

# **EM@ccess Online Service**

## **Manual**

**(Short version)**



**Krungsri Asset Management Co., Ltd.**

**November 11, 2022**

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## 1. Overview of EM@ccess Online Service

The EM@ccess Online Service is a system that enables members of provident funds under Krungsri Asset Management Co., Ltd. (KSAM) to easily manage their investments by themselves through the KSAM website [www.krungsriasset.com](http://www.krungsriasset.com)

The various menu features allow members to view and access many functions.

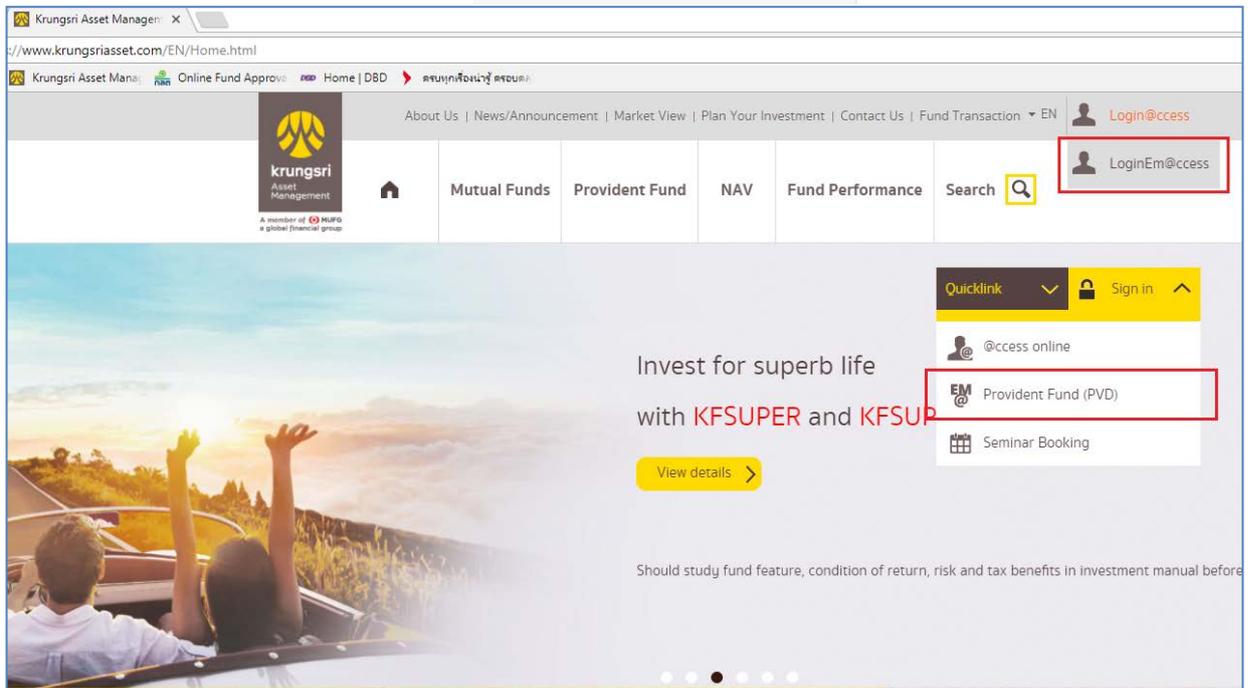
1. Payouts to Exiting Members
2. Statement
3. Information
4. Forms
5. Financial planning
6. Personal setting

Furthermore, KSAM provides a quick reference manual of the EM@ccess system to assist members with the registration process and to access the system easily. Members may download the manual from the system before going through the registration process.

## 2. Registration process

Log in to Em@ccess online

- Click  LoginEm@ccess on the right top or
- Click  then select  Provident Fund (PVD)



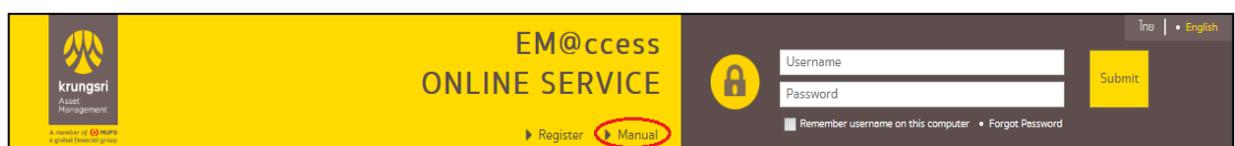
Select "EN" to change language



Select "Login EM@ccess for Member"



Select "Manual" to learn how to use the system



The member should select **Registration**



On the registration screen, member type in the information received from KSAM in **"Information for member" or "Individual statement of provident fund"** which consists of the company code, member ID, and reference code. Also, the member should fill in the e-mail address, Mobile No., ID Card No./ Passport No. and Birth date during the registration process.

