หลักทรัพย์จัดการกองทุนกรุงไทย
KRUNGTHAI ASSET MANAGEMENT

KTAM Smart Trade Website User Manual

Access KTAM Smart Trade website
at https://smarttrade.ktam.co.th/websmarttrade/Home

Update 21/09/2022

Table of Contents

1. Login 1

2. Forgot Password 4

3. Forgot Pin Code 7

4. Getting Started KTAM Smart Trade 11

4.1. Registering for the first time 11

4.2. In case you have never previously provided your mobile phone number or e-mail to KTAM 16

5. Funds 22

5.1. Fund Information 22

5.2. Fund schedule 27

5.2.1. Settlement period 27

5.2.2. Fund holidays 29

5.2.3. Fund switch date 31

5.2.4. Calculate redemption settlement date 33

6. Transactions 35

6.1. Purchase 35

6.2. Redeem 39

6.3. Switch 43

6.4. Transactions pending allocation 47

6.5. Past transactions 49

6.6. Auto-redemptions 50

6.7. Dividends received 51

7. Auto Investment Plan 52

7.1. Set Auto Investment Plan 52

7.1.1. Set up your fund purchase plan 52

7.1.2. Set up your fund redemption plan 56
7.1.3. Set up your fund switching plan 60
7.2. My Auto Investment Plans 64
8. My Account 65
8.1. My port 65
8.2. Edit personal data 66
8.3. Update KYC Data 74
8.4. Manage favorite funds 76
8.5. Manage bank accounts 79
8.6. Manage unitholder accounts 82
8.7. Reports 86
8.7.1. Unitholder statement 87
8.7.2. Tax certificate for RMF/LTF/SSF/SSF Extra 87
8.7.3. Dividend income report 88
8.7.4. Summary of investments in RMF/LTF/SSF/SSF Extra 88
8.8. My risk level 89
8.9. Personal data protection policy 92
8.10. Settings 93
8.10.1. Change password 93
8.10.2. Change Pin Code 95
9. More 97
9.1. Settings 97
9.1.1. Change language 97
9.2. Help 98
9.2.1. Usage tips 98
9.2.2. Terms of usage 98
9.2.3. FAQ 99

9.3. Contact channels 100

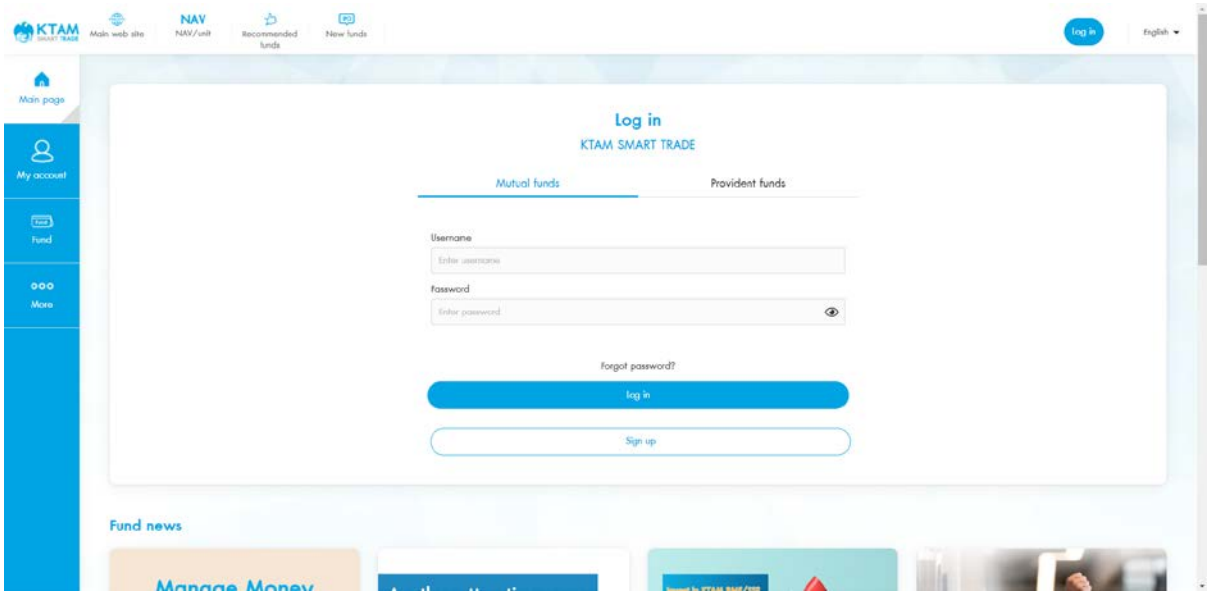
9.3.1. Contact us 100

9.3.2. Online Media Channels 100

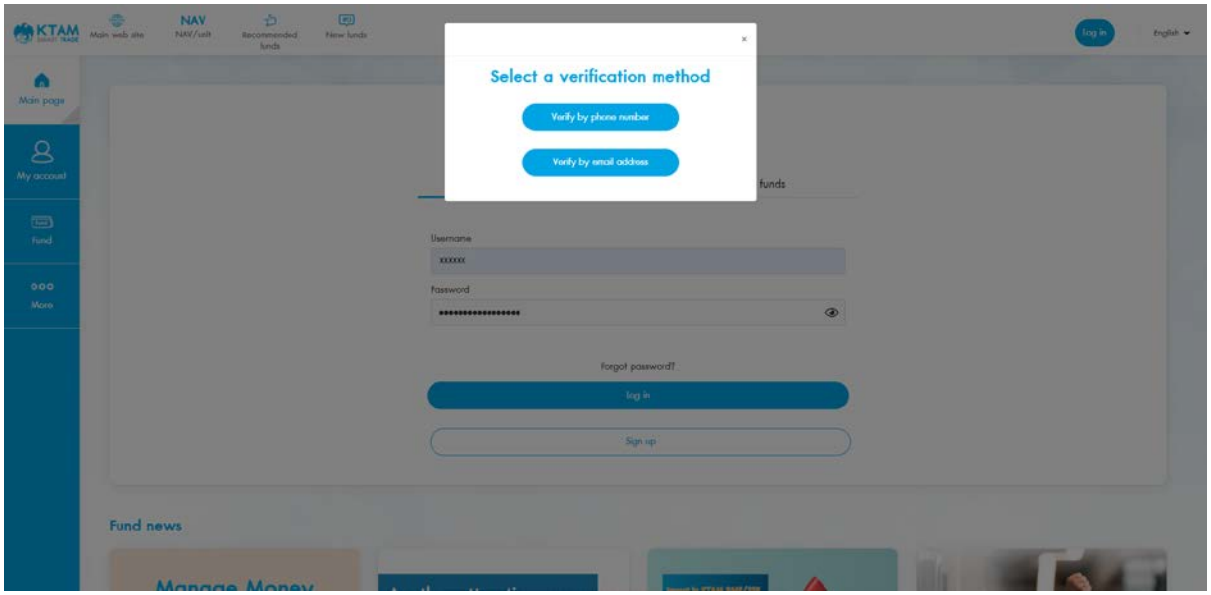
9.3.3. Search selling agents 101

1. Login

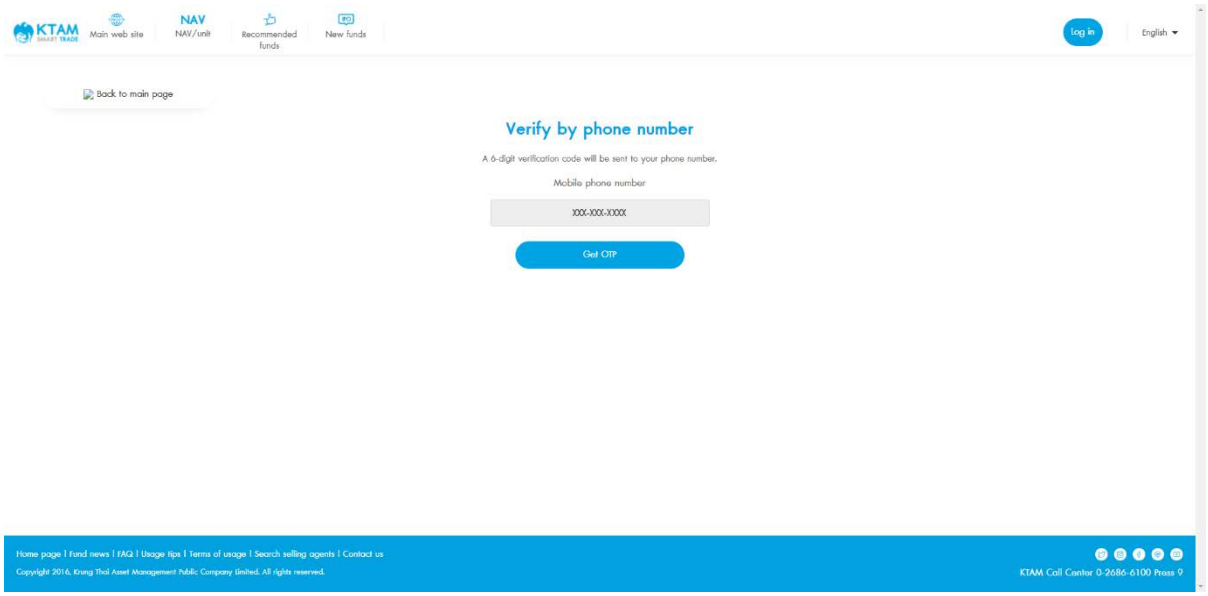
1. Fill in your Username and Password to Login



