

Terms and Conditions Global Savings for Digital Channels

1. A Savings Account refers to the Global Savings Account classified as a type of savings account, current account, or fixed deposit account, as presently defined by the Bank and/or as may be specified in the future. The account may be either a passbook or a non-passbook account and can be opened through multiple channels, such as branches, the Krungthai NEXT application, the Paotang application, and/or other applications designated by the Bank ("the Bank's applications"). The Depositor's objective is to utilize it for transactions, including but not limited to deposits, withdrawals, fund transfers, receipt of transfers, investments, payments for goods and services, or any other transactions as specified by the Bank. This includes depositing into the account by receiving transfers from other accounts of the Depositor, withdrawing to other accounts of the Depositor, transferring to pay/receive payments from other individuals' foreign currency deposit accounts, in accordance with the terms and conditions for using the services of other related bank applications. However, this should not contradict the announcements or criteria set forth by the Bank of Thailand and/or other relevant agencies.
2. Deposit account types for Global Savings account
  - 2.1 Deposit accounts for individuals residing in the country: This type of account accepts deposit money from overseas sources or through purchasing foreign currency into their Global Savings account. This type of account can also receive transfers from the foreign currency accounts of other individuals residing in the country, without any limit on the amount and without the requirement to provide supporting documents.
  - 2.2 Deposit accounts for individuals residing outside the country: This type of account accepts deposit money from overseas sources, including funds transferred from abroad, foreign bills, payments for products and services, and overseas salary receipts. Depositors can deposit an unlimited amount as per their request. When utilizing Thai Baht to purchase foreign currency for deposit, documentation verifying the source of the Thai Baht, such as a salary certificate and proof of income in Thailand, must be provided.
3. The Depositor can open a Global Savings account in only one currency per account.
4. The Depositor must be natural persons, aged 15 years and above, or as specified by the Bank.
5. Unless otherwise specified by the Bank, for Global Savings accounts, there will be no account maintenance fees, opening balance requirements, or minimum deposit amounts. Furthermore, there are no limitations or prescribed amounts for the initial deposit when opening an account.
6. When opening a deposit account, the Depositor must present complete identification documents as required by the Bank. The Depositor is required to provide information and fill in the details in the application form for opening a deposit account, specifying the withdrawal conditions, and providing a sample signature to the Bank. The Depositor must not use a pseudonym or conceal their real name when opening a deposit account. For account opening via the Bank's application, the Depositor is required to submit an account opening request and should simultaneously complete the registration process for the Bank's application. Nevertheless, prior to proceeding, the Depositor must possess a Thai Baht deposit account, such as a savings or fixed deposit account, with the Bank. Subsequently, they may initiate the account opening process through the Bank's application channel. In this regard, the Depositor agrees that any action to open an account via the Bank's application channel using devices, electronic systems, and/or a mobile device is a reliable and acceptable method. All information and documents submitted by the Depositor through the Bank's application channel for account opening shall be presumed accurate and complete. Such

information and documents may be relied upon for enforcement purposes or as evidentiary material in accordance with applicable laws. The Bank has the sole discretion to approve or deny any account opening request submitted through its application channel. This decision is final and no justifications are required to be provided to the Depositor. Upon the Bank's approval of the account opening through the Bank's application, the Depositor agrees to comply with the specified terms and conditions ("**Terms and Conditions Global Savings for Digital Channels**"), as well as announcements from the Bank of Thailand and other relevant agencies, including any other related service terms and conditions.

