F@ST EBANK SERVICES

FOR BUSINESS

EFFICIENT MANAGEMENT - COST SAVING

TRANSFER 24/7



SAFE & SECURE



OPTIMAL FINANCIAL EFFCIENCY



REDUCED PROCESSING TIME & DOCUMENTS



EASY TO USE



MULTIPLE SERVICES

Contact to us at:

TRANSFER 24/7



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BENEFITS

ANYTIME ANYWHERE

Customers make can authorize transactions anytime, to check and verify the anywhere, including weekends, and holidays.

INFORMATION VERIFICATION

The system allows customers beneficiary's information before initiating the transactions

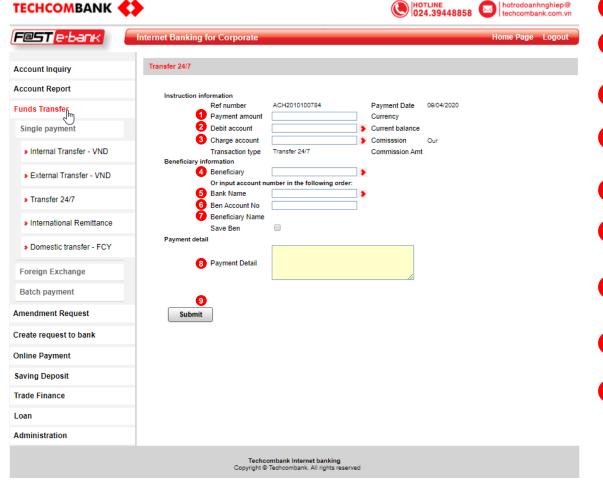
TIME-SAVING

Transactions are automatically processed by the system, saving time for the senders & receivers.



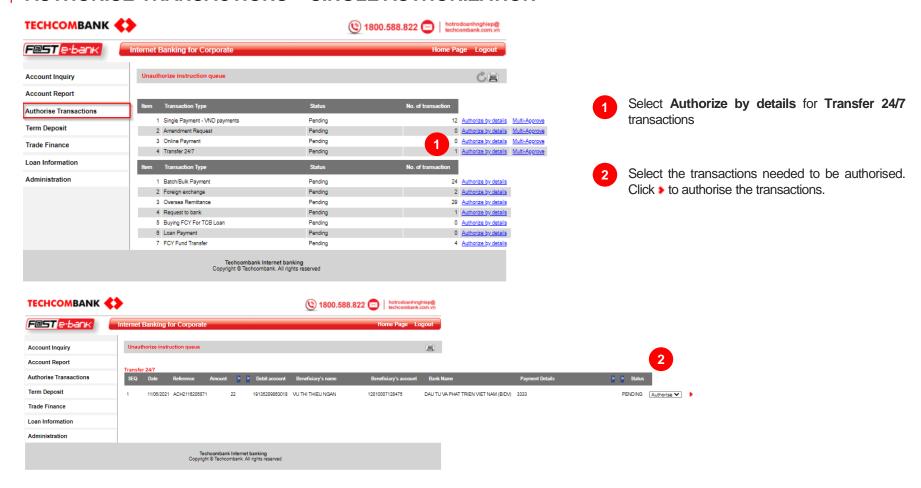
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SINGLE PAYMENT - TRANSFER 24/7