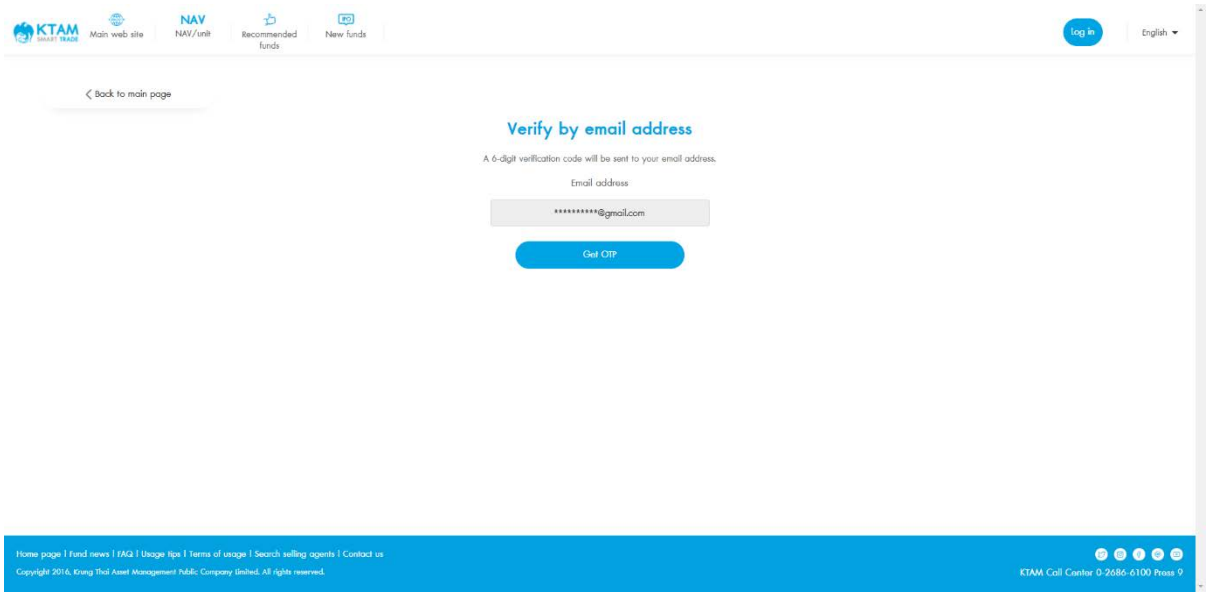
2. Verify using 6-digit OTP code through e-mail or mobile phone number registered with KTAM



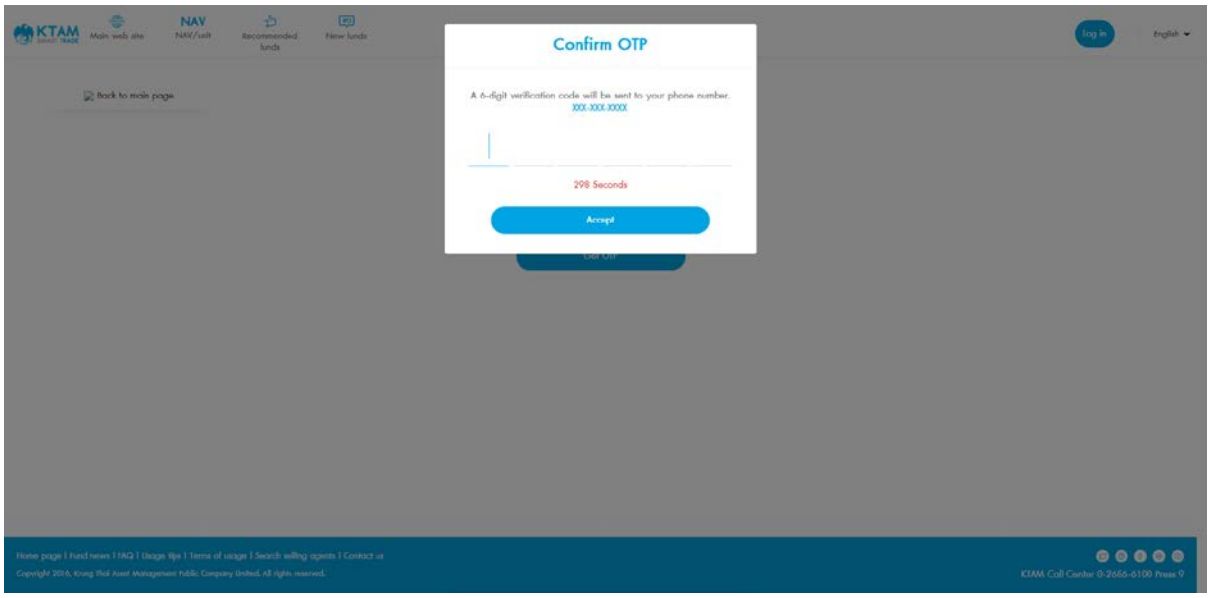
2.1. Verify using 6-digit OTP code through mobile phone number registered with KTAM



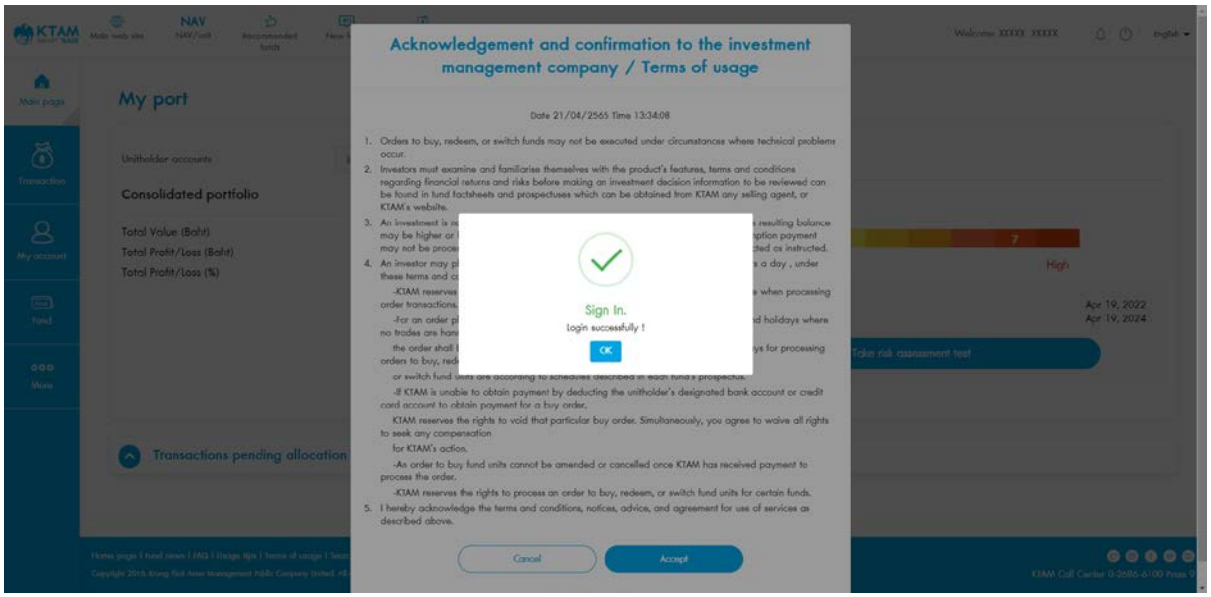
2.2. Verify using 6-digit OTP code through e-mail registered with KTAM