7. Any actions conducted through electronic devices, systems, and/or mobile devices, whether performed by the depositor themselves or initiated by others, using the user ID, password, PIN, OTP (One Time Password), biometrics, or any other codes or methods set or received by the Depositor through their mobile device (mobile phone) with the provided mobile phone number to the Bank, shall be deemed accurate, complete, and legally binding. The Depositor shall assume full and sole responsibility for their actions under this agreement. No additional signatures or documents shall be required for evidentiary purposes unless expressly notified or demanded by the Bank. The Depositor further agrees that the Bank is not liable for any damages arising from the aforementioned actions, and the Depositor assumes full responsibility for any resulting losses. The Depositor undertakes to keep the user ID, password, PIN, OTP, or any other codes confidential without disclosing or taking any actions that may reveal such codes to others.
8. The Depositor agrees and acknowledges that in the event of any disruption or unavailability of the Global Savings account service through the Bank's application, resulting from circumstances beyond the reasonable control of the Bank, including but not limited to disruptions in the telecommunications system and computer equipment that may impact the use of the Global Savings account services and/or any related transactions to this account, the Depositor agrees not to seek compensation from the Bank for the aforementioned incident, except in cases where the Bank intentionally caused harm or acted with gross negligence, directly resulting in the Depositor's loss.
9. In the case of opening or using a Global Savings account with other applications of the Bank, the Depositor acknowledges and agrees that the Bank's Global Savings account services are distinct and separate from the services offered by those applications.
10. If the Depositor opts to link their Global Savings account with the Bank's application, opened under the terms of that application, the Depositor acknowledges that the Global Savings account and its utilization are governed by the terms for opening the Global Savings account. These terms are an integral part of the conditions for providing the Bank's application services. If these terms and conditions for opening a Global Savings account conflict with the terms and conditions of the Bank's application, the terms and conditions of the Bank's application shall prevail in case of such conflict.
11. In the case of using account services through the Bank's application, specific payment conditions must be established. The Depositor is required to personally sign the payment orders, and any alterations to the payment order conditions or the authorized signatory for payment instructions are strictly prohibited.
12. In the event that the Depositor has never applied for the Bank's products or services before and opts for identity verification through the Digital ID (NDID) service, the Bank will designate the Nana Nuea branch (or another branch as specified by the Bank) to manage the Depositor's Global Savings account. Furthermore, the Bank reserves the right to change the account holding branch of the Depositor's Global Savings account, with the Depositor required to undergo identity verification according to the Bank's specifications.
13. When the Depositor contacts the Bank, they must present their identification card or any other specified identification document to the Bank officers.

14. In the case of depositing with foreign banknotes, for Thai individual or legal entity Depositors, if the Depositor has a total deposit amount in foreign banknotes, in each currency, and in each account held with the banks in Thailand, that accumulates to a sum exceeding 15,000 US dollars or its equivalent in other currencies, or as stipulated by the Bank of Thailand at any given time, the Depositor must provide documentary evidence of the sources of those funds to the Bank. In the event of withdrawing money to receive foreign banknotes, the Depositor must notify the Bank at the Bank's branch in Bangkok at least 3 business days in advance (or within a shorter period as specified by the Bank), and in other provinces, at least 14 business days in advance (or within a shorter period as specified by the Bank), to allow the Bank to prepare foreign banknotes. In cases where the Bank specifies or deems it necessary, the Bank may request additional documents and/or evidence from the Depositor. The Bank may offer limited services in some currencies. Withdrawal of foreign banknotes is permitted solely for the purpose of settling debts abroad and/or other relevant expenses, and under no circumstances should the banknotes be used in Thailand. However, the term "business day" in these terms and conditions refers to days that are not Saturdays, Sundays, and days that the Bank has announced to be bank holidays.
15. In depositing or withdrawing funds, as well as conducting various transactions with the Global Savings account, the Depositor must be informed and adhere to the criteria and procedures regarding currency exchange and other relevant laws as stipulated by the Bank of Thailand and relevant regulatory authorities.
16. When transferring funds in a foreign currency domestically, the Depositor certifies that the transaction is in line with business operations or the essential requirement to use the designated foreign currency. It should be associated with the transaction or its background from overseas and must not fall under a prohibited transaction listed in the Negative List as specified by the Bank.
17. Withdrawals must comply with the conditions of the account provided to the Bank and must adhere to the Bank's terms for each transaction. If any withdrawal order or multiple withdrawal orders exceed the available balance in the account, the Bank reserves the right to cancel the order or take appropriate action without specifying a date and time for the execution of the order.
18. In the event of a partial or full withdrawal from a fixed deposit account before the maturity date, the Bank will impose penalty fees as specified by the Bank. The Bank will proceed to deposit the principal along with interest upon reaching the original deposit term and at the interest rate automatically determined by the Bank unless the customer notifies the Bank of their intention to make changes at least 2 days prior to the maturity date.
19. The interest rates on deposits, service fees, and various charges are in accordance with the announcements of interest rates for the Global Savings account, announcements of fees for deposit and withdrawal transactions of the Global Savings account, and announcements of conditions and fees related to the use of the Global Savings account services, including announcements of interest rates, discounts, various service fees, and penalties imposed by the Bank.
20. The Depositor agrees that the Bank has the right to immediately deduct any fees, expenses, service fees, and/or debts arising from their Global Savings account from all types of the Depositor's existing accounts with the Bank, according to the methods specified by the Bank.
21. Changes to a personal information, a specimen signature, an address, or any condition, the Depositor is required to notify the Bank in writing using a form designated by the Bank, together with submitting copies of related documents and a specimen signature, an address, or a condition that the Depositor requests to change. In the case of using account services through the Bank's application, the Depositor must contact the Bank officer in person at the account holding branch of the Depositor's account only. The Depositor must inform the Bank in writing by using a form designated by the Bank, together with submitting copies of related documents, a specimen signature, an address, or a condition that the Depositor requests to change.

