Q Wallet
by KBank

Question	Answer
How did this project begin?	KBANK and Orbix Technology and Innovation (a company under KASIKORNBANK financial conglomerate) launch Q Wallet for foreigners as a Programmable Payment use case under the Bank of Thailand's Enhanced Regulatory Sandbox and the Digital Asset Regulatory Sandbox under Thailand's Securities and Exchange Commission. This initiative allows financial institutions and businesses to test for a year while contributing to policy development. The project leverages Stablecoin and our own blockchain (Quarix) for payments and settlements, enhancing efficiency and enabling cashless transactions for incoming visitors—aligning with the global rise in Stablecoin adoption. The testing initiative aims to enhance Thailand's financial landscape by modernizing payment processes to align with global advancements. It introduces diverse payment options for businesses, promotes seamless tourism experiences, and facilitates foreign visitors' use of USD stablecoins (e.g., USDC) for transactions in Thailand, with settlements in Thai Baht, using THBS.
How is this initiative unique compared to ordinary spending practices?	1. Blockchain technology, together with QR payment, facilitate seamless and efficient payment transactions for foreigners, eliminating the need for physical cash during international travel. 2. Automated real-time currency conversion streamlines transactions, reducing the need for cash exchanges and maximizing efficiency for payment. 3. Blockchain technology secures transactions and ensures transparency by recording verifiable data, minimizing fraud and errors. 4. Broaden payment and spending avenues for local merchants, while ensuring flexibility and options for foreigners. 5. Lower handling cost for cash usage and improving payment channel for international customer with no credit cards.
What is the purpose of the THBS product?	To facilitate and expand payment options for foreign tourists purchasing consumer goods and services from merchants in Thailand, this project is currently undergoing testing within the Enhanced Regulatory Sandbox of the Bank of Thailand and the Digital Asset Regulatory Sandbox of the Securities and Exchange Commission (SEC). As part of the Sandbox phase, service eligibility is limited to passport holders from 20 selected countries, with restricted service duration and limited participating merchants.

Question	Answer
Is participation in this program permitted for legal entities?	Not eligible. The project only supports individual who is foreign nationals holding a passport (e-Passport) from one of the 20 designated countries.
Which countries currently have access to the services provided by the project?	Foreign nationals aged 20 and above who hold a passport from one of the following 20 eligible countries are qualified to apply for the program:

Australia — Canada
China — France
Germany — Hong Kong
Indonesia — Italy
Japan — Malaysia
Netherlands — Norway
Singapore — South Korea
Spain — Sweden
Switzerland — United Arab Emirates
United Kingdom — United States of America