3. Verify by entering the 6-digit Pin Code

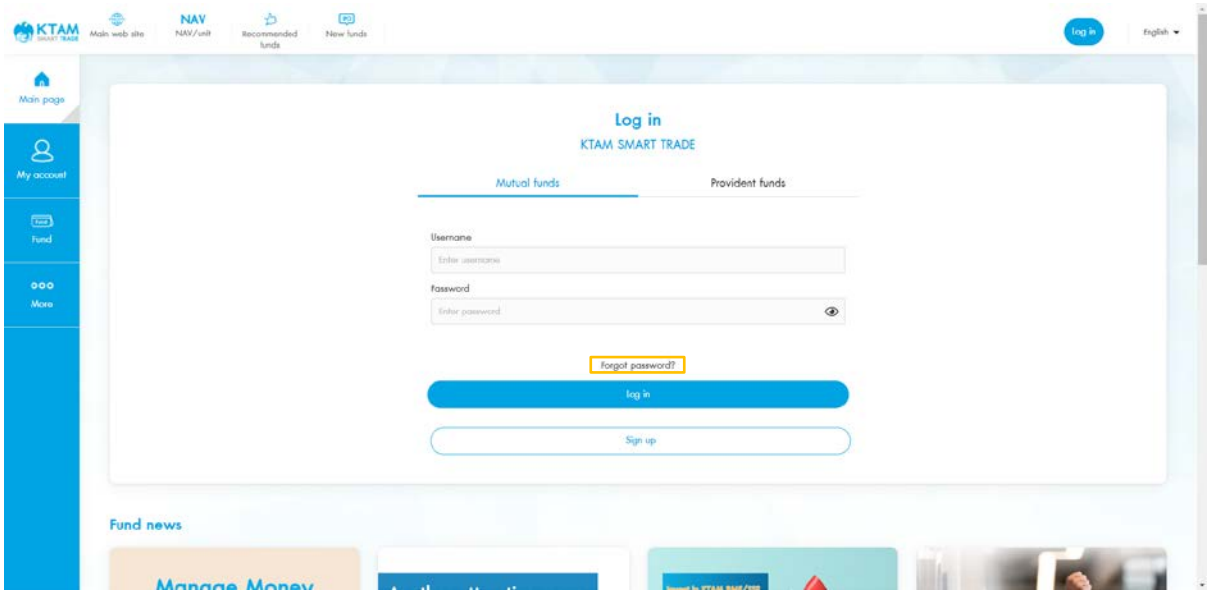


4. Login successfully



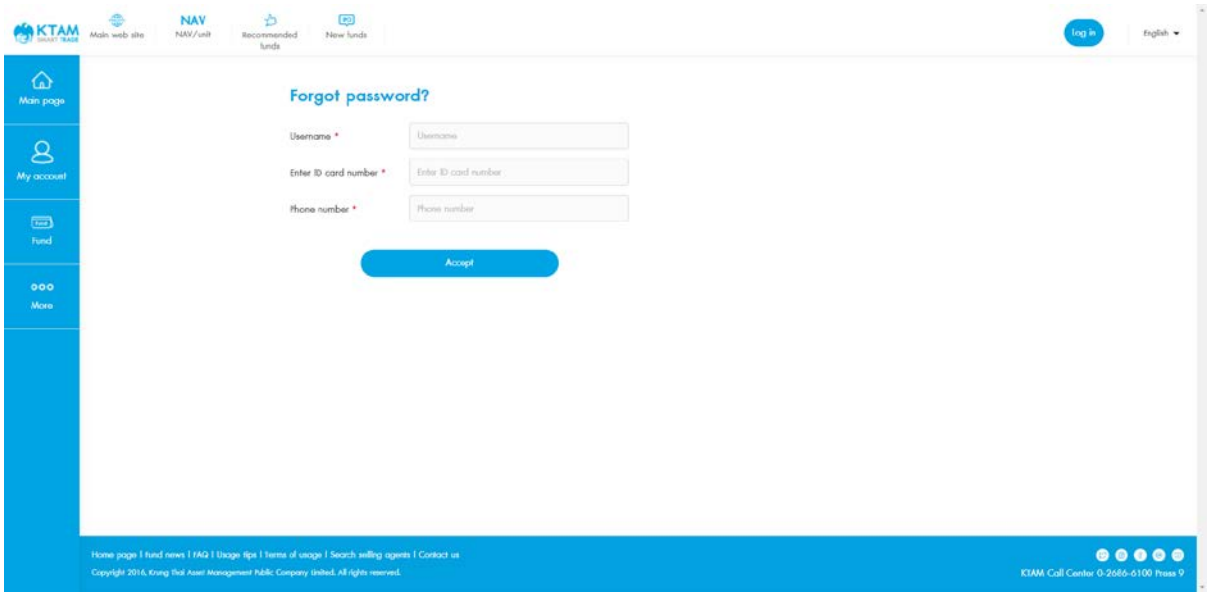
2. Forgot Password

1. Select “forgot password?”

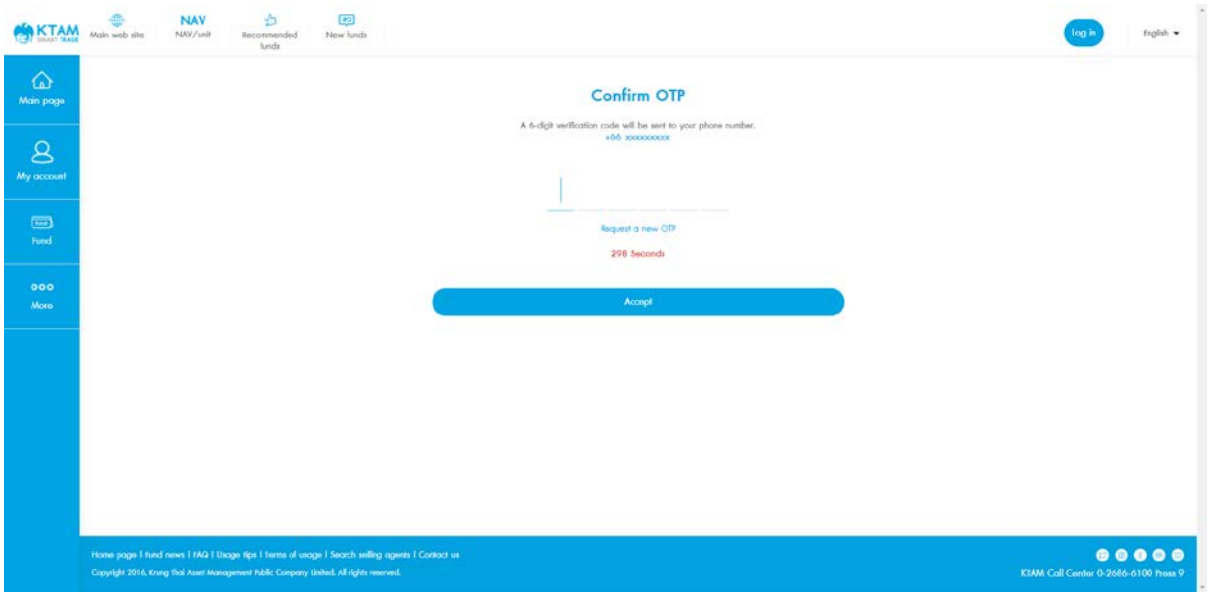


2. Fill in

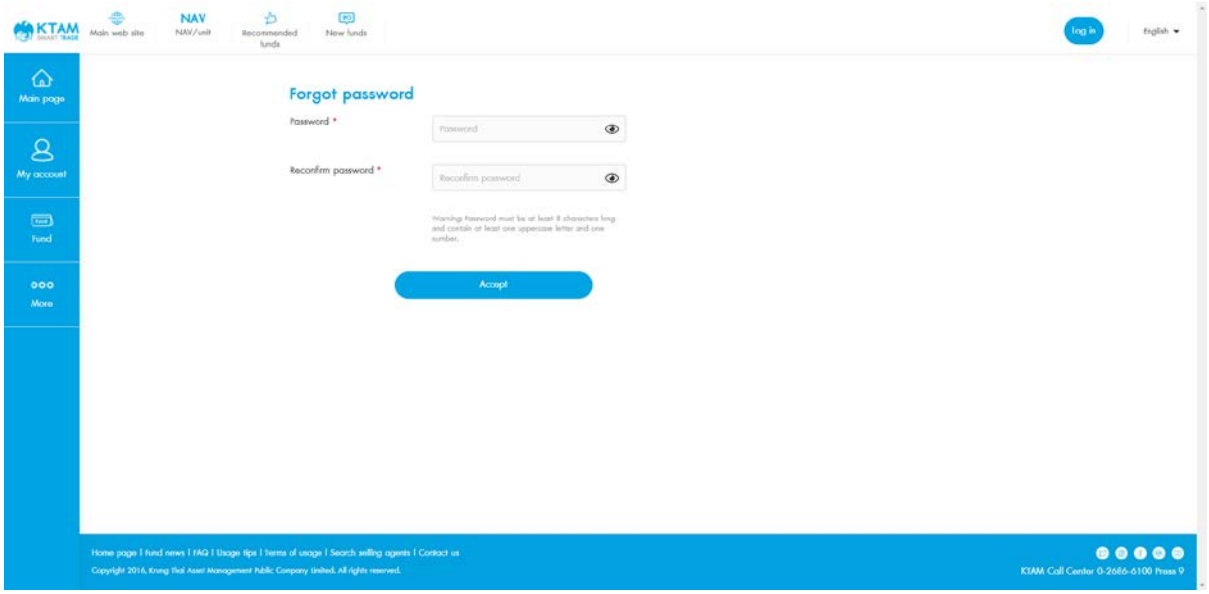
- Username
- ID card number
- Mobile phone number previously registered with KTAM

