



AIS eBiz KYC

User Guide for ThaiD KYC Verification (Mobile App & Web)

A decorative graphic at the bottom of the page consisting of several overlapping, semi-transparent geometric shapes in shades of blue and grey, creating a layered, architectural effect.

2026

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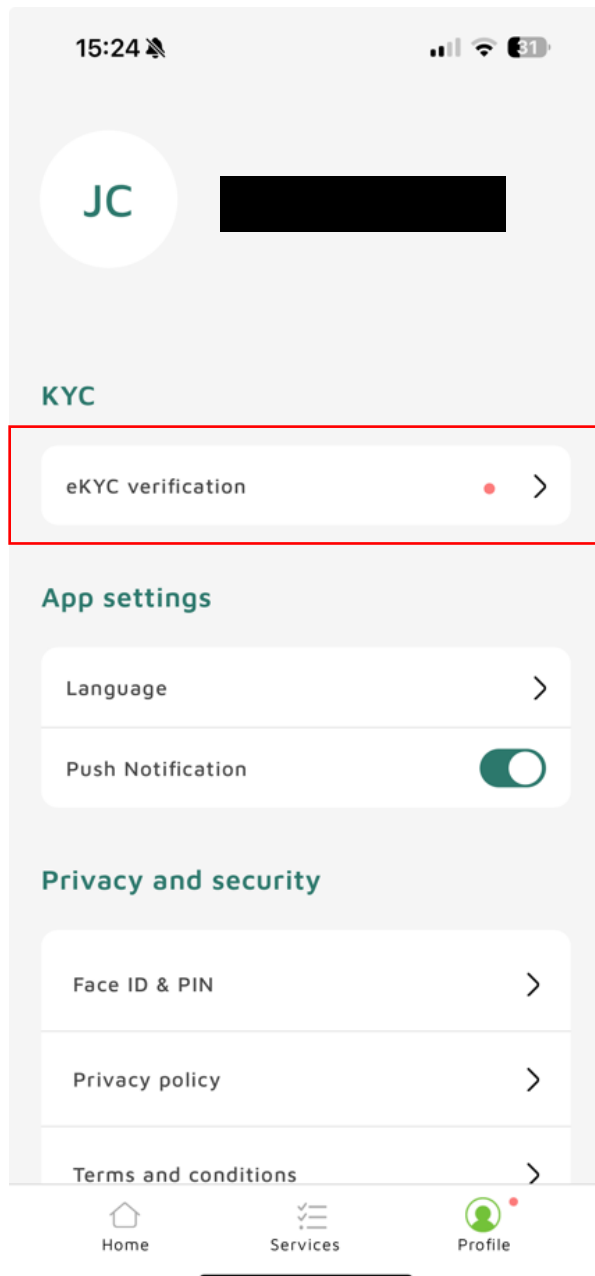
INTRODUCTION

Welcome to the AIS eBiz KYC - ThaiD KYC verification User Guide.

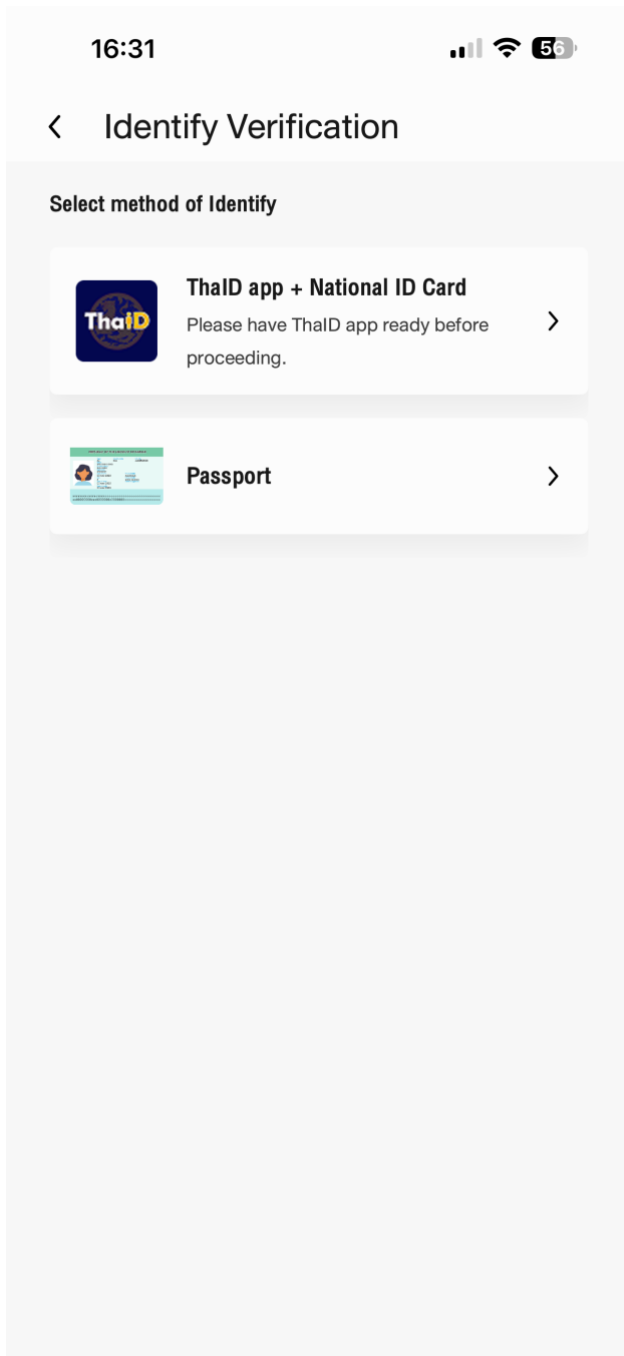
The User Guide provides detailed instructions to assist authorized customer personnel perform KYC verification using either the mobile app or web via the ThaiD app.