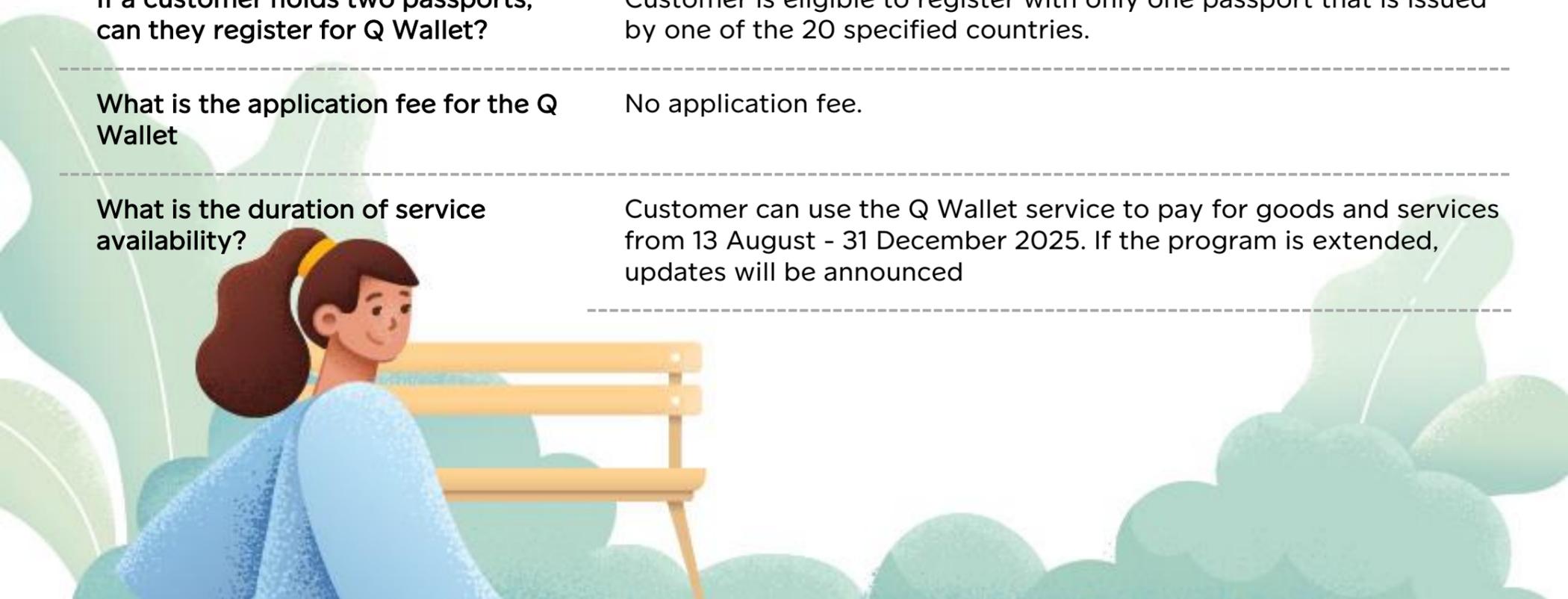| Question	Answer
What products and services does Q Wallet offer?	• Top up: Customers can top up THBS by converting USD Stablecoin (USDC), through their Web3 Wallet, which is connected to THBS account. • QR Payment: Customers can scan a QR code from participating merchants to pay for services. • Redeem: Customers can convert THBS back into USDC and transfer it to their Web3wallet that has been linked.
If a customer holds a passport from one of the 20 countries but does not hold the corresponding nationality, can the customer register for Q Wallet?	Customer is eligible to register.
If a customer holds two passports, can they register for Q Wallet?	Customer is eligible to register with only one passport that is issued by one of the 20 specified countries.
What is the application fee for the Q Wallet	No application fee.
What is the duration of service availability?	Customer can use the Q Wallet service to pay for goods and services from 13 August - 31 December 2025. If the program is extended, updates will be announced