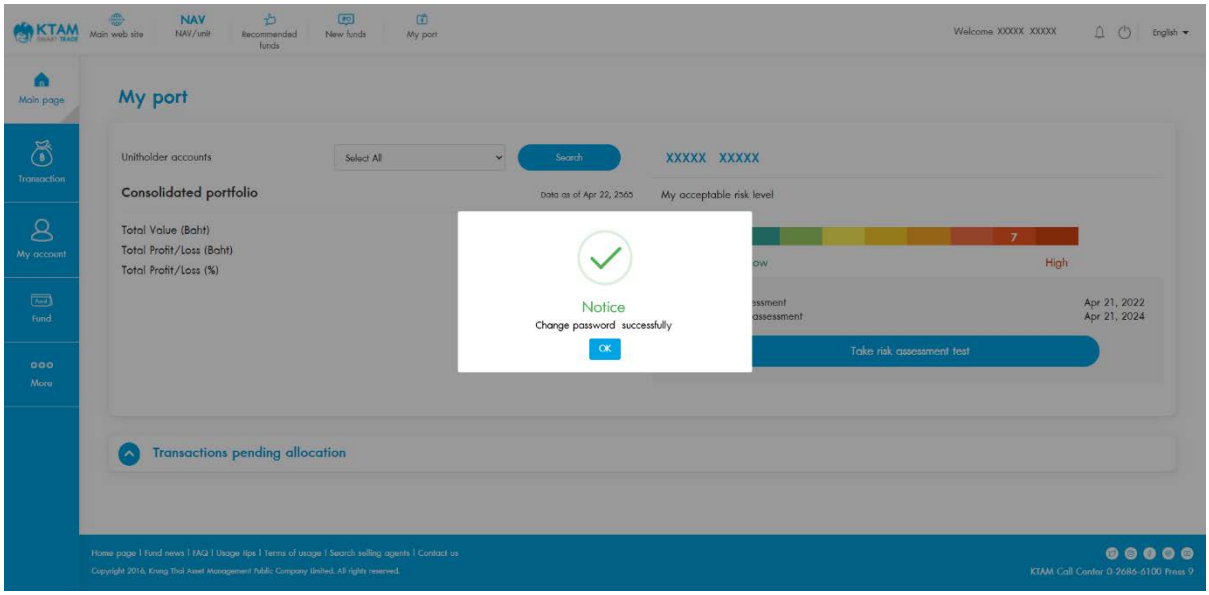


3. Fill in 6-digit OTP code sent to you via SMS



4. Set new password



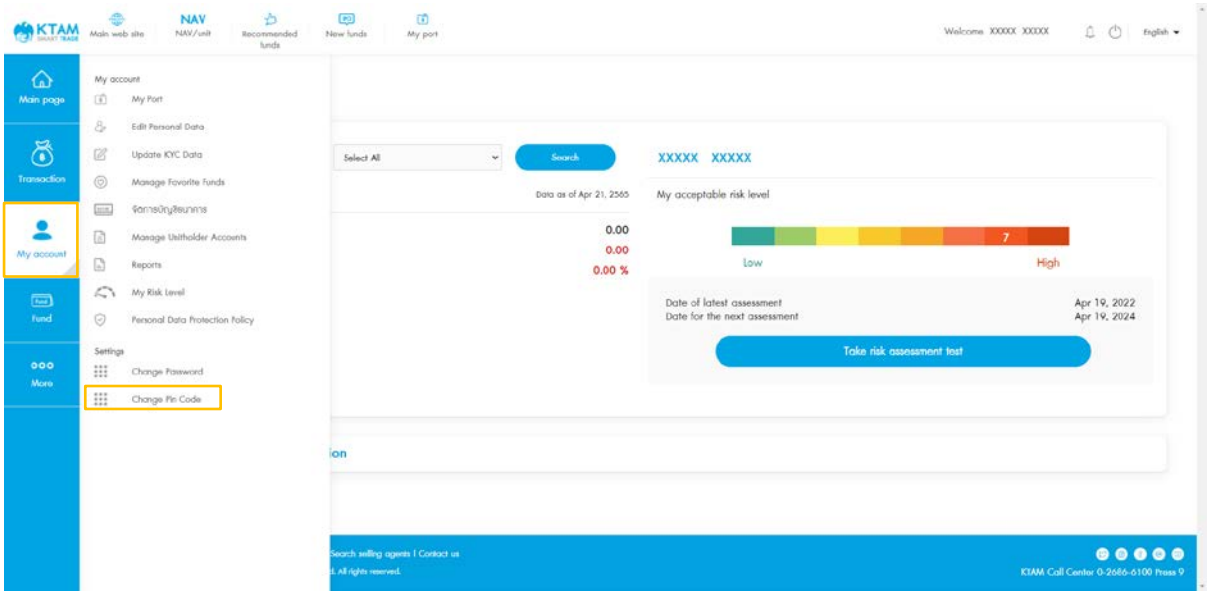


Note : Password must be at least 8 characters long and contain at least one uppercase letter and one number

