USER GUIDE
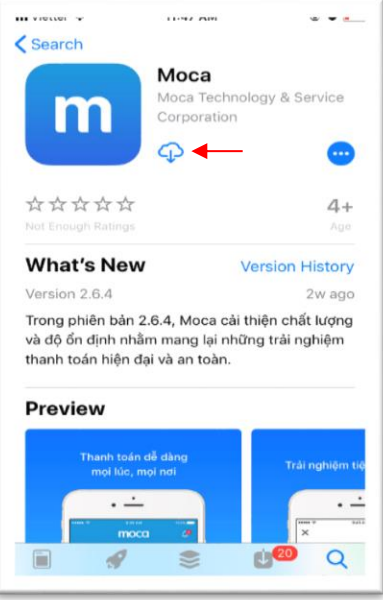# MOCA E-WALLET
INDIVIDUAL CUSTOMER
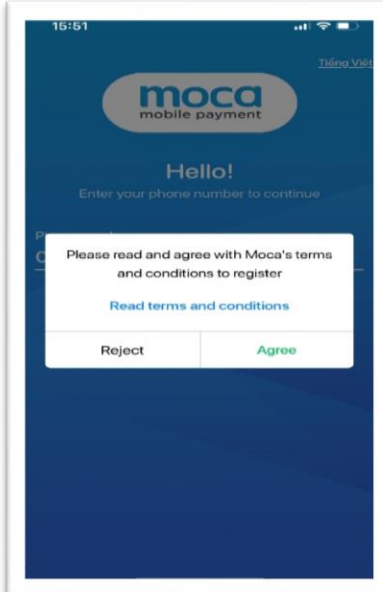
CONTENTS

1. INSTALL MOCA E-WALLET APPLICATION

Step 1: Open App Store (IOS)/ CH Play (Android)	**Step 2:** Type "Moca Mobile Payment"	**Step 3:** Download and install Moca application

2. REGISTER MOCA E-WALLET ACCOUNT ON MOCA APPLICATION

|		
Step 1: Open Moca application => input your mobile phone number	**Step 2:** Select agree with Moca Terms and Conditions => click **Agree**	**Step 3:** Input confirmation code has been sent to your phone number => click **Continue**

3

3. LINKING MOCA E-WALLET WITH IVB PREMIUM CARD ON MOCA APPLICATION

|		
Step 1: Select card icon (on the top) or select icon human => select **Card icon**	**Step 2:** Select **Link to card**	**Step 3:** Input IVB Premium card number and Card name and ID/Passport number => click **Next**

Step 4: Input confirmation code has been sent to your mobile number => click **Confirm**	**Step 5:** Successfully linking IVB Premium card

## 4. LINKING MOCA ACCOUNT VIA IVB INTERNET BANKING SYSTEM

*Notice: Currently, Moca only supports linking card on Moca application, in situation that customers want to link to account number, customers can link through IVB Internet Banking
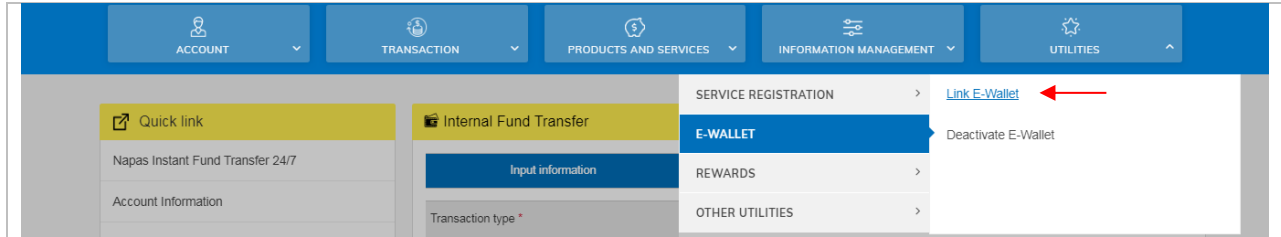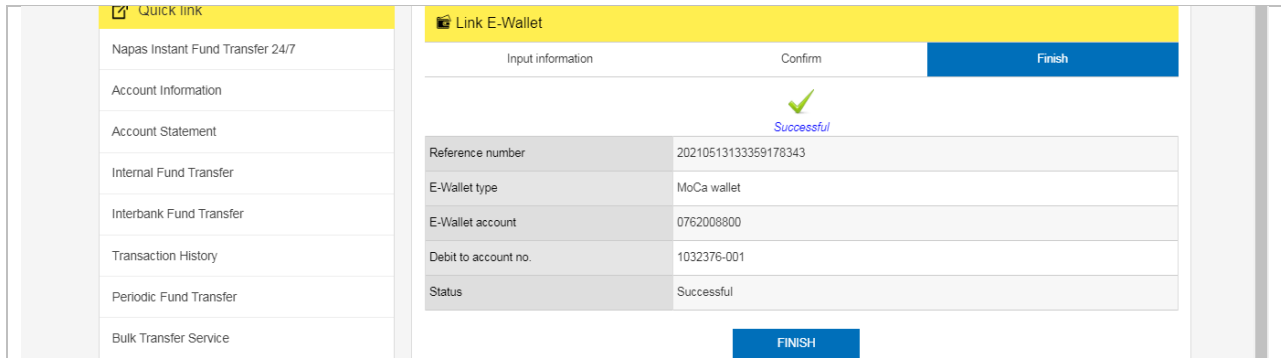

