

MAPPING SHINHAN ACCOUNTS TO MOCA E-WALLET GUIDELINE

Jul-2021

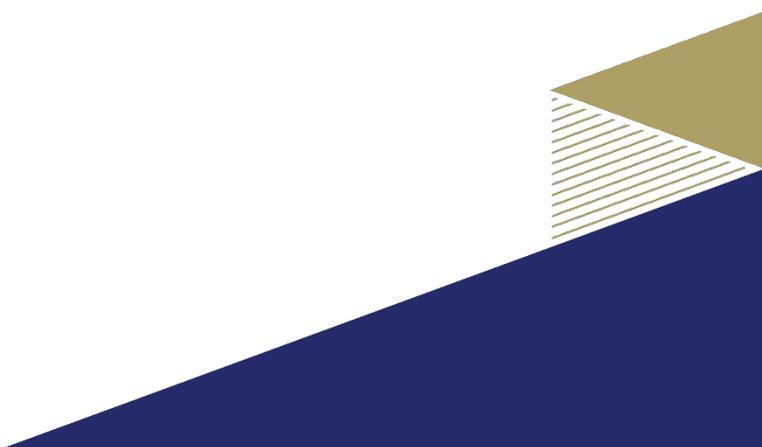


TABLE OF CONTENT

1. Definition
2. Scope of service between Shinhan's accounts and MOCA e-wallet
3. Guideline for transaction process
 - Mapping/ un-mapping e-wallet
 - Top-up/ withdraw
 - Payment

I. Definition

Moca e-wallet mapping Shinhan accounts service:

Cooperating between Shinhan Bank and MOCA through the system integration, this service can bring users lot of utilities of e-wallet.



2. Scope of service between Shinhan accounts and MOCA e-wallet

Scope of service	Description	Eligible channel
Mapping	Register SHBVN CASA mapping to e-wallet	Shinhan IB/MB (*)
Un-mapping	Terminate mapping SHBVN CASA to e-wallet	Shinhan IB/MB
Top up/Cash in	Top up money from SHBVN CASA to e-wallet	Moca
Withdraw/Cash out	Withdraw money from e-wallet to SHBVN CASA	Moca
Pass-through/Sales-in	Payment for goods/services from linked account	Moca

(*)IB: Internet Banking

MB: Mobile Banking

2. Scope of service between Shinhan accounts and MOCA e-wallet

Transaction limit:

Unit: VND

Type of trans.	Daily	Min trans.	Max trans.	SMS OTP
Top-up	30,000,000	50,000	5,000,000	1,000,000
Withdraw	5,000,000, max 3 trans./day	50,000	2,000,000	N/A
Sales-in	10,000,000	N/A	10,000,000	1,000,000

Cases process from Moca Payment Application are required generate SMS OTP:

Top up/ Payment from linked account: amount over VND 1,000,000

Total bypass SMS OTP transaction over 3 transaction/per day, from 4th transaction will require OTP (separately Top up, Sales-in transaction)