Register

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Company Code:

Member ID:

Reference Code:

Email:

Mobile No. :

ID Card No./Passport No. :

Birth Date :

[Next >](#) [\[ Home \]](#)

### Notice

If the member makes more than 15 unsuccessful registration attempts, the system shall suspend this member ID from future attempts to register. The system will display a message "You have entered incorrect information exceeding the number of attempts allowed. The system is now suspended. Please contact the provident fund committee." Please follow the procedures described in chapter 7 regarding suspension of registration process.

Please select OTP Request:

- The system will send OTP to the registered mobile no.
- Specify OTP
- Select "Next"

Register (OTP)

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Mobile No. : 0XXXXX6569

OTP :  [OTP Request](#)

Reference Code(OTP) : -

[Next >](#) [\[ Home \]](#)

The system verifies information of member from database sent to KSAM by employer as follows;

**1) Database have ID Card No./ Passport No.**

The system allows the member to create a username and password by oneself. The password must be entered twice for confirmation.



User Information

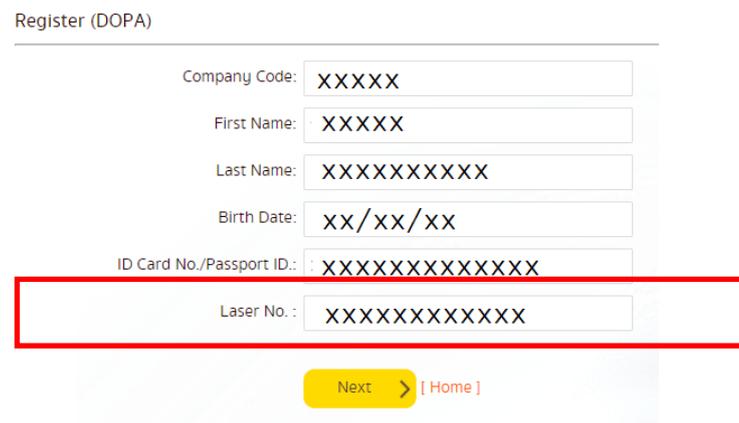
Username :

Password :

New Password (Confirm) :

**2) Database do not have ID Card No./ Passport No. but it has First name and Last name in Thai**

The system allows the member to fill in **Laser No. 12 digits behind ID card** to verify identity then select "Next"



Register (DOPA)

Company Code:

First Name:

Last Name:

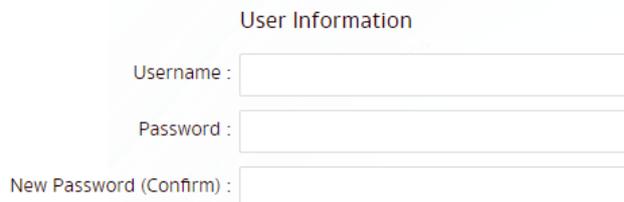
Birth Date:

ID Card No./Passport ID:

**Laser No. :**

Next > [ Home ]

The system will check with DOPA to verify identity. If it is correct, the system will allow the member to create a username and password by oneself. The password must be entered twice for confirmation.



User Information

Username :

Password :

New Password (Confirm) :

Remark: **Username** must be between 6 - 18 characters long and may not symbols (~, !, @, #,...) in username.

**Password** must be contain English alphabet capital letter (A,B,C,...) and small letter (a,b,c,...) and digit (1, 2, 3,...) and symbols (~, !, @, #, \$, %, ^, &, \*, (, ),.....) with a length between 8 - 30 characters and must not contain spaces such as Ksam@1234\$ or \$Krungsri1&0\$1.

