

Key Reminders

Q

Can I migrate if I **do not remember** my MSB mBank login password?

It will not affect the migration process. Customers can **create a new password** for their login account on the MSB Digital Bank app.

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Q

Can I migrate to the new app if my login account is **locked on the current app**?

No. For security reasons, customers are required to unlock their account via the 24/7 Contact Center or at an MSB branch/transaction office. After the account is unlocked, customers can proceed with the migration by following the instructions on the new app.

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What should customers do if they have **not completed biometric** registration before migrating to the new app?

Option 1: Log in to the current app and complete biometric registration. After that, customers can proceed with the migration by following the instructions.

Option 2: Visit an MSB branch/transaction office for biometric registration support.

Option 3: Register for a new account on the MSB Digital Bank app via the eKYC process.

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Can customers migrate to the new app **if more than two customers are using the same phone number** to receive OTPs on the current app?

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According to security regulations, each phone number can only be used to register one user on the new app. Therefore, if a customer has already registered for digital banking services on the new app using a phone number, other customers are **required to use a separate (personal and registered-to-owner)** phone number to register for the service.

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May I continue using the MSB mBank app?

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Upon successful migration to the MSB Digital Bank application, customers will no longer continue using the MSB mBank application

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Why do I need to switch the app from MSB mBank to **MSB Digital Bank**?

Currently, the MSB mBank app no longer meets the requirements in terms of customer experience or optimization of customer transaction journeys on MSB's digital banking platform. Therefore, MSB is implementing this transition, with improvements and new features aimed at enhancing customers' experience when transacting on MSB's digital channels.

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Q

May I not to carry out the transition from the MSB mBank to the MSB Digital Bank?

MSB will announce the transition from the MSB mBank to the MSB Digital Bank through its official communication channels, including within the MSB mBank app, over a specified period, so that customers are informed and can prepare for the transition.

After this period, MSB will mandate the migration of all customers to the MSB Digital Bank application. Therefore, customers will still be required to complete the transition either during the notification period or after the mandatory transition period, depending on their usage needs

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What do I need to prepare in order to carry out this transition?

Customers complete the transition entirely on their mobile devices, accompanied by step-by-step guidance. Therefore, they only need to have a mobile device with an Internet connection ready to perform the transition.

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How long does the transition take?

The application transition typically takes only about 3–5 minutes, depending on the customer's actions and the mobile device's Internet connection

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