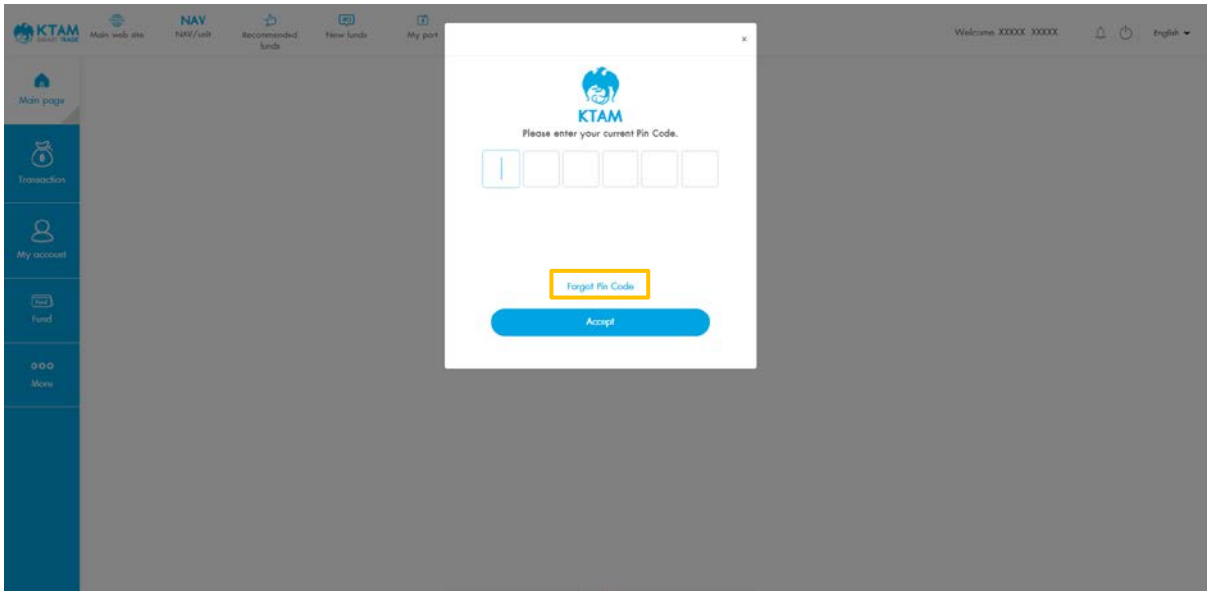
3. Forgot Pin Code

1. Select Menu My account

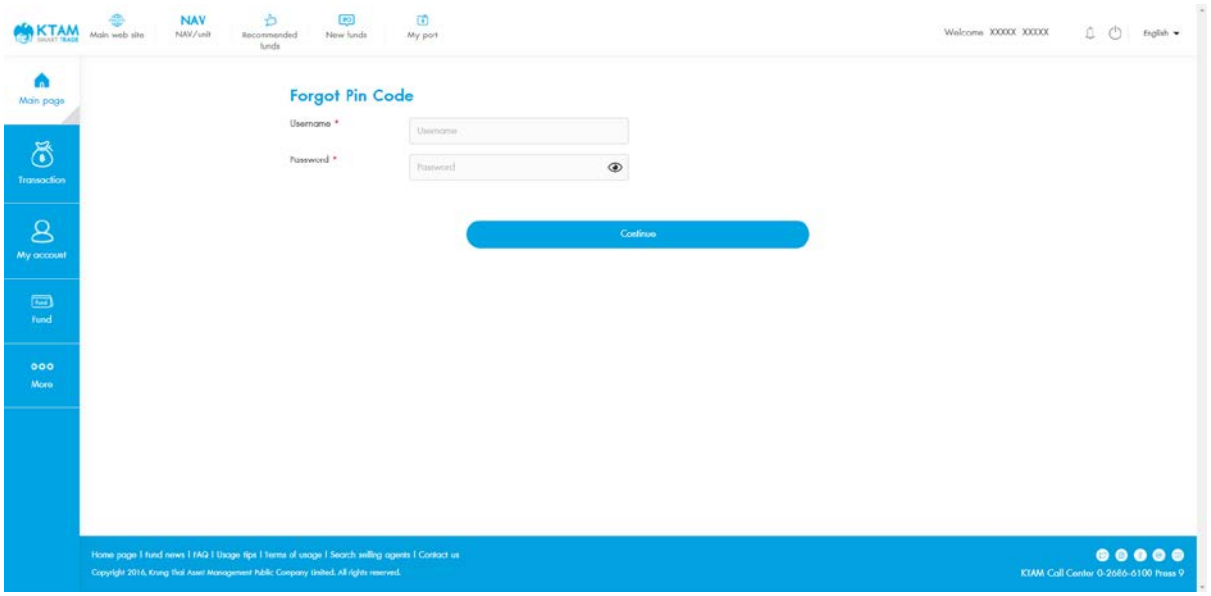
2. Select Menu Change Pin Code



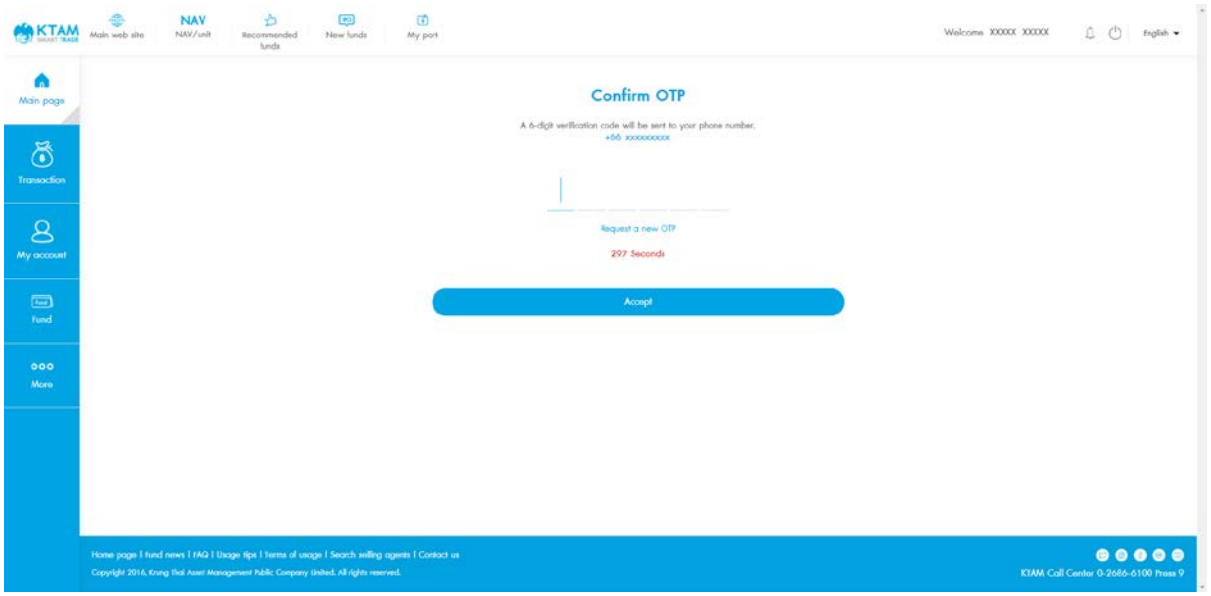
3. Select Forgot Pin Code



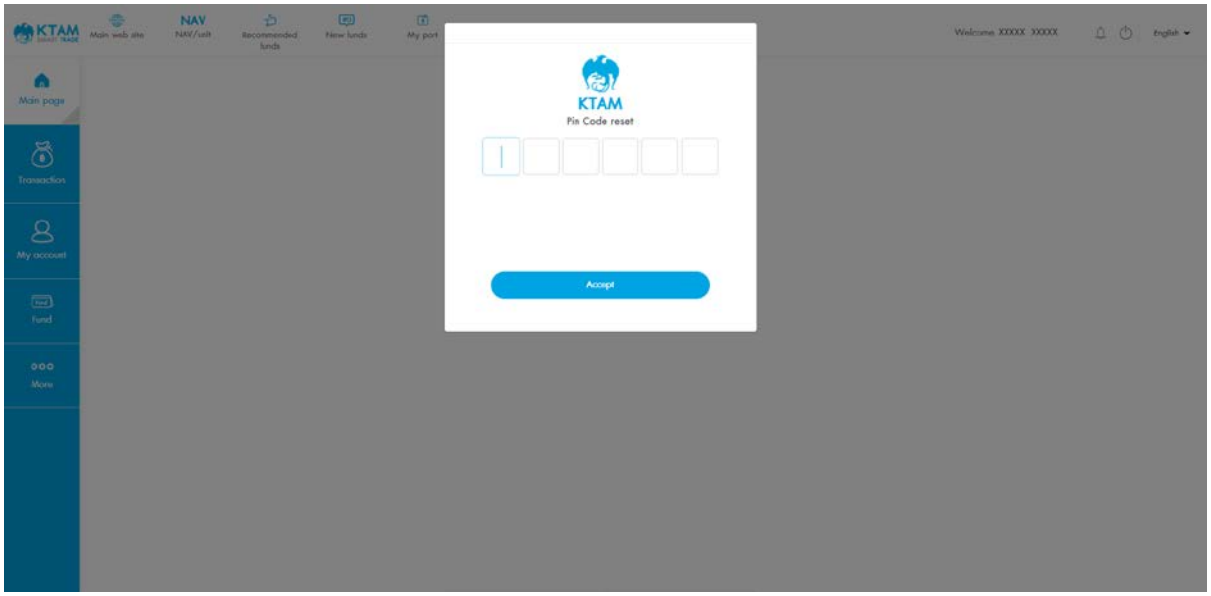
4. Enter Username and your password and press continue