KYC VERIFICATION VIA THAID APP & NATIONAL ID CARD

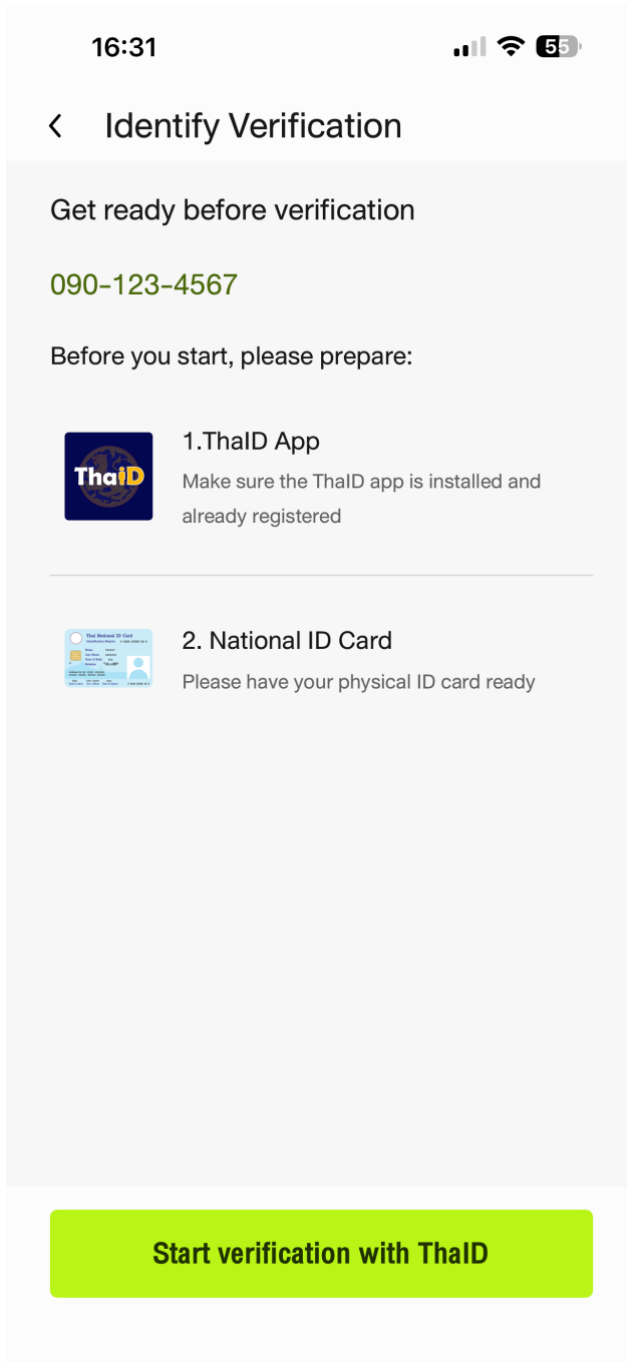
1. Tap the pending eKYC verification to begin the verification process.



