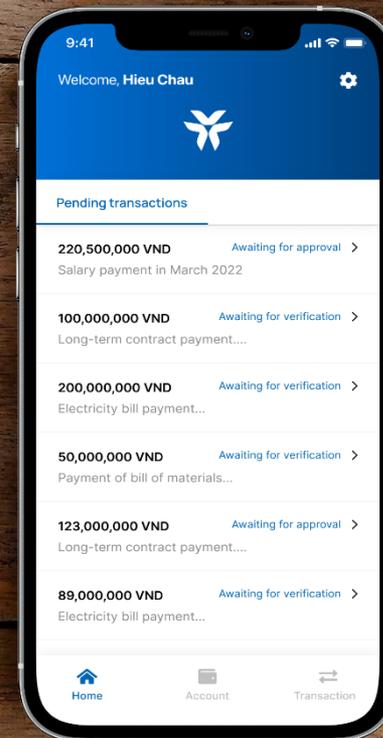USER GUIDE

MYVIB CORP SERVICE

TERM OF SERVICE:

MyVIB Corp application can be used on the following devices: iOS 12.4 operating system or higher, android 5.0 operating system or higher.

For using MyVIB Corp, corporate customers need to have:
- The active current account at VIB.
- Internet banking corporate account at VIB.
If using finance service, corporate customers need to register authentication method is VIB Smart OTP or Token key.

CONTENT

MyVIB Corp Introduction

MyVIB Corp is a digital banking application for corporate customer allowing safe and convenient banking transactions with VIB anytime, anywhere on devices with internet connection.

Outstanding advantages:

- Approve financial transactions quickly and easily
- Manage corporate cash flow effectively
- Safety & security, integrated VIB Smart OTP

DOWNLOAD AND INSTALL MYVIB CORP APPLICATION

Scan QR code to download and install **MyVIB Corp**
or
Search keyword "MyVIB Corp" on **App Store** or **Google Play**

DOWNLOAD AND INSTALL MYVIB CORP APPLICATION

After downloading the **MyVIB Corp** on your device, open and install application as following steps:
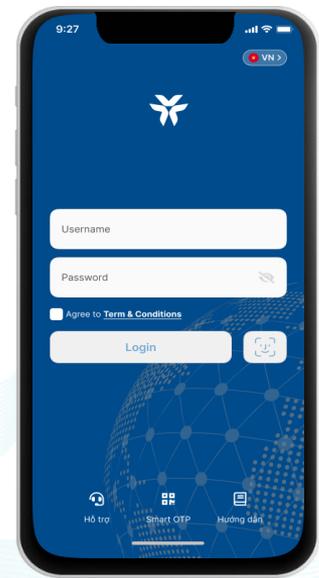

1 Open App

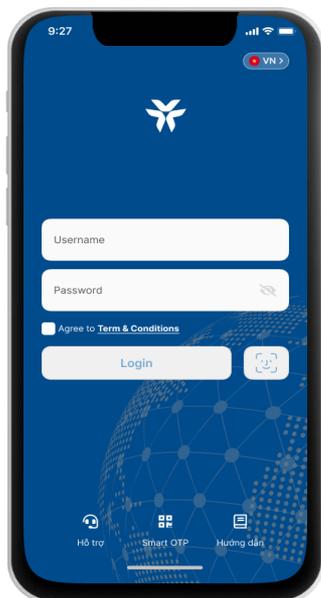**2** Choose **Continute**

3 Choose **Continute**

4 Choose **Complete**

5 Login Screen And set Language in English

LOGIN AND LOGOUT APPLICATION

LOGIN MYVIB CORP WITH USERNAME AND PASSWORD

1 Open App

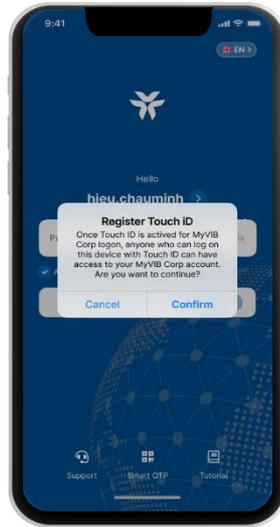**2** Input Username/Password > Choose **Login**
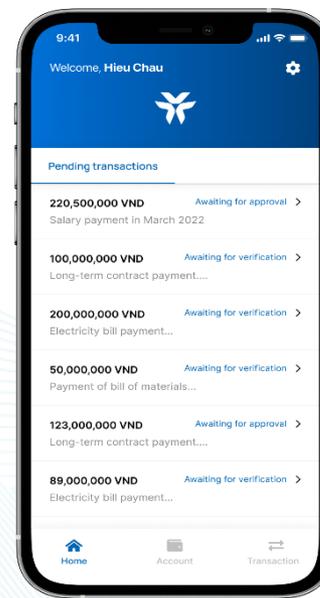
3 Home Screen

Username and Password:

Username and Password that are using on VIB Corporate Internet Banking
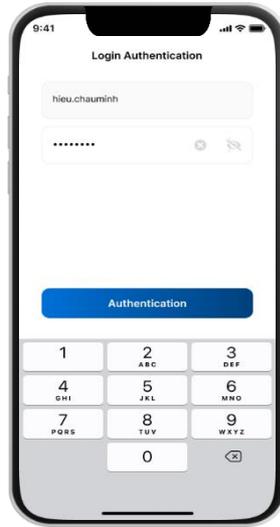
LOGIN MYVIB CORP WITH TOUCH ID

1 Open App and choose icon
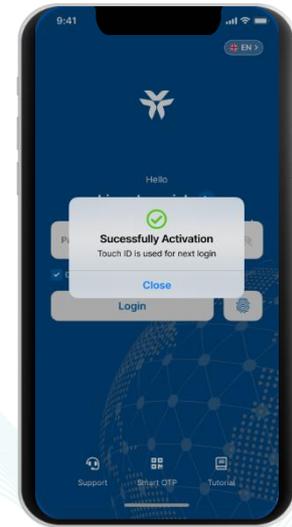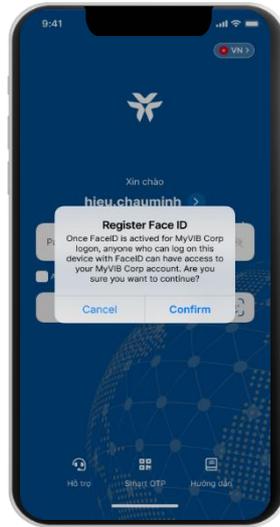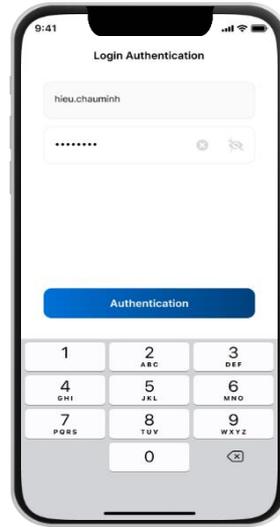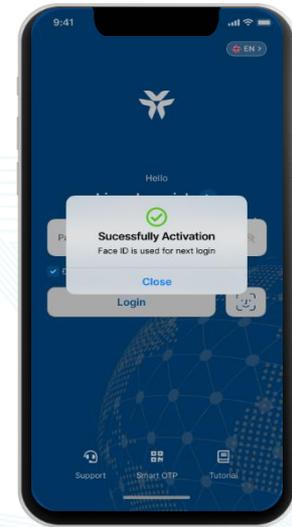
2 Choose **Confirm**

