

English version	
<i>Why do I need to update TCB OTP again?</i>	<i>Regularly updating TCB OTP application will help you synchronize new features as well as keep update the latest security layers that the bank supplies through the application. You can choose to automatically update the application on your personal mobile devices to always use the latest TCB apps.</i>
<i>Where can I update TCB OTP?</i>	<i>You can download and install Techcombank's Smart OTP (TCB OTP) application from App Store with an iOS device or Google Play with an Android device Manual guide for update/install app can be accessed in Manual guide for activating and utilizing TCB OTP here</i>
<i>Why can't I authenticate when I make an online transaction? How do I get OTP code to authenticate the transaction?</i>	<i>Confirm Via Mobile feature is only available when your mobile device maintains a stable connection with Techcombank server. You may face issues when your TCB OTP app is not up to date or when your internet connection (3G/4G/Wifi) is not stable. In these cases, customers can still authenticate transactions with offline mode. (The manual user guide for offline authentication can be accessed here)</i>
<i>4. Why can't I change PIN of TCB OTP</i>	<i>PIN of TCB OTP cannot be changed (after October 6th) because the app is not updated</i>
<i>5. Why can't I activate/reactivate TCB OTP?</i>	<i>TCB OTP cannot be activated (after October 6th) because the app is not updated</i>
<i>6. I have updated the app following bank's instructions but I still cannot change PIN/activate/authenticate in online mode. How can I contact the Bank for support?</i>	<i>Customers can call TCB Hotline for Corporate Customer Support at 1800 588 822 or write emails to hotrodoanhghiep@techcombank.com.vn</i>