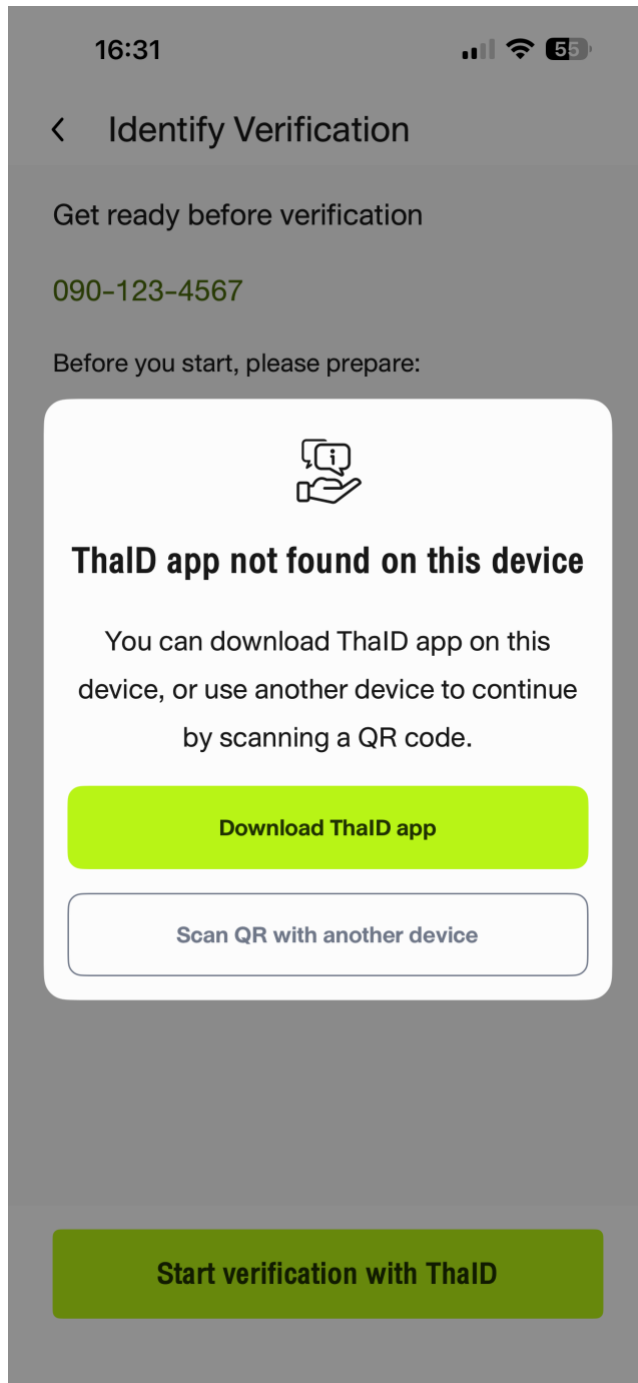
2. Tap **ThaID app + National ID Card** option to proceed.



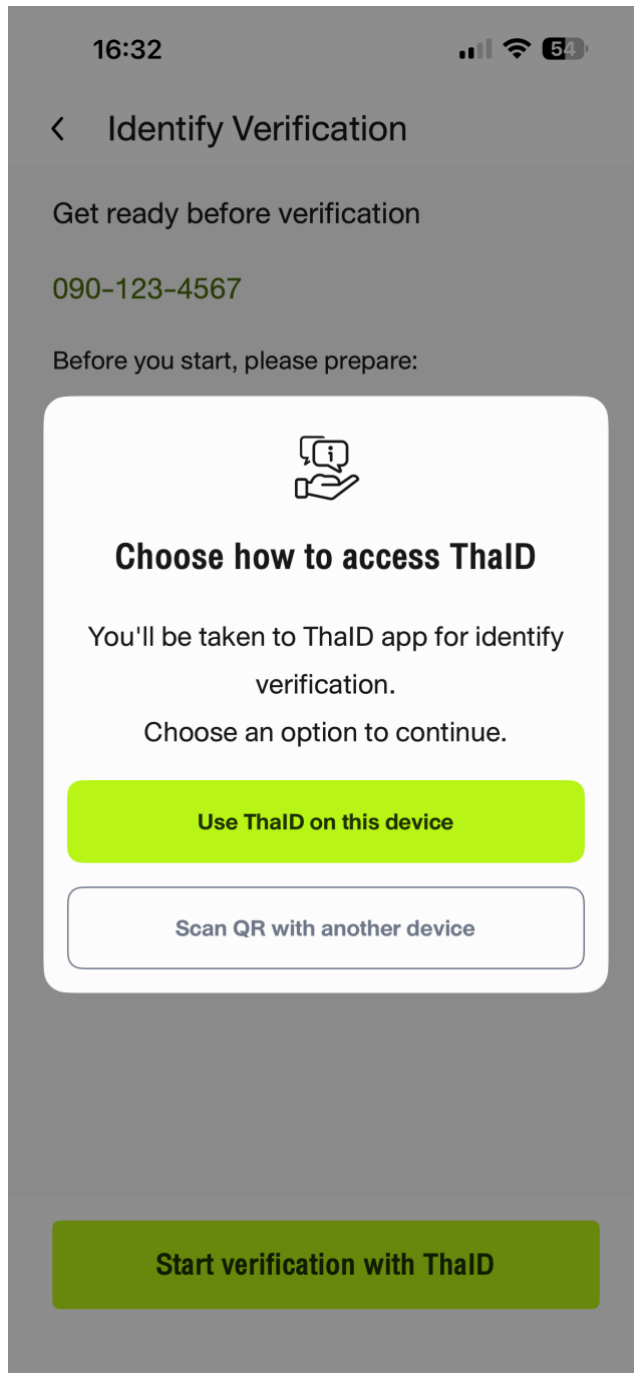
3. Tap **Start verification with ThaiD** button.