3 Input Username/Password > Choose **Login**

4 Recognize Touch ID

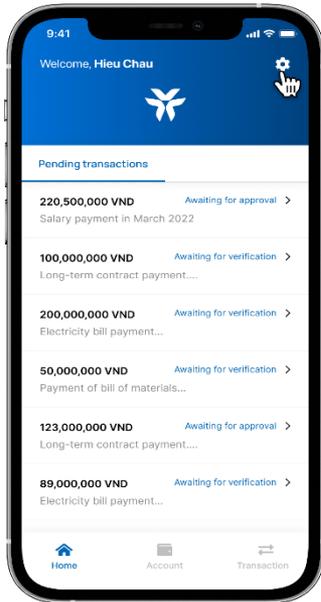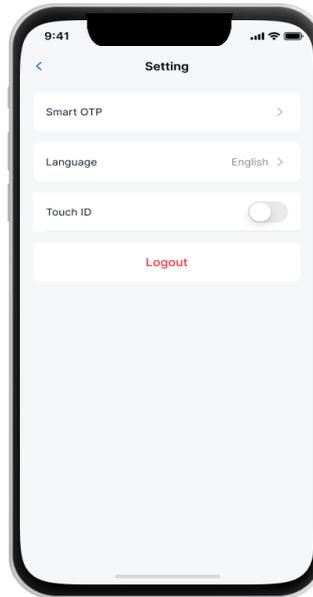**5** Successfully Activate

Username and Password:

Username and Password that are using on VIB Corporate Internet Banking

8

LOGIN MYVIB CORP WITH FACE ID

1 Open App and choose icon

2 Choose **Confirm**

3 Input Username/Password > Choose **Login**

4 Recognize Face ID

5 Successfully Activate

Username and Password:

Username and Password that are using on VIB Corporate Internet Banking
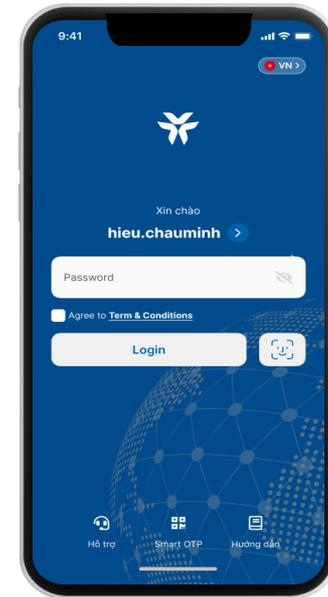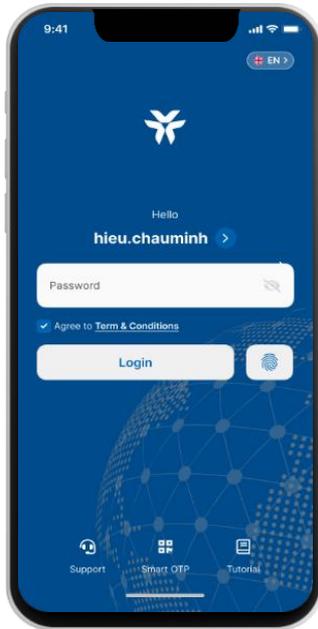
LOGOUT MYVIB CORP APPLICATION
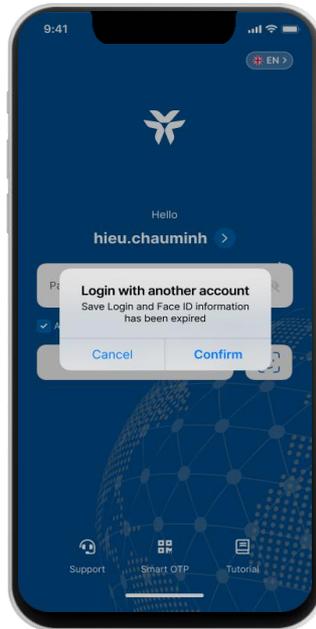

1

Choose icon

2

Choose **Logout**

3

Back to the login screen

SWITCH USERS ON MYVIB CORP APPLICATION

1

Choose icon

2

Choose **Confirm**
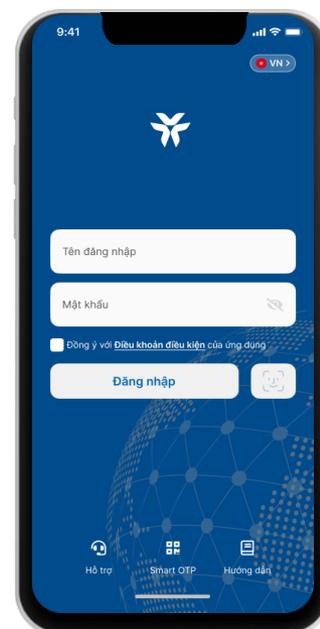
3

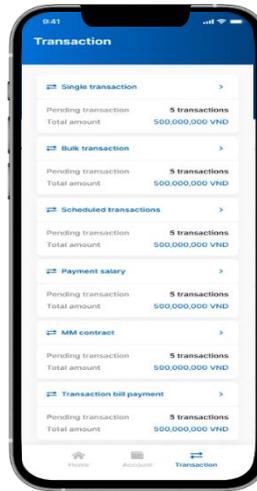Input other username/password

Username and Password:

Username and Password that are using on VIB Corporate Internet Banking
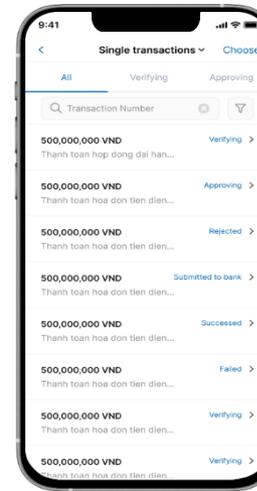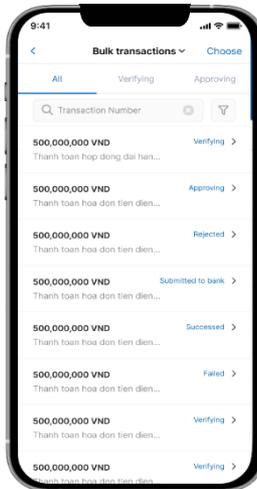
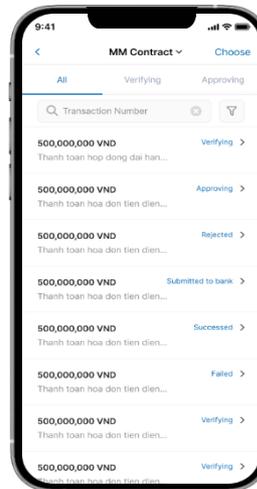# TRANSACTION MANAGEMENT
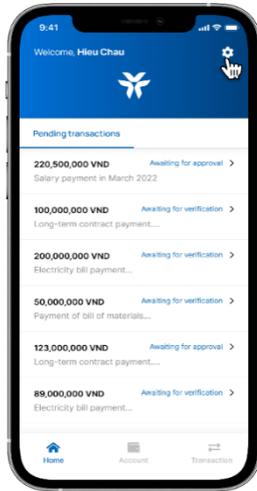
1 Choose Menu ⇄ **Transaction**
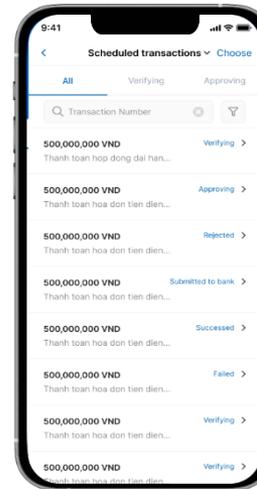
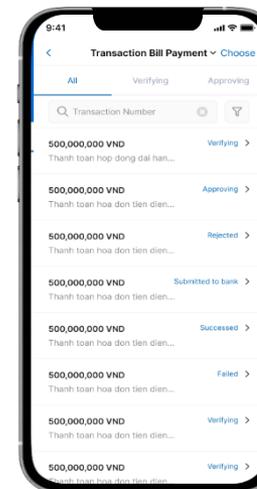**2** Choose Transacsion type