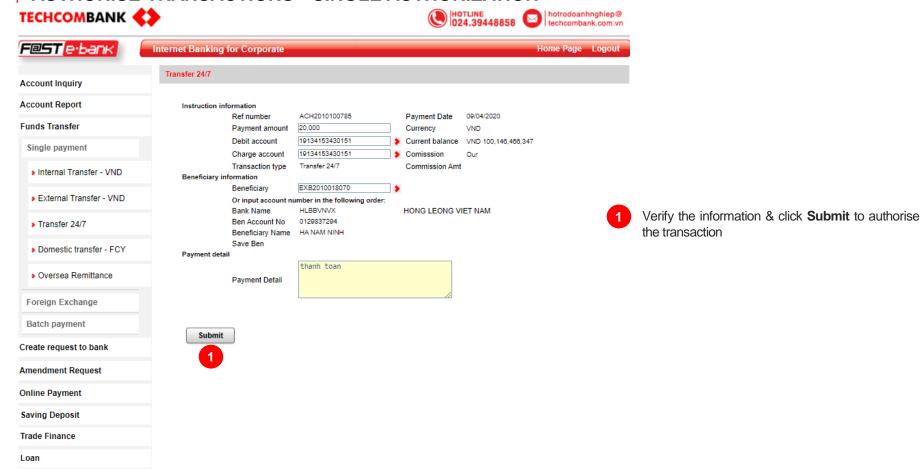
- 1 Input Payment Amount
- Choose **Debit Account**, the current balance & currency type will be automatically shown
- 3 Choose Charge Account
- Select **the Beneficiary** or input new beneficiary's information in step 5 & 6
- 5 Choose the beneficiary's Bank Name
- Input the beneficiary's **Bank Account Number**, the system will automatically display the beneficiary's name
- 7 Tick the box to Save Beneficiary if you wish to
- 8 Input Payment Detail
- Olick Submit

AUTHORISE TRANSACTIONS – SINGLE AUTHORIZATION

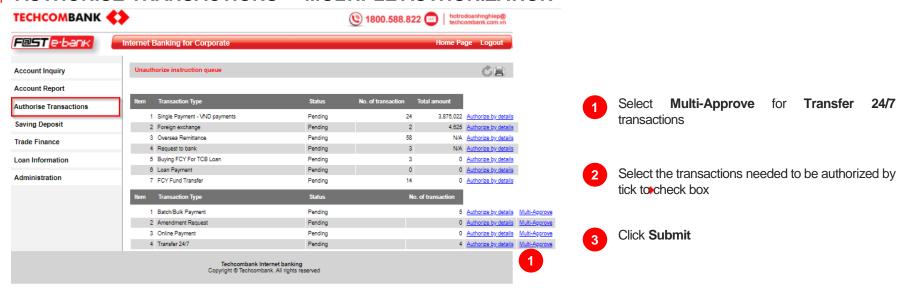


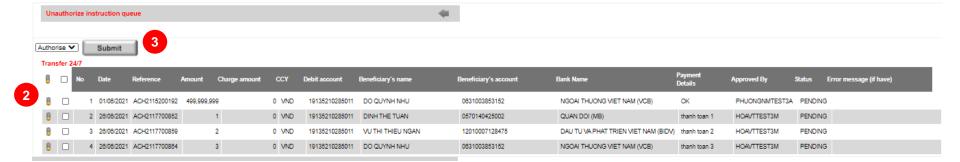
Administration

AUTHORISE TRANSACTIONS - SINGLE AUTHORIZATION



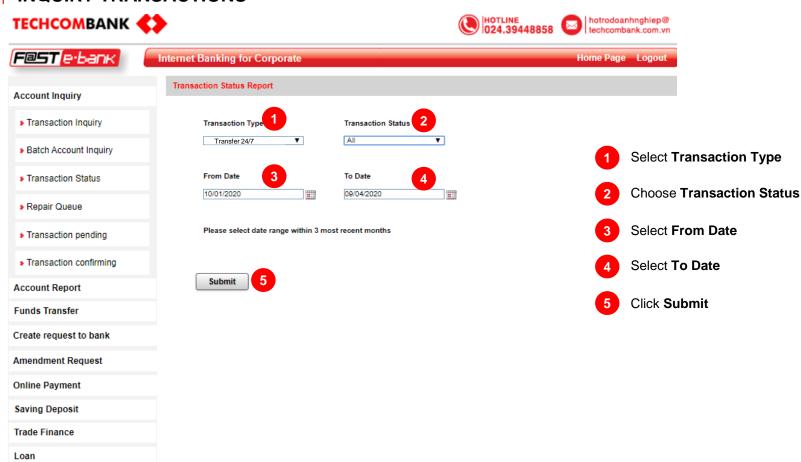
AUTHORISE TRANSACTIONS – MULTIPLE AUTHORIZATION