4. a) Tap **Download ThalD app** button to be redirected to the Apple App Store or Google Play Store and install the ThalD app on your device.
- b) If you wish to install on another device, tap **Scan QR with another device** button. After scanning the QR code, you will be redirected to the Apple App Store or Google Play Store to install the ThalD app on the other device.

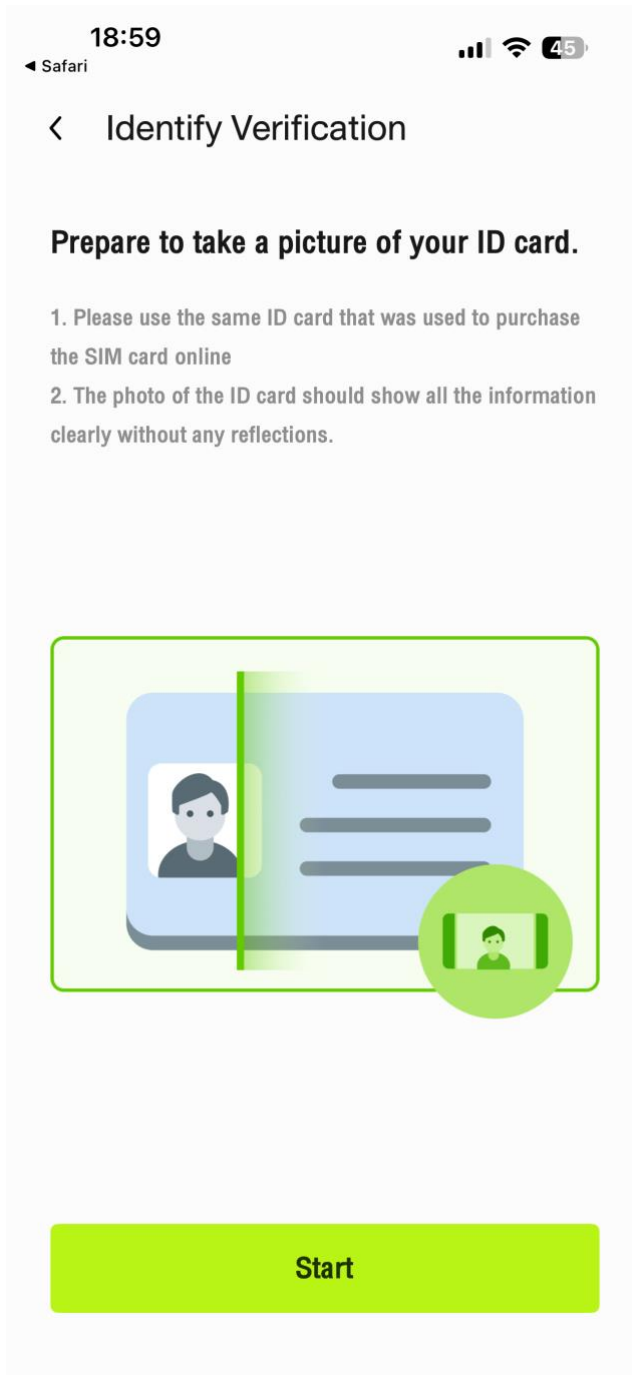


5. a) If ThaID app is already installed on your device, tap **Use ThaID on this device** button to open the ThaID app and proceed with registration if you have not yet registered.
- b) If you wish to use ThaID app on another device, tap **Scan QR with another device** button. After scanning the QR code, you will be redirected to the ThaID app to complete registration if it has not yet been registered on that device.