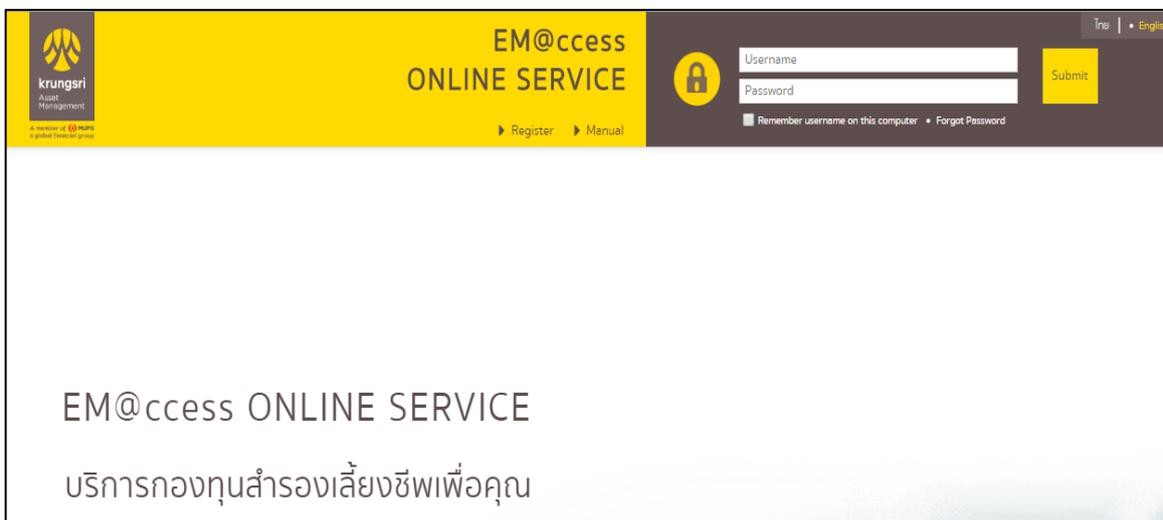
**3) No information found according to 1) and 2): Member unable to register, please contact KSAM**

## 3. Login

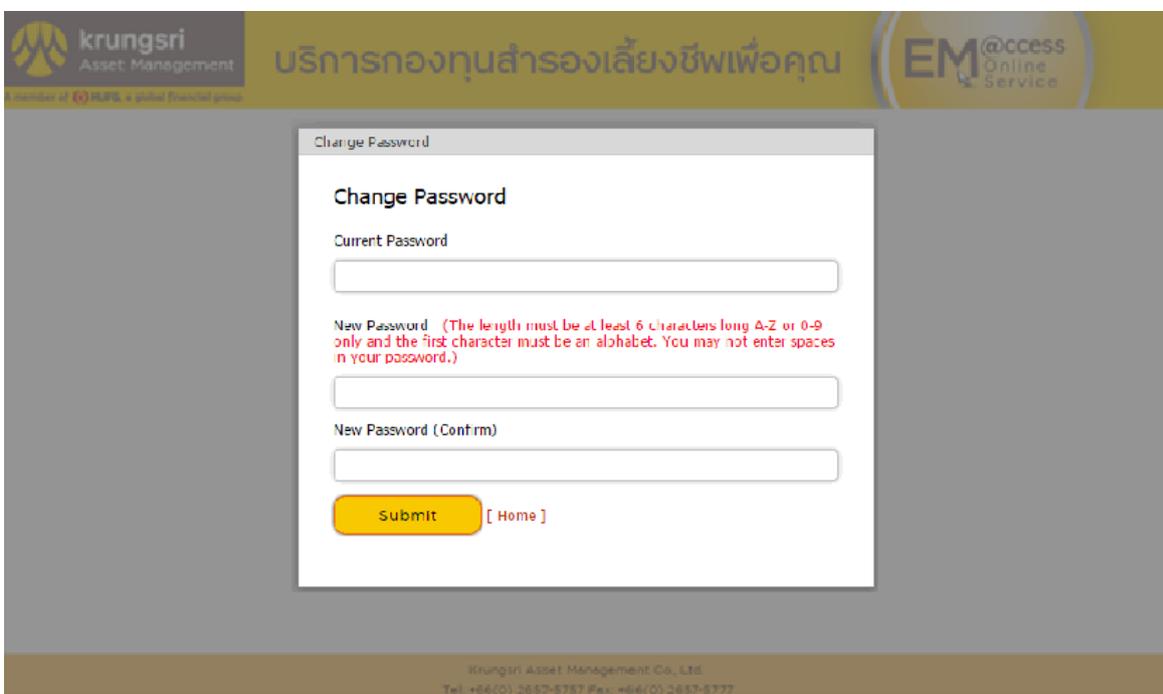
### 3.1 Fill in the username and password