5. Enter the 6-digit OTP received by SMS



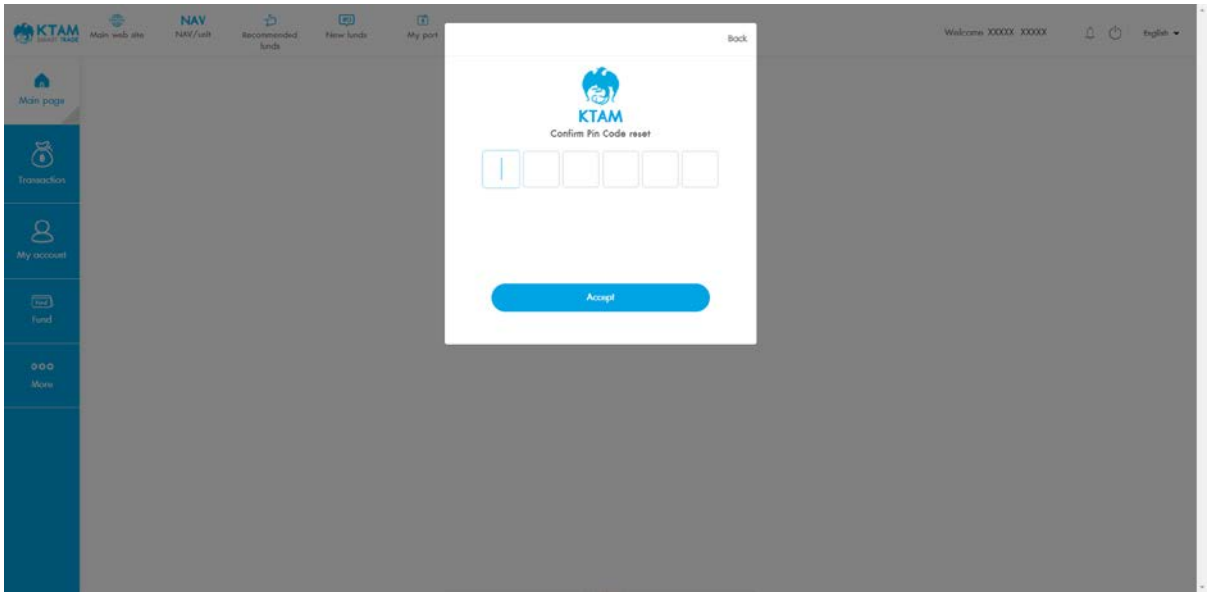
6. Enter a new Pin Code



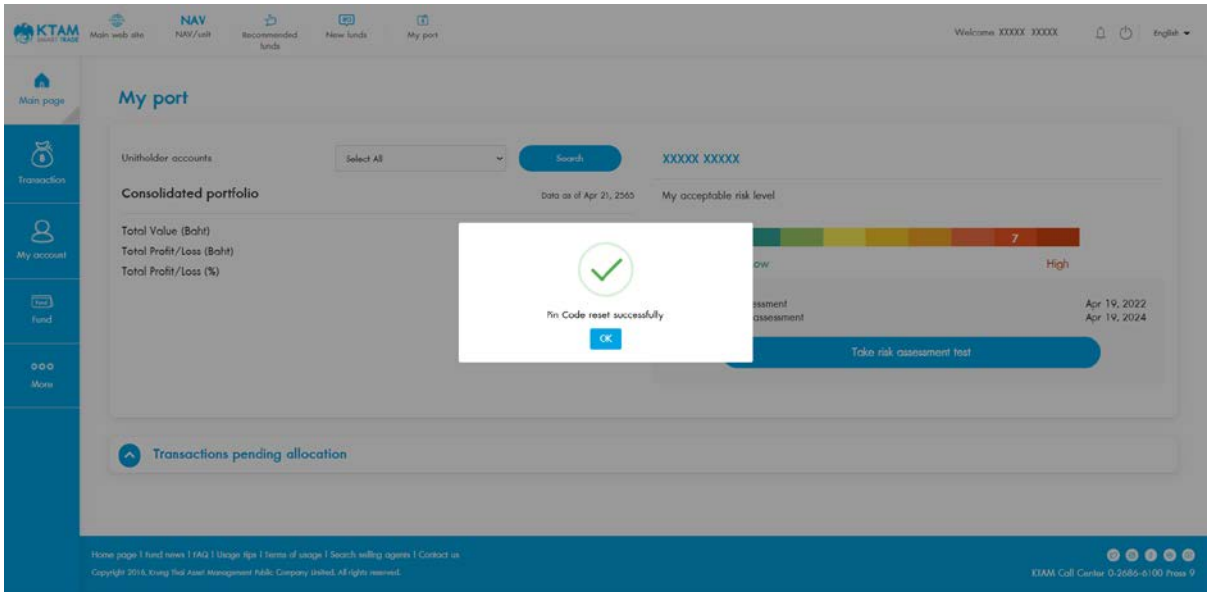
Note : For security purposes, when selecting a Pin Code, please avoid

- Codes which can be easily guessed, such as your birthdate
- Consecutive numbers to form the 6-digit
- Patterns of duplicate numbers, such as 111222

