

Profile

Question	Answer
What is included in the Profile Settings?	<p>The Profile Settings menu includes seven key functions:</p> <ul style="list-style-type: none"> • About Us – Learn more about the project and its purpose. • Contact Us – Get in touch with our support team for assistance. • Edit Email – Update the email address linked to your account. • FAQs – Read frequently asked questions for quick help. • Privacy Policy – Review how your data is collected and protected. • Terms & Conditions – Understand the rules and guidelines of using the service. • Close Wallet – Request to close your wallet.
What types of inquiries can customer submit via Contact Us?	<p>Customers can submit inquiries or request support through the Contact Us menu, which is organized into the following 11 categories:</p> <ul style="list-style-type: none"> • Product Information – General details about the project or services • Connect Wallet – Help linking your Web3 wallet to your THBS account • Top Up – Help adding funds to your wallet • Redeem THBS – Support for redeeming THBS • Close Wallet – Request to close your wallet • Forgot PIN – Help with resetting your wallet PIN • Change Address – Update your registered address • Change Device – Assistance with switching to a new device • Change Email – Request to update your email address • Change Mobile Phone Number – Update your phone number • Others – Any other inquiries not listed above



Question

Answer

Does the project have a Privacy Policy? If so, where can it be accessed?

Yes, customer can read it by going to the Profile menu and selecting 'Privacy Policy'

What is "Contact Us"?

Contact Us is a channel for inquiries regarding the project via email. Customer can send their questions directly to the project team at any time.

How will the staff respond after a customer submits a request via Contact Us?

The staff will respond only through the email address that the customer has registered with us.

What is the project's contact email address?

THBS@kasikornbank.com

What should customers do if they forget their PIN?

Customers can select "Forgot PIN" and complete their security questions they previously set during the onboarding process.

If the answers are correct, they will be able to create a new PIN.

Does customer need to answer all security questions correctly to reset their PIN?

Customer must answer all of the security questions correctly.

Does customer need to answer all security questions correctly to reset their PIN?

If some answers are incorrect, the customer is allowed up to three attempts.

If the customer exceeds the limit of three incorrect attempts for any question, the system will temporarily lock the reset process.

Customer will be able to try again after one hour.

What happens if a customer enters the wrong PIN more than 3 times?

If a customer enters the wrong PIN more than three times, the system will lock the account. To unlock it, the customer must go through the "Forgot PIN" process by correctly answering all three security questions.



Question

Answer

How can a customer sign back in after signing out?

If the customer signs out and logs in again on the same device, they can access Q Wallet immediately.

How to change the device?

1. Sign out/uninstall Q Wallet by KBank application from the current device.
2. Log in to Q Wallet on the new device.
3. Scan passport and complete facial verification.
4. Enter PIN.
5. Upon successful device change, the system will send a confirmation email.
6. Reconnect the Web3 wallet using the same wallet address that was registered.

How can a customer update their email address?

1. Go to Profile Settings > Edit Email > Edit.
2. Enter your PIN.
3. Enter your new email address.
4. Enter the OTP sent to your new email.
5. A pop-up will confirm that your email has been successfully updated.

How many times can a customer change their email address?

There is no limit to the number of times you can change your email address.

