

Instructions to change phone numbers associated with home banking

Currently, some banks have sent notices and support methods for you to update your phone number at home such as message confirmation, conversion via website system, applications, ...

As we know, from September 15, 2018, operators have started to make 11-digit subscriber transfers to 10 numbers. Changing this phone number worried many customers, especially in regards to banking services. Because, if the phone number is not correct, transactions such as money transfer, payment, utility bill payment, etc. are not possible.

Before this situation, some banks also sent notices and support methods for you to update your phone number at home such as message confirmation, conversion through website system, application,. . So if you are using banking services such as SMS Banking, Internet Banking, Mobile Banking with the old number (11 numbers), please quickly change the information to 10 numbers according to the instructions below to ensure Transactions are uninterrupted, avoiding some unwanted troubles as well as complying with regulations on changing customer information.

Note: You only need to re-register your phone number with the bank when your phone number has been successfully converted by the operator.

Instructions to change phone numbers associated with home banking

1. Techcombank
2. VietinBank
3. Vietcombank Bank
4. Agribank Bank
5. BIDV Bank
6. Sacombank Bank
7. Asia Bank (ACB)
8. Bank MB Bank

1. Techcombank

In order to ensure uninterrupted transactions for customers using Techcombank bank cards, this bank has supported the conversion of 11-digit phone numbers to 10 numbers in the following ways:

Method 1: SMS

You compose the message according to the syntax: **TCB Y sends to 8149** (the time starts from October 1, 2018).

Method 2: Go t at the counter

In addition to sending messages, Techcombank also allows you to change phone number information at any Techcombank Transaction Office / Branch nationwide (support period from September 15, 2018).



Note:

1. You must complete a 10-digit conversion before November 15, 2018, because Techcombank will stop providing services to the old number 11 of the Bank's system starting from November 15, 2018.
2. If you have any questions about converting 11 phone numbers to 10 numbers of Techcombank, please contact Techcombank 24/7 call center: **1800 588 822 (free)** .

2. VietinBank

To ensure convenience for customers in using their banking services, Vietinbank provides 3 forms to help users authenticate new phone numbers as follows:

Method 1:

On the phone or computer, you access Vietinbank website under the link below, then enter the corresponding phone number and OTP code to register the conversion information.


1. Access link: ebanking.vietinbank.vn/register/mobile/

Thông tin chuyển đổi số điện thoại

Vui lòng cung cấp thông tin sau

Số điện thoại

Số điện thoại chuyển đổi



[Thử một chuỗi khác](#)

Tôi đồng ý chuyển đổi số điện thoại đăng ký các dịch vụ tại VietinBank theo quyết định số 798/QĐ-BTTTT của Bộ TTTT.

Tiếp tục

Method 2:

Compose message according to **CTG DS** syntax to **8149** .

Method 3:

Register directly at VietinBank's transaction points.

Note:

1. Customer support switchboard VietinBank **1900 5588 68** .

3. Vietcombank Bank

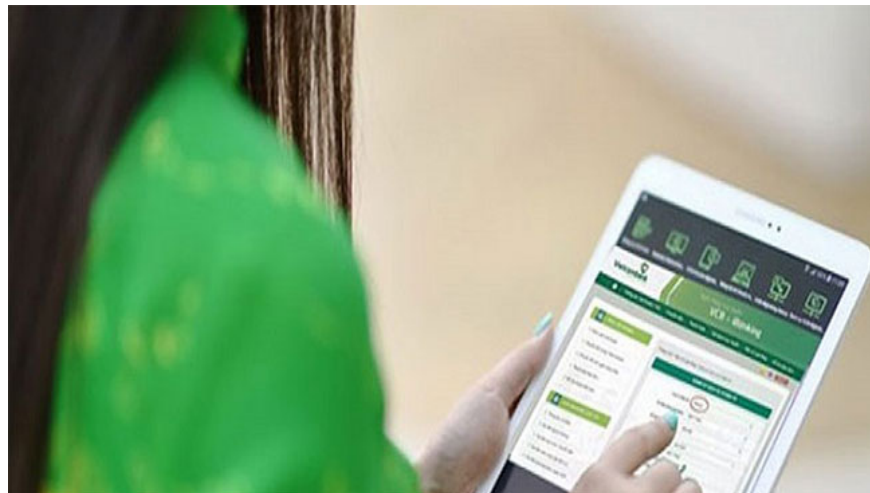
Users of e-banking services of Vietcombank such as: VCB-SMS B @ nking, VCB-Mobile B @ nking, VCB-iB @ nking, Bankplus, VCBPAY, E-Wallet - Deposit and Withdrawal service will have 3 ways to update the 11-digit phone number to 10 numbers.

