

J.P.Morgan

Vietnam Account Management Overview

J.P. Morgan – Your banking partner in Vietnam



Account Opening and Operation Process Overview



1

Business Requirement Assessment

Your Banker/ Relationship Manager will review your business requirement, account type and collect the necessary documents¹ to initiate the Know-Your-Customer (KYC) and account opening process.

2

Client Onboarding Consultation

A dedicated Client Onboarding Manager will reach out to guide you through the detailed requirements for information and documentation.

3

Information and Document Submission

You provide the required information and documents to the Client Onboarding Manager for review and assistance in completing the forms³

4

Submission of Signed documents

Once all information and documents have been reviewed and confirmed as complete, you submit the executed documents to the Client Onboarding Manager to initiate the account opening process.

5

Account Activation and Operation

Once the account is opened, you will receive an email notification along with an account information guide.

You can use your account to make payments, transfer funds to other accounts, and receive funds from other banks, both domestically and internationally, through the online channels registered with the bank.

1. Typically including Enterprise Registration Certificate, Company Charter, ID/ Passport of Legal Representative and Chief Accountant, Company Ownership Structure Chart.
2. Depending on your entity type and account type, you will receive a customized checklist of required account opening documents.
3. Please ensure that all details are correct and complete before executing the documents with the requirements outlined in the checklist. Additionally, please verify that all company information is up to date on National Business Registration Portal.

Customer Complaints and Enquiries Handling Procedure

We are committed to providing excellent service and addressing customer concerns promptly



How to Submit a Complaint or Enquiry

The customer may at any time submit an enquiry or complaint to the bank through any of the following channels:

- Via telephone (with recording)
- Directly at branch



Handling Procedure

- All complaints and enquiries will be responded within 30 business days from the date of receipt of the first enquiry or complaint, or as otherwise notified by the bank. The response time may vary depending on the complexity of the matter or any subsequent changes required by local regulations.
- Any enquiry or complaint regarding a transaction must be made within 60 days from the date of such transaction, unless otherwise updated by the bank from time to time.
- Please contact Client Service team if you need to submit a complaint or enquiry.



Contact Information

- Branch Telephone Number: +84-28-3824-0653
- Office address: 33 floor, The Nexus Building, 3A-3B, Ton Duc Thang Street, Saigon Ward, Ho Chi Minh City, Vietnam

J.P.Morgan

Tổng Quan Về Quản Lý Tài Khoản Việt Nam

J.P. Morgan – Đối tác ngân hàng của bạn tại Việt Nam



Tổng Quan về Quy Trình Mở và Vận Hành Tài Khoản



1

Xem Xét Yêu Cầu Khách Hàng

Quản lý quan hệ khách hàng của bạn sẽ xem xét yêu cầu kinh doanh, loại tài khoản và thu thập các tài liệu cần thiết¹ để khởi tạo quy trình xác minh thông tin khách hàng (KYC) và mở tài khoản.

2

Tư Vấn từ Chuyên Viên

Một chuyên viên chuyên trách sẽ liên hệ để hướng dẫn bạn về các yêu cầu chi tiết liên quan đến thông tin và tài liệu.

3

Cung Cấp Thông Tin và Tài Liệu

Bạn cung cấp các thông tin và tài liệu cần thiết cho Chuyên viên Khách hàng để được xem xét và hỗ trợ hoàn thiện các biểu mẫu³.

4

Cung Cấp Các Tài Liệu Đã Ký

Sau khi tất cả thông tin và tài liệu đã được xem xét và xác nhận đầy đủ, bạn nộp các tài liệu đã ký cho Quản lý Kết nối Khách hàng để bắt đầu quy trình mở tài khoản..

5

Kích Hoạt và Vận Hành Tài Khoản

Sau khi tài khoản được mở, bạn sẽ nhận được thông báo qua email cùng với hướng dẫn thông tin tài khoản.

Bạn có thể sử dụng tài khoản để thực hiện thanh toán, chuyển tiền đến các tài khoản khác và nhận tiền từ các ngân hàng khác, cả trong nước và quốc tế, thông qua các kênh trực tuyến đã đăng ký với ngân hàng.

1. Tài liệu cần thiết thông thường bao gồm giấy chứng nhận đăng ký doanh nghiệp, Điều lệ công ty, CCCD/Hộ chiếu của người đại diện pháp luật và kế toán trưởng, Sơ đồ cơ cấu sở hữu công ty.
2. Tùy theo loại hình doanh nghiệp và loại tài khoản, bạn sẽ nhận được danh sách các tài liệu cần thiết để mở tài khoản phù hợp.
3. Vui lòng đảm bảo tất cả thông tin đều chính xác và đầy đủ trước khi ký các tài liệu theo yêu cầu trong danh sách kiểm tra. Ngoài ra, vui lòng xác minh rằng mọi thông tin về công ty đều đã được cập nhật trên Cổng đăng ký doanh nghiệp quốc gia.

Quy Trình Xử Lý Khiếu Nại và Yêu Cầu của Khách Hàng

Chúng tôi cam kết cung cấp dịch vụ vượt trội và phản hồi các yêu cầu của khách hàng một cách nhanh chóng.



Cách Nộp Khiếu Nại hoặc Yêu Cầu

Khách hàng có thể gửi yêu cầu hoặc khiếu nại đến ngân hàng thông qua một trong các kênh sau:

- Qua điện thoại (có ghi âm)
- Trực tiếp tại chi nhánh



Quy Trình Xử Lý Khiếu Nại hoặc Yêu Cầu

- Tất cả các khiếu nại và yêu cầu sẽ được phản hồi trong vòng 30 ngày làm việc kể từ ngày nhận được yêu cầu hoặc khiếu nại đầu tiên, hoặc theo thông báo khác của ngân hàng. Thời gian phản hồi có thể thay đổi tùy theo mức độ phức tạp của vấn đề hoặc các thay đổi tiếp theo theo quy định địa phương.
- Mọi yêu cầu hoặc khiếu nại liên quan đến một giao dịch phải được thực hiện trong vòng 60 ngày kể từ ngày giao dịch đó, trừ khi có thông báo cập nhật khác từ ngân hàng theo từng thời điểm.
- Vui lòng liên hệ với bộ phận dịch vụ khách hàng nếu bạn cần gửi khiếu nại hoặc yêu cầu.



Thông Tin Liên Hệ

- Số điện thoại chi nhánh: +84-28-3824-0653
- Địa chỉ văn phòng: Lầu 33, tòa nhà Nexus, 3A-3B đường Tôn Đức Thắng, phường Sài Gòn, thành phố Hồ Chí Minh, Việt Nam.

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