3. Guideline for transaction process



Download and sign up Moca application with phone numbers

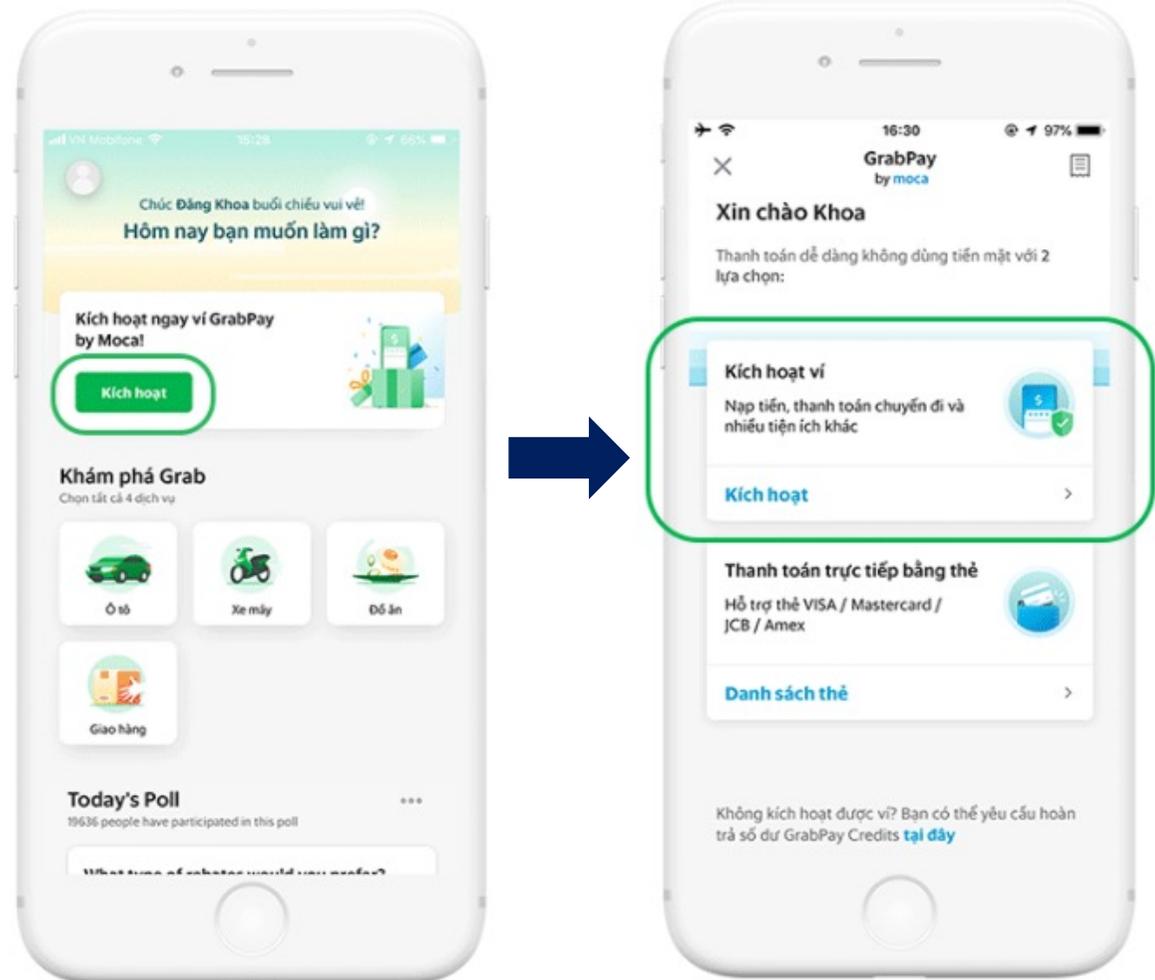


3. Guideline for transaction process

Grabpay by Moca

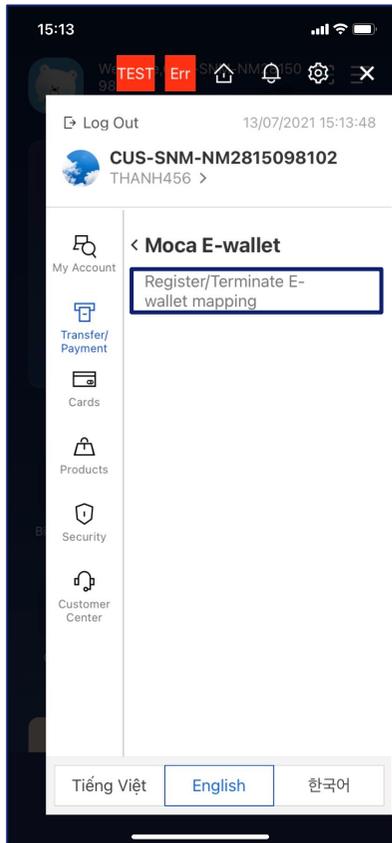


Activate Moca e-wallet from Grab app



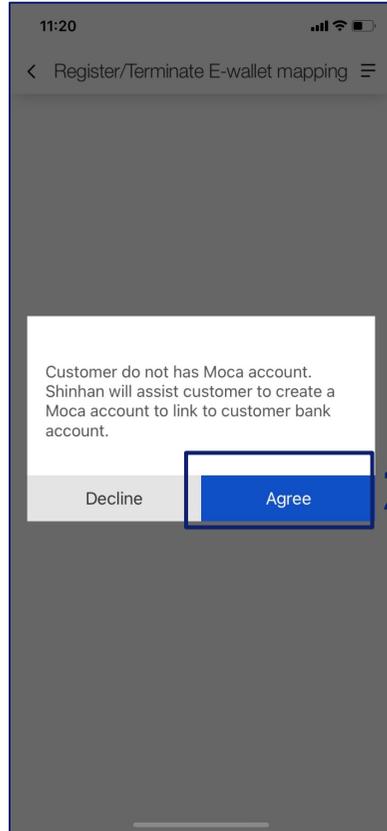
3. Guideline for transaction process

Mapping via SOL



Step 1:

Log in SOL and choose tab “Transfer/Payment”
 ➔ “Moca E-wallet”
 ➔ “Register/Terminate E-wallet Mapping



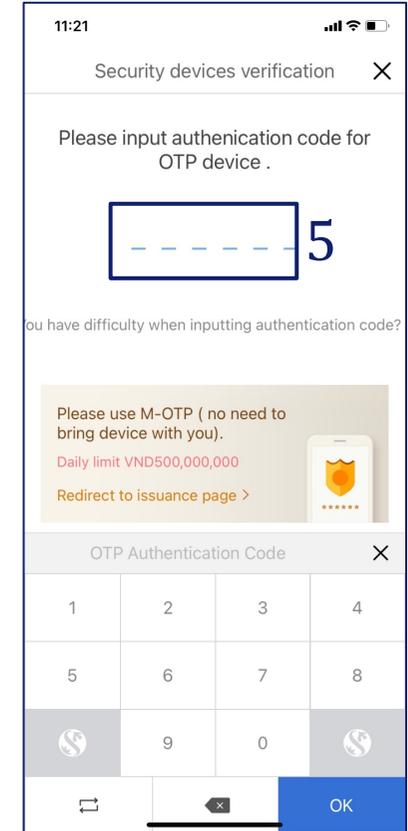
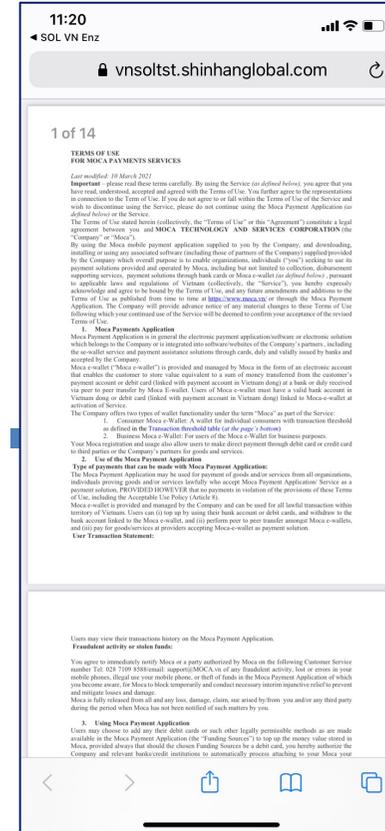
Step 2:

In case your phone number has not had the Moca account yet and you want to open a Moca account, choose “Agree”.