3 Single Transactions
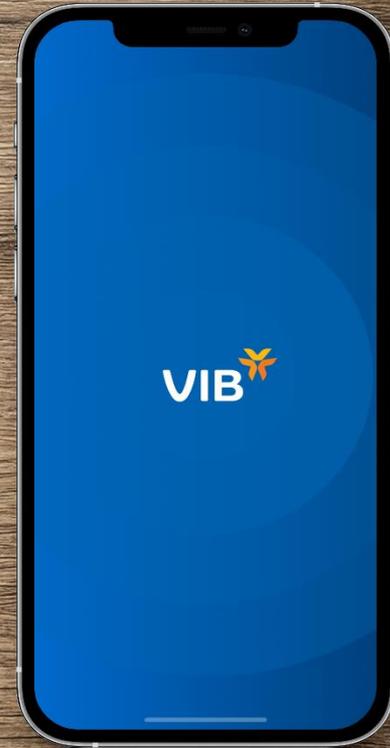
Bulk Transactions
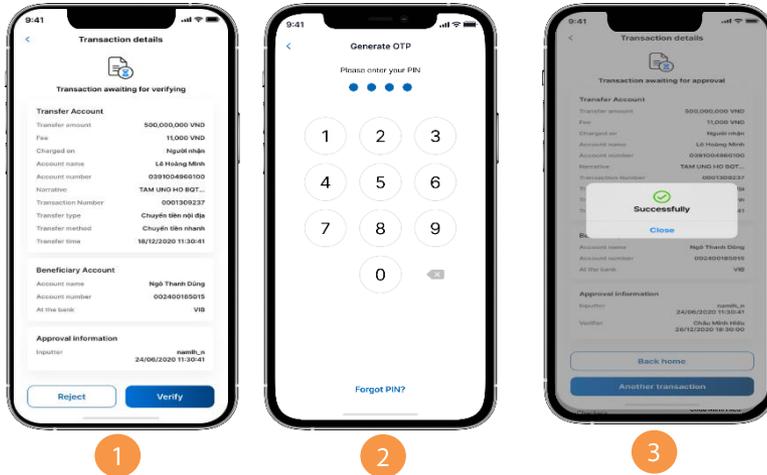
MM Contract

Scheduled Transactions

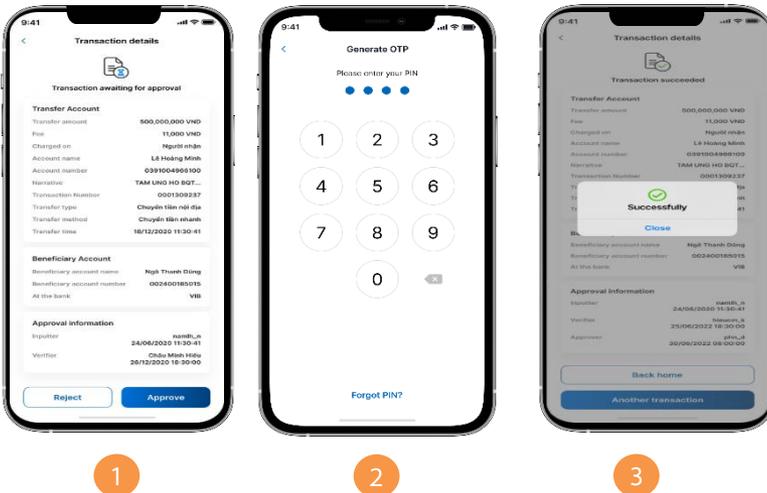Transactions Bill Payment

VERIFY/APPROVE TRANSACTIONS

VERIFY/APPROVE TRANSACTIONS USING SMART OTP

Verify transactions at **Transaction details** screen

1. Choose Transaction detail that needs to Verify/Approve
2. Enter Smart OTP PIN
3. Verify/Approve transaction successfully
- In case of having errors and need to edit or reject, customer choose **Reject**. The transaction will be change status from **Waiting for Verification/ Approval** to **Rejected**.
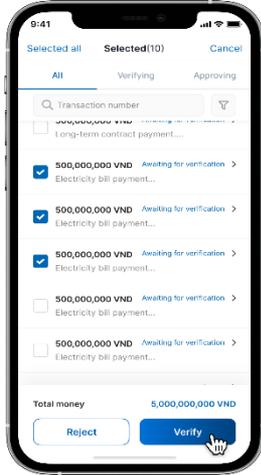
Approve transactions at **Transaction details** screen

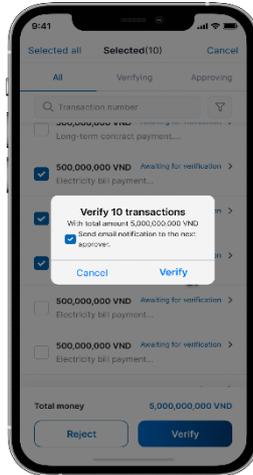# VERIFY/APPROVE TRANSACTIONS USING SMART OTP
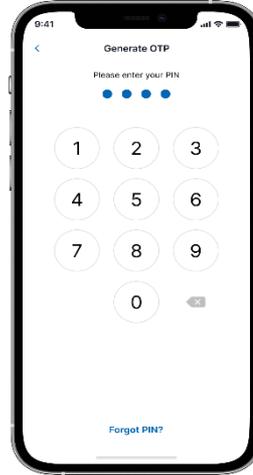
Verify/ Approve multi transactions
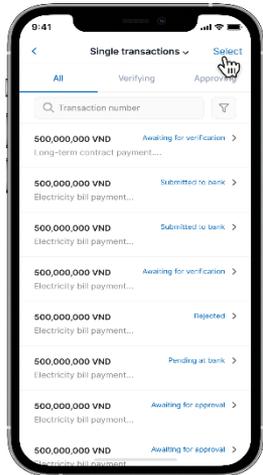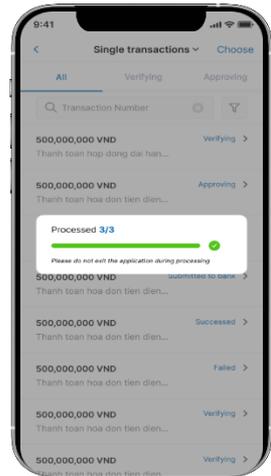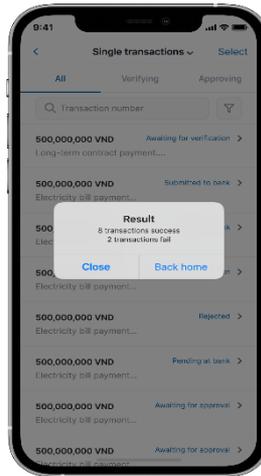

1. Choose **Select**
2. Choose transactions > **Verify/Approve**
3. Confirmation about total of transactions and amount to **Verify/Approve**
4. Enter OTP PIN.
5. Wating for processing
6. Notification for result

Note:

- Verify/Approve multi transactions function just apply for single transactions.
- The maximum of multi transactions for verify/approve is 100 transactions per time
- Customer Verify/Approve bulk transactions at Transaction details screen

15

VERIFY/APPROVE TRANSACTIONS USING DISPLAY CARD

In case of using Display Card authentication method, customer verify/approve as following steps:
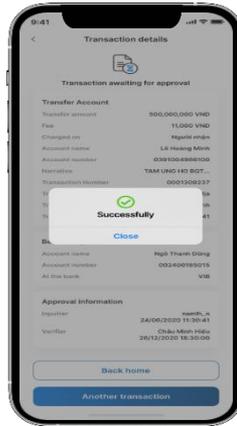
- Verify/Approve transactions < **1 billion VNĐ**:
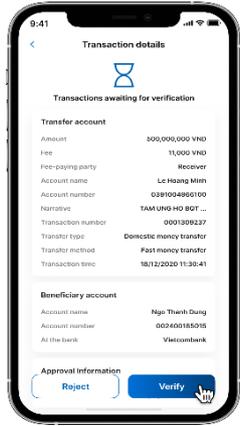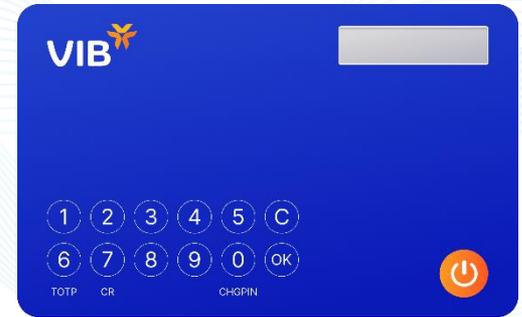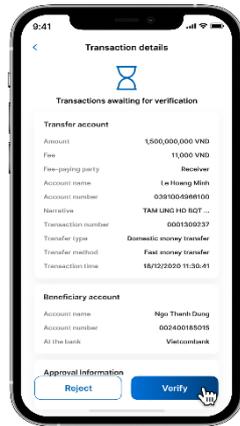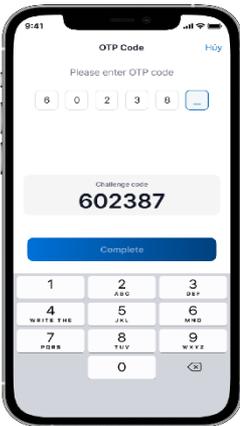