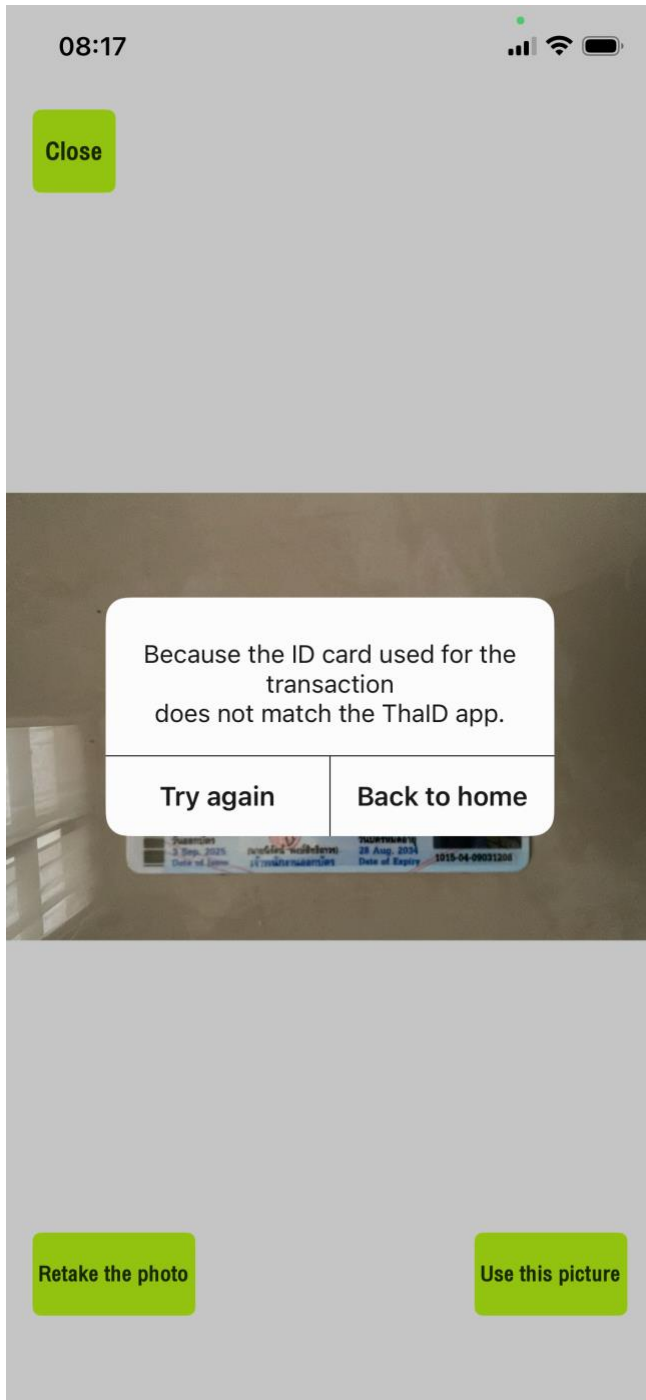


6. Once ThaiID is registered with a valid National ID card, you are required to provide consent by entering your 8-digit PIN in the ThaiID app to allow AIS eBiz KYC app to continue with the remaining KYC verification steps.

- Scan your National ID card
- Take a selfie



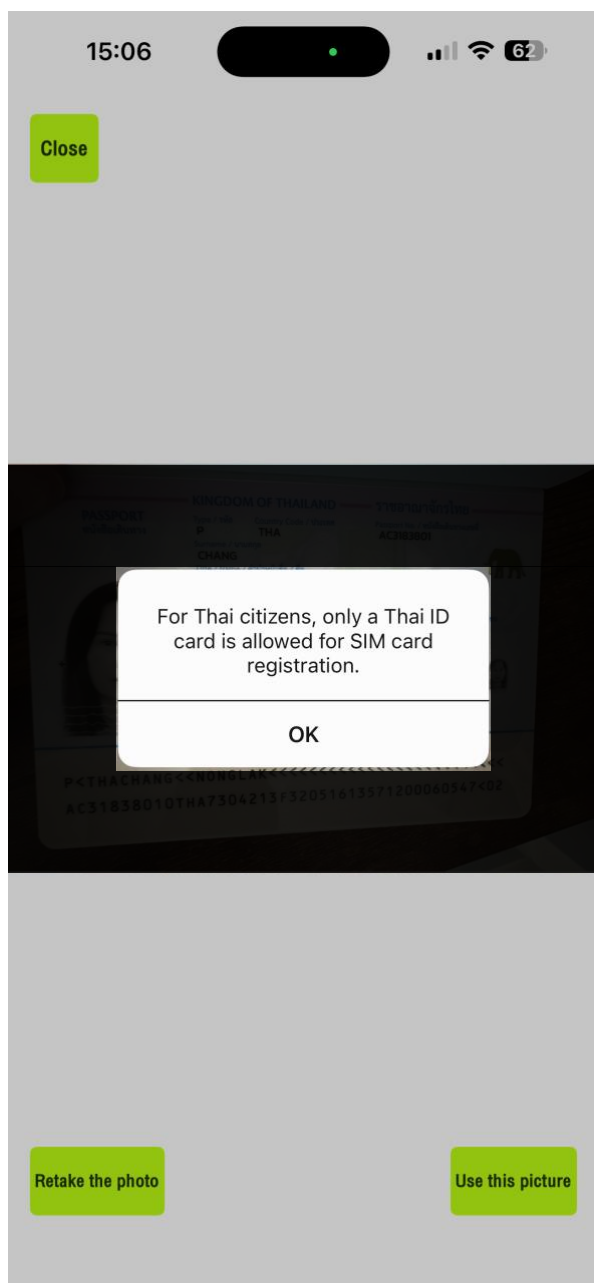
7. If a different National ID card is scanned from the one registered with the ThaID app, the following message will be displayed.



