FAQ_EN

#	Question	Answer
1	Which beneficiary bank can be supported by Transfer 24/7?	Transfer 24/7 supports 43 banks which are members of NAPAS. Refer Beneficiary bank list (refer to Bank list sheet) or check at Transfer 24/7 maker screen on F@st EBank
2	How can I enquiry transaction status?	Transfer 24/7 supports customer to enquiry transaction status after initiating by goting to Account Inquiry > Transaction status
3	Which amount can be transferred per 1 transaction?	Customers can transfer amount up to 300 milion VND
4	Can I using batch transfer with Transfer 24/7?	Currently, Transfer 24/7 only support single VND transactions.
5	How can I use Transfer 24/7?	All customer who are using F@st EBank of TCB can use this function
6	Can Transfer 24/7 supporting future-date transactions?	Transfer 24/7 cannot support future-date transactions
7	If I transfer to the wrong Payment details, what I should do?	Custommers can investigate transactions by using **Amendment Request/Create request to bank** function
8	Can transfer 24/7 support to transfer via card number?	Currently, Transfer 24/7 only support tranfer via account number
9	If I need support, what should I do?	Customer can contact to Techcombank hotline **1800 588 822(Domestic)/84 24 3944 6699 (Overseas)** or email at **hotrodoanhnghiep@techcombank.com.vn** for support

BANK LIST

#	BANK_ID/MÃ NGÂN HÀNG	BANK_NAME/ TÊN NGÂN HÀNG	SHORT_NAME/TÊN VIẾT TẮT