22. The Depositor acknowledges that the Bank will pay interest based on the deposit period and method as announced by the Bank for each deposit type. In this regard, the Bank reserves the right to modify deposit interest rates and will post announcements of interest rate determinations or changes in a public place at the head office and branch offices of the Bank that offer this product, as well as on the Bank's website ([www.krungthai.com](http://www.krungthai.com)). However, in the event of a change in interest rates, the Bank will inform the Depositor in advance through the channels mentioned above. When the Bank announces a change in interest rates, the Depositor agrees that the interest rate announced by the Bank will be applied immediately to their deposit, and they accept interest according to the changed rate. Consequently, the Depositor is not required to bring the passbook or deposit receipt to the Bank to notify of the interest rate change.
23. Interest that the Depositor has already received, if it is more than the interest that should be received, the Depositor consents to the Bank to immediately update the account statement or adjust the Global Savings account balance for accuracy.
24. In the case of interest on a Global Savings account that does not meet the rules and conditions for tax exemption from personal income tax on interest income received from saving deposit accounts, according to the Notification of the Director-General of the Revenue Department, the Bank is responsible for withholding tax at the source from the interest on the Global Savings account and remitting it to the Revenue Department. Nevertheless, if the amount of interest on the savings is not sufficient, the Depositor agrees to allow the Bank to deduct the deficient tax amount from the deposit balance with the Bank and remit it to the Revenue Department.
25. Protection for both the principal and interest of Global Savings accounts is not provided by the Deposit Protection Agency.
26. If the specified law, announcement, or government regulation requires the Bank to disclose information or financial transactions of the Depositor or one or more of the Depositor's customers to a government officer or government agency, upon receiving the request, the Depositor consents to the Bank disclosing such information and/or reporting the Depositor's financial transactions to the government officer or government agency in all respects.
27. The opening amount for deposit accounts and each subsequent deposit are subject to the regulations of the Bank.
28. The Bank will give an account passbook to the Depositor. The Depositor cannot transfer the account owner, edit or tear off any page of the passbook. The Depositor must keep the passbook in a secure place and avoid being placed under any other person's custody without permission from the Depositor. If the passbook is lost or stolen, the Depositor must immediately inform the Bank at any branch or call the Call Center Tel. 0-2111-1111 in order to suspend the account. In case of lost passbook, a police report is required for the Bank's consideration.
29. When writing on documents related to deposits or withdrawals, the Depositor must use a pen with non-erasable ink; otherwise, the Bank shall not be responsible for any damages incurred.
30. Every deposit or withdrawal made at the Bank's branches requires the Depositor to present the relevant documentary evidence to the authorized signatory officer of that branch for recording. The Depositor must verify the accuracy of the deposited or withdrawn amount and the account balance. In the event of any discrepancies, the Depositor shall promptly inform the Bank for correction.
31. The account balance shown in the passbook or deposit receipt will be deemed correct only if it is verified by the corresponding record maintained by the Bank. The passbook should be updated at least once a month at any branch.
32. If the Depositor conducts banking transactions without using the passbook i.e., conducting the deposit without passbook exceeding 20 transactions and when the Depositor wishes to update the passbook, the Bank will combine all transactions to be one for each debit and credit. If the Depositor requests for details of such combined transaction, the Depositor shall contact the Bank's branch for issuing an account statement.