KYC VERIFICATION VIA PASSPORT

If you are a Thai citizen, a Thailand Passport can no longer be used for KYC verification. Instead, you will be required to select the **ThaiID app + National ID Card** option.

All other international passports remain acceptable as usual.



KYC VERIFICATION VIA QR CODE OR WEB LINK

1. Select option 2 (QR code) or option 3 (web link) to complete the KYC verification via the web.

Option 1: Download the AIS eBiz KYC mobile app.

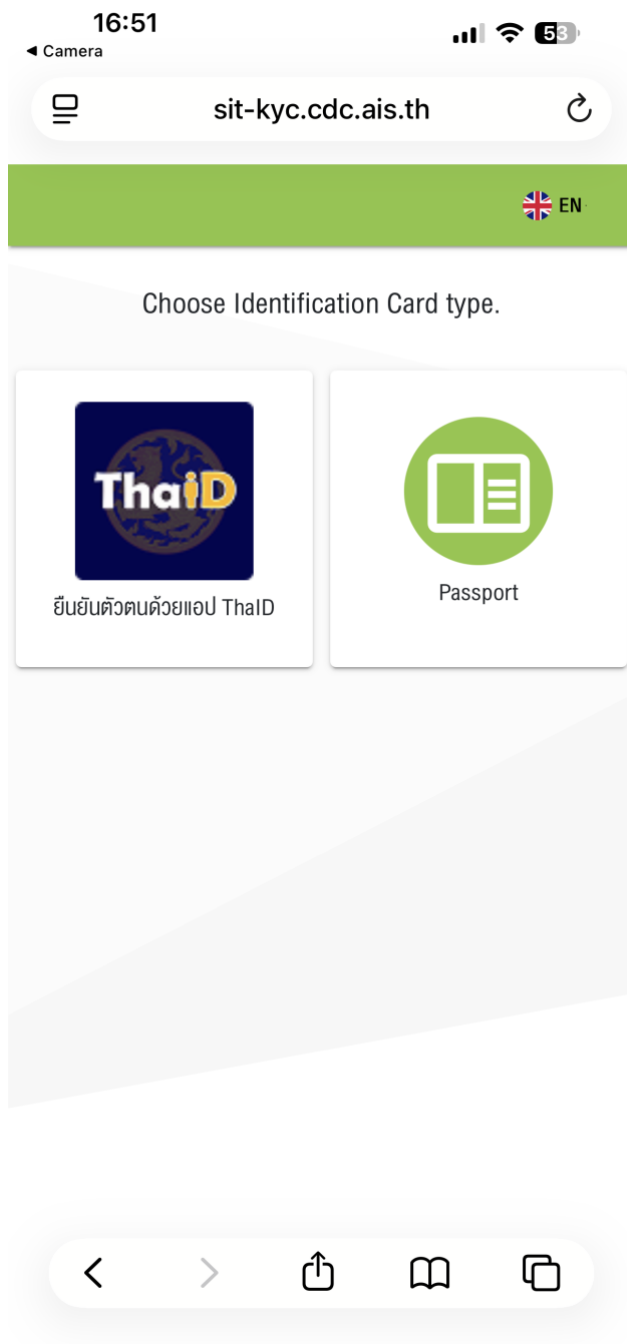


Option 2: Scan QR code with your phone.

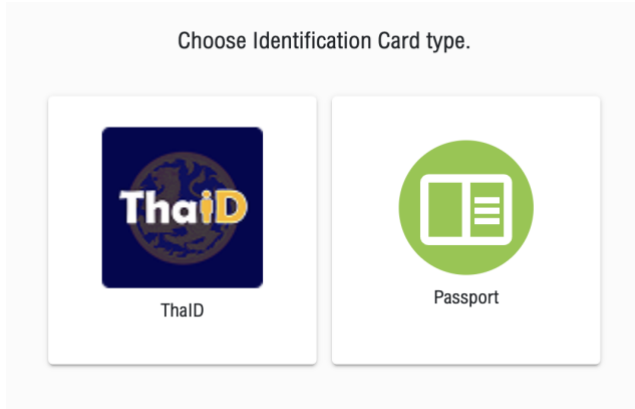


Option 3: [Continue with your current device](#)