Step 1: Select **Utilities** tab => select **E-wallet function** => select **Link E-wallet**
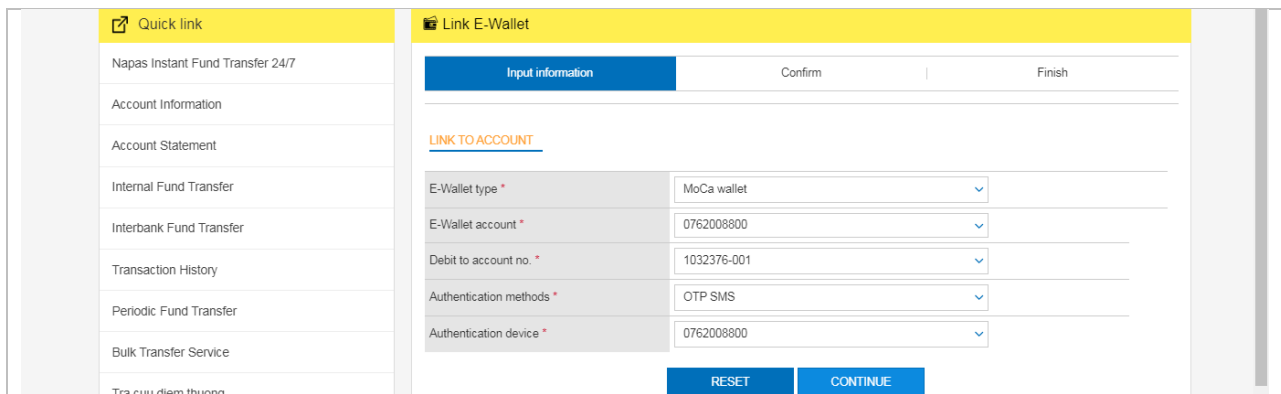
Step 2: Select **E-wallet type, E-wallet account**, **Debit account** and select registered authentication method => click **Continue**
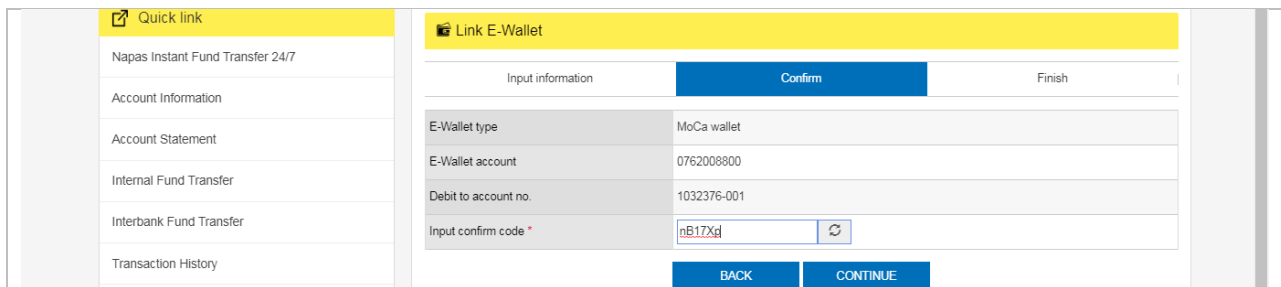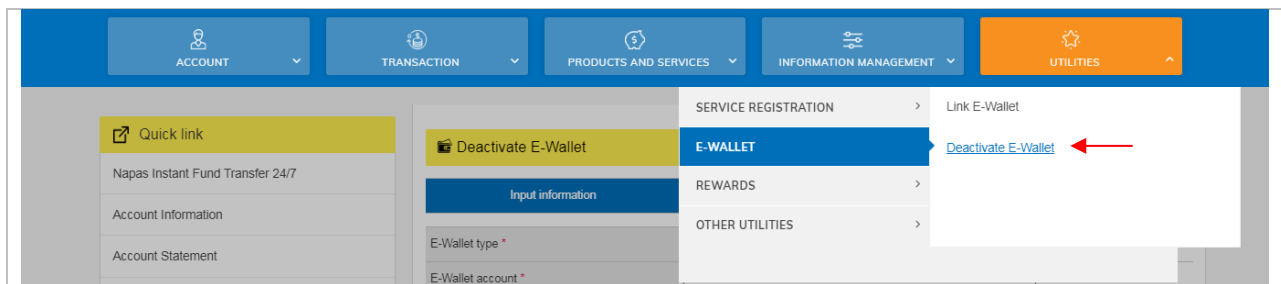

