

## In compliance with the government's cyber crime prevention measures to enhance the security of mobile banking usage.

For AIS Enterprise and foreign customers registered under company's or organization's name who have received notifications via the banking app, AIS provides convenience by allowing you to update the name of mobile number user to match your Mobile Banking account through AIS eBusiness Portal.

This process must be completed by April 30, 2025. Failure to comply may result in the suspension of mobile banking services.

\*For customers who have not yet received the notification, you can proceed in advance to be prepared for the next announcement.

**How to proceed for an authorized person of a company or an organization, there are 2 ways as follows.**

### **1. AIS eBusiness Portal**

- 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.
- The mobile phone number user can contact your company's or organization's administrator to request permission to use the number registered under the entity's name for Mobile Banking services in your name. If your organization grants permission, the administrator should proceed to add the number user's information through the AIS eBusiness Portal.
- Proceeding through AIS eBusiness Portal for a company/an organization administrators (Postpaid Customers Only)

### **2. Bank**

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.

1. A certification document from the company specifying:

- Employee's Name
- The Phone number authorized for use with Mobile Banking

**OR**

2. AIS invoice or AIS receipt with the employee's name on it

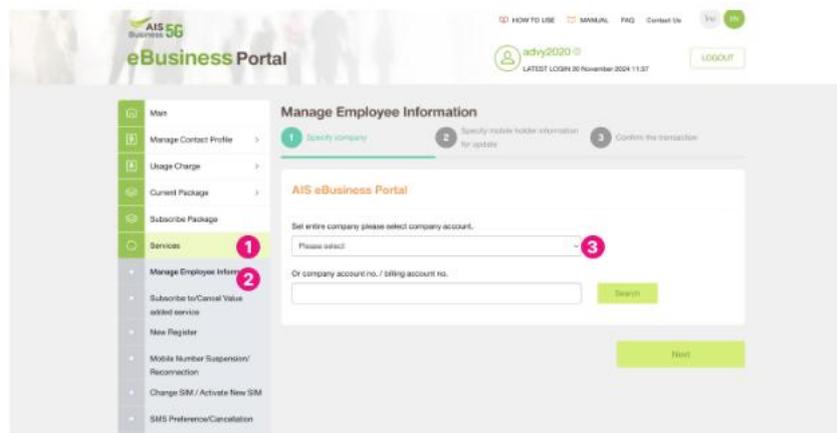
\*All documents must be certified as true copies by an authorized signatory of the company, with the company seal (if any) at the end of the signature.

**The steps for the organization's administrator are as follows:**

1. Log into the website [eBusiness Portal](#) Learn how to register [here](#)



2. Select the "Services" menu and select "Manage employee information"

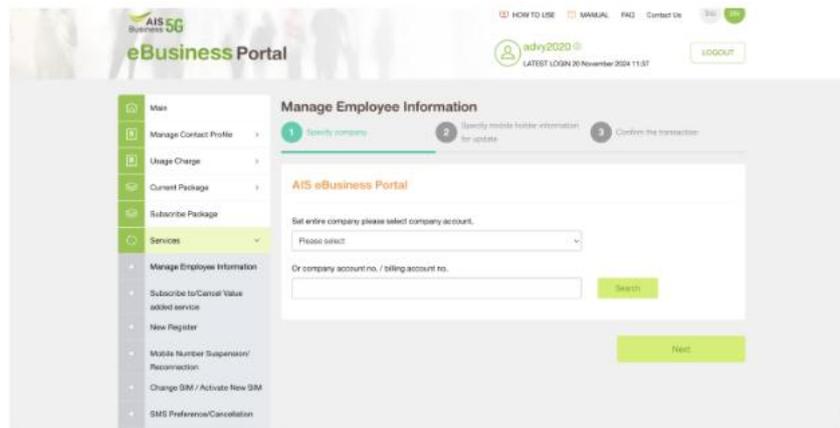


In case you cannot use the "Set Authorization for Corp.eService User/Manage Employee Information" menu:

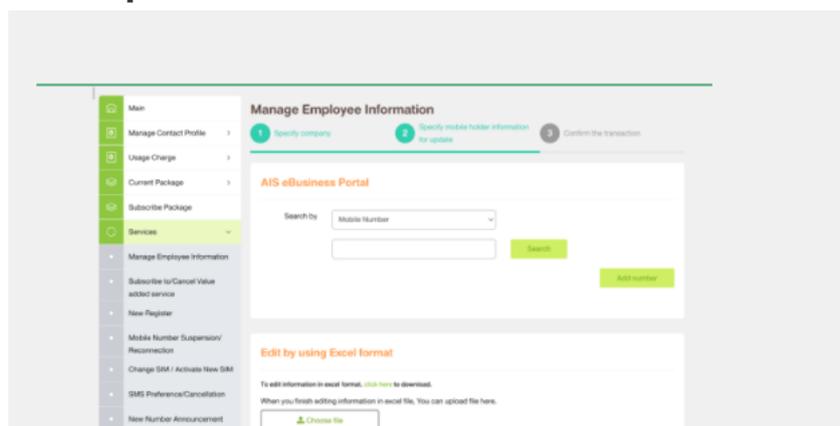
- An authorized person of a company or an organization can prepare the documents and send them to your Business Consultant to enable the menu access rights. [See details here](#)

- Download the application form to Request for Subscribe/ Amend/ Terminate Usage of eBusiness Portal/IoT for AIS eBusiness Portal [Click here](#)

3. Select the company you want to make a transaction



4. Press the **"Add Number"** button then enter the details of the mobile phone number user



Note: For foreign customers using a passport, please enter the passport number you used to register for Mobile Banking.