33. If the Depositor uses the Global Savings account services through the Bank's application, their statements can be viewed through the Bank's application or any other channels specified by the Bank.
34. In the case of fixed deposits, where the Bank pays interest every period as specified by the Bank to the Depositor, the Bank has already deducted withholding tax on the said deposit interest and submitted it to the Revenue Department. If the Depositor withdraws money prior to the end of the specified deposit period, the Bank will recalculate the withholding tax on the deposit interest that the Depositor has received from the Bank. If it appears that the total withholding tax of the deposit interest is less than the total withholding tax that the Bank has deducted in order to deliver such withholding tax to the Revenue Department upon each payment of interest paid to the Depositor, the Depositor agrees and accepts that such a deduction by the Bank is made in order to comply with the law. The Depositor agrees not to claim the excess tax refund from the Bank.
35. When the fixed deposit matures according to the agreement, the Depositor agrees to allow the Bank to credit the interest earned to the fixed deposit account, to be added to the principal remaining in the account. This newly combined amount becomes the basis for calculating interest in the subsequent period, determined by the applicable interest rate for the fixed deposit at that time. The maturity period remains the same as initially specified by the depositor. The Depositor also agrees to adhering to the terms and conditions of clause 34, unless there are specific conditions stated otherwise or the Depositor agrees to transfer the matured principal to the designated account as informed by the Depositor in accordance with the terms and conditions specific to each fixed deposit type.
36. If the Bank deposits money into the Depositor's account by any means whereby it is a wrong account number, and the Depositor has no legal right to such deposit amount, the Depositor shall authorize the Bank to immediately debit such amount from the Depositor's account. However, the Bank shall inform the Depositor of such transaction thereafter. In the event that the Depositor's account balance is either empty or lacks sufficient funds for the debit, the Depositor consents to promptly settle the outstanding amount in full upon receiving notification from the Bank.
37. When withdrawing money from other branches, the Depositor must personally conduct the withdrawal and is required to present either their national ID card or the specific identification document designated by the Bank to the Bank officers.
38. Withdrawals by proxy must be made at the account owner's branch only. The proxy is required to present both the identification card or identification document of both the grantor and the proxy, including any supporting documents specified by the Bank, to the Bank officers.
39. The Depositor consents the Bank to charge any fee related to savings accounts, current accounts, and/or fixed deposit accounts at the rate and criteria announced by the Bank.
40. In the case of opening a Global Savings account through the Bank's application, the Depositor agrees to pay any service fees, charges, and expenses incurred in the process of opening the Global Savings account and/or using the related services as specified by the Bank (including any future modifications that the Bank may make). In all instances, this agreement and these terms and conditions are considered integral to the application for opening the Global Savings account. If the Depositor fails to comply with any of the terms and conditions for opening a Global Savings account, thereby causing harm to the Bank and/or any individual, the Depositor agrees to promptly assume responsibility for such damages upon the Bank's demand. In the event of any errors, regardless of any causes, the Depositor grants the Bank the authority to rectify any defects or errors. This authorization includes the right to deduct funds and/or transfer funds from the Depositor's existing accounts with the Bank without requiring explicit consent from the Depositor. Nevertheless, the Bank will inform the Depositor of any deductions and/or transfers respectively.