7. Confirm the new Pin Code again



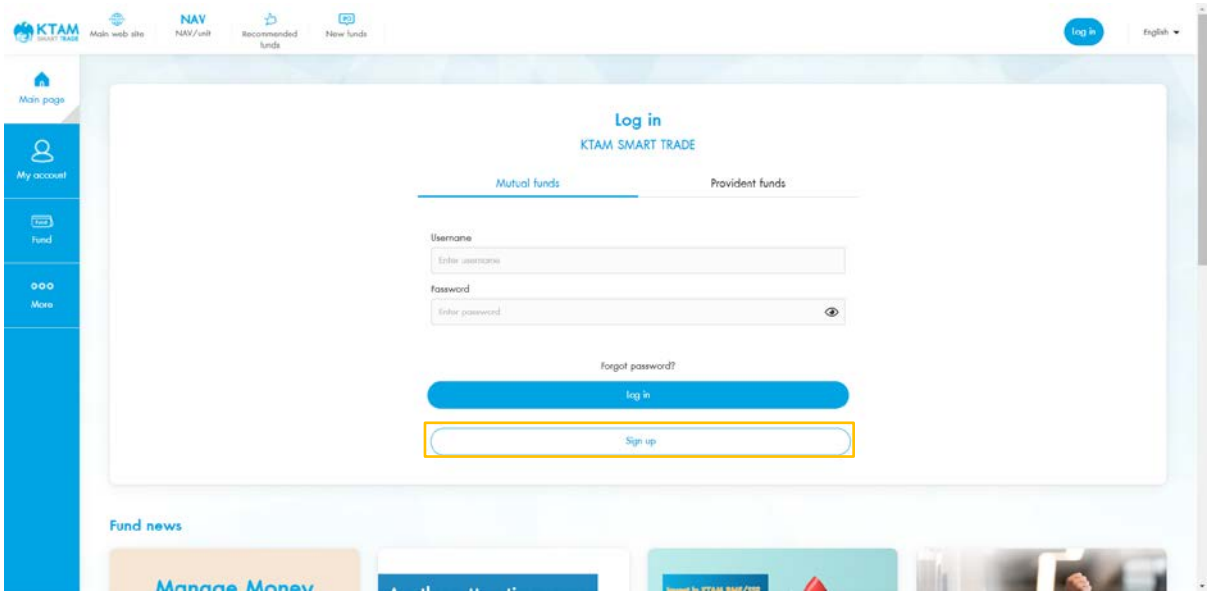
8. Pin code reset successfully



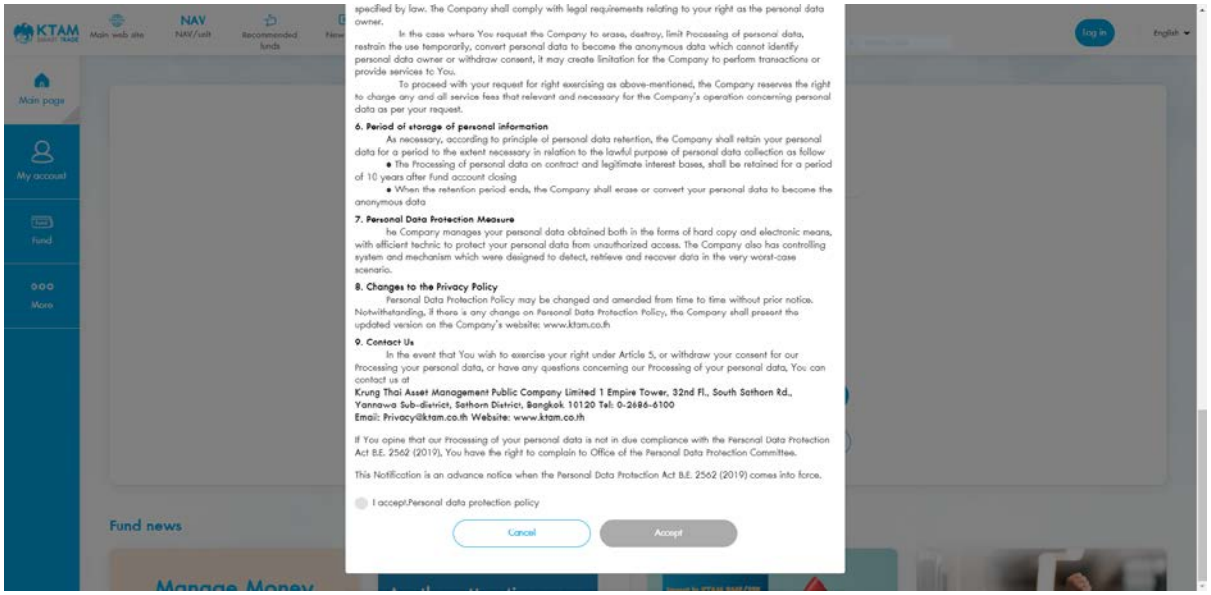
4. Getting Started KTAM Smart Trade

4.1. Registering for the first time

1. Select Sign up

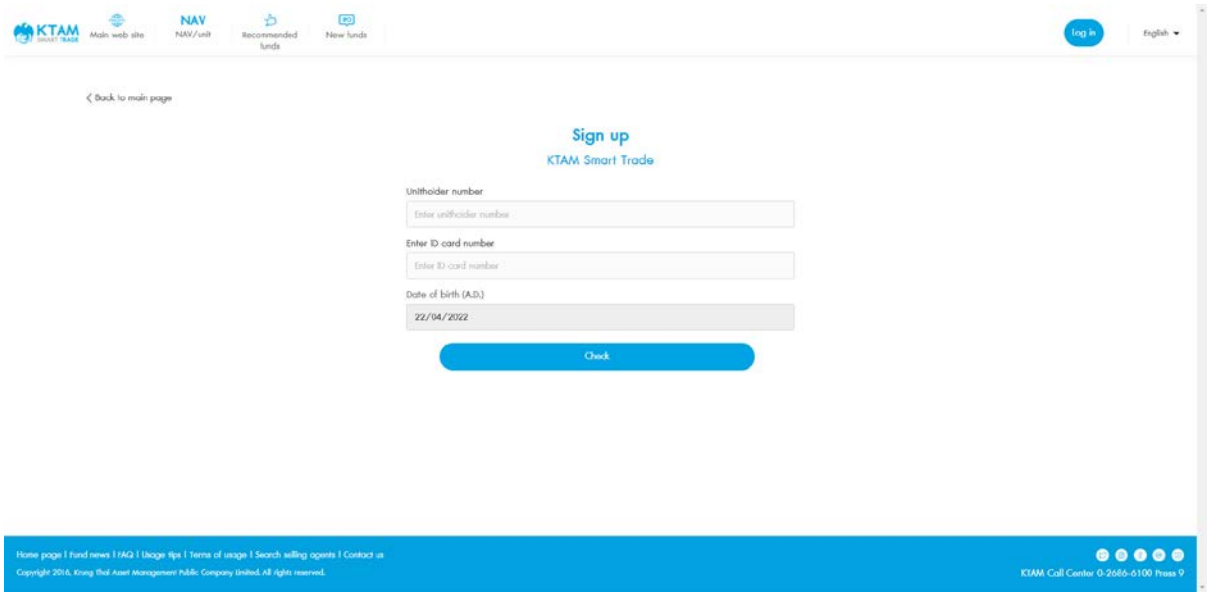


2. Review the “Personal data protection policy” and click accept

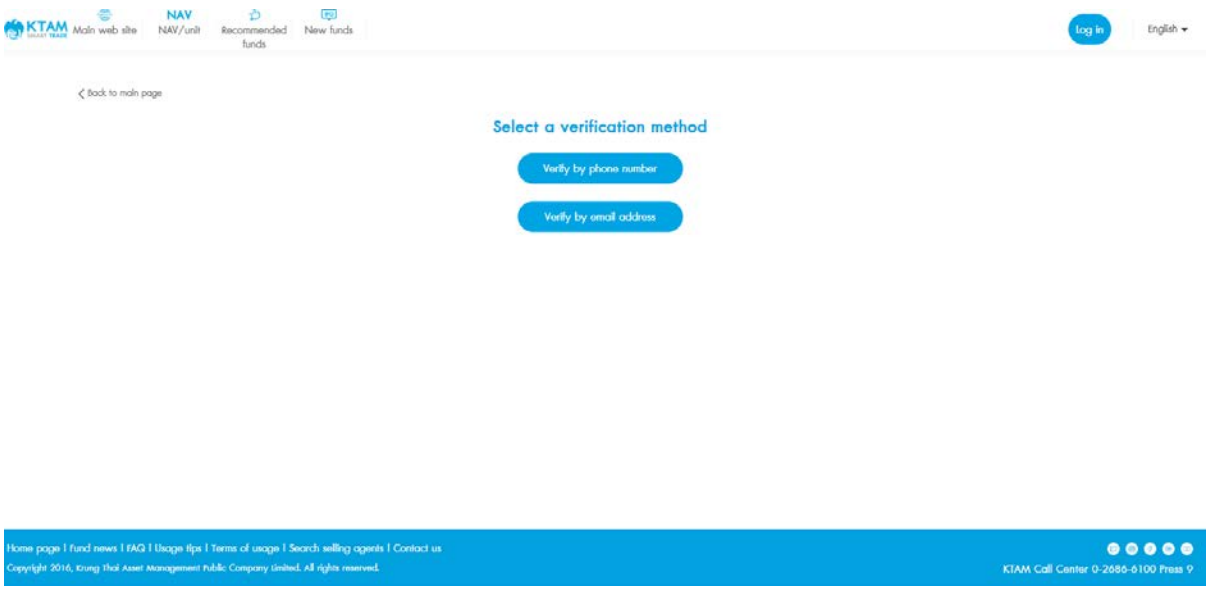


3. Fill in verification information

- Unitholder number
- ID number
- Date of birth

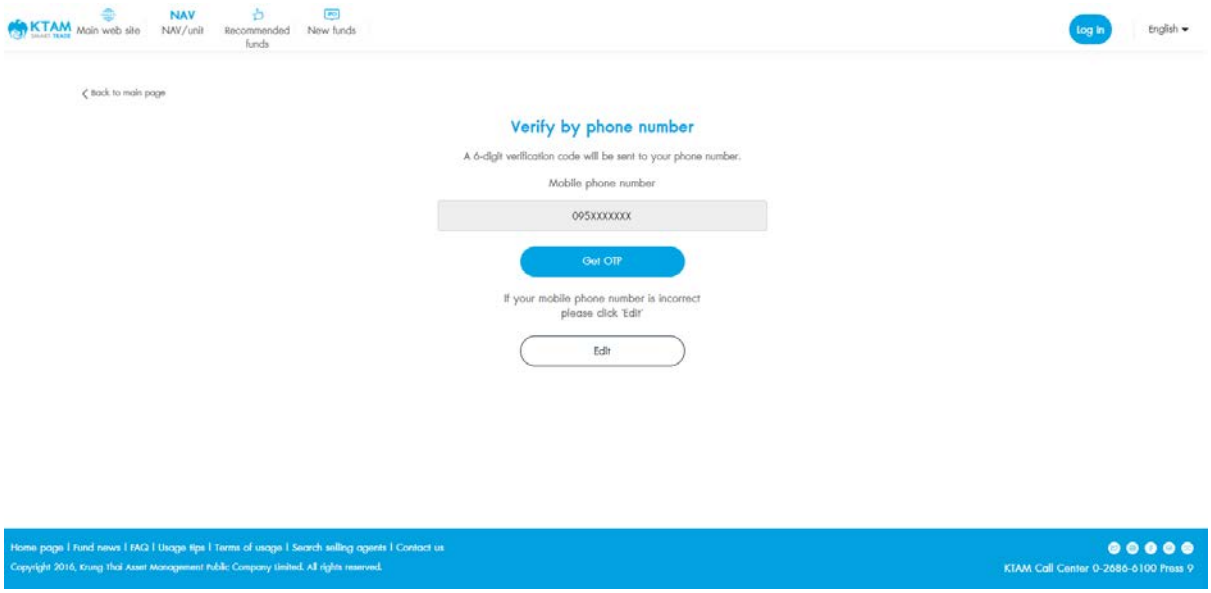


4. Verify through e-mail or mobile phone number registered with KTAM

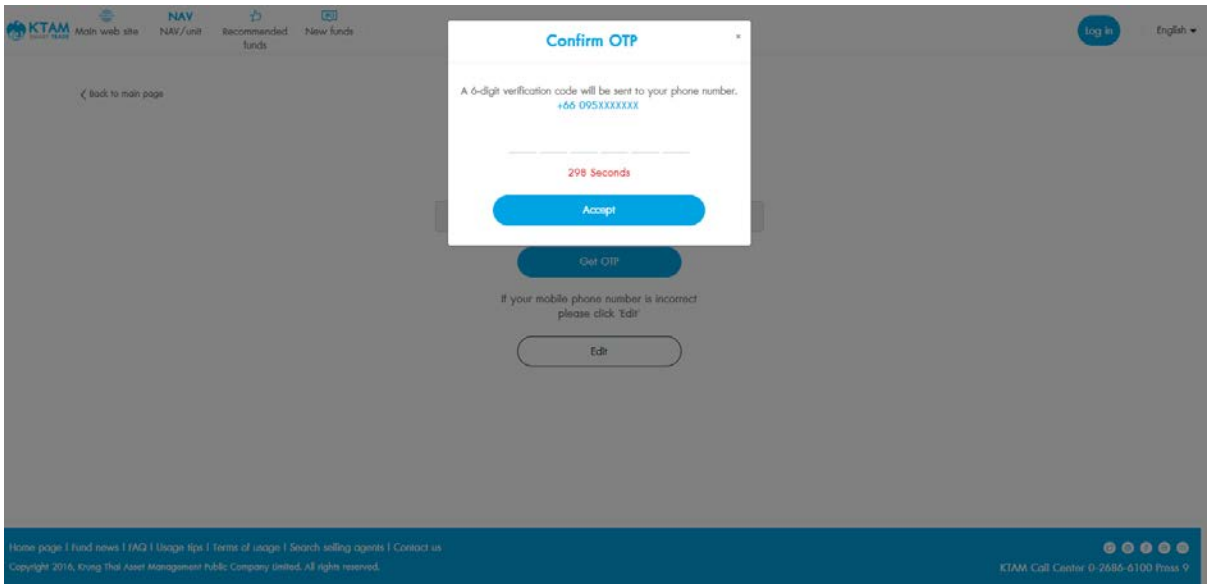


Note : If you have never registered your mobile phone number or e-mail with KTAM, the system will alert you so you can update your personal data. See details on how to do so under heading “In case you have never previously provided your mobile phone number or e-mail to KTAM”