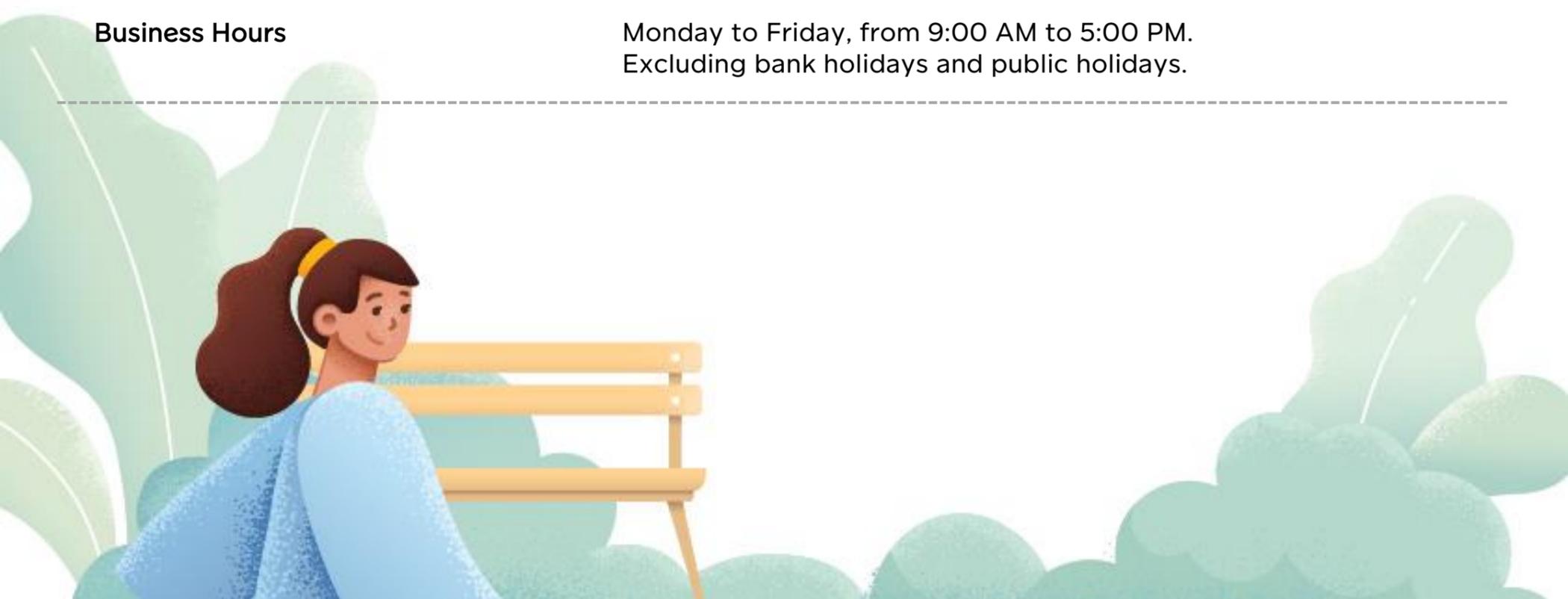| Question	Answer
What are the conditions for registering to use the THBS service?	1. Customers must have a mobile phone that can read NFC. 2. Must hold an e-passport from one of the 20 designated countries, and the passport must still be valid. 3. Download Q Wallet by KBank via the App Store or Play Store (available from August 2025) and register according to the specified steps.
Once a customer has successfully registered for the THBS service, is it possible to register or open an additional account?	Each customer is allowed to hold only one THBS account. Once the account is closed, the customer will not be able to register again during the Sandbox Phase.
What is the duration of service availability?	Customers can use the Q Wallet service to pay for goods and services from 13 August to 31 December, 2025.
Once a customer has successfully registered for the THBS service, is it possible to register or open an additional account?	Each customer is allowed to hold only one THBS account. Once the account is closed, the customer will not be able to register again during the sandbox period.
What will happen if a customer tries to use the Q Wallet service after the project has ended?	Customer will no longer be able to log in and use the features of THBS.
What channels are available for customer to contact us for further information?	For assistance, customer can call the K-Contact Center at 02-888-8888 and press 2 for English, or use the 'Contact Us' option in the Q Wallet app.
What happens if customer is unable to complete the registration before 08:45 PM?	If the registration is not completed before the registration service closed, the system will automatically remove any incomplete customer data. As a result, customer will be required to start the registration process from the beginning.
How to set up the Q Wallet	1. Download and install Q Wallet by KBank from the App Store or Google Play. 2. Select "THBS" menu as your preferred currency. 3. Complete the KYC (Know Your Customer) verification process.
Business Hours	Monday to Friday, from 9:00 AM to 5:00 PM. Excluding bank holidays and public holidays.

Question	Answer
If a customer's mobile phone does not support NFC, can customer still register for the service?	No, since the onboarding process is conducted in a non-face-to-face manner, a mobile device with NFC capability is required to read the passport's chip.
Where is the NFC chip located in the customer's passport?	1. 🇦🇺 Australia: in the front cover of the passport 2. 🇨🇦 Canada: in the back cover of the passport 3. 🇨🇳 China: in the back cover of the passport 4. 🇫🇷 France: in the front cover of the passport 5. 🇩🇪 Germany: in the front cover of the passport 6. 🇭🇰 Hong Kong: in the front cover of the passport 7. 🇮🇩 Indonesia: in the front cover of the passport 8. 🇮🇹 Italy: in the back cover of the passport 9. 🇯🇵 Japan: on the biographical data page. 10. 🇲🇾 Malaysian: in the front cover of the passport 11. 🇳🇱 Netherland: on the biographical data page. 12. 🇳🇴 Norway: in the front cover of the passport 13. 🇸🇬 Singapore: in the back cover of the passport 14. 🇰🇷 South Korean: in the back cover of the passport 15. 🇪🇸 Spain: in the back cover of the passport 16. 🇸🇪 Sweden: in the front cover of the passport 17. 🇨🇭 Switzerland : in the front cover of the passport 18. 🇦🇪 United Arab Emirates: on the biographical data page 19. 🇬🇧 United Kingdom: in the front cover of the passport 20. 🇺🇸 United States of America: in the back cover of the passport