➤ **For a member who already has a username and password**

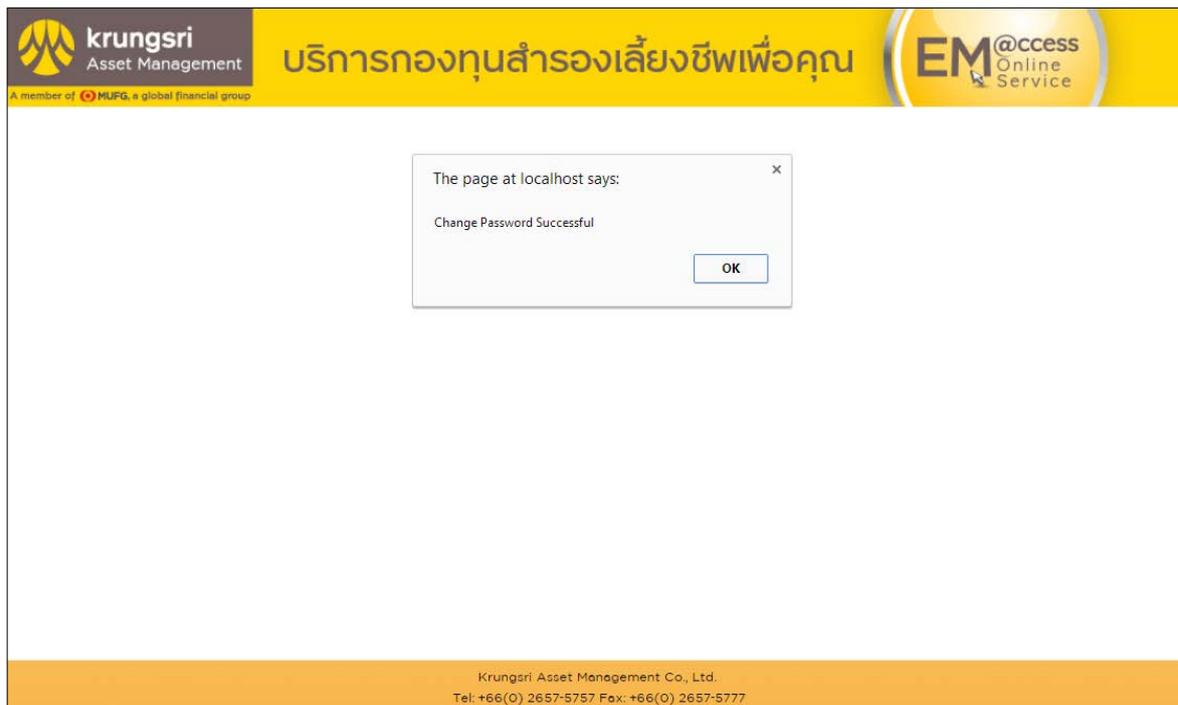
The member may use the existing username and password to login right away.



When the member logs in for the first time, the system will ask the member to replace the password with a new one.

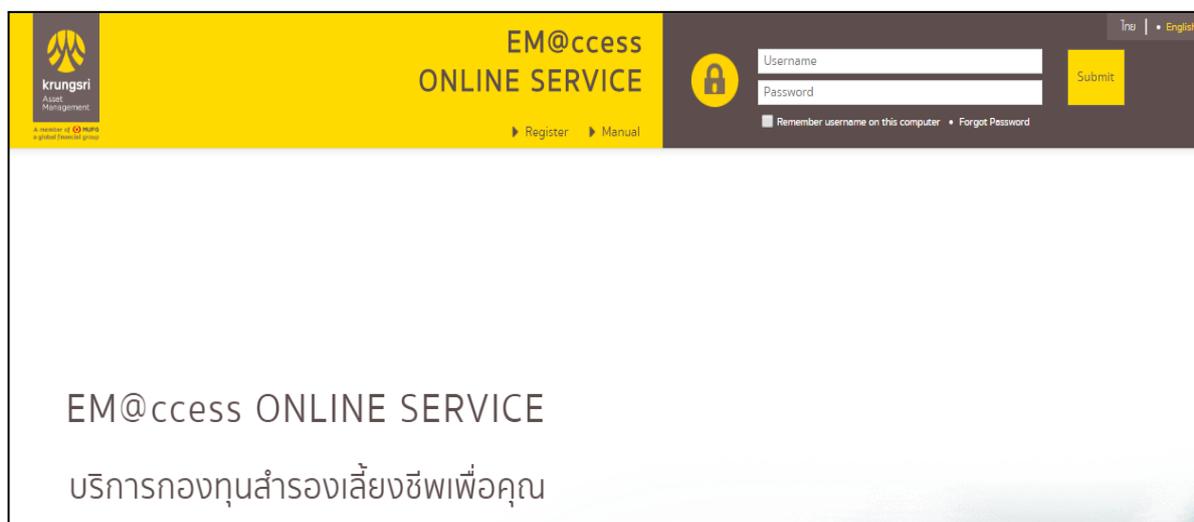


After the member has changed the password, the system will display the message "Change Password Successful" to confirm this is done. The member will then enter the system.



➤ **For a new member**

The member will be required to input a username and password.