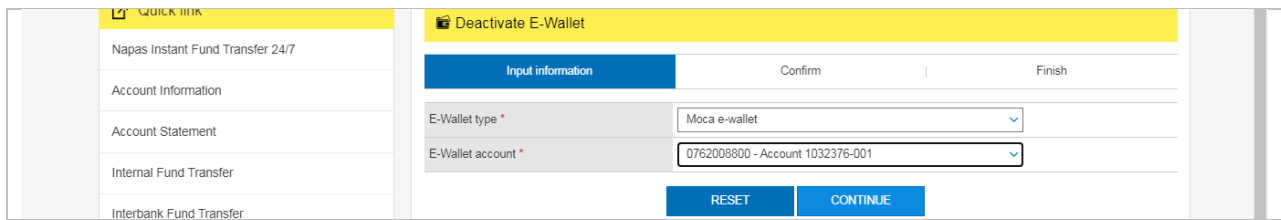**Step 3:** Input OTP code => click **Continue**
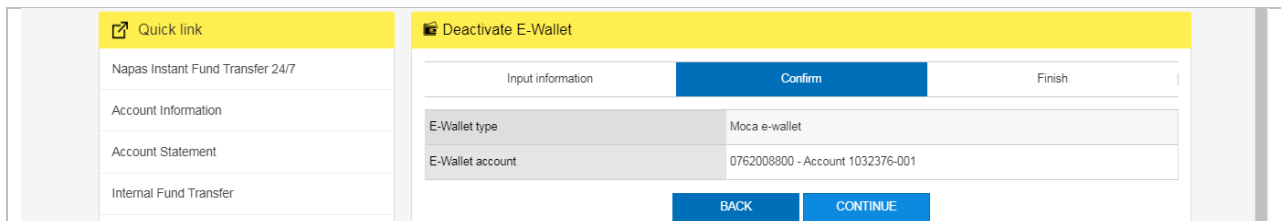
Step 4: Successfully linking Moca E-wallet

