

FAQ	
Question	Answer
When will the Mobile Banking services be suspended?	The bank will begin gradually suspending services around June 2025. This may vary depending on the process of each bank.
If a customer's Mobile Banking services have been suspended, how can the service be reactivated?	As each bank may have different terms and conditions regarding Mobile Banking services, we suggest you contact the bank where you use Mobile Banking services for clarification and further assistance.
If a customer's Mobile Banking services have been suspended, but they have never updated the mobile number to match the name registered with their Mobile Banking account via AIS eBusiness Portal or bank, how can the service be reactivated?	<p>Kindly contact a bank and bring the following documents to update the mobile phone number user to match your mobile banking account name at a bank.</p> <ol style="list-style-type: none"> 1. A certification document from the company specifying: <ul style="list-style-type: none"> • Employee's Name • The Phone number authorized for use with Mobile Banking AND 2. AIS invoice or AIS receipt with the organization/company name on it <p>*All documents must be certified as true copies by an authorized signatory of the company, with the company seal (if any) at the end of the signature.</p>
Can we still use Mobile Banking services after 30 April 2025?	<p>It will be separated into 2 groups:</p> <p>Group 1: Those who received a notification from the banking app can still use mobile banking services as normal until the examination is completed. After that, the bank will gradually suspend the service starting from June 2025.</p> <p>Group 2: Those who did not receive a notification from the banking app can continue to use mobile banking services as usual.</p>
If we have already added and updated the name of the mobile phone number user to match mobile banking account through AIS eBusiness Portal or a bank but the mobile banking service was suspended, what should we do?	<p>Those who received a notification from the banking app and: Filled in information through AIS eBusiness Portal before 30 April 2025, mobile banking services will not be suspended.</p> <p>Proceeded at a bank and mobile banking services were suspended, please contact the bank for more information. (For the steps to reactivate the service, please wait for communication from the bank.)</p>
If we want to add and update the name of the mobile phone number user to match mobile banking account through AIS eBusiness Portal after 30 April 2025, can we proceed?	For customers who proceed after 30 April 2025, you can do so in advance to be prepared for the next announcement or next examination.
If we want to open a new mobile banking account, what should we do?	You can contact the bank where you wish to use mobile banking services. The activation of the service will be at the discretion of the bank.

What are the details mentioned in the press release regarding the procedure for mobile phone number holders and Mobile Banking account owners related to Enterprise Customer?	In compliance with the government's cybercrime prevention measures to enhance the security of mobile banking usage, For AIS Enterprise and foreign customers registered under company's or organization's name, AIS provides convenience by allowing an authorized person of a company or an organization can add and update the name of mobile phone number user to match the registered banking account through AIS eBusiness Portal (only for those who have received notifications through the banking app).
Please provide additional examples of corporate customers who need to take action.	In the case where the mobile phone number is registered under the name of a legal entity and is used by an employee within the organization. For example, a corporate customer registered under the name "Advanced Wireless Network Co., Ltd." but the mobile phone number is registered under the name of a legal entity and is used by an employee within the organization "Ms. Ounjai Jaion" the mobile phone user must be updated to match the Mobile Banking account.
What are the steps for proceeding through the eBusiness Portal?	<p>The steps for the organization's administrator are as follows:</p> <ol style="list-style-type: none"> 1. Log into AIS eBusiness Portal Website 2. Select the "Services" menu and select "Manage Employee Information." 3. Select the company you want to make a transaction. 4. Click the "Add Number" button and enter the details of the mobile phone number user. <p>Note: For foreign customers using a passport, please enter the passport number you used to register for Mobile Banking.</p>
If my company/organization has not yet registered for the eBusiness Portal service, what should we do?	If you have not registered for the AIS eBusiness Portal service, the company/organization administrator can register via AIS eBusiness Portal. Then, follow the steps to add the information of the mobile phone number user registered under the name of company/organization.
When adding user information for a mobile phone number registered under a corporate name through AIS eBusiness Portal, how many days will it take for the information to be updated?	The government agency will send the information back to AIS for verification of the data entered by the customer in AIS eBusiness Portal after April 30, 2025.
When can we add, remove, or edit user information through the AIS eBusiness Portal?	You can add, remove, or edit user information through AIS eBusiness Portal until April 30, 2025. To query information to check the details updated in AIS eBusiness Portal:

	<div data-bbox="758 190 1380 504"> <p>Manage Employee Information</p> <p>1 Specify company 2 Specify mobile holder information for update 3 Confirm the transaction</p> <hr/> <p>AIS eBusiness Portal</p> <p>Search by: Mobile Number</p> <p>→ <input type="text"/> <input type="button" value="Search"/> <input type="button" value="Add number"/></p> </div> <p>1. Go to Services > Menu "Manage Employee Information"</p> <p>2. Enter mobile phone number information and click Search.</p> <p>3. If you need to edit the number, please update the information and then click "Add Number" button.</p> <p>4. If you have uploaded by using an Excel file, please update the information and upload again.</p>
If we want to change the mobile phone number registered under the same name as the bank account, what should we do?	It is recommended to contact the bank where you use Mobile Banking services.
When do we have to complete this process and if we fail to do so, what will happen?	Only for those who have received notifications through the banking app, the process must be completed by April 30, 2025. Failure to comply may result in the suspension of mobile banking services.
If the company does not allow the use of a mobile phone number registered under the name of company/organization for mobile banking services, what can be done?	Please contact the bank to request changing the mobile phone number used for Mobile Banking to another number, where the registered name is the same as the bank account owner's name.
What are the steps to change the name of the mobile service user?	<ul style="list-style-type: none"> Postpaid customers can bring ownership transfer documents to AIS Shop, Telewiz, or AIS Buddy Exclusive to change the service user's name. Prepaid customers can present their ID card or supporting documents (in case of a corporate account) at AIS Shop, Telewiz, AIS Buddy, or authorized dealers nationwide to change the service user's name.
If there is a new employee holding a number registered under the name of company/organization, what should be done?	The mobile user can contact the company/organization administrator to add the information of the mobile number holder registered under the name of company/organization via AIS eBusiness Portal service.
If we do not receive notifications from the banking app, do we need to take any action?	For customers who have not yet received notifications, you can proceed in advance to be prepared for the next announcement.
If I proceed with changing the registered name for the SIM, will it affect the Serenade membership or AIS Points?	If the change is made to match the mobile banking account name, those privileges will remain intact.

In case Enterprise customer has registered for AIS eBusiness Portal service for general transactions but cannot use the “Set Authorization for Corp.eService User/Manage Employee Information” menu, what should they do?

A corporate customer who has registered for AIS eBusiness Portal service for general transactions but has not registered for the Set Authorization for Corp.eService User/Manage Employee Information, therefore they will not have access to the 'Services' and 'Manage Employee Information' menus. This is necessary for managing the user data of mobile phone numbers registered under corporate name to match the mobile banking account. In case a customer wishes to request additional rights in AIS eBusiness Portal using the same Username registered for the service, an authorized person of a company or an organization can follow these steps: Please prepare the documents (original copies) to be sent to your AIS Business Consultant to grant access to the menu features. [See details here](#) Download the application form to Request for Subscribe/ Amend/ Terminate Usage of eBusiness Portal/IoT for the eBusiness Portal [Click here](#)