Step 3,4:

Tick to accept “Product features and User agreement”



Step 5:

Input M-OTP/A-OTP, then choose “OK”

3. Guideline for transaction process

Mapping via SOL

The screenshots illustrate the registration process:

- Step 1:** 'Create Moca account' screen.
- Step 2:** Account details screen showing 'DEMAND DEPOSIT-VND 700-015-076290' with an available balance of VND 50,000,000. Fields include Customer Name (MOCA456), E-mail (2815099161@TEST.COM), and Mobile phone no. (0998765431).
- Step 3:** Confirmation screen with a 'Join' button highlighted.
- Step 4:** Security devices verification screen with a 'Confirm' button highlighted.
- Step 5:** OTP Authentication Code screen with an 'OK' button highlighted.
- Step 6:** Final success screen 'Moca E-wallet registration successful.'

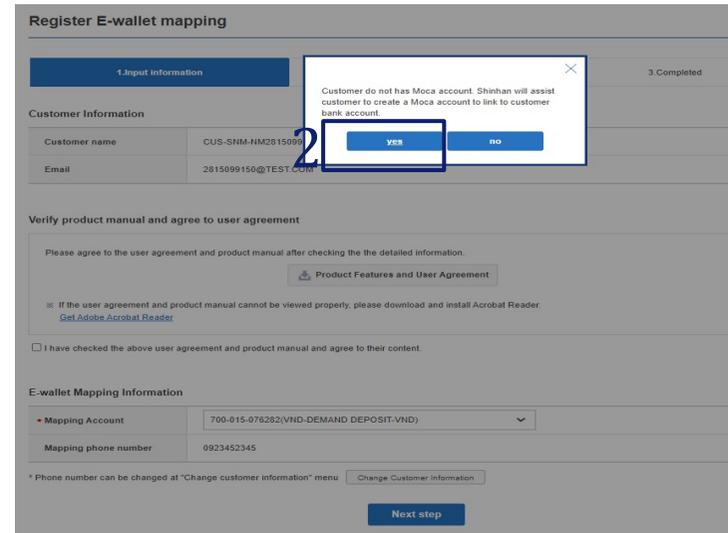
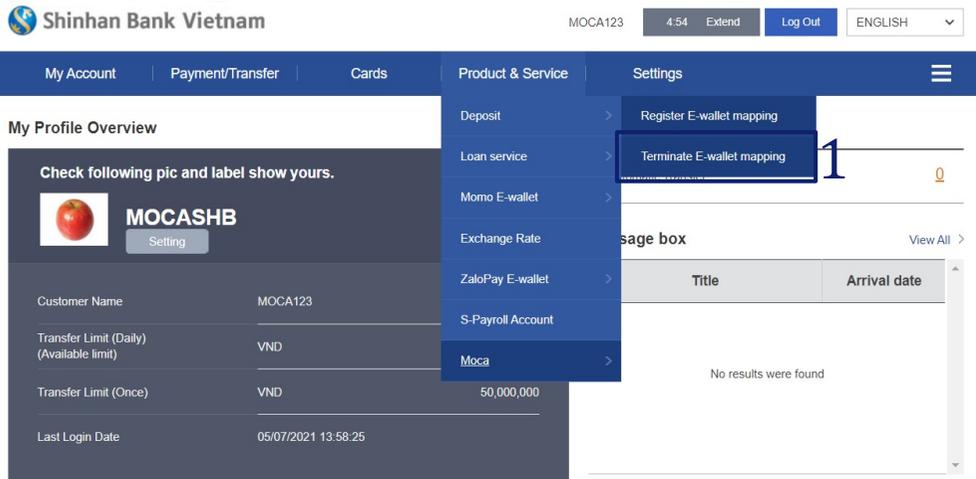
Step 6:
Continue "Join"

Step 7:
Choose "Confirm"

Step 8:
Input M-OTP/A-OTP, then choose "OK"

3. Guideline for transaction process

Mapping via Internet Banking



Step 1:

Log in IB and choose tab “Product & Service” => “Moca” => “Register E-wallet mapping”

Register E-wallet mapping

1. Input information	2. Verify and process	3. Completed
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Customer Information

Customer name	CUS-SNM-NM2815099150
Email	2815099150@TEST.COM

Verify product manual and agree to user agreement

Please agree to the user agreement and product manual after checking the the detailed information.

[Product Features and User Agreement](#)

※ If the user agreement and product manual cannot be viewed properly, please download and install Acrobat Reader.
[Get Adobe Acrobat Reader](#)

I have checked the above user agreement and product manual and agree to their content.

E-wallet Mapping Information

Mapping Account	700-015-076282(VND-DEMAND DEPOSIT-VND)
Mapping phone number	0923452345

* Phone number can be changed at "Change customer information" menu [Change Customer Information](#)

Next step

3

Step 3:

Tick “I have checked the above user agreement and product manual and agree the content”

Step 2:

In case your phone number has not had the Moca account yet and you want to open a Moca account, choose “Yes”.