1. Choose transaction > **Verify/Approve**
2. Turn on DISPLAY CARD, enter PIN and press mode 6.
3. Get OTP code from DISPLAY CARD and enter to MyVIB Corp
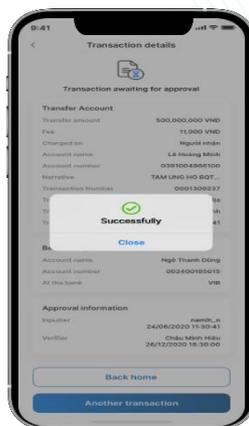4. Verify/Approve successfully
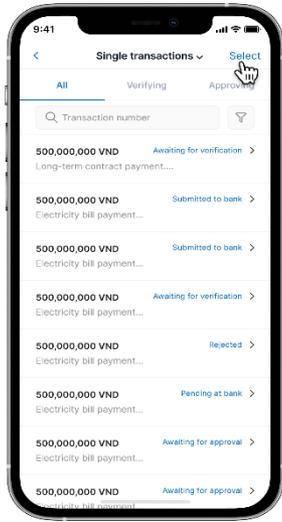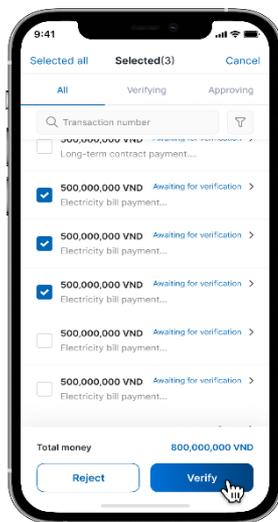
- Verify/Approve transactions >= **1 billion VNĐ:**

1. Choose transaction > **Verify/Approve**
2. Turn on DISPLAY CARD, enter PIN and press mode 7 > Enter **Challenge code** to DISPLAY CARD
3. DISPLAY CARD generates OTP code > Enter OTP code to MyVIB Corp.
4. Verify/Approve successfully
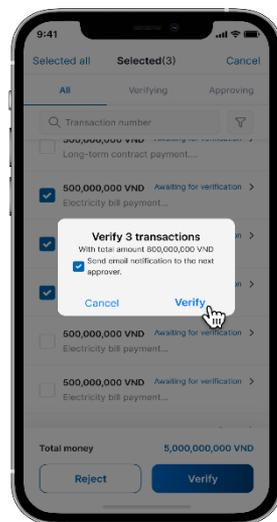
VERIFY/APPROVE TRANSACTIONS USING DISPLAY CARD

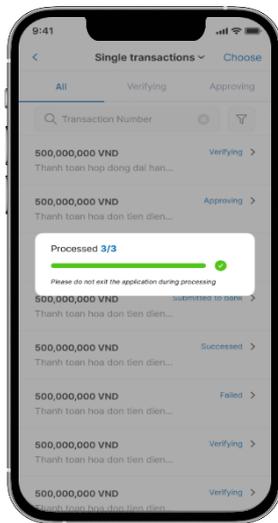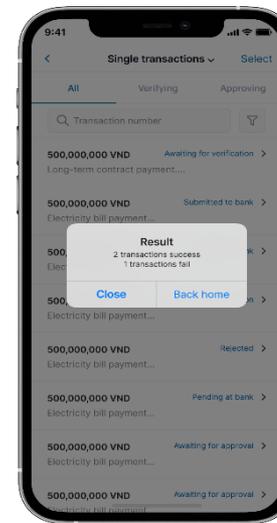**Verify/Approve multi transactions (< 1 billion VNĐ)**
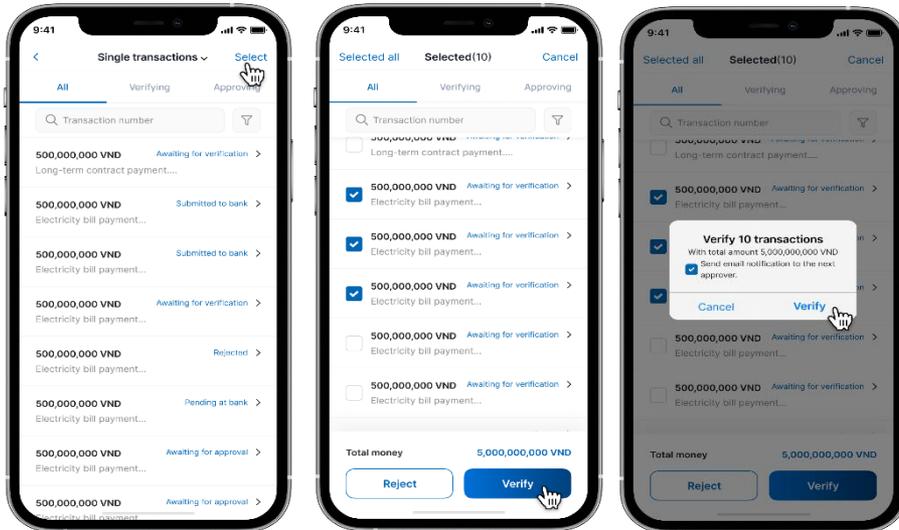

1. At Single transaction screen > **Select**

2. Choose transactions > **Verify/Approve**

3. Announce total of transactions and amount to **Verify/Approve**

4. Turn on DISPLAY CARD, enter PIN and press mode 6 > Enter OTP code to MyVIB Corp

5. Waiting for processing

6. Verify/Approve successfully

**Note:**

- Verify/Approve multi transactions function just apply for single transactions.

- The maximum of Verify/Approve multi transactions is 100 transactions a times

- Customer Verify/Approve bulk transactions at transaction details screen

17

VERIFY/APPROVE TRANSACTIONS USING DISPLAY CARD

Verify/Approve multi transactions (>= 1 billion VNĐ)

1. At Single transaction screen > **Select**

2. Choose transactions > **Verify/Approve**

3. Announce total of transactions and amount to **Verify/Approve**

4. Turn on DISPLAY CARD, enter PIN and press mode 7 > Enter **Challenge code** to DISPLAY CARD > DISPLAY CARD generate OTP code > Enter OTP code to MyVIB Corp

5. Waiting for processing

6. Verify/Approve successfully
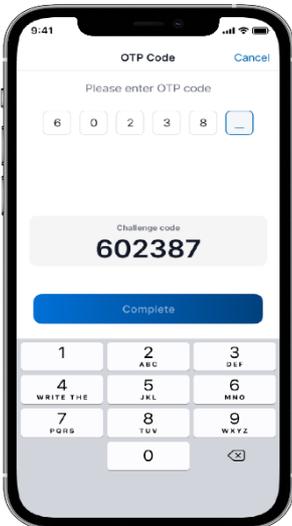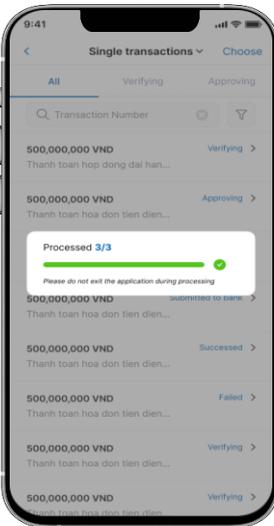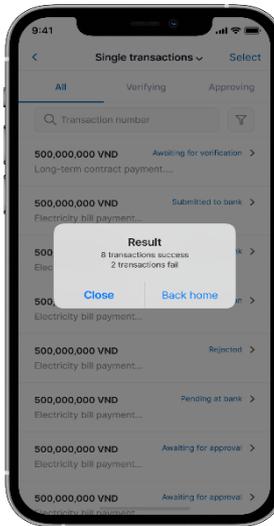
Note:

- Verify/Approve multi transactions function just apply for single transactions.

