

[ANNOUNCEMENT] Changes in transactions for VND accounts

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ANNOUNCEMENT

CHANGES IN TRANSACTIONS FOR VND ACCOUNTS OF CUSTOMERS WITH FOREIGN NATIONALITY WHO ARE RESIDENTS AND NON-RESIDENTS IN VIETNAM, AND VIETNAMESE NON-RESIDENT CUSTOMERS.

APPLICABLE [FROM NOVEMBER 22th, 2020](#)

(For compliance with provisions of Circular no 16/2014/SBV)

Dear Valued Customers,

Vietnam Technological and Commercial Joint-stock Bank (Techcombank) would like to thank you for banking with us and provide you with some important information.

In order to ensure compliance with the provisions of [Circular No.16/2014 /SBV of the State Bank of Vietnam](#),

and to assist you with continuing service to transfer money via online/ E-banking channels, Techcombank would like to announce changes that will affect your online remittance transactions through VND accounts at Techcombank. These changes will commence [at 12.00 am, 22nd November 2020](#), and are as follows:

1. Affected Customers:

- Customers with foreign nationality who are residents and non-residents in Vietnam
- Customers with Vietnamese nationality who are non-residents in Vietnam

2. Time and scope of transaction:

- [From 22nd November 2020](#): Control of *remittance transactions* from current accounts of customers at Techcombank via online/ E-banking channels (F@st i-Bank, F@st mobile, ATM, E-wallet)

3. Controlled remittance transactions:

Remittance transactions from customers' accounts mentioned in section 1 above via the following transaction channels will be restricted:

- E-banking channels (F@st mobile, F@st i-bank)
- Debit card via Techcombank ATM
- E-wallet

Details are:

CHANNELS	AFFECTED TRANSACTIONS	ALTERNATIVE SOLUTIONS
E-banking channels (F@st i-bank and F@st Mobile)	<ul style="list-style-type: none">• Remittance transactions to others.	<ul style="list-style-type: none">• Techcombank will provide a limit for remittance transactions to customers providing valid documentation via E-banking channels:• 200m VND per day for Fast Mobile• 200m VND per day for Fast i-bank <p>This enables customers to use E-Banking channels to transfer up to 400m VND per day in total funds. Customers who need to make individual payments > 200m VND, payments above the daily limits, or in other currencies, should go to any Techcombank branch to be supported.</p> <ul style="list-style-type: none">• Other transactions with debit cards and credit cards (e.g. cash withdrawals from ATMs, bill payments, deposits, and payments to linked accounts and credit cards, POS, and internet purchases) are not impacted by these changes. <p>(for more details, please refer to FAQs).</p>
ATM	<p>The following transactions are not permitted via ATMs:</p> <ul style="list-style-type: none">• Transfer to another beneficiary via debit card• Receiving money transferred by another via debit card.• Cash deposit into an account via ATMs with this facility	<ul style="list-style-type: none">• Transfer and deposit cash at Techcombank branch.• Online transfer on E-Banking channels (F@st Mobile, F@st i-bank)• Using payment solutions via debit card (withdraw money via ATM; payment via POS/online)
E-WALLET	<ul style="list-style-type: none">• Withdrawal from and deposit to existing e-wallets is not permitted	<ul style="list-style-type: none">• Use payment solutions via debit card on e-wallet

4. Alternative options to lodge documents for customers who cannot visit a Techcombank branch

If customers are not able to directly visit a Techcombank branch, the following options are also available:

- Authorize another person to submit the documents at a Techcombank branch on your behalf.
- Send by post to Techcombank branch (required documents must be a color copy). Please find the Techcombank branch's address on our website [here](#).

For valid documents, we will update your new limit after 01 working days.

We do apologize for any inconvenience from these changes, which have been introduced to meet the regulations issued by the State Bank of Vietnam.

If you have any questions, please feel free to contact:

- [24/7](#) Techcombank customer services: [1800 588 822](#) (free) or [84-24-39446699](#) or via email: call_center@techcombank.com.vn
- Or, in person, please visit any Techcombank branch
- [FAQs](#)

Best regards,

VIETNAM TECHNOLOGICAL & COMMERCIAL JOINT STOCK BANK



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Sở dĩ Quý khách nhận được thư điện tử này bởi vì Quý khách đã chấp thuận cho Ngân hàng TMCP Kỹ Thương Việt Nam (Techcombank) gửi đến cho Quý khách các thông tin và chương trình khuyến mãi liên quan đến sản phẩm và dịch vụ của Techcombank. Quý khách có quyền chọn lựa không nhận các thông tin và vật phẩm quảng cáo về dịch vụ Techcombank bất kỳ lúc nào.

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