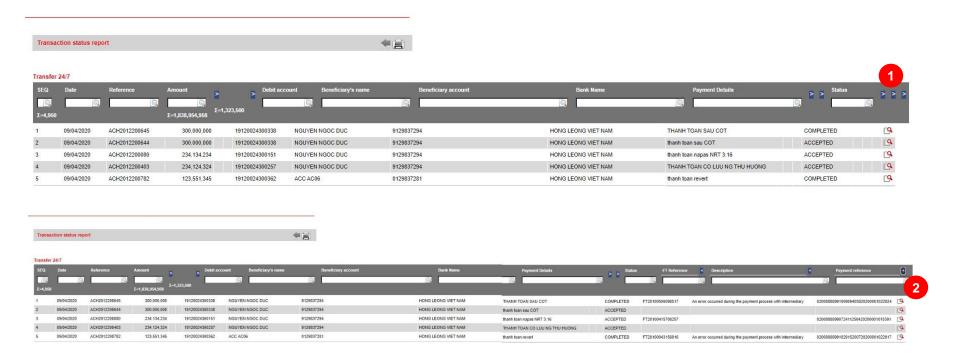
INQUIRY TRANSACTIONS

Administration



TRANSFER 24/7 – TRANSACTION STATUS INQUIRY

ACCOUNT INQUIRY – TRANSACTION STATUS



- 1 Select the transaction & click [9]
- Please review the **Description**, **Payment**reference to know the details of your
 transaction status

TRANSFER 24/7 – TRANSACTION STATUS INQUIRY

TRANSACTION STATUS - NOTES ON DISCRIPTIONS

FEB STATUS	REMARKS ON FEB	DESCRIPTION	
In processing by Bank	Not applicable	Transaction has been successfully accounted on F@st EBank & being processed	
Completed	The transaction is pending at the beneficiary bank	Transaction was sent to the beneficiary bank but no response from the beneficiary bank yet. Please do not repeat the transaction and contact TCB for detailed information.	
Completed	The transactions has been successfully processed by the beneficiary bank	Transaction has been successfully processed by the beneficiary bank, the beneficiary bank has successfully accounted & sent the result back to TCB	
Completed	The transactions has been rejected by the beneficiary bank	Transaction has been sent to the beneficiary bank but was rejected. Please do not repeat the transaction and contact TCB for detailed information.	
Rejected	An error occurred during the payment process	Transaction was initiated and authorized successfully on F@st EBank system. An error occurred when being processed by the Core Banking system.	
Completed	An error occurred during the payment process with the intermediary	Transaction has been transferred to NAPAS but there was an error at NAPAS. NAPAS sent the reject result, the money is credited back.	
Completed	An error occurred during the payment process with the beneficiary bank	Transaction has been sent to the beneficiary bank, the beneficiary bank couldn't process it due to system error or the beneficiary account doesn't exist. The beneficiary bank sent back the reject result, the money is credited	
Undefined	An error occurred. Please contact Techcombank for more details	Transaction has been sent to bank, An error occurred . Please do not repeat the transaction and contact TCB for detailed information.	

TRANSFER 24/7 – TRANSACTION STATUS INQUIRY

TRANSACTION STATUS - NOTES ON DISCRIPTIONS - ACRONYMS

#	Name	Acronyms
1	Vietnam Technological & Commercial Joint-Stock Bank	TCB
2	The National Payment Corporation of Vietnam	NAPAS

F@ST EBANK

CONTACT US FOR INFORMATION OR ASSSITANCE

For detailed information, user guideline, or any problems regarding FEB functionalities, customers can contact us at

➤ Hotline: 1800 6556 (domestic)/+84 24 7303 6556 (international)



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