Register E-wallet mapping

1. Input information	2. Verify and process	3. Completed
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Customer Information

Customer name	CUS-SNM-NM2815099150
Email	2815099150@TEST.COM

E-wallet Mapping Information

Mapping Account	700015076282
Mapping phone number	0998765432

OTP token password

Previous step **Next step**

4

Step 4:

Choose “Next step”

3. Guideline for transaction process

Mapping via Internet Banking

Register E-wallet mapping

1. Input information **2. Verify and process** 3. Completed

Customer Information

Customer name	CUS-SNM-NM2815099150
Email	2815099150@TEST.COM

E-wallet Mapping Information

Mapping Account	700015076282
Mapping phone number	0923452345

OTP token password: Enter 6 characters **5**

Virtual Keyboard: 1 2 3 4 5 6 7 8 9 0

Next step

Register E-wallet mapping

1. Input information **2. Verify and process** 3. Completed

Customer Information

Customer name	CUS-SNM-NM2815099161
Email	2815099161@TEST.COM

E-wallet Mapping Information

Mapping Account	700015076290
Mapping phone number	0998765431

OTP token password:

Previous step **Next step**

Step 5:
Input M-OTP/A-OTP, then choose "Next step"

Step 6:
Choose "Next step"

Personal Corporate Customer Center About Us

Shinhan Bank Vietnam LEEE SHIN HAN 4:56 Extend Log Out ENGLISH

My Account Payment/Transfer Cards Product & Service Settings

HOME > Product & Service > ZaloPay E-wallet > Register E-wallet mapping

Register E-wallet mapping

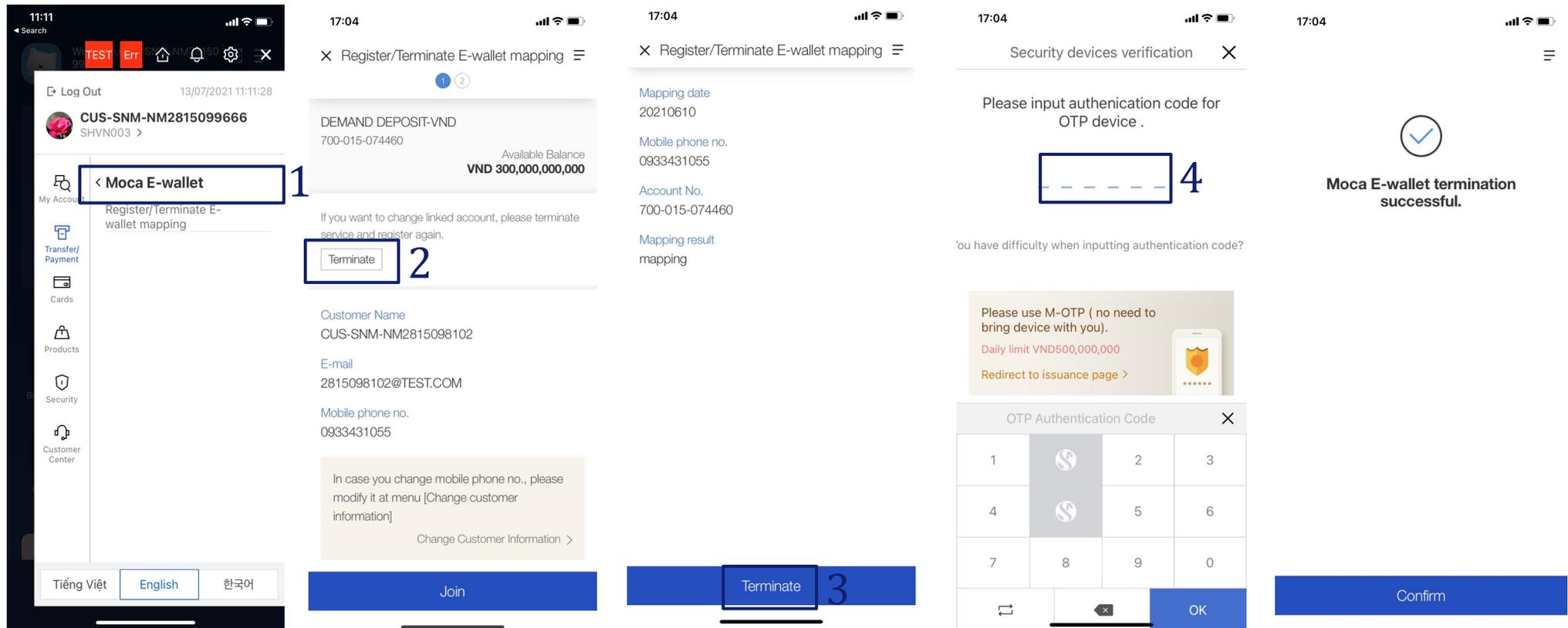
1. Input information **2. Verify and process** 3. Completed

The transaction has been completed.

Transfer money to E-wallet

3. Guideline for transaction process

Un-mapping via SOL



Step 1:

Log in SOL and choose tab "Transfer/Payment"

- ➔ "Moca E-wallet"
- ➔ "Register/Terminate E-wallet Mapping"

Step 2,3:

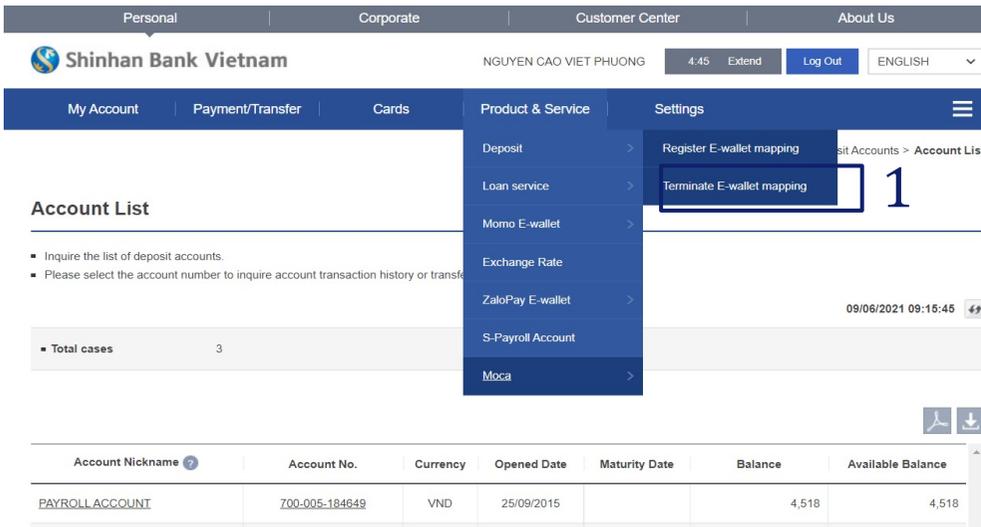
Choose "Terminate"

Step 4:

Input M-OTP/A-OTP, then choose "OK"

3. Guideline for transaction process

Un-mapping via Internet Banking



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Shinhan Bank Vietnam NGUYEN CAO VIET PHUONG 4:45 Extend Log Out ENGLISH

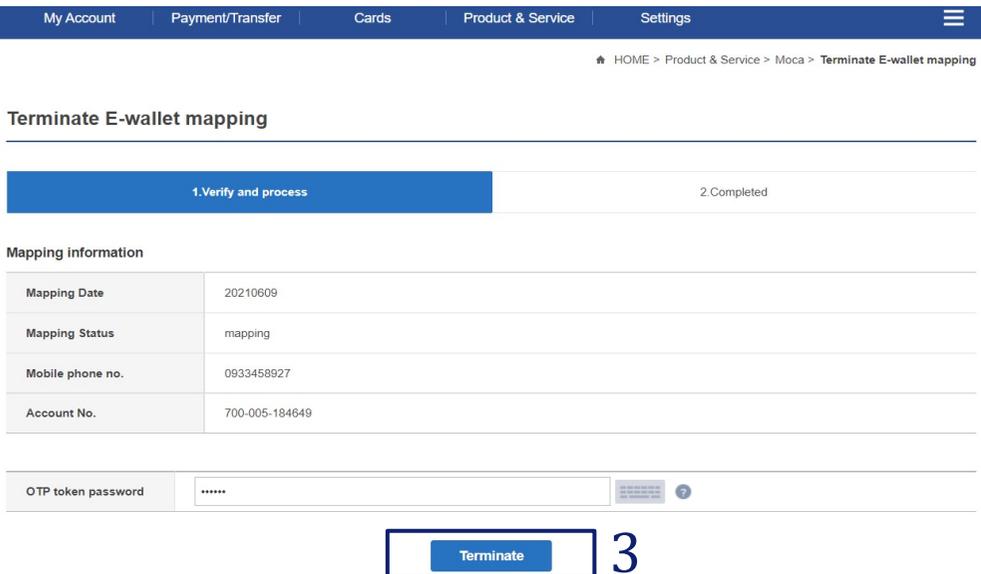
My Account Payment/Transfer Cards Product & Service Settings

Account List

- Deposit > Register E-wallet mapping
- Loan service > Terminate E-wallet mapping **1**
- Momo E-wallet >
- Exchange Rate >
- ZaloPay E-wallet > 09/06/2021 09:15:45
- S-Payroll Account >
- Moca >

Account Nickname	Account No.	Currency	Opened Date	Maturity Date	Balance	Available Balance
PAYROLL ACCOUNT	700-005-184649	VND	25/09/2015		4,518	4,518

Step 1:
Log in IB, choose “Terminate e-wallet mapping”



My Account Payment/Transfer Cards Product & Service Settings

HOME > Product & Service > Moca > Terminate E-wallet mapping

1. Verify and process 2. Completed

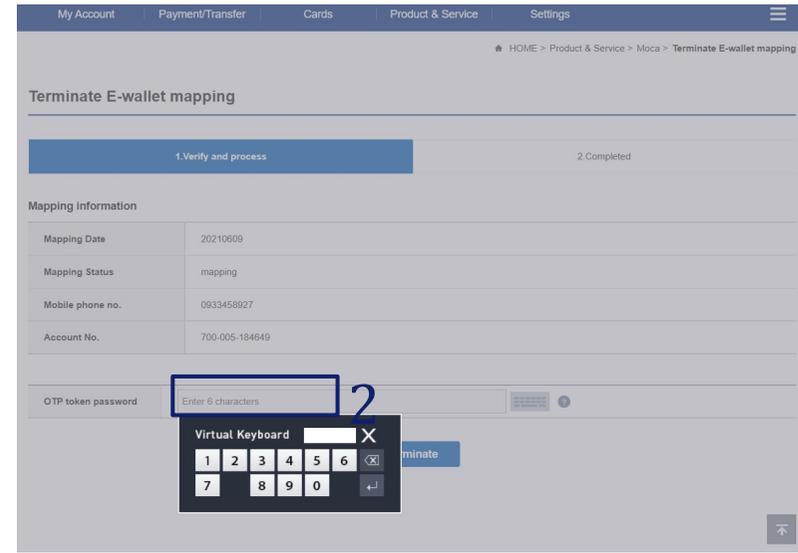
Mapping information

Mapping Date	20210609
Mapping Status	mapping
Mobile phone no.	0933458927
Account No.	700-005-184649

OTP token password *****

Terminate **3**

Step 3:
Choose “Terminate”