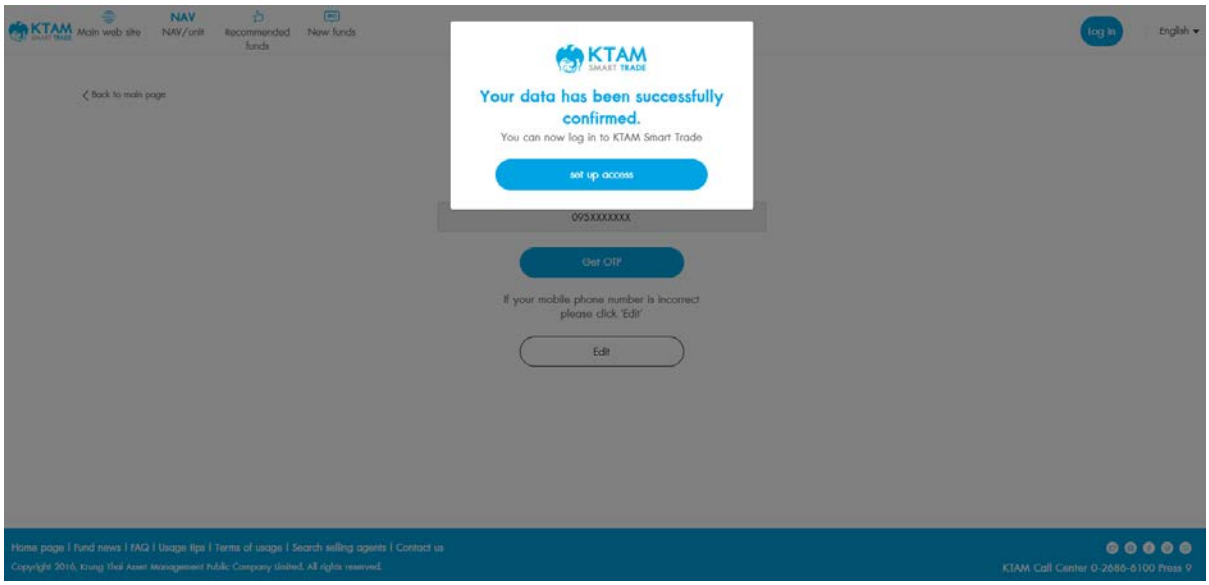
4.1. Verify using 6-digit OTP code through e-mail or mobile phone number registered with KTAM.



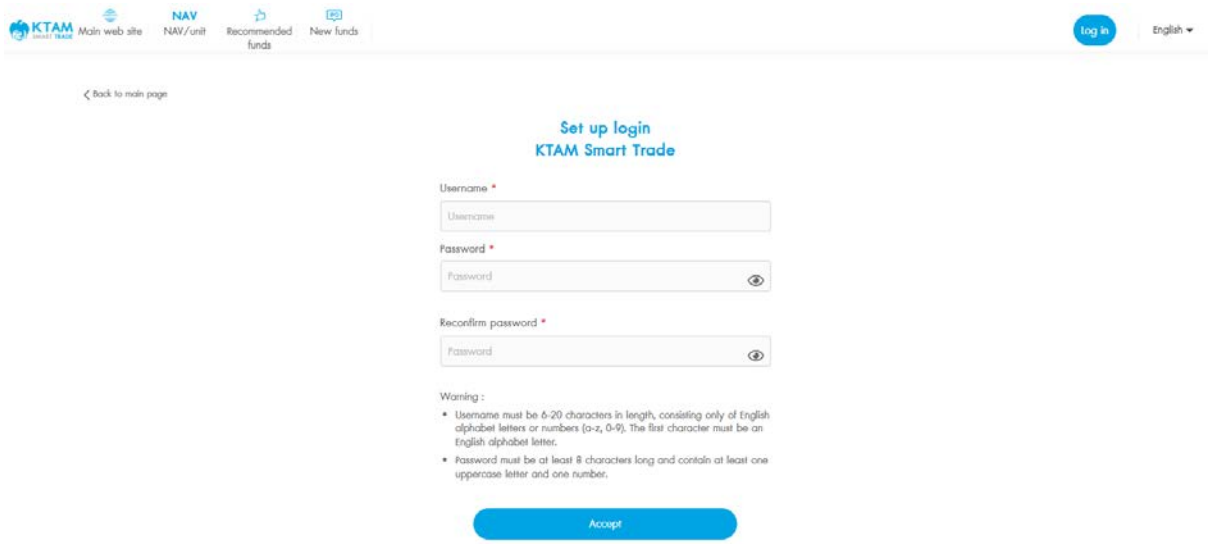
4.2. Verify by entering the 6-digit Pin Code.



5. Verification is finished. Click Set up access.

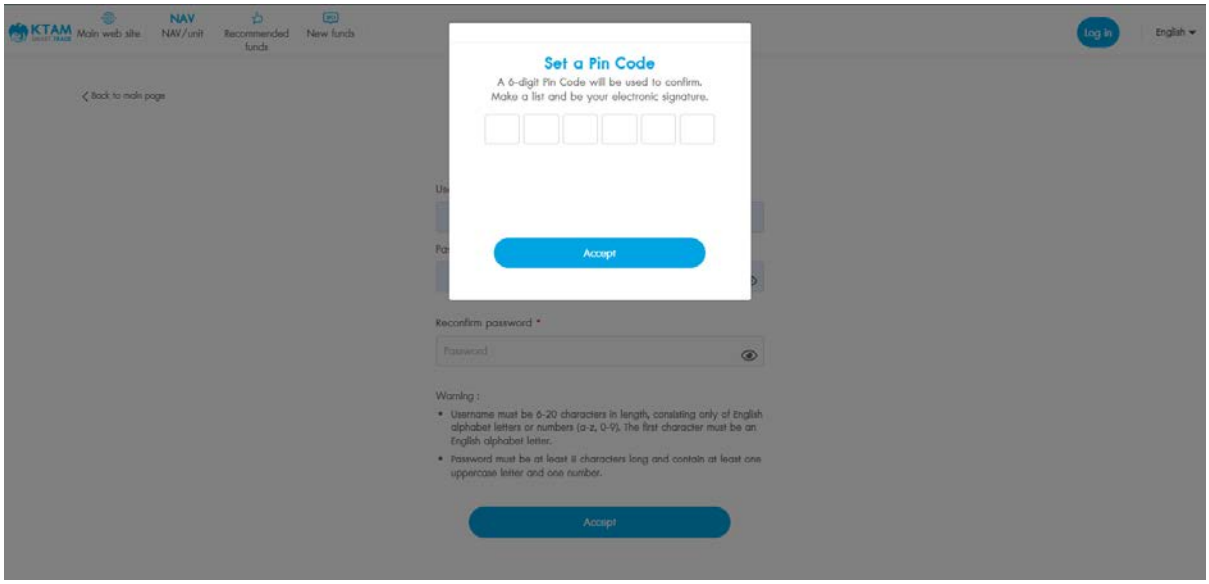


6. Set Username and password. Then click to confirm.



Note : Password must be at least 8 characters long and contain at least one uppercase letter and one number

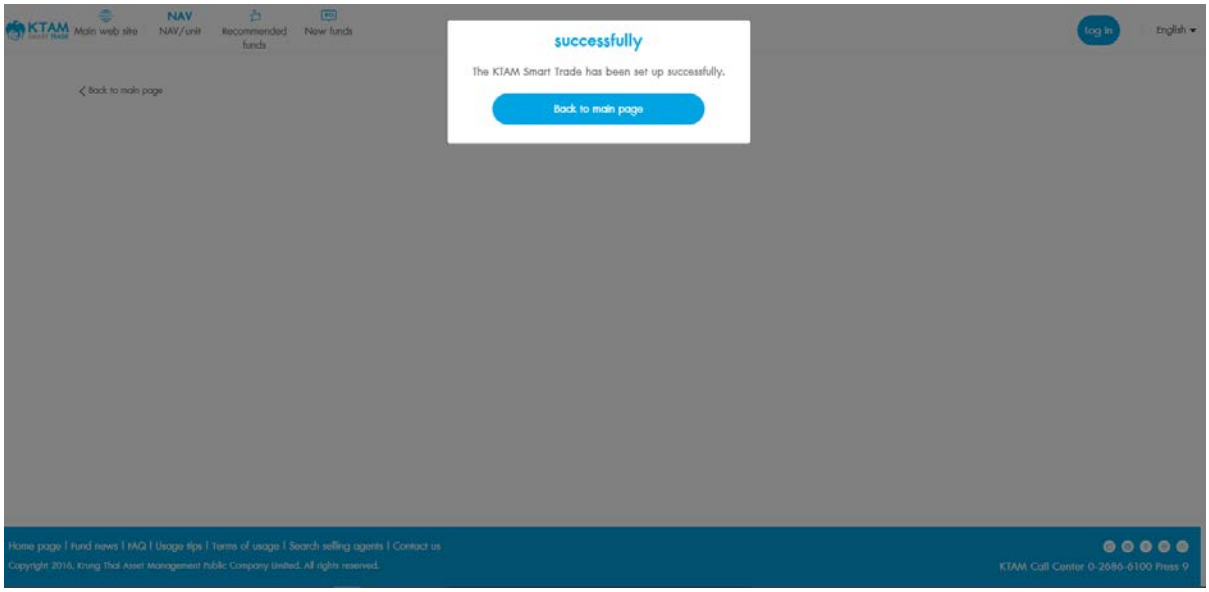
7. Set Pin Code



Note : For security purposes, when selecting a Pin Code, please avoid