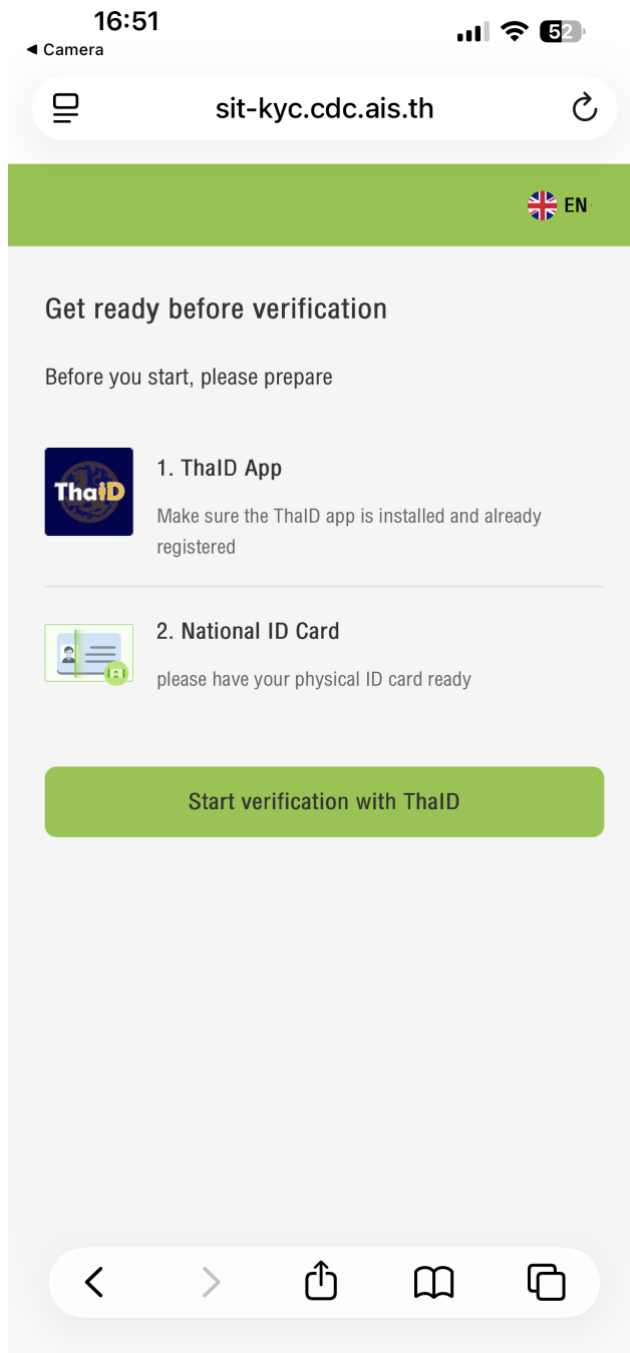
2. a) QR code option: tap **ThaiID app** option to proceed.



b) Web link option: click **ThaiD app** option to proceed.




3. a) QR code option: tap **Start verification with ThaID** button.




b) Web link option: click **Start verification with ThaID** button.

Get ready before verification

Before you start, please prepare

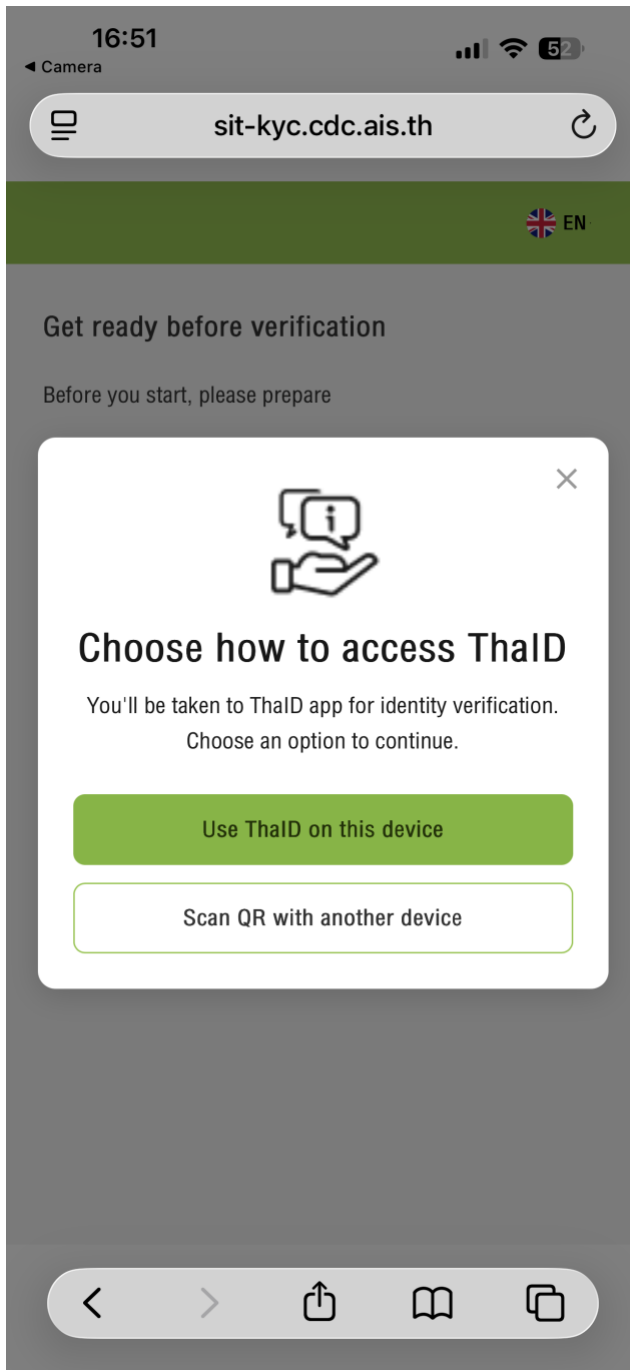
 **1. ThaID App**
Make sure the ThaID app is installed and already registered