My Account Payment/Transfer Cards Product & Service Settings

HOME > Product & Service > Moca > Terminate E-wallet mapping

1. Verify and process 2. Completed

Mapping information

Mapping Date	20210609
Mapping Status	mapping
Mobile phone no.	0933458927
Account No.	700-005-184649

OTP token password Enter 6 characters

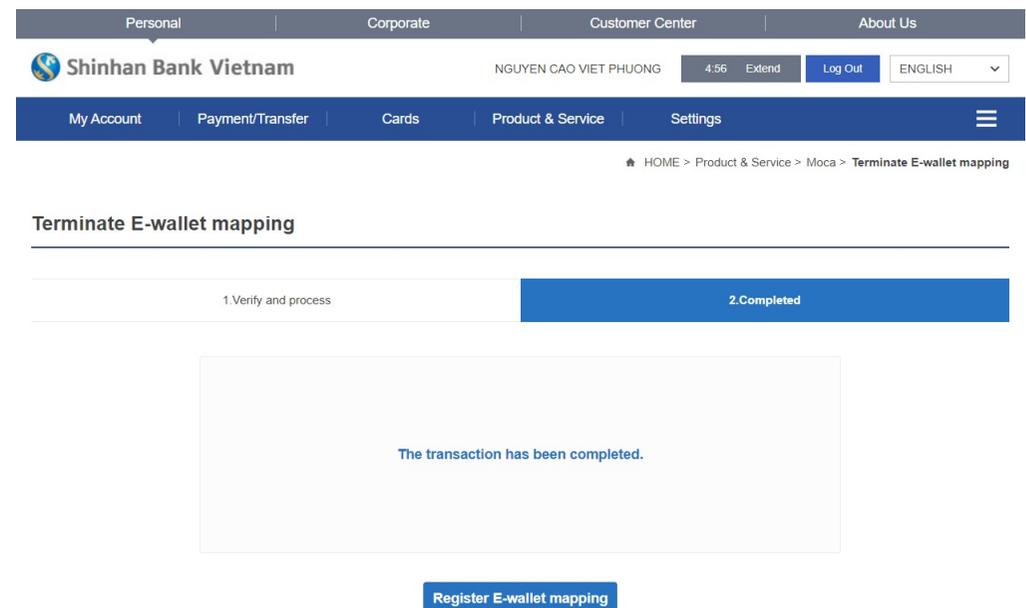
Virtual Keyboard

1 2 3 4 5 6 7 8 9 0

2

Terminate

Step 2:
Input M-OTP/A-OTP



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Shinhan Bank Vietnam NGUYEN CAO VIET PHUONG 4:56 Extend Log Out ENGLISH

My Account Payment/Transfer Cards Product & Service Settings

HOME > Product & Service > Moca > Terminate E-wallet mapping

Terminate E-wallet mapping

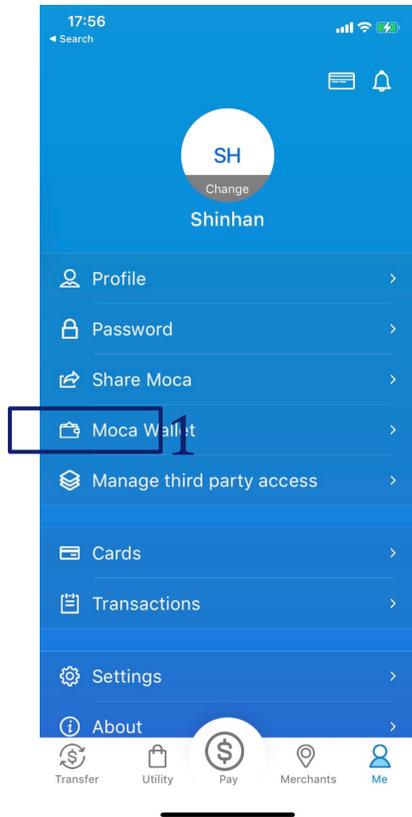
1. Verify and process 2. Completed

The transaction has been completed.