Method 1:

Prepare the message according to the syntax **VCB DK to 6167** and follow the instructions (the period of support from September 15, 2018 to June 30, 2019).

Method 2:

Access to the application, the official website of Vietcombank and confirm agreeing to change the phone number according to the instructions at the screen (support period from October 15, 2018 to June 30, 2019).



Method 3:

You can go to any of Vietcombank's transaction points nationwide to register for phone number exchange. The bank staff will give detailed instructions on how to do it for you (support period from September 15, 2018).

Note:

1. Vietcombank will stop providing services if you have not updated your subscription information from 11 numbers to 10 numbers after November 15, 2018.
2. If you have any questions during the transition, please contact Vietcombank switchboard **1900 5454 13**.

4. Agribank Bank

Agribank provides a lot of services for users, if registering 1 in 2 services later, you will be supported to update subscription information at home.

SMS Banking service:

Compose a message with the content of **VBA doiso [Sodienthoaimoi] and send it to 8149** (support period from September 20, 2018 - November 14, 2018).

BankPlus Service:

Compose a message with the content of **V BA doiso [Sodienthoaimoi] and send to 9889** (support period from September 25, 2018 - November 14, 2018).

In addition, if you are using other services of Agribank, please go to the branch to open an account and card to change the subscription from 11 numbers to 10 numbers.



Note:

1. Agribank will stop maintaining service for those who do not register for conversion since November 15, 2018.
2. Contact Agribank PBX **1900 55 88 18** if you have any questions.

5. BIDV Bank

Those who are using bank card of BIDV can update the subscription number of 11 digits to 10 according to the steps below:

Step 1:

Access to BIDV bank website under the link below and proceed to log in with the corresponding account.

1. Access link: ebank.bidv.com.vn

Step 2:

At the main interface of the website, click on the item **Support customer to convert 11-digit mobile subscription information into 10 numbers** .

Step 3:

A new table appears, please provide all the information required by the system such as: Full name, ID number, 11-digit phone number, phone number to receive authentication code, email. Soon, BIDV's system will automatically change customer phone numbers on all services.

Họ và tên *

Chỉ không dấu, viết hoa, viết cách. Ví dụ: HAN HOANG LONG

Số CMT/Hộ chiếu *

Số điện thoại (11 số) *


Chỉ nhập mã thuê bao 11 số. Ví dụ: 01xxxxxxxx

Số điện thoại nhận OTP *

Chỉ chọn số điện thoại nhận mã OTP

Email

Mã CAPTCHA (Mã xác thực) *



[Kiểm tra thông tin](#)

6. Sacombank Bank

Using Sacombank, you have 2 ways to update your 11-digit phone number into 10 numbers:

Method 1:

Prepare the message according to the syntax **STB DK sent to 8149** (the support period ends on November 3, 2018).

Method 2:

Go directly to Sacombank's transaction points and get support from bankers.



Note:

1. For those 11-digit subscribers who have not updated information for Sacombank, after November 15, 2018, they will not receive messages on balance changes, money transfer services, .
2. You can contact Sacombank switchboard at **1900 5555 88** when you have questions.

7. Asia Bank (ACB)

You can confirm your consent for ACB to automatically convert network code information in two ways as follows:

Method 1:

Access and log in to the online.acb.com.vn website to proceed with the conversion.

Chào mừng đến với ACB Online



Method 2:

Actively come to ACB's transaction counters for assistance to update new phone numbers.

Note:

If you have any questions, you can contact ACB switchboard **1900 5454 86** .

8. Bank MB Bank

For MB Bank, you have 3 different ways to update your 11-digit subscription information to 10 numbers, ensuring smooth banking services.

Method 1:

Use the phone number originally registered with the bank and write the message in **MB Y** syntax **and send to 8136** (start supporting September 25, 2018).

Method 2:

Perform phone number conversion via MB Bank application on the phone, detailed instructions will be sent to users from October 1, 2018.

Method 3:

The easiest and safest way is to go directly to MB Bank's transaction counters to convert.



Note:

1. If you do not want to be interrupted in using bank services, please convert before November 14, 2018.
2. For the fastest support, contact the hotline **1900 5454 26** .

Above is how to change the phone number associated with home banking, currently only 7 banks support this. Network administrators will update the latest news about other banks as soon as they have information, please visit the Network Administrator regularly to learn how to change the phone number associated with the bank you are using. .

Hope you are successful.

See more:

1. Online banking account security methods
2. List of official names and websites of 57 banks in Vietnam
3. SWIFT / BIC code list of banks in Vietnam
4. Instructions for adding phone numbers for Facebook, zalo, viber . when shortening sim numbers 11 numbers

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