- The maximum of Verify/Approve multi transactions is 100 transactions a times

- Customer Verify/Approve bulk transactions at transaction details screen

VIB SMART OTP
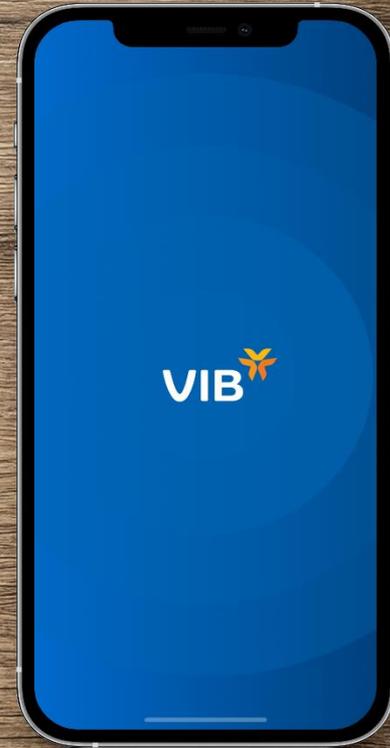
ACTIVATE SMART OTP ON MYVIB APP
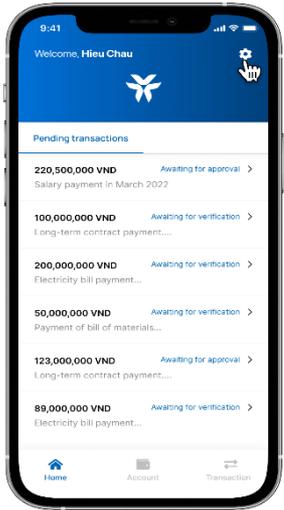
1
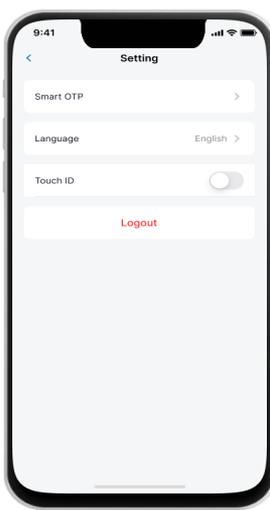
2
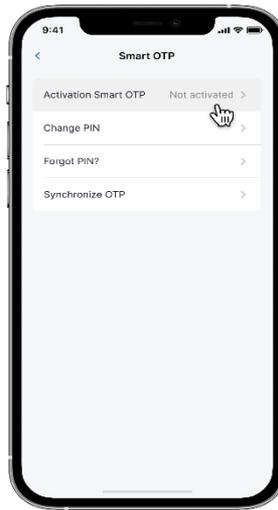
3
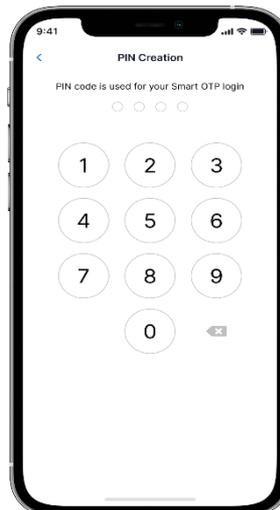
4

1. Choose icon ⚙

2. Choose **Smart OTP**

3. Choose **Activation Smart OTP**

4. Create PIN Smart OTP

5. Confirm PIN Smart OTP

6. Get activation code (via SMS/Email)

and Click **Send**

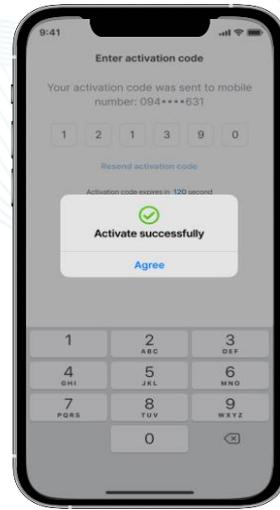7. Enter activation code > **Agree**

8. Activate successfully
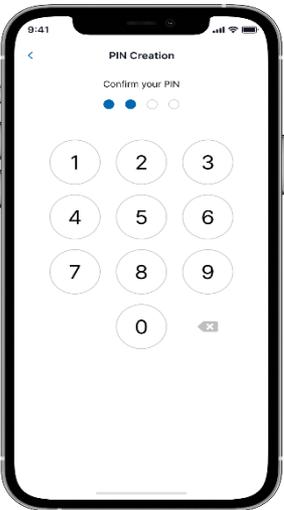
5
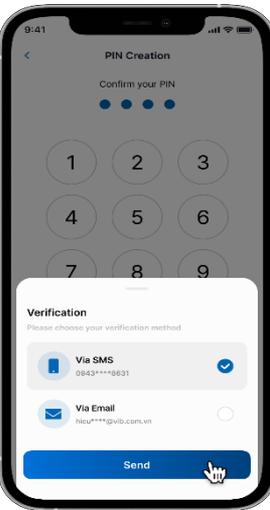
6

7

8

PIN creation rules:

- 4-digit numbers

- Not same as 5 latest PIN

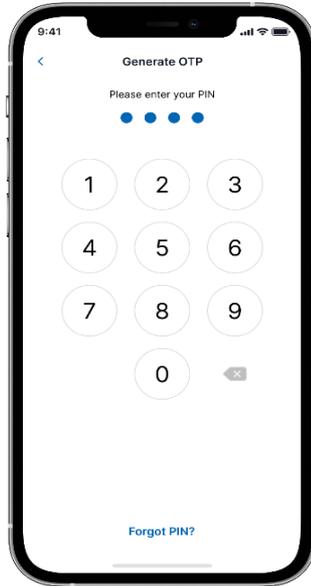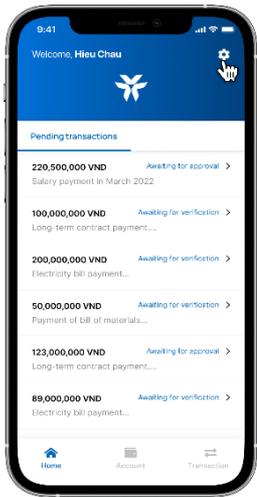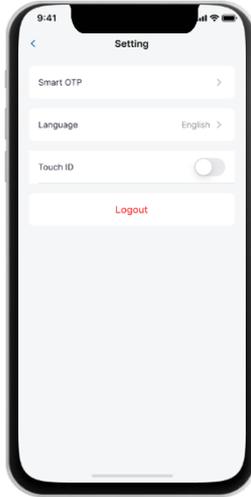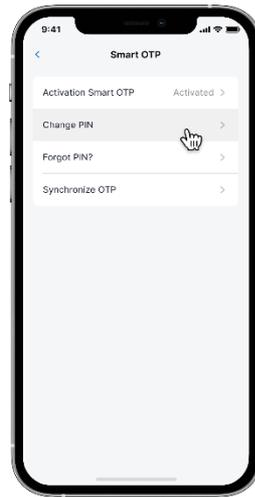- Not included consecutive numbers
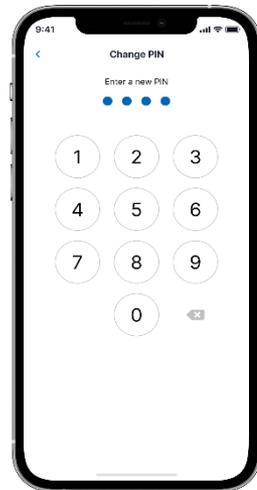
- Not included repeating numbers

18

GET OTP CODE TO VERIFY TRANSACTIONS ON INTERNET BANKING

This function helps customer get OTP code to verify/approve transactions on IB:

1 Choose **Smart OTP**

2 Enter your PIN
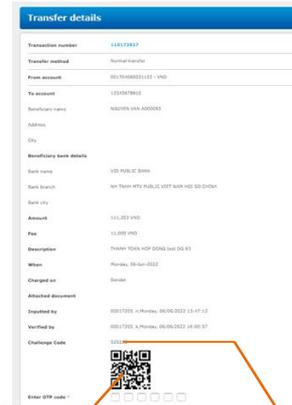
Scan QR code

Enter challenge code if you can't scan QR
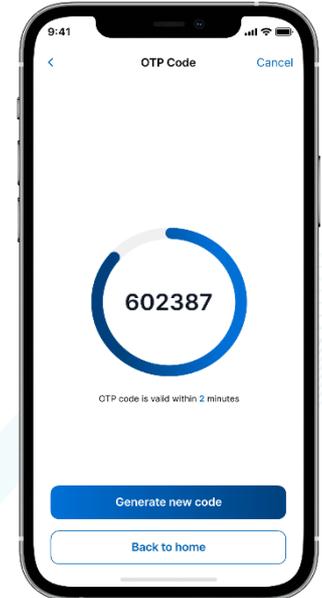
- OTP code is valid within 2 minutes
- Generate new OTP or Back to home

FORGOT PIN SMART OTP
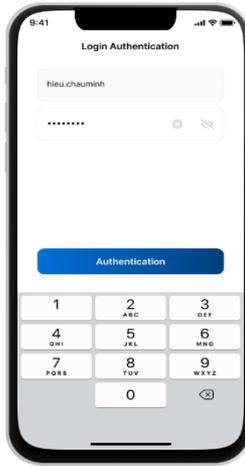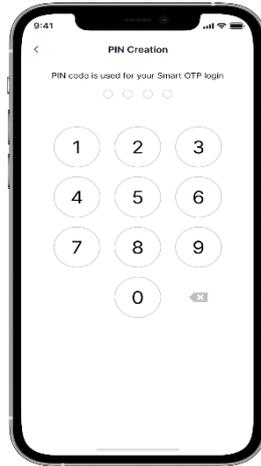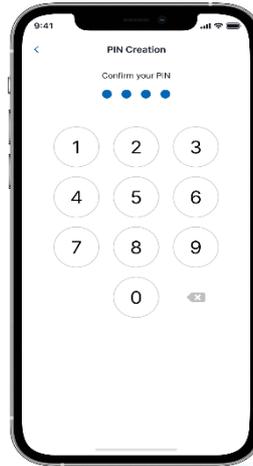
1. Choose **Forgot PIN**

2. Input username and password

3. Create PIN

4. Confirm PIN

5. Choose authentication method get the activation code (via SMS or email) and Click **Send**

6. Enter the activation code

7. Create new PIN OTP successfully
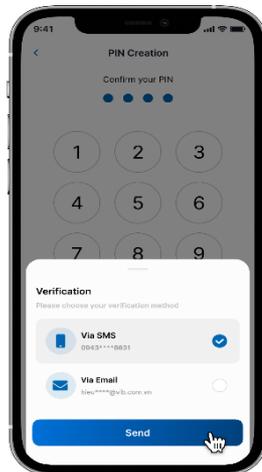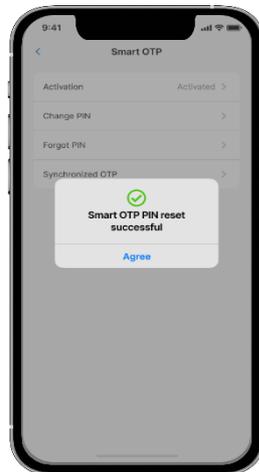
PIN creation rules:

- 4-digit numbers

- Not same as 5 latest PIN

- Not included consecutive numbers

- Not included repeating numbers

CHANGE PIN SMART OTP
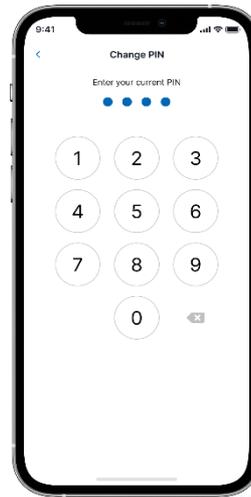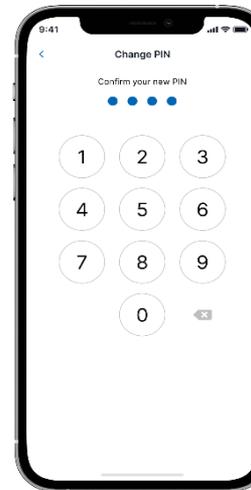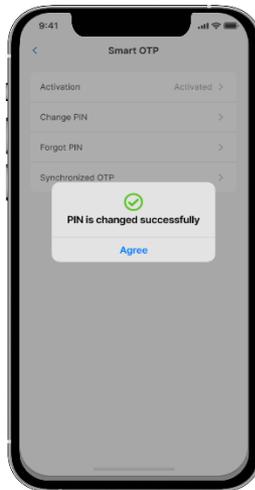
1. Choose icon ⚙
2. Choose **Smart OTP**
3. Choose **Change PIN**
4. Enter current PIN
5. Create new PIN
6. Confirm new PIN
7. Change PIN successfully

PIN creation rules:

- 4-digit numbers
- Not same as 5 latest PIN
- Not included consecutive numbers
- Not included repeating numbers

SYNCHRONIZE SMART OTP

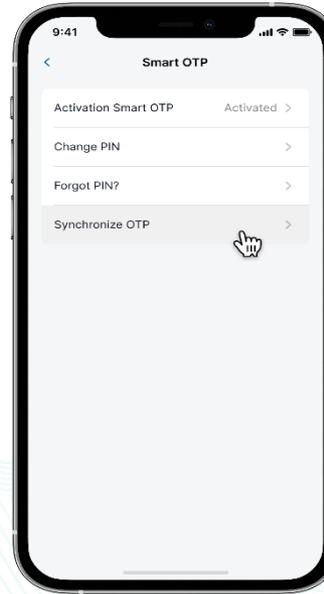**This function helps to re-synchronize Smart OTP with the system in case the Smart OTP was lossed of time synchronization**
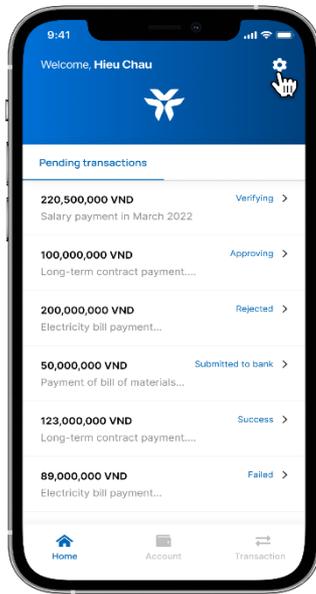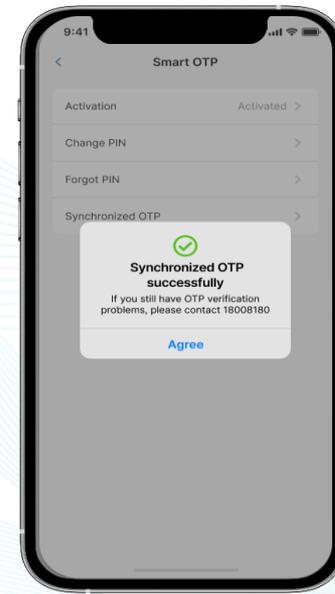

(1) Choose icon ⚙️
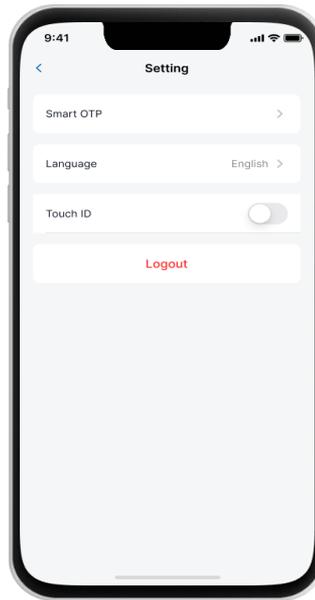
(2) Choose **Smart OTP**