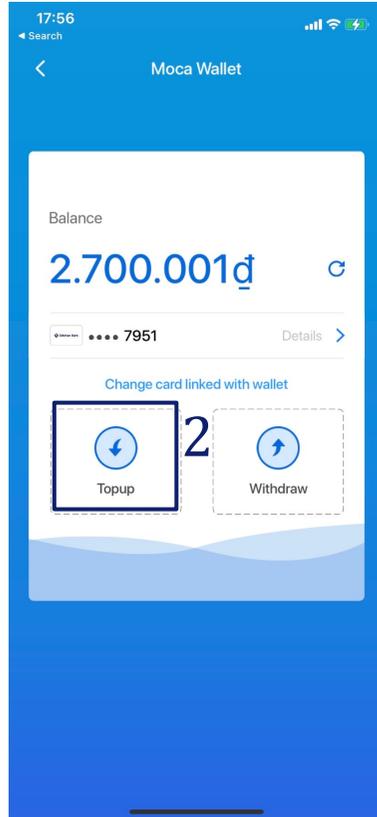
Register E-wallet mapping

3. Guideline for transaction process

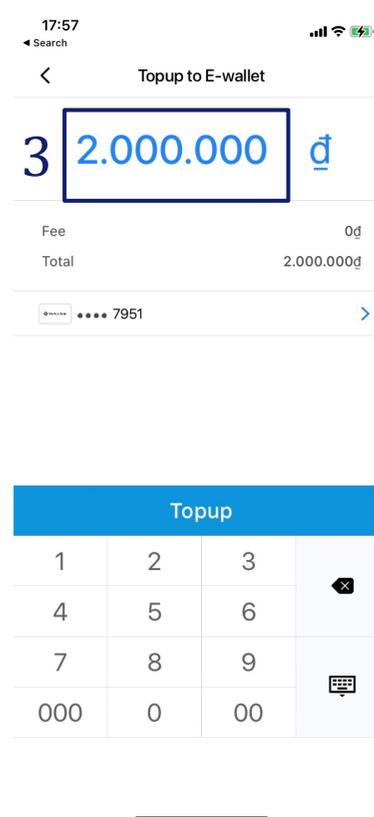
Cash in via Moca application



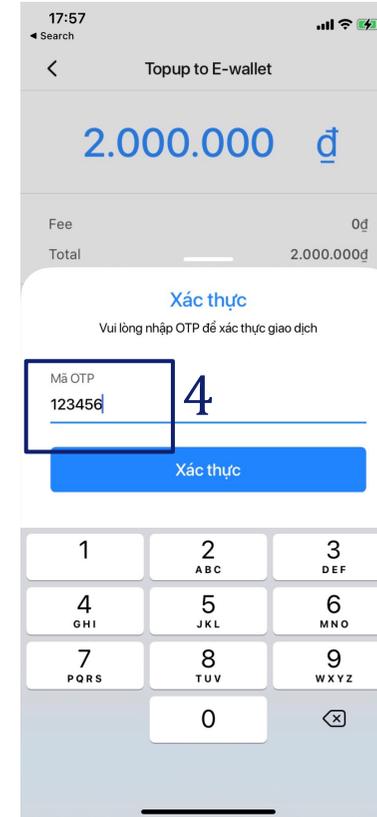
Step 1:
Log in Moca app and choose “Moca e-wallet”



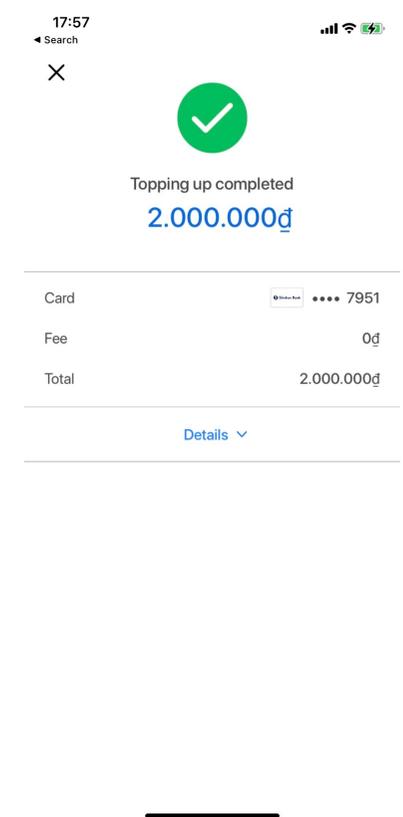
Step 2:
Choose “Top-up”



Step 3:
Input amount Top-up to E-wallet

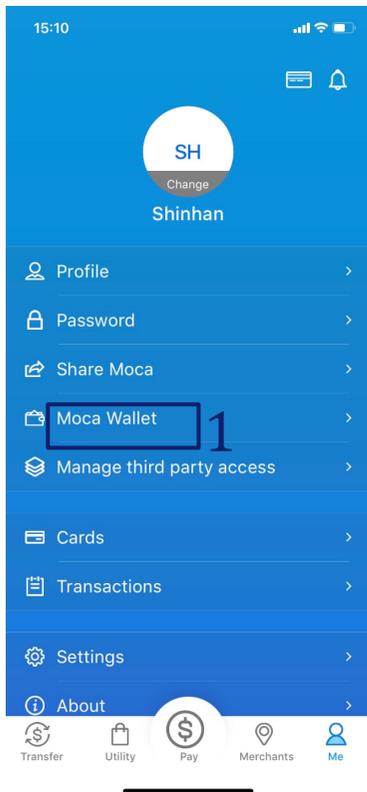


Step 4:
Input OTP sent to your mobile phone (if the transaction requires)