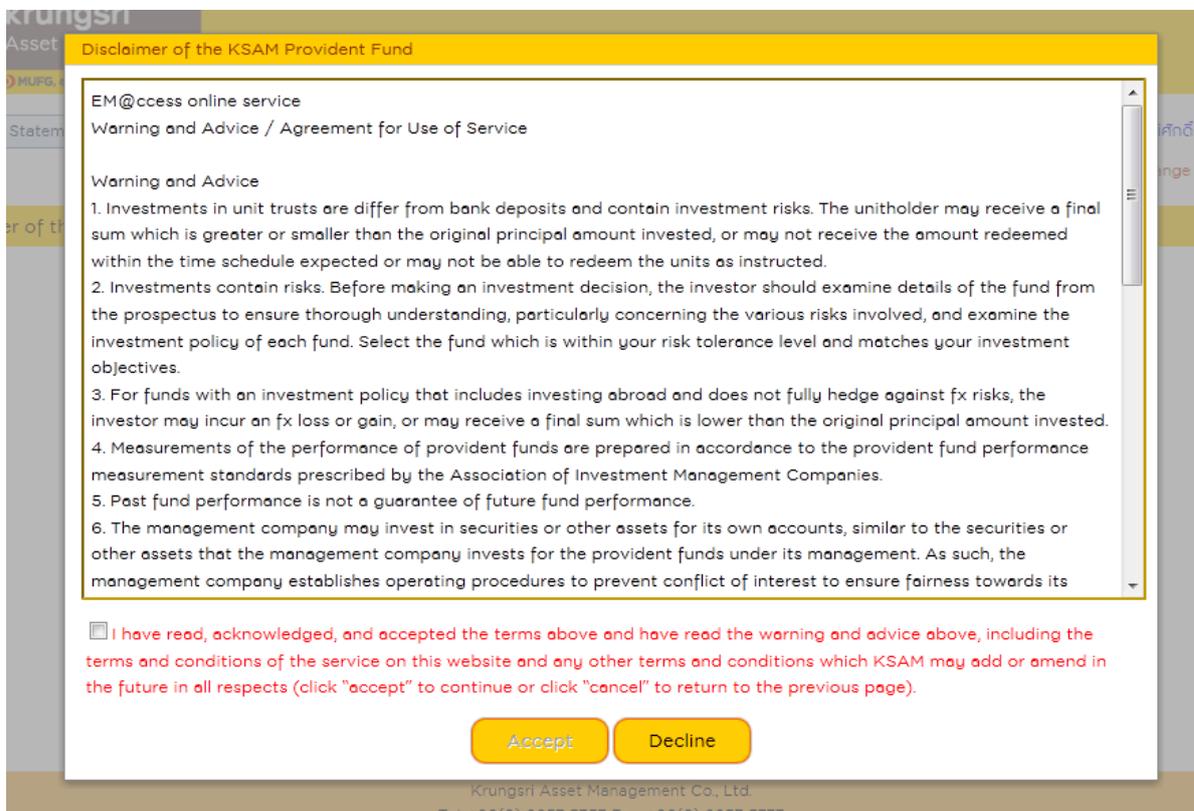


**Notice**

If an incorrect password has been entered more than 5 times, the system will suspend the login for this particular username. In this case, the member will need to follow procedures regarding suspension of password.

### 3.2 Acknowledgement of the warning notice

Once the member has successfully entered the username and password correctly, the warning and advice notice will be displayed. The member is requested to acknowledge these warning messages and agree to the terms and conditions of the service by clicking  and select "Agree" to proceed.



krungsri  
Asset Management  
A member of MUFG, a global financial group

Disclaimer of the KSAM Provident Fund

EM@ccess online service  
Warning and Advice / Agreement for Use of Service

Warning and Advice

1. Investments in unit trusts are differ from bank deposits and contain investment risks. The unitholder may receive a final sum which is greater or smaller than the original principal amount invested, or may not receive the amount redeemed within the time schedule expected or may not be able to redeem the units as instructed.
2. Investments contain risks. Before making an investment decision, the investor should examine details of the fund from the prospectus to ensure thorough understanding, particularly concerning the various risks involved, and examine the investment policy of each fund. Select the fund which is within your risk tolerance level and matches your investment objectives.
3. For funds with an investment policy that includes investing abroad and does not fully hedge against fx risks, the investor may incur an fx loss or gain, or may receive a final sum which is lower than the original principal amount invested.
4. Measurements of the performance of provident funds are prepared in accordance to the provident fund performance measurement standards prescribed by the Association of Investment Management Companies.
5. Past fund performance is not a guarantee of future fund performance.
6. The management company may invest in securities or other assets for its own accounts, similar to the securities or other assets that the management company invests for the provident funds under its management. As such, the management company establishes operating procedures to prevent conflict of interest to ensure fairness towards its

I have read, acknowledged, and accepted the terms above and have read the warning and advice above, including the terms and conditions of the service on this website and any other terms and conditions which KSAM may add or amend in the future in all respects (click "accept" to continue or click "cancel" to return to the previous page).