**Download the manual to manage employee information via the eBusiness Portal [here](#).**

### **Registration Process for New eBusiness Portal Users**

1. Fill in information to apply for eBusiness Portal service through the [AIS eBusiness Portal](#)
2. Upload important documents\* to the website
3. AIS verifies all the documents in 3 working days
4. You will receive an email containing your password for the service
5. Manage employee information via the eBusiness Portal

\*Upload important documents to the website

1. Copy of National ID Card or other government-issued ID Card with photo ID and National ID number, or copy of Passport with copy of Work Permit from Ministry of Labour not more than 1 year validity, of person authorized to sign on the company's behalf
2. Copy of document giving Power of Attorney (if any)
3. Labour not more than 1 year validity, of person granted Power of Attorney (if any)

**Download the manual for eBusiness Portal Standard registration [here](#)**

**How to Proceed for Mobile Number User,  
there are 2 ways as follows.**

For mobile number users (mobile holder) registered under a corporate name and using mobile banking, you can update mobile number user name to match the bank account name used for mobile banking to ensure continuous mobile banking service. There are two ways to do this:

**1. Contact an authorized person of a company or an organization**

- Mobile number users can contact **an authorized person of a company or an organization** to request permission to use a registered corporate number for mobile banking services in their name. If the organization grants permission, the administrator can add the user's number information through AIS eBusiness Portal. [See the steps here](#)

**2. Bank**

**1.If you want to use the same phone number registered under a corporate name and have mobile banking services**, please 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.

- 1.A certification document from the company specifying:
    - Employee's Name
    - The phone number authorized for use with Mobile Banking
- OR**

2.AIS invoice or AIS receipt with the employee's name on it

\*\*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. \*\*

**2. If you cannot use the phone number registered under the previous corporate name and need to change the mobile phone number to match the name registered with the mobile banking account,**

you can contact a bank to update a new mobile phone number that matches the mobile banking account name.

**FAQ**

<b>Question</b>	<b>Answer</b>
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 cyber crime 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 Jaioun" the mobile phone user must be updated to match the Mobile Banking account.
What are the steps for proceeding through the eBusiness Portal?	The steps for the organization's administrator are as follows:  1. Log into AIS eBusiness Portal Website

	<ol style="list-style-type: none"> <li>2. Select the "Services" menu and select "Manage Employee Information."</li> <li>3. Select the company you want to make a transaction.</li> <li>4. Click the "Add Number" button and enter the details of the mobile phone number user.</li> </ol> <p>Note: For foreign customers using a passport, please enter the passport number you used to register for Mobile Banking.</p>
<p>If my company/organization has not yet registered for the eBusiness Portal service, what should we do?</p>	<p>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.</p>
<p>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?</p>	<p>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.</p>
<p>When can we add, remove, or edit user information through the AIS eBusiness Portal?"</p>	<p>You can add, remove, or edit user information through AIS eBusiness Portal until April 30, 2025.</p> <p>To query information to check the details updated in AIS eBusiness Portal:</p> <ol style="list-style-type: none"> <li>1. Go to Services &gt; Menu "Manage Employee Information"</li> <li>2. Enter mobile phone number information and click Search.</li> <li>3. If you need to edit the number, please update the information, and then click "Add Number" button.</li> <li>4. If you have uploaded by using an Excel file, please update the information and upload again.</li> </ol>
<p>If we want to change the mobile phone number registered under the same name as the bank account, what should we do?</p>	<p>It is recommended to contact the bank where you use Mobile Banking services.</p>
<p>When do we have to complete this process and if we fail to do so, what will happen?</p>	<p>Only for those who have received notifications through the banking app, the process must be completed by April 30,</p>

	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?	<p>- Postpaid customers can bring ownership transfer documents to AIS Shop, Telewiz, or AIS Buddy Exclusive to change the service user's name.</p> <p>- 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.</p>
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.

	<p>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:</p> <ol style="list-style-type: none"><li data-bbox="810 427 1406 577">1. Please prepare the documents (original copies) to be sent to your AIS Business Consultant to grant access to the menu features. <a href="#">See details here</a></li><li data-bbox="810 584 1406 730">2. Download the application form to Request for Subscribe/ Amend/ Terminate Usage of eBusiness Portal/IoT for the eBusiness Portal <a href="#">Click here</a></li></ol>
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