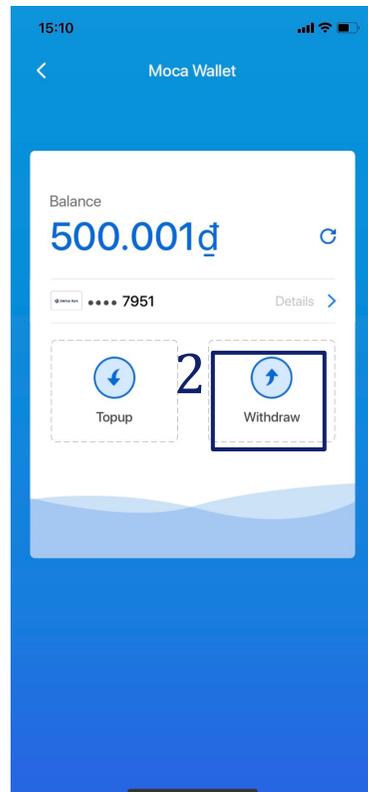


3. Guideline for transaction process

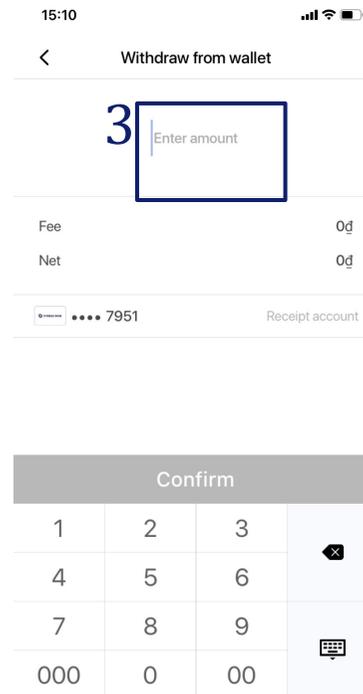
Cash out via Moca application



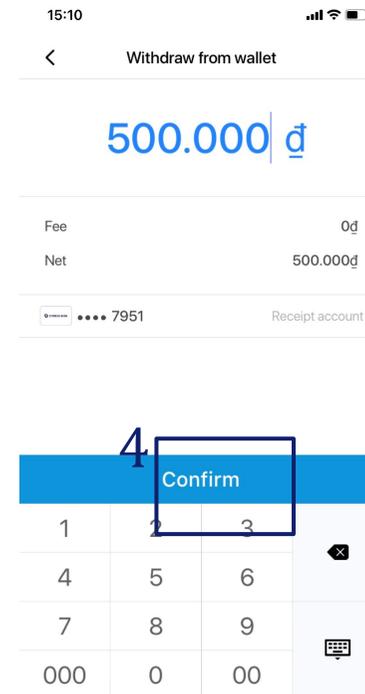
Step 1:
Log in Moca app and choose “Moca e-wallet”



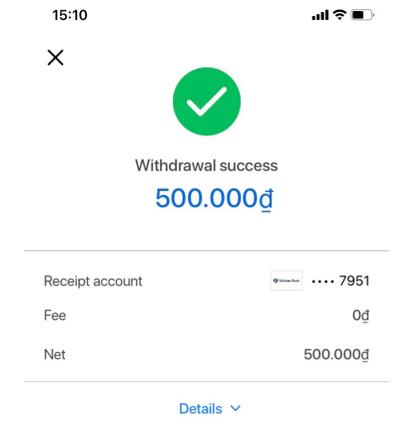
Step 2:
Choose “Withdraw”



Step 3:
Input Withdraw amount

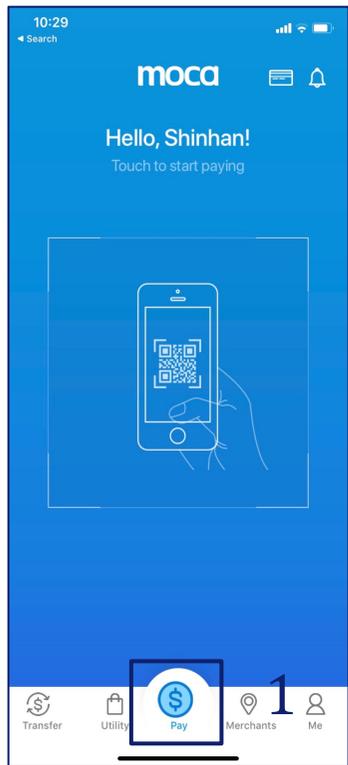


Step 4:
Input OTP sent to your mobile phone (if the transaction requires)



3. Guideline for transaction process

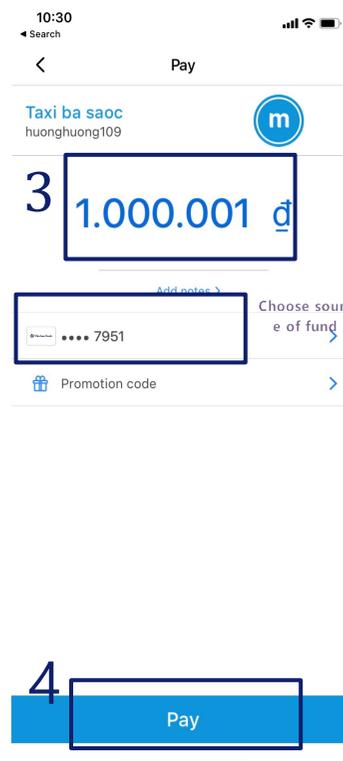
Payment from linked account



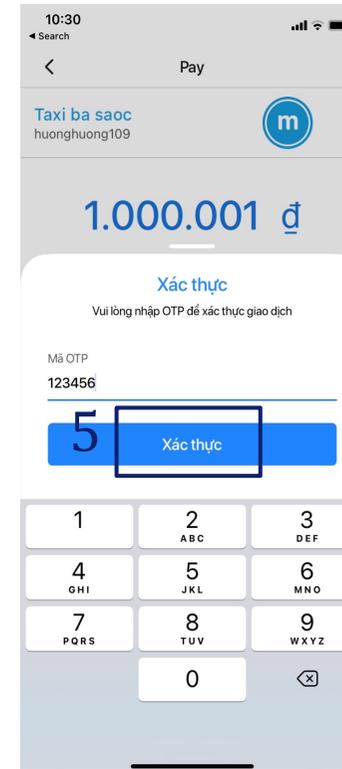
Step 1:
Log in Moca app
and choose “Pay”



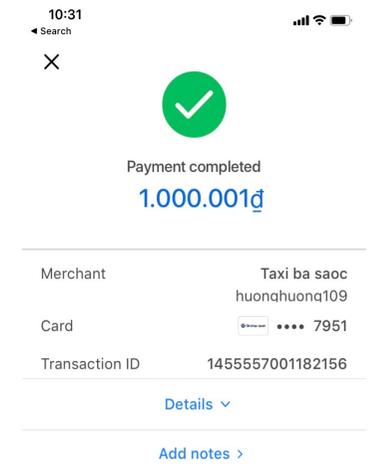
Step 2:
Scan for payment



Step 3,4:
Check/ input payment
amount and choose
linked Shinhan account
→ Pay



Step 5:
Input OTP sent to mobile phone
(if requires) and click “Confirm”



THANK YOU