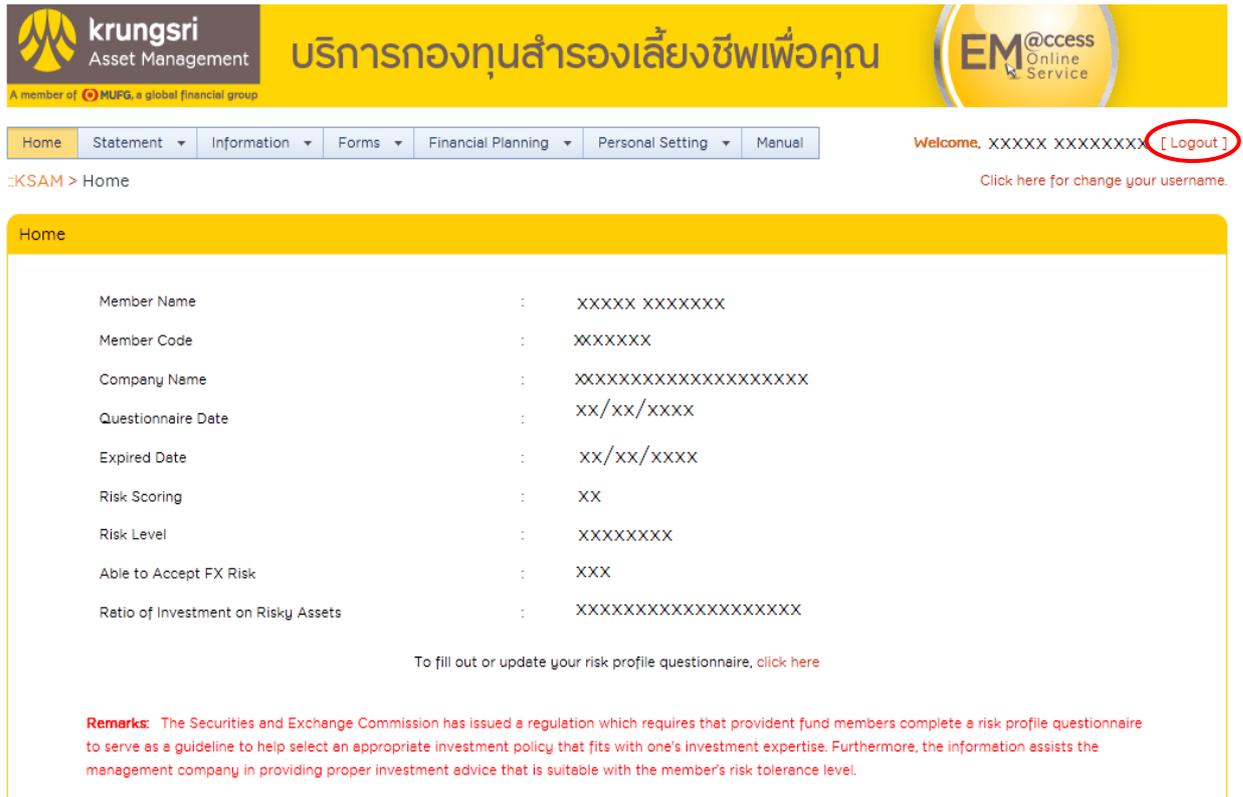
Accept Decline

Krungsri Asset Management Co., Ltd.  
Tel: +66(0) 2657-5757 Fax: +66(0) 2657-5777

Once the member has clicked to acknowledge the warning and advice notice, the system will display the main page. On this page, the member can access many features as follows:

- Statement menu
- Information menu
- Forms menu
- Financial planning menu
- Personal setting menu

Click "Logout" to finish the session.



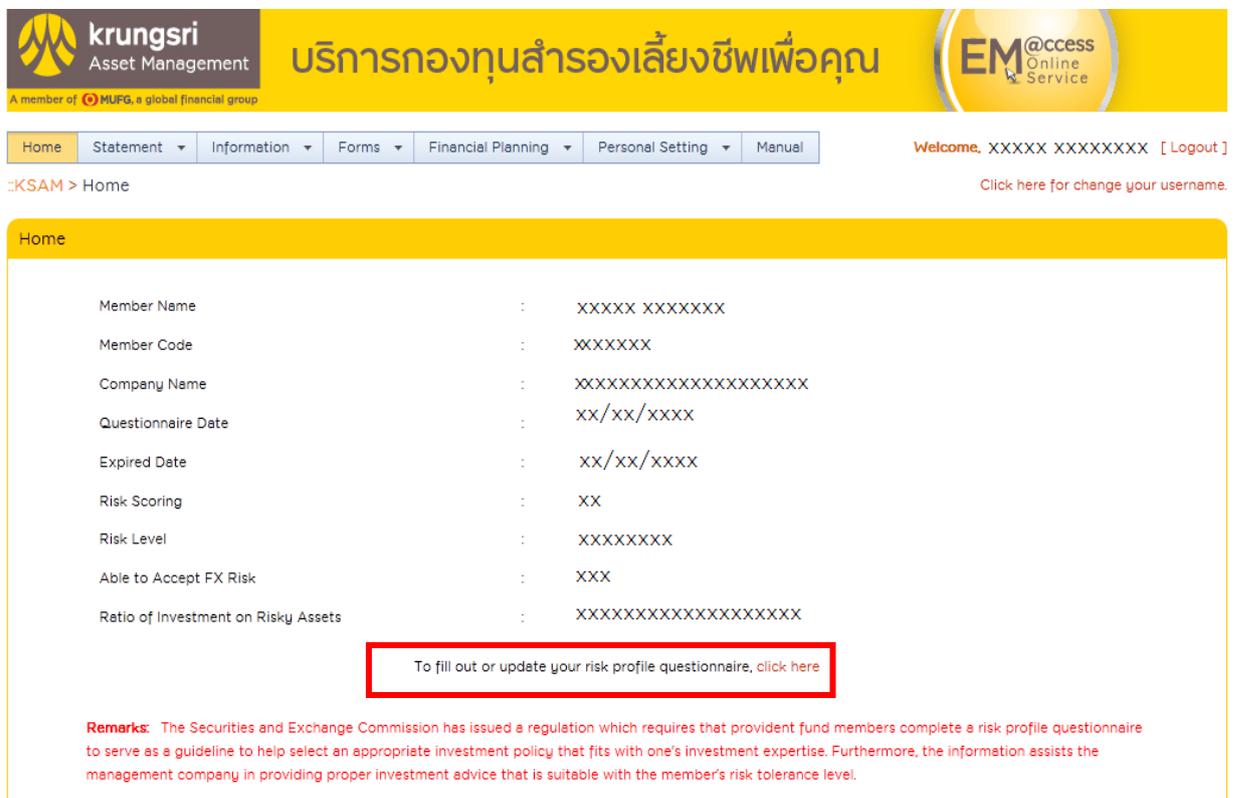
The screenshot shows the user's risk profile questionnaire. The header includes the Krungsri logo and the text "บริการกองทุนสำรองเลี้ยงชีพเพื่อคุณ". The navigation menu includes Home, Statement, Information, Forms, Financial Planning, Personal Setting, and Manual. The user is logged in as "Welcome, XXXXX XXXXXXXX" with a "[Logout]" button circled in red. The questionnaire details are as follows:

Member Name	:	XXXXX XXXXXXXX
Member Code	:	XXXXXXX
Company Name	:	XXXXXXXXXXXXXXXXXXXXX
Questionnaire Date	:	xx/xx/xxxx
Expired Date	:	xx/xx/xxxx
Risk Scoring	:	XX
Risk Level	:	XXXXXXXXX
Able to Accept FX Risk	:	XXX
Ratio of Investment on Risky Assets	:	XXXXXXXXXXXXXXXXXXXXX

To fill out or update your risk profile questionnaire, [click here](#)

**Remarks:** The Securities and Exchange Commission has issued a regulation which requires that provident fund members complete a risk profile questionnaire to serve as a guideline to help select an appropriate investment policy that fits with one's investment expertise. Furthermore, the information assists the management company in providing proper investment advice that is suitable with the member's risk tolerance level.

On the main page, the member can view one's membership information and may complete a member risk profile questionnaire by clicking as shown.



This screenshot is identical to the one above, but with a red rectangular box highlighting the link "To fill out or update your risk profile questionnaire, [click here](#)".

## 4. Forgot username

Click forgot username.

4.1 For members who have registered via Em@ccess online service and registered via @ccess Mobile.

On the "forgot username" page, the member may specify Company Code, Member ID and Reference Code with "Information for member" or "Individual statement of provident fund" from KSAM

Press the get OTP button, and the system will send the OTP to the registered mobile phone, enter the OTP code and press the Next button.

The system displays user ID information.

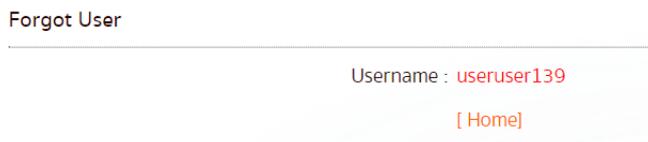
4.2 For members who have registered via Em@ccess online service but **have never** registered via @ccess Mobile.

On the "forgot username" page, the member may specify Company Code, Member ID and Reference Code with "Information for member" or "Individual statement of provident fund" from KSAM



The screenshot shows a web form titled "Forgot User". It contains three input fields: "Company Code:", "Member ID:", and "Reference Code:". Below the fields is a yellow button with the Thai text "ถัดไป" (Next) and a right-pointing arrow, followed by a link "[ Home]".

The system displays user ID information.



The screenshot shows the "Forgot User" page after submission. It displays the text "Username : useruser139" in red, with a link "[ Home]" below it.

Note: In case members **does not have** "Information for member" or "Individual statement of provident fund". Please contacts employer to request for Individual statement of provident fund

## 5. Forgot password

Click forgot password



EM@ccess  
ONLINE SERVICE

Register Manual

Username

Password

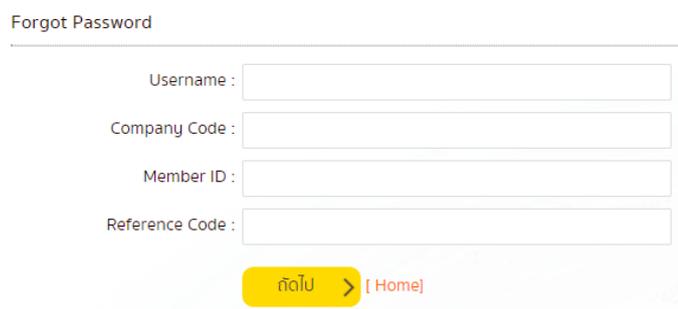
Remember username on this computer

Forgot Password

Forgot Username

Submit

On the "forgot password" page, the member may specify Username, Company Code, Member ID and Reference Code



Forgot Password

Username :

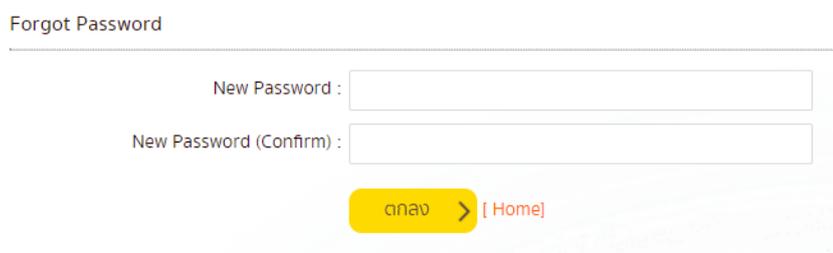
Company Code :

Member ID :

Reference Code :

กลับ > [ Home]

The system allows the member to create new password. The password must be entered twice for confirmation.



Forgot Password

New Password :

New Password (Confirm) :

กลับ > [ Home]

## 6. Suspension of registration process

If the member makes more than 15 unsuccessful registration attempts, the system shall suspend this member ID from future attempts to register. The system will display a message "You have entered incorrect information exceeding the number of attempts allowed. Please contact KSAM." Please do as follows.

- Please contact Provident Fund Member Service Department Tel. 0-2657-5791-3, 0-2657-5753-6 to confirm information

## 7. Suspension of password

If an incorrect password has been entered more than 5 times, the system will display the message "You have entered an incorrect password more than the number of attempts allowed. The system is now suspended. Please contact KSAM." Please do as follows.

7.1 Member **have** "Information for member" or "Individual statement of provident fund" from KSAM which consists of the company code, member ID, and reference code.

- Please contact Provident Fund Member Service Department Tel. 0-2657-5791-3, 0-2657-5753-6 to confirm information

7.2 Member **does not have** "Information for member" or "Individual statement of provident fund", according to 7.1

- Member contacts employer to request for Individual statement of provident fund which have registration information from EM@ccess for company.
- Please contact Provident Fund Member Service Department Tel. 0-2657-5791-3, 0-2657-5753-6 to confirm information

## 8. Loss of information for member

Follow these procedures:

1. Visit the [www.krungsriasset.com](http://www.krungsriasset.com) website
2. Click "Download form" (left corner of website)
3. Click "Forms"
4. Click "Forms for Provident Funds"
5. Click "Application to unlock/apply new information for member form for EM@ccess Online"
6. Fill in the form and select "Request new information for member"
7. Submit the form to the provident fund committee to sign **and enclose a 50 Baht fee (VAT included) for issuing new information for member**
8. The provident fund committee shall submit that document and fee to the Provident Fund Registrar at KSAM to proceed