41. The Depositor agrees that the Bank reserves the right to specify, add, and/or amend the Bank's service terms and conditions, including the criteria and rates of fees, service charges, and/or other expenses for using the Bank's services as the Bank deems appropriate. The Bank will post announcements for Depositor acknowledgement in a public place at the head offices and branch offices that provide the services, through the Bank's website ([www.krungthai.com](http://www.krungthai.com)), and/or by any other means that the Bank may additionally specify. In the event that such amendments and/or changes affect the use of the services by the Depositor, the Bank will notify the Depositor at least 30 days in advance before proceeding through additional channels as appropriate, such as SMS or email, etc.

Upon the Depositor's agreement to be bound by the terms and conditions for opening a Global Savings account, the Depositor acknowledges that this commitment extends to any and all Foreign Currency Deposit Accounts of the Depositor, regardless of the account opening method through any channel of the Bank. These accounts will be converted to the Global Savings account for digital channel usage and will comply with the terms and conditions for opening a Global Savings account in all aspects.

42. Any documents or letters from the Bank delivered to the address, workplace, contact address, email address, or telephone number specified in the application form for deposit account opening or as informed by the Depositor to the Bank, are agreed by the Depositor to be duly and rightfully delivered by the Bank.

43. The Bank will immediately suspend any payment from the Global Savings account when the Bank has acknowledged that the Depositor is deceased. The heirs or the administrator of the estate of the Depositor have the right to transfer the deposit in the Global Savings account according to the legal process. The heirs or the administrator of the estate of the Depositor must present the certified letter of the administrator of the estate or the relevant documents required by the Bank regulations. Subsequently, the Bank will consider repaying such deposits.

44. In the case where there is more than one Depositor, each co-depositor has the right to withdraw money, whether in whole or in part, unless otherwise specified in the payment conditions or as deemed appropriate by the Bank. In the event of a dispute between co-depositors, the Bank assumes that each co-depositor has the right to claim an equal share of the money in the deposit account from the Bank.

45. In the case where one of the co-depositors is a natural person and that co-depositor is deceased, the Bank will consider documentary evidence to make payments of deposits to co-depositors and/or heirs and/or administrators of the estate of the deceased co-depositor (as the case may be). Additionally, for disbursement to co-depositors and/or heirs and/or administrators of the estate of the deceased co-depositor, the co-depositors agree that the Bank will treat each co-depositor as having the right to claim an equal share of the money in the deposit account. The Bank will pay only the amount that the co-depositor is entitled to receive to the co-depositor and/or heirs and/or administrators of the deceased co-depositor.

46. In case the Depositor and/or co-depositors have any outstanding indebtedness with the Bank, the Depositor and/or co-depositors hereby authorize the Bank to immediately debit such outstanding indebtedness from the deposit account of the Depositor and/or co-depositors, whether in whole or in part, to repay debts of the Depositor and/or co-depositors.

47. In cases where the Depositor opens a deposit account using their own name as the sole account owner or uses an account name different from the account owner's name, such as using the account owner's name with another person or depositing for another person, etc., even if the conditions of payment specify sole authority to pay or joint authority with another person, or if any one person has authority to pay, or under any other conditions of payment, the Depositor agrees that the Bank has the right to assert that the amount in the deposit account belongs solely to the Depositor, who is the account holder.

48. The Depositor agrees not to use the deposit account for incurring any obligations to individuals, legal entities, or other financial institutions, including but not limited to the transfer of a right of claim in a deposit account and/or a right to receive a deposit, whether in whole or in part, unless prior written consent from the Bank is obtained.