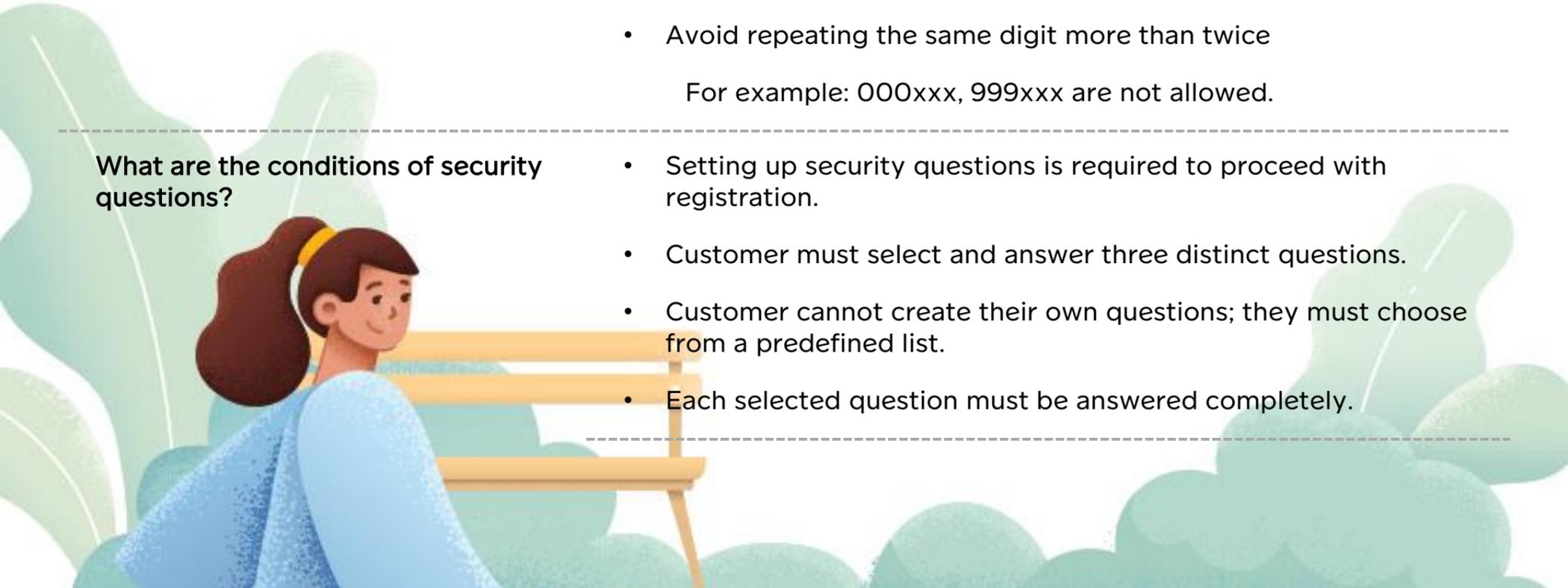| Question	Answer
In the event that a customer fails face recognition several times and the system gets locked, what is the recommended procedure to resolve the issue?	Customer may attempt face recognition more than five times within a single day. If all attempts are unsuccessful, they will be able to register for the service again on the following day.
If a customer enters an incorrect PIN multiple times during the KYC process and the system becomes locked, what is the recommended course of action to resolve the issue?	If a customer enters the wrong PIN more than three times, the system will reset the session. To proceed, the customer must close and reopen the application to begin a new registration.
How does the system read NFC data from a passport?	Please place your passport's NFC chip near the back of your phone as instructed by the Q Wallet app.
Is it possible for a customer to use alternative documents instead of a passport for registration?	Unfortunately, a passport is required for identity verification, and alternative documents cannot be accepted at this time.
Why does my identity verification keep failing?	Common Reasons for Identity Verification Failure: • Information on the document is unclear (e.g., glare or reflection). • Blurry image. • Insufficient lighting or shadows affecting visibility. • Missing parts of the image or document. • Expired document. • Incorrect document type submitted. • Invalid selfie (e.g., not following instructions). • Incomplete or unclear selfie image.

What are the conditions for creating a secure 6-digit PIN?	PIN Setup Conditions:
	
	• Avoid using more than two consecutive digits
	
	   For example: 123xxx, 321xxx are not allowed.
	
	• Avoid repeating the same digit more than twice
	
	   For example: 000xxx, 999xxx are not allowed.

