,000*	
5. Bill Payment	Change the maximum limit by yourself 2,000,000*	

Remark:*

1. Customer is able to change the maximum limit by yourself on LH Bank M Choice in the Change Limit menu under Setting.
2. The limit/day/account is combined of LH Bank Speedy and LH Bank M Choice.

5. Which banks can the funds be transferred to?

Answer: All bank.

6. Has any evidence for transaction making via LH Bank M Choice?

Answer: The Bank has e-Slip as the evidence for transaction making via LH Bank M Choice. Such eSlip will be recorded in the mobile phone used for transaction making, and notification of transaction making will be sent to the email address applied for the service. Additionally, statement of funds transfer and bill payment can be printed at the Bank's website at menu- eService.

7. Can LH Bank M Choice Service be used at abroad?

Answer: Yes, if such mobile phone number has applied the International Roaming.

8. Which country will the Bank apply for date when transferring fund at abroad via LH Bank M Choice?

Answer: All transactions of LH Bank M Choice Service will be proceeded according to the date and time in Thailand.

9. In case of using the services abroad, will the customer receive the One Time Password (OTP) sent via mobile phone for transaction making?

Answer: Yes, if such mobile phone number has applied the International Roaming. In this regard, such mobile phone number must be registered in Thailand.

10. What is the funds transfer by using mobile phone number from contact list?

Answer: It's fund transfer by using mobile phone number of the recipient instead of account number. This will be more convenient for funds transfer between the individuals, in which the fund can be transferred to the recipient who also uses the LH Bank M Choice Service only.