 **2. National ID Card**
please have your physical ID card ready

[Start verification with ThaID](#)

4. a) QR code option: If ThaID app is already installed on your device, tap **Use ThaID on this device** button to open the ThaID app and proceed with registration if you have not yet registered.

If you wish to use ThaID app on another device, tap **Scan QR with another device** button. After scanning the QR code, you will be redirected to the ThaID app to complete registration if it has not yet been registered on that device.



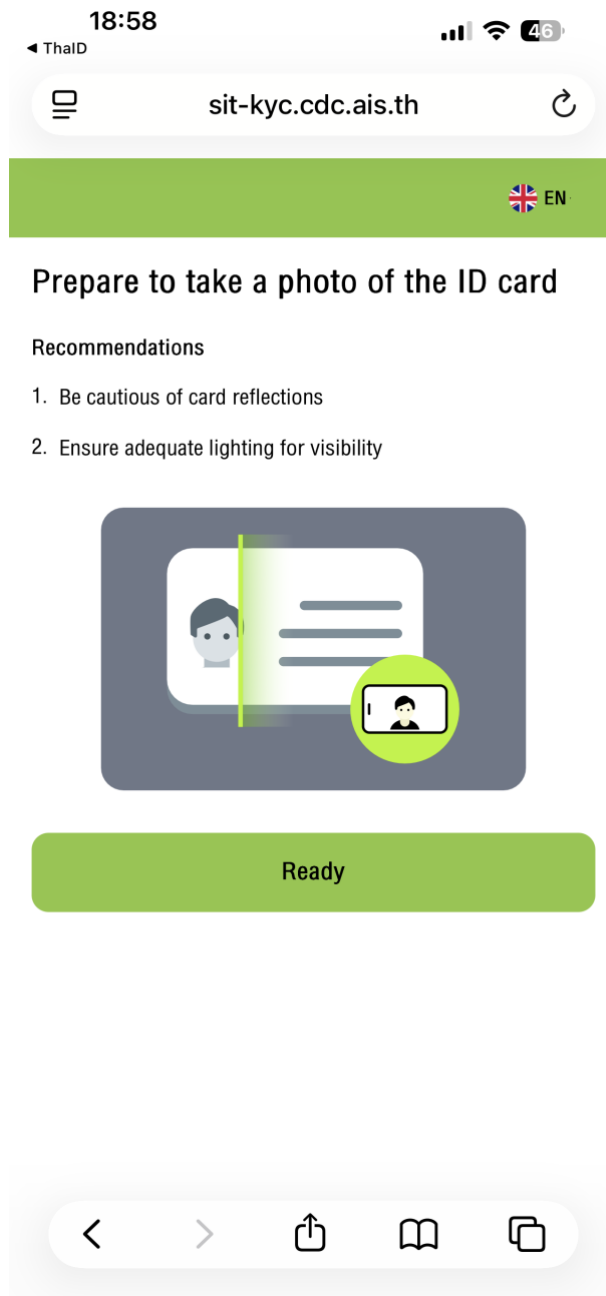
b) Web link option: scan the QR code to open the ThaiID app on that device and proceed with registration if you have not yet registered.



5. Once ThaiD is registered with a valid National ID card, you are required to provide consent by entering your 8-digit PIN in the ThaiD app to allow AIS eBiz KYC web to continue with the remaining KYC verification steps.

- Scan your National ID card
- Take a selfie

a) QR code option:



b) Web link option:

Prepare to take a photo of the ID card

Recommendations

1. Be cautious of card reflections
2. Ensure adequate lighting for visibility



Ready