E-wallet User guide - Individual Customer



## USER GUIDE MOCA E-WALLET INDIVIDUAL CUSTOMER

#### CONTENTS

1.	INSTALL MOCA E-WALLET APPLICATION	. 3
2.	REGISTER MOCA E-WALLET ACCOUNT ON MOCA APPLICATION	. 3
3.	LINKING MOCA E-WALLET WITH IVB PREMIUM CARD ON MOCA APPLICATION	. 4
4.	LINKING MOCA ACCOUNT VIA IVB INTERNET BANKING SYSTEM	. 5
5.	DEACTIVATE MOCA E-WALLET ACCOUNT	. 6
6.	E-WALLET TOPUP	. 7
7.	E-WALLET WITHDRAW	. 8



#### **1. INSTALL MOCA E-WALLET APPLICATION**

#### 2. REGISTER MOCA E-WALLET ACCOUNT ON MOCA APPLICATION

· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·
15:51 국 💷	15:51 대한 로그 <u>Tiếng Việt</u>	15:52 ml ♥ ■♪
mobile payment	mobile payment	Confirmation Enter OTP sent to 0787390309
Hello!	Hello!	1 2 3 4
Enter your phone number to continue	Enter your phone number to continue	Have not recieved OTP? Resend OTP
0787390309	Please read and agree with Moca's terms	
	Read terms and conditions	
	Reject Agree	
Next		
1 2 3 ABC DEF		1 2 3 ABC DEF
4 5 6 MI JKL MNO		4 5 6 JKL MHO
7 8 9 Pars Tuy WXYZ		7 8 9 Pars TUV WXYZ
+ * # 0 😒		0 🛛
Step 1: Open Moca application	Step 2: Select agree with Moca	Step 3: Input confirmation code
=> input your mobile phone	Terms and Conditions => click	has been sent to your phone
number	Agree	number => click <b>Continue</b>

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





#### 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

₽ ACCOUNT ∽	ک TRANSACTION ۲	PRODUCTS AND SERVICES		کې ستاياnes م
		SERVICE	REGISTRATION >	Link E-Wallet
Quick link	🖆 Internal Fund T	Transfer E-WALLE	т	Deactivate E-Wallet
Napas Instant Fund Transfer 24/7	Input	information REWARD	s >	
Account Information	Transaction type *	OTHER U	TILITIES	

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

🗗 Quick link	🖆 Link E-Wallet		
Napas Instant Fund Transfer 24/7	Input information	Confirm	Finish
Account Information			
Account Statement	LINK TO ACCOUNT		
Internal Fund Transfer	E-Wallet type *	MoCa wallet	~
Interbank Fund Transfer	E-Wallet account *	0762008800	~
Transaction History	Debit to account no. *	1032376-001	~
Periodic Fund Transfer	Authentication methods *	OTP SMS	~
Bulk Transfer Service	Authentication device *	0762008800	~
Tra cuu diem thuong		RESET CONTINUE	

authentication method => click **Continue** 

🗹 Quick link	🖆 Link E-Wallet	🖆 Link E-Wallet				
Napas Instant Fund Transfer 24/7	Innut information	Confirm	Finish			
Account Information		COMMIT	1 mon			
Account Statement	E-Wallet type	MoCa wallet				
	E-Wallet account	0762008800				
Internal Fund Transfer	Debit to account no.	1032376-001				
Interbank Fund Transfer	Input confirm code *	nB17Xd C				
Transaction History						
		BACK CONTINUE				

#### E-wallet User guide – Individual Customer

Nanas Instant Fund Transfer 24/7			
	Input information	Confirm	Finish
Account Information		4	
Account Statement		Successful	
	Reference number	20210513133359178343	
Internal Fund Transfer	E-Wallet type	MoCa wallet	
Interbank Fund Transfer	E-Wallet account	0762008800	
Transaction History	Debit to account no.	1032376-001	
Periodic Fund Transfer	Status	Successful	
Bulk Transfer Service		FINISH	

#### 5. DEACTIVATE MOCA E-WALLET ACCOUNT

R ACCOUNT ~	(5) TRANSACTION   PRODUCTS AND S	ervices Y Information	∑ MANAGEMENT ∽	្តដ៍: បាiLities ^
		SERVICE REGISTRATION	> Li	ink E-Wallet
🗹 Quick link	E-Wallet	E-WALLET	D	eactivate E-Wallet
Napas Instant Fund Transfer 24/7	Incut information	REWARDS	>	
Account Information		OTHER UTILITIES	>	
Account Statement	E-Wallet type *			
	E-Wallet account *			

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

	E Deactivate E-Wallet	
Napas Instant Fund Transfer 24/7	Input information	Confirm Einich
Account Information	input mormation	Солитт
Account Statement	E-Wallet type *	Moca e-wallet
Internal Fund Transfor	E-Wallet account *	0762008800 - Account 1032376-001
		RESET CONTINUE
Interbank Fund Transfer		

Step 2: Select E-wallet type and E-wallet account => click Continue

🗹 Quick link	🖆 Deactivate E-Wallet						
Napas Instant Fund Transfer 24/7	Input information	Confirm	Finish				
Account Information	E-Wallet type	Moca e-wallet					
Account Statement	E-Wallet account	0762008800 - Account 1032376-001					
Internal Fund Transfer		BACK CONTINUE					
Step 3: Successfully deactivated Moca E-wallet account.							



#### 6. E-WALLET TOPUP



#### 7. E-WALLET WITHDRAW

10:36 atl ♥ ■ < Moca Wallet Balance 400.000₫	< Fee	Withdraw	from wallet	j bo	× Withdrawa 50.0	al success
Details 2	Net			50.000 <u>d</u>	Receipt account	<b>™B</b> <sup>∉</sup> ···· -001
An and a second se	IVB <sup>4</sup>	-001	Re	ceipt account	Fee	Ođ
$(\bullet) \qquad ( \mathbf{f} )$					Net	50.000d
Topup Withdraw					Deta	ils 🗸
		CON	FIRM			
	1	2	З			
	4	5	6	-		
	7	8	9	FIIII		
	000	0	00	- C.		
Step 1: Select Withdraw	Step 2: In	put wi	thdraw	amount	Step 3: Successf	ully withdrawal
function	=> select	Confir	m		Moca E-wallet	

# THANK YOU FOR USING IVB SERVICE

#### **INDOVINA BANK LTD.**

**Head Office** 

No. 97A Nguyen Van Troi, Ward 12, Phu Nhuan District, Ho Chi Minh City

Tel: (+84) 1900 588 879 / (+84-28) 3942 1048

Email: <a href="mailto:support@indovinabank.com.vn">support@indovinabank.com.vn</a>

Fax: (+84-28) 3942 1043