

INSTRUCTIONS ON HOW TO MAKE ONLINE PAYMENT WITH EXIMBANK LOCAL CARD

I. TARGET CUSTOMERS AND TERMS OF USE:

1. Target customers: Eximbank's local debit cardholders:

- Eximbank V-TOP card;
- Co-brand local debit cards;
- Co-brand local prepaid cards,...



2. Terms of use:

In order to use the service, customers are required to register for the Online Payment service at:

- **Eximbank's banking units;**
- **Or Internet Banking:**
 - Log in Internet Banking service at <https://ebanking.eximbank.vn>;
 - Select "[Online payment by V-Top card](#)";
 - fill in information as required.
- **Or Compose an SMS with the syntax:**

EIB ECOM [Card number] and send to **8149** (Ex: EIB ECOM 9704310123456789)

Note: In order to registering for Online Payment Service, Customers must register for the SMS Banking service for automatic notification on changes of account balance first (not apply for Anonymous Prepaid Card).

II. HOW TO MAKE ONLINE PAYMENT:


Step 1: Access goods/service supplier's websites.

Step 2: Select your desired goods and/or services and payment method by Eximbank local card

(or select payment via Smartlink, OnePay, 123Pay, MobiVi, ... then select payment method by Eximbank local card).

Order: J5HV3F

Amount: 1,430,000.00 VND

 Please select your bank or read [User guide](#).
Hotline OnePAY: 0963 047418 (9h00 - 22h00)



Select Eximbank

Step 3: Input card information as required:

JETSTAR



EXIMBANK

Order: J5HV3F
Amount: 1,430,000.00 VND

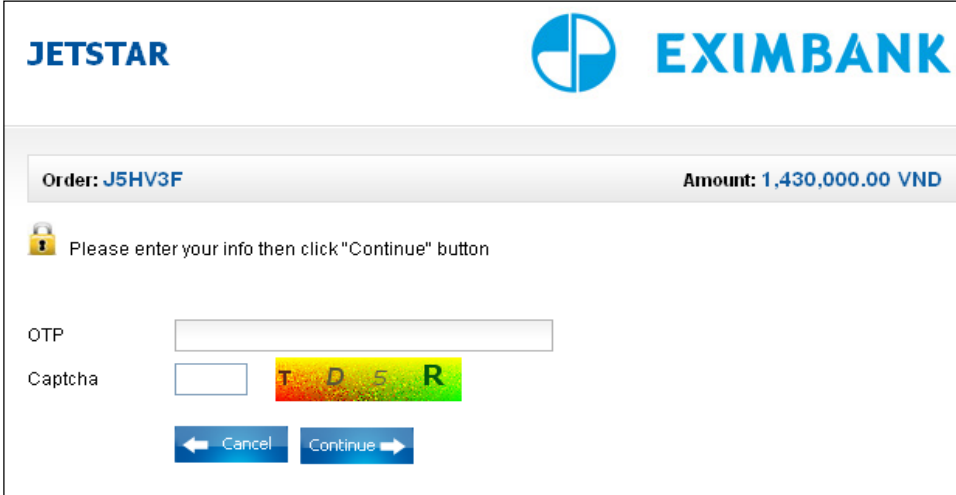
 Please enter your card info then click "Continue" button.

Card Name

Card Number

 Cancel
Continue 

- Cardholder's name: Please enter name as printed on the card (in lower case or capital) without mark. In case your card is not printed the name, please enter the name on your Identification card.
- Card number: including 16 digits printed on the card front.

Step 4: Input OTP (One Time Password):

The screenshot shows the JETSTAR EXIMBANK payment interface. At the top left is the JETSTAR logo, and at the top right is the EXIMBANK logo. Below the logos, there is a grey bar containing the order information: "Order: J5HV3F" on the left and "Amount: 1,430,000.00 VND" on the right. Below this bar, there is a lock icon and the text "Please enter your info then click 'Continue' button". The main form area contains two input fields: "OTP" and "Captcha". The "Captcha" field is followed by a colorful image with the characters "T D S R". At the bottom of the form, there are two buttons: "Cancel" with a left arrow and "Continue" with a right arrow.

- Input OTP: OTP shall be sent by Eximbank via SMS message to your registered mobile phone number. OTP shall only be valid within the prescribed time (05 minutes) for each payment.
- Input character string and confirm transaction.

Step 5: Receive transaction result.**III. NOTES:**

1. Cardholders should read carefully the payment instructions and the regulations on online payment transaction provided by websites of goods/service suppliers before performing transactions.
2. Cardholders are kindly advised to avoid making mistakes which may result in unsuccessful transactions as follows:
 - Not having registered for the Online Payment Service.
 - Inputting incorrect information: cardholder's name, card number, OTP, etc.
 - Failing to maintain sufficient account balance for payment, etc
3. Cardholders are requested to re-make the transaction in case payment is systematically rejected as a result of incorrect input of necessary information (e.g. cardholder's name, card number, and OTP), invalid OTP, etc
4. Print and save the final confirmation screen when ordering to avoid later disputes arising.
5. Check your email regularly to confirm your order status (if the website send a confirmation email).
6. Cardholders are required to keep card information and OTP in strict confidentiality; prevent their mobile phones from being used to make fraudulent transactions..
7. Make payments on personal computers, avoid using other people's computers or public computers.

8. Chose reputable websites to conduct transaction. Cardholders should not continue to use website if you suspect it is a spoof website or has abnormal signs. In this case, Customer should contact Eximbank to request a new card.
9. Access Eximbank's website to know list of websites accepting the payment by Eximbank domestic cards (http://www.eximbank.com.vn/en/the_tienich_thanhtoantructuyen.aspx).
10. Upon occurrence of problems and failure to receive transaction result, please promptly contact:
 - Customer Service Center of merchants accepting online payment
 - Or 24/7 Customer Service Center of Eximbank: (+) 84 (08) 38210051/38210046