

# Instructions on Money Deposit/Transfer Check

**In case you need we look into your money deposit transactions for verification, please choose the case that matches your request to know how to get your request done.**

**Case 1:**



You entered wrong/insufficient information on one of two money deposit/transfer contents: Securities trading account number or the name of accountholder

**Case 2:**



You entered wrong/insufficient information on both securities trading account number and the name of accountholder in money deposit/transfer content

**Case 3:**



You mistakenly transferred money into FPTTS's specialized account (payment account, auction account, rights-exercising account, etc.)

**Case 4:**



You entered wrong beneficiary or bank account

# Case 1: You entered wrong/insufficient information on one of two money deposit/transfer contents: Securities trading account number or the name of accountholder

## Method 1: Check at the bank where you deposited/transferred money

- **Step 1:** You submit the Request for Content Check (at the Cash Counter or via online service of the bank at the service) using the form provide by the bank
- **Step 2:** Take pictures of the proof of deposit/transfer slip at the bank
- **Step 3:** Use your email registered with FPTs to send the photo to [fcs@fpts.com.vn](mailto:fcs@fpts.com.vn) or [fafgd@fpts.com.vn](mailto:fafgd@fpts.com.vn)
- **Step 4:** FPTs will credit the money into your securities trading account at FPTs upon receipt of affirmative check results from the bank or you also carry out Step 2 and Step 2 above.
- **Note:**
- Step 2 and Step 3 are not compulsory.
- But, if you carry out Step 2 and Step 3, FPTs may credit money into your account even before it receives the original check proof from the bank.

## Method 2: Check at FPTs

You can submit the Request for Content Check at FPTs Head Office/Branches or by remote method.

### 2.1. Check at FPTs Head Office/Branches

**Step 1:** You complete the Request for Content Check, using the provided form here.

**Step 2:** Send the hard copy of Request for Content Check together with original money transfer/deposit proof or account statement verified by the bank at the service to the Accounting Department at the FPTs Head Office/Branches.

**Step 3:** FPTs will credit the money into your securities trading account at FPTs/refund the money upon your request for the content check.

### 2.2 Remote check

**Step 1:** Take pictures of the proof of deposit/money transfer screenshot/transfer slip/account statement, verified by the bank at the service.

**Step 2:** Use your email registered with FPTs to send the photo to [fcs@fpts.com.vn](mailto:fcs@fpts.com.vn) or [fafgd@fpts.com.vn](mailto:fafgd@fpts.com.vn) with corrected content of the money deposit transaction with the following syntax: **Deposit money into account number <your correct 10-digit securities account number> of <Accountholder's full name>**.

Attach pictures of proof of deposit/money transfer screenshot/transfer slip/account statement (taken in Step 1).

**Step 3:** FPTs will credit the money into your securities trading account at FPTs.

## Case 2: You entered wrong/insufficient information on both securities trading account number and the name of accountholder in money deposit/transfer content

In this case, you necessarily conduct a check at the bank where you carried out the money transfer/deposit order.

**Step 1:** Contact the bank for conducting a money deposit/transfer content check (over the counter or via online service of the bank)

**Step 2:** Take pictures of check documents at the bank

**Step 3:** Use your email registered with FPTTS to send the photos to [fcs@fpts.com.vn](mailto:fcs@fpts.com.vn) or [fafgd@fpts.com.vn](mailto:fafgd@fpts.com.vn).

**Step 4:** FPTTS will credit the money into your securities trading account at FPTTS upon receipt of affirmative check results from the bank or you also carry out Step 2 and Step 2 above.

### **Note:**

Step 2 and Step 3 are not compulsory.

But, if you carry out Step 2 and Step 3, FPTTS may credit money into your account even before it receives the original check proof from the bank.

## Case 3: You mistakenly transferred money into FPT's specialized account (payment account, auction account, rights-exercising account, etc.)

In case you needed to deposit/transfer money into your securities account but you mistakenly deposited/transferred it into FPT's specialized account (payment account, auction account, rights-exercising account, etc.), you necessarily conduct a money transfer transaction check with the instruction steps below.

### **Method 1: Check at FPT Head Office/Branches.**

**Step 1:** Complete the Request for Content Check, using the provided form here.

**Step 2:** Send the hard copy of Request for Content Check together with original money transfer/deposit proof or account statement verified by the bank at the service to the Accounting Department at the FPT Head Office/Branches. FPT will refund the money into your securities trading account.

### **Method 2: Check via email.**

**Step 1:** Take pictures of the proof of deposit/money transfer screenshot/transfer slip/bank account statement.

**Step 2:** Use your email registered with FPT to send the photo to [fcs@fpts.com.vn](mailto:fcs@fpts.com.vn) or [fafgd@fpts.com.vn](mailto:fafgd@fpts.com.vn), attached with proof of deposit/money transfer screenshot/transfer slip/bank account statement to correct the account information. FPT will refund the money into your securities trading account.

## Case 4: You entered wrong beneficiary or bank account

In this case, the bank will return money to your transferring account.

You are recommended to enter right information when you deposit money to avoid this case.

Please track the refund amount in your transferring account.

The refund time depends on the serving bank's regulations.