(3) Choose **Synchronize OTP**

(4) Synchronized successfully

24

OTHER FEATURES
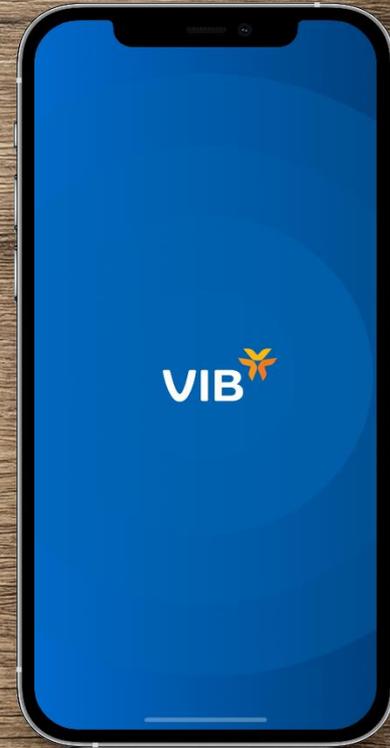
LANGUAGE SETTING
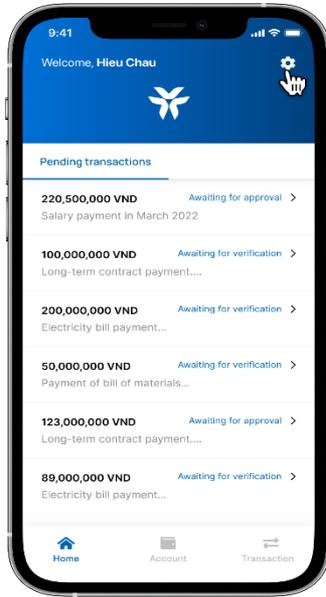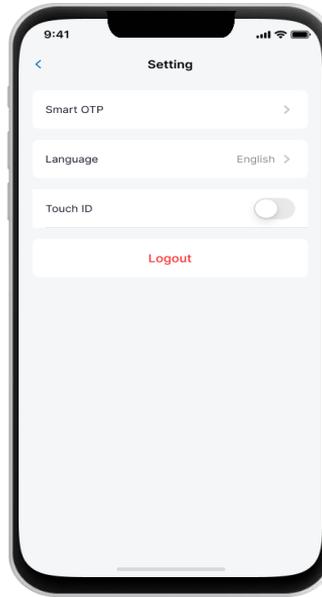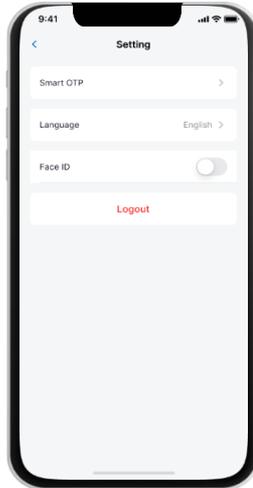

Choose icon ⚙️

Choose Language
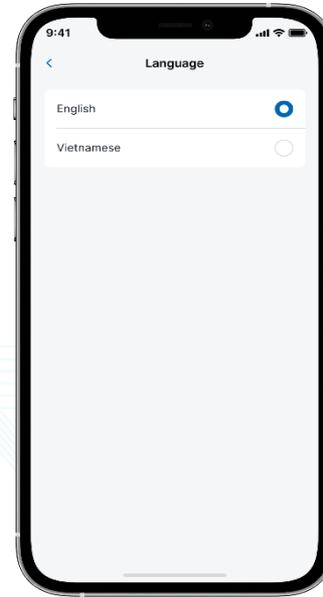
Choose English or Vietnamese

FACE ID SETTING
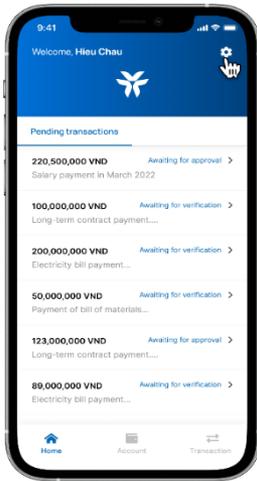
1 Choose icon ⚙️

2 Choose **Face ID**

3 Choose **Confirm**
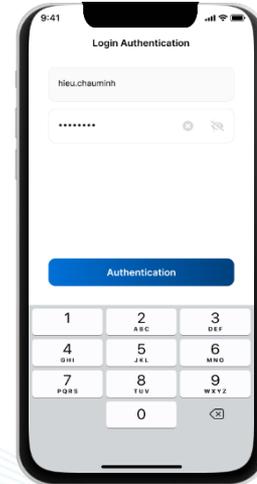
4 Input username/password

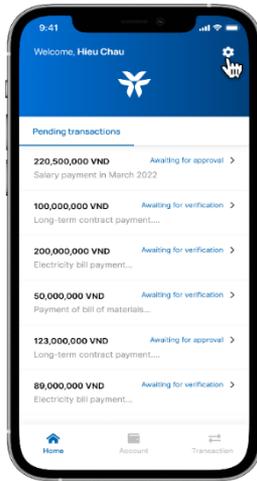**5** Facial recognition
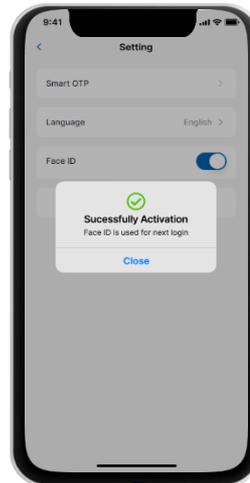
6 Choose **close**
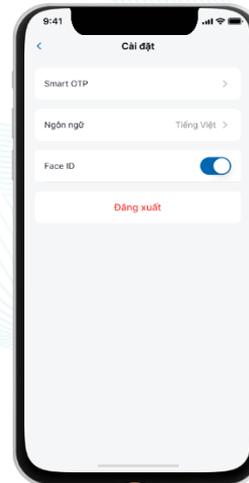
7 Setting successfully

Username and Password:

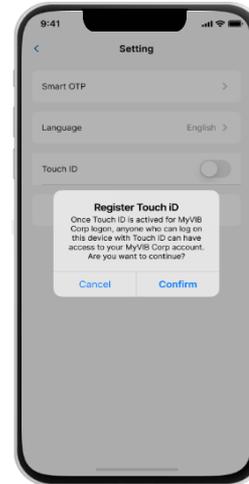Username and Password that are using on VIB Corporate Internet Banking
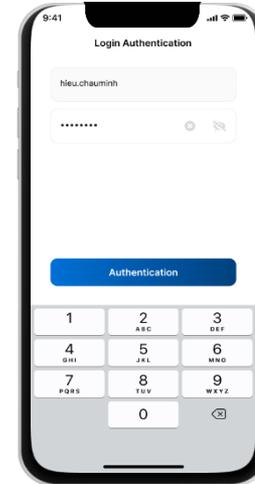
27

TOUCH ID SETTING

1 Choose icon ⚙
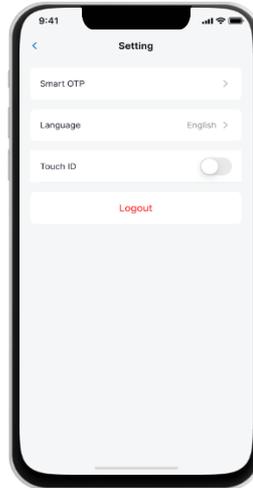
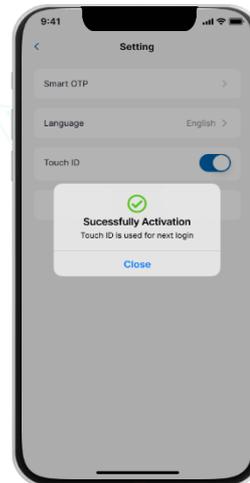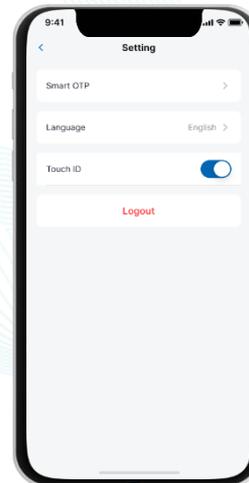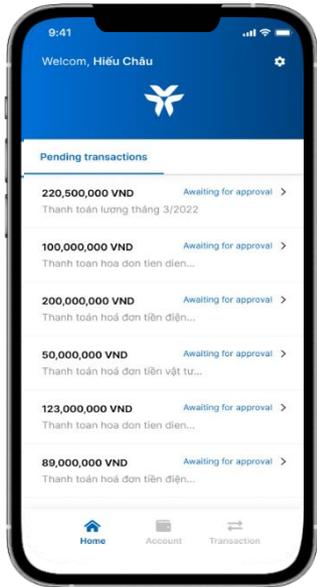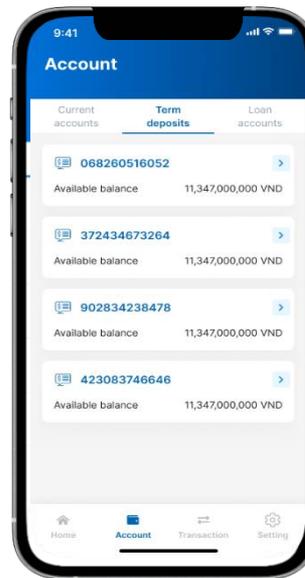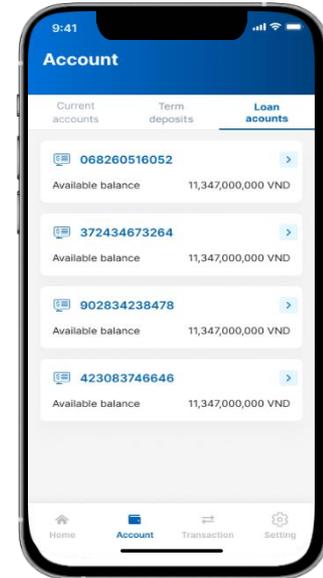**2** Choose **Touch ID**

3 Choose **Confirm**

4 Input username/password

Username and Password:

Username and Password that are using on VIB Corporate Internet Banking

5 Touch ID recognition

6 Choose **close**

7 Setting successfully

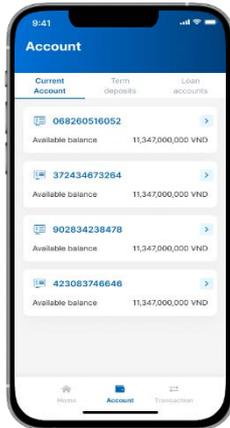# ACCOUNT QUERY

Choose Menu
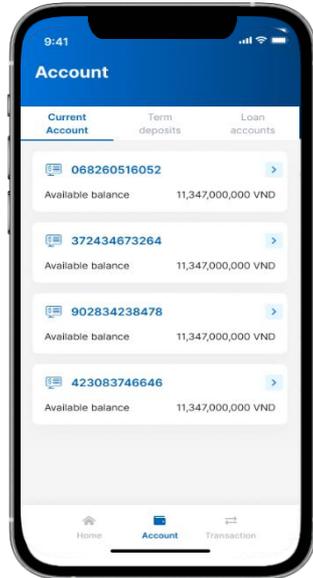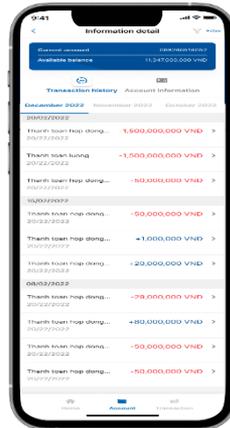

Curent Account

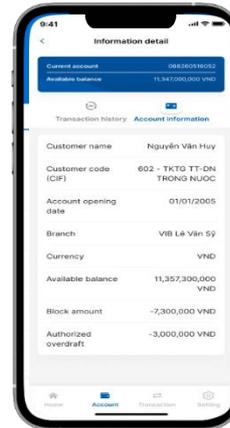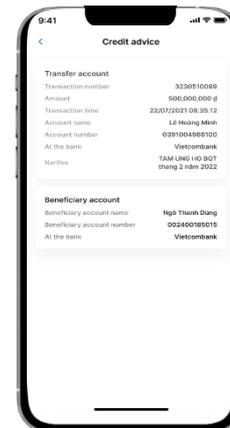**Term Deposit Account**

Loan Account

ACCOUNT QUERY

Current Account
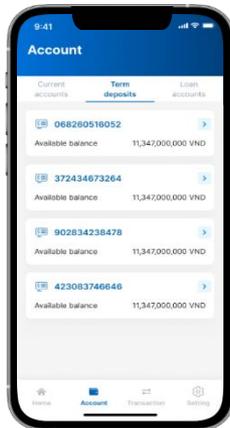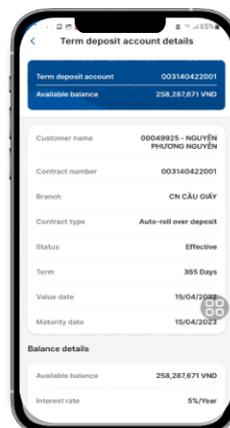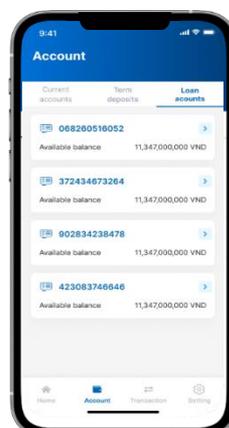

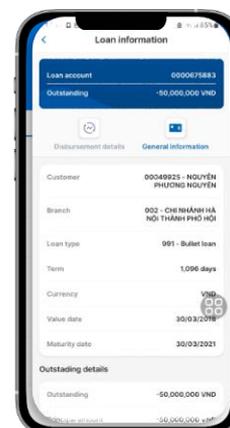Transaction history

Information Details

Credit Advice

Term Deposit

Term Deposit
Account Details

Loan Account

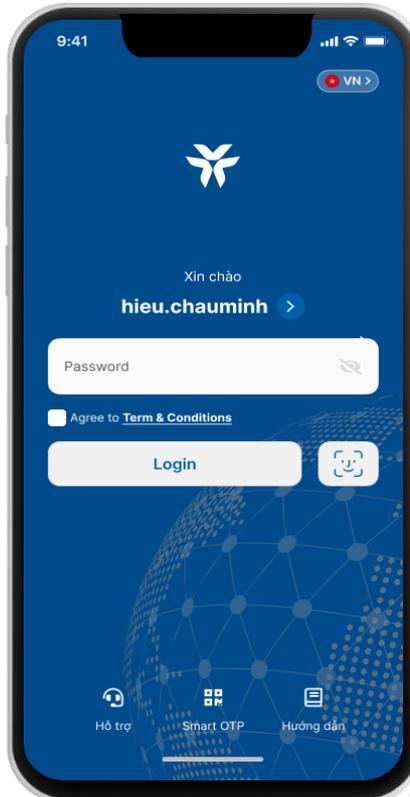Loan Account
Details

Loan Information

SUPPORT AND USER GUIDE
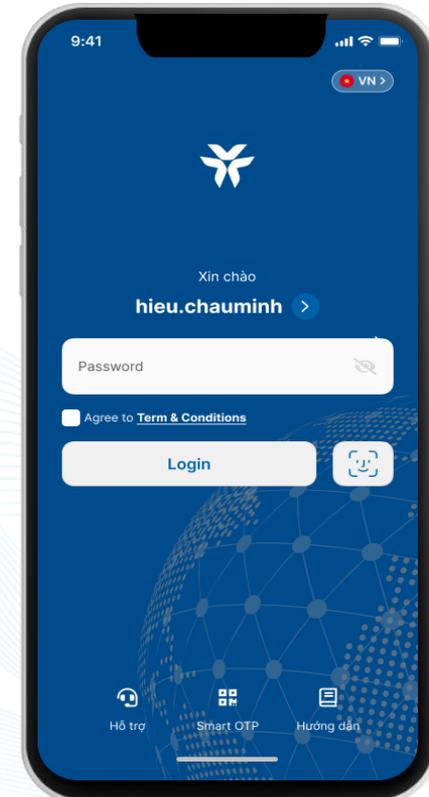

1

Open App

2

Choose icon for
supporting

3

Choose Tutorial to
download user guide