5. DEACTIVATE MOCA E-WALLET ACCOUNT

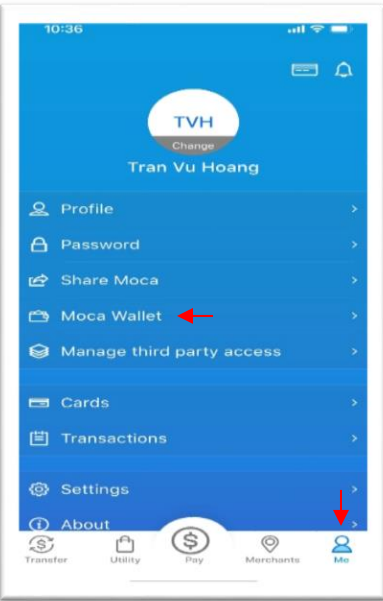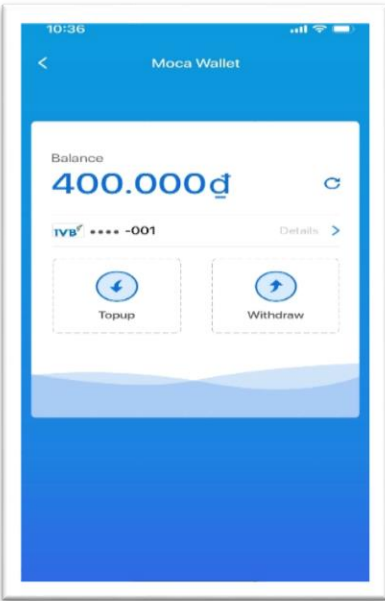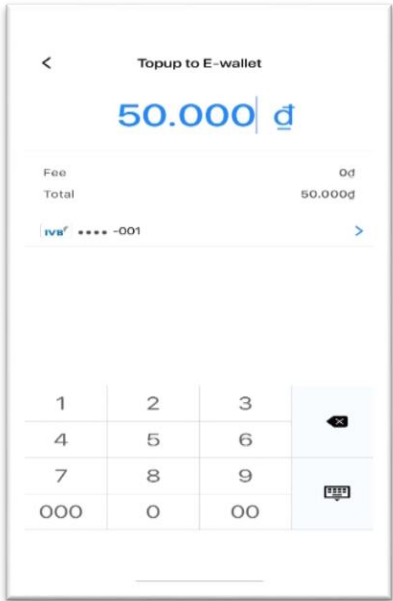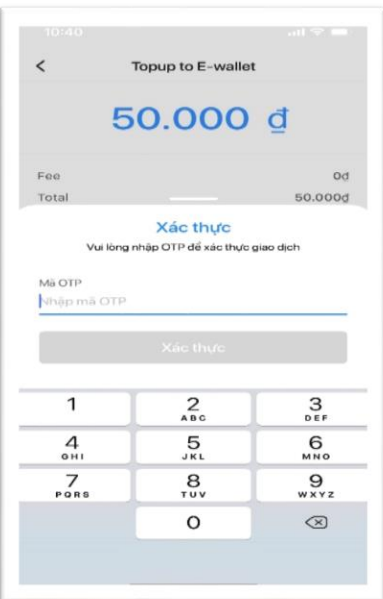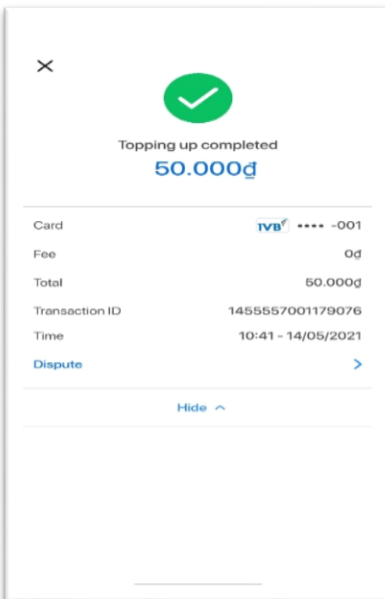**Step 1:** Select **Utilities** tab => select **E-wallet** function => select **Deactivate E-wallet**

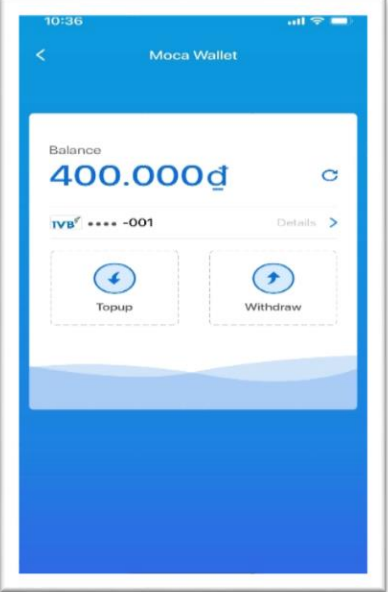**Step 2:** Select E-wallet type and E-wallet account => click **Continue**
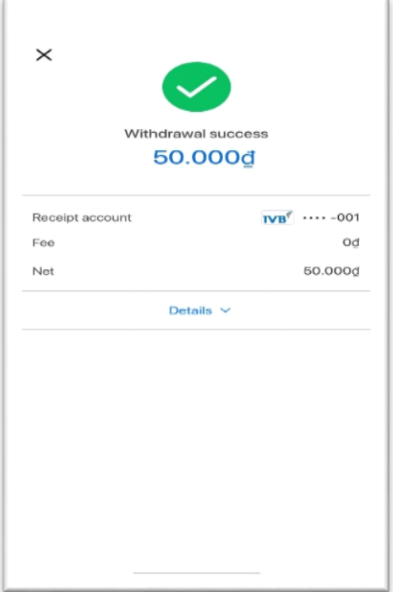
Step 3: Successfully deactivated Moca E-wallet account.

6. E-WALLET TOPUP

Step 1: Select human icon => select **Moca Wallet**	**Step 2:** Select **Topup** function	**Step 3:** Input topup amount => select **Topup**

Step 4: Input OTP code has been sent to your registered mobile phone number	**Step 5:** Successfully topup to Moca E-Wallet

7. E-WALLET WITHDRAW

Step 1: Select **Withdraw** function	**Step 2:** Input withdraw amount => select **Confirm**	**Step 3:** Successfully withdrawal Moca E-wallet

THANK YOU FOR USING IVB SERVICE

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