49. The Depositor agrees that the Bank has the right to suspend services for deposit and/or withdrawal, and/or closing deposit accounts of the Depositor at any time. If the Bank deems that any deposit account has reasonable grounds to suspect that the deposit account or financial transactions of the Depositor, persons related to the Depositor, or any customer of the Depositor has an account or a financial transaction that involves fraudulent or illegal actions or has been used in illegal activities, including but is not limited to transactions involving money laundering or financing terrorism or currency speculation, the Depositor agrees to refrain from seeking any damages from the Bank in all such operations.
50. The Depositor agrees and consents to the Bank sending and/or disclosing personal information, financial information, and/or any information that the Depositor has provided or already exists with the Bank, or that the Bank has received or accessed from other sources, or any other information as prescribed by the agencies or the committee having the power under the law, to the agencies, organizations, government agencies, and/or any juristic person that the Bank is a counterparty with or has a relationship with. The main objective is to support the Bank's services, such as data analysis, improvement of the Bank's products or services, and completing tasks that the Bank hires or assigns third parties to perform on behalf of the Bank (e.g., works relating to technology, IT, communication, debt collection, etc.), whether in whole or in part. In this regard, the Depositor acknowledges that the Depositor can contact the Bank via the Contact Center Tel. 0-2111-1111 or any branch. However, the channels to contact the Bank may change, increase, or decrease in the future. The Bank will inform the Depositor of such changes on the Bank's website. In addition, when the Depositor provides personal information of any person other than themselves to the Bank, the Depositor represents and warrants that: (a) the Depositor has checked the accuracy and completeness of the personal information provided by the Depositor for other persons to the Bank and will notify the Bank of any changes in the provided personal information of other persons (if applicable); (b) the Depositor has obtained consent or is able to rely on other lawful bases for the collection, usage, disclosure, and/or transfer of such persons' personal data in accordance with applicable law; (c) the Depositor has notified the relevant persons about the Bank's privacy policy; and (d) the Bank can collect, use, disclose, and/or transfer personal information for the purposes set out in these terms and conditions for Global Savings account opening.
51. The actual beneficiary of a Global Savings account must be the account owner only.
52. The Depositor acknowledges that being hired to open an account, engaging in account trading or permitting others to use the account for illegal activities, carries the risk of imprisonment for a duration not exceeding three years or a fine not exceeding three hundred thousand baht, or both, in accordance with the Royal Decree on Measures for Protection and Suppression of Technology Crimes B.E. 2566 (2023) ("Cybercrime Decree").
53. The Depositor agrees to be bound by and comply with these terms and conditions, including regulations and any other procedures as specified by the Bank, whether at present and/or to be amended or changed in the future. The Bank will notify the Depositor via the channels specified by the Bank.
54. The Depositor certifies that the information specified in the application for opening a Global Savings account and any other supporting documents provided to the Bank are true, correct, and complete in all respects.
55. The Depositor acknowledges and agrees that if they submit false, inaccurate, or incomplete information or conceal the truth in their Self-Certification Form, which is part of the information and/or supporting documents for opening a Global Savings account, the Bank has the right, at its sole discretion, to terminate financial/business relations with the Depositor—whether in whole or in part—as the Bank deems appropriate, without prior notification to the Depositor.
56. The Depositor acknowledges that the Bank may inspect and/or investigate the Depositor's civil registration and/or obtain a picture of the Depositor's face from relevant government agencies. The Bank may also contact any individual or juristic person to request all or some information about the Depositor, if necessary, and/or if the Bank deems it appropriate.

57. The Depositor acknowledges that the Bank may amend and update its original information to ensure accuracy, completeness, and currency from the date of requesting the application for opening a Global Savings account, for the purpose of preventing fraud from criminal groups.
58. The Depositor acknowledges that the Bank may provide news and/or information about the Bank's products and/or services to the Depositor. This includes sending or notifying such information via SMS and/or other electronic systems.
59. The Depositor can close his/her Global Savings account and request a Withholding Tax Certificate at the account holding branch of the Global Savings account or through other channels as specified by the Bank exclusively.
60. The Bank places significant emphasis on handling personal information in compliance with applicable laws. Customers can read and study the Bank's privacy policy on the website: <https://krungthai.com/th/content/privacy-policy> or other channels as specified by the Bank.