Change Profile Manual

For more convenience, the Bank would like to inform customer who is using a security code for OTP (One Time Password) to change Email Address online. Kindly follow the steps below:

For change Email Address by using OTP (One Time Password):

1. Select “Profile Setting”

2. Select “Change Profile Request” and select “Change Email Address”

3. Click “Get OTP” button to receive SMS-OTP then fill up the SMS-OTP in the request box and click “Next” button
4. Please enter your new Email Address and click “Next” button

5. Please click “Confirm” button to confirm your new Email Address

6. Change Email Address is successful.
If you cannot use OTP to change Email Address, kindly follow the steps below:

1. Select “Profile Setting”

2. Select “Change Profile Request”

3. Select “Change Email Address”

4. Click “Self service form” button
5. Fill up all required information and click “Next” button

6. Please click “Confirm” button to confirm your new Email Address

7. Print the form and send it to the Bank along with the required documents as shown in table below.

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Form and required documents</th>
<th>Channel</th>
</tr>
</thead>
</table>
| 1. For K-Cyber Banking customer only or K-Cyber Banking Customer who has combined with other service(s) | 1. K-Cyber Service Changing Profile Request Form  
2. Passbook (Original document)/Cheques/ Cheque Book Request Form  
3. Thai national ID card or Passport (for foreign nationality) | 1. Via any local KBank branches or 
2. Via postal mail (for customers living abroad only) to: 
   Retail and SME E-Business Dept. 6th Fl, 1 Sol Ratburana 27/1, Ratburana Road Ratburana Bangkok 10140. |
| 2. For K-Cyber Trade customer only or K-Cyber Trade customer who has combined with K-Cyber Invest service | 1. K-Cyber Service Changing Profile Request Form  
2. A signed copy of your Thai national ID card or Passport (for foreign nationality) with a clear ID No. image  
   “Kasikorn Securities PCL is required a signed original document if the customer has K-Cyber Trade Service only”* | Via postal mail to: 
   Kasikorn Securities PCL. 19th Fl, 400/22 Kasikorn Building Phahonyothin Rd, Samsen-Nai, Phayatha Bangkok 10400 |
| 3. For K-Cyber Invest customer only                                              | 1. K-Cyber Service Changing Profile Request Form  
2. A signed copy of your Thai national ID card or Passport (for foreign nationality) with a clear ID No. image | Via any local KBank branches |
For change Mobile Phone No. by sending request using Changing Request Form:

1. Select “Profile Setting”
   - Select Mquotedblleft Profile SettingMquotedblright
   - Select Mquotedblleft Change Profile RequestMquotedblright and select Mquotedblleft Change Mobile Phone No.Mquotedblright
   - Fill up all required information and click Mquotedblleft NextMquotedblright button

2. Select “Change Profile Request” and select “Change Mobile Phone No.”
   - Select Mquotedblleft Change Mobile Phone No.Mquotedblright
   - Fill up all required information and click “Next” button

3. Fill up all required information and click “Next” button
4. Please click “Confirm” button to confirm your new Mobile Phone No.

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Change mobile phone number > Confirmation of mobile phone number change request

Completion of mobile phone number change request

Change Mobile Phone No

Confirmation of mobile phone number change request

New Mobile Phone No.: [09] 1111111111
Confirm New Mobile Phone No.: [09] 1111111111
Bank Account Number: 1111111111
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