FAQ

Em@ccess on Mobile (Provident Fund)

Frequently Asked Questions (FAQ): Em@ccess on Mobile (Provident Fund)

1. How to register?

1.1 Select "Register" and register with "Provident Fund" account

1.2 Specify phone number to receive OTP and Enter Information for member for authentication

1.3 Specify "CID/Passport" or verify via DOPA

1.4 Set "Username" and "Password"

1.5 Connect the accounts of Mutual Fund and Provident Fund (if any)

1.6 System will display the complete register screen to proceed with "PIN setting"

1.7 Complete

2. What is required Information for Registration with Provident Fund Data Set?

- Member ID
- Company Code
- Reference code

The above information can be retrieved "Information for Member" or "Individual Statement of Provident Fund" received from Krungsri Asset Management.

3. Why in the registration process, the system sometimes notifies that "incomplete data/ inaccurate data"?

This may be caused by the following reasons:

- The information of Citizen ID Card/Passport as specified do not match with those in the database of Provident Fund Member Register.
- There are no information of Citizen ID Card/Passport in the database and the name/family name in the database are invalid, e.g. they are in English, they are incomplete, etc.

4. If I already have a username for EM@ccess, can I use the service of @ccess Mobile automatically?

No. Every customer must register for service again. After completing the registration, you can use the services of both EM@ccess and @ccess mobile with your username, while the old username on EM@cces will be terminated automatically.

5. If I already have a username for @ccess mobile, do I have to register again for the Provident Fund account?

In this case, customer does not have to register again since the system will force each customer to have only one username. You can add your Provident Fund account through the menu of "Setting" or "Add/Delete Account".

6. The process of adding Provident Fund account when you already have a username:

6.1 Enter the "Setting" menu and select >> Add/Delete account.

6.2 Press + at the topic of Provident Fund

6.3 Select the desired account.

6.3.1 If the account is in the list: Select the account and specify the reference number. (Information can be retrieved from "Information for Member" or "Individual Statement of Provident Fund" received from Krungsri Asset Management.)

6.3.2 If adding a new account: Specify the Provident Fund data set and verify via DOPA (Applicable only for customers having name/family name and Citizen ID Card number in the PVD database)

6.4 Confirm PIN

7. What should I do if I forget my password?

7.1 Enter the menu "Forgot Password

7.2 Select the account for authentication (If having both Mutual Fund and Provident Fund accounts, any of them can be selected for authentication.)

7.3 Input ID authentication data

7.4 Set new password

7.5 Enter OTP

7.6 Complete

8. Can I delete my Provident Fund account?

- If having only Provident Fund account

The main Provident Fund account cannot be deleted as each username must connect with at least one account.

- If having both Mutual and Provident Fund accounts

The main Provident Fund account can be deleted but the main Mutual Fund account cannot be deleted.