What are the conditions of security questions?	• Setting up security questions is required to proceed with registration. • Customer must select and answer three distinct questions. • Customer cannot create their own questions; they must choose from a predefined list. • Each selected question must be answered completely.

Question	Answer
What should be done if a customer fails the face liveness check more than five times?	If the registration attempt is unsuccessful, the customer will be able to reapply the next day.
Can customer edit their personal information in section 1 of 3?	Customer may update only their 'Title Name' and 'Phone Number.' All remaining personal details must be consistent with the information shown in their passport
What is the difference between the Registered Address and the Contact Address (in Thailand)?	The Registered Address refers to the official address shown in important documents, such as the passport, and should therefore be an address outside of Thailand. In contrast, the Contact Address (in Thailand) is the address where the customer can be reached while staying in Thailand. This could be a hotel or any other place of residence within the country.
Is customer required to provide a phone number registered in Thailand?	Customer is not required to use a Thai phone number, but the customer must provide a phone number that can be used to reach them.
If the customer is not staying at a hotel or hostel, but at a friend's or acquaintance's residence, how should they fill in the address?	For the Contact Address section, customer should provide the address of the acquaintance they are staying with.
In cases where customer does not have a workplace address in Thailand or overseas, what is the appropriate way to proceed?	Customer may enter the address as shown in their official documents.
Once all sections have been filled out, will customer be able to go back and modify their submitted information?	Yes, after completing each section, the system will display a summary of all the information provided. Customer will have the opportunity to review and edit any part of the information before confirming.
What should customer take if customer has entered their email address but have not received the OTP?	Please double-check that your email address is entered correctly. Also, make sure to check your junk or spam folder in case the OTP email was filtered.
In case the provided email address is already associated with an existing account, what should the customer do?	Please verify that your email address is correct, or consider using a different email to register for the service.

Question	Answer
Will customer be able to resume from the same step if they leave the app during the registration process?	If the customer exits the app before completing the PIN creation step, the customer will need to restart the registration process. However, if the PIN has already been created and the customer exits the app during the same day, the customer can resume from where they left off. Please note that if the customer returns on the following day, the registration process must be restarted.
Why does the system display a 'Verification in Progress' message instead of granting immediate access after the customer enters their PIN and accepts the Terms & Conditions?	If the system displays a 'Verification in Progress' message, it means your information is currently being reviewed. If the information is submitted outside of business hours, the result will be provided on the next business day.
Is it possible for customer to proceed with registration and access the service without accepting the Terms & Conditions of the program?	No, customer must accept the Terms & Conditions in order to register and use the service.
Is customer required to link their Web3 wallet right after completing the account registration?	Customer can skip the connect wallet. Anyhow, the customer must connect their web3 wallet for top up.
After connecting a Web3 wallet, is it still possible for customer to replace it with another wallet?	No, customer can only link one wallet address. Even if they change their mobile device and need to reconnect to the Web3 wallet, they must use the same wallet address as originally registered.
Is it necessary for customer to have a Web3 wallet before registering?	No, it is not required. Customer can complete the registration process to open an account first, and connect their Web3 wallet later.
What should customer do if customer doesn't have an account with a Web3 wallet provider?	Customer may choose to connect to a Web3 wallet provider via WalletConnect. Currently, THBS account could connect with Coinbase Wallet and MetaMask via WalletConnect.
What is chain selection, and what is it used for after being selected?	Chain Selection refers to choosing the blockchain network that customer will use to perform transactions. During the Sandbox phase, the project supports the network: Ethereum blockchain. To proceed, customer must hold USDC on the selected chain in order to convert it into THBS.

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How much time does customer has to complete WalletConnect after selecting a chain?	After choosing a chain, customer will have 10 minutes to complete the WalletConnect process. If the connection is not successfully completed within the time limit, customer may restart the process and try again.
Where can customer purchase USDC?	Customer can purchase USDC from licensed Digital Asset Exchanges.
Is it possible for customer to proceed with registration and access the service without accepting the Terms & Conditions of the program?	No, customer must accept the Terms & Conditions in order to register and use the service.
Does the project offer a USDC purchase service?	The project does not provide a direct service for buying or selling USDC. However, customer may acquire USDC from these exchanges and store it in a Web3 wallet that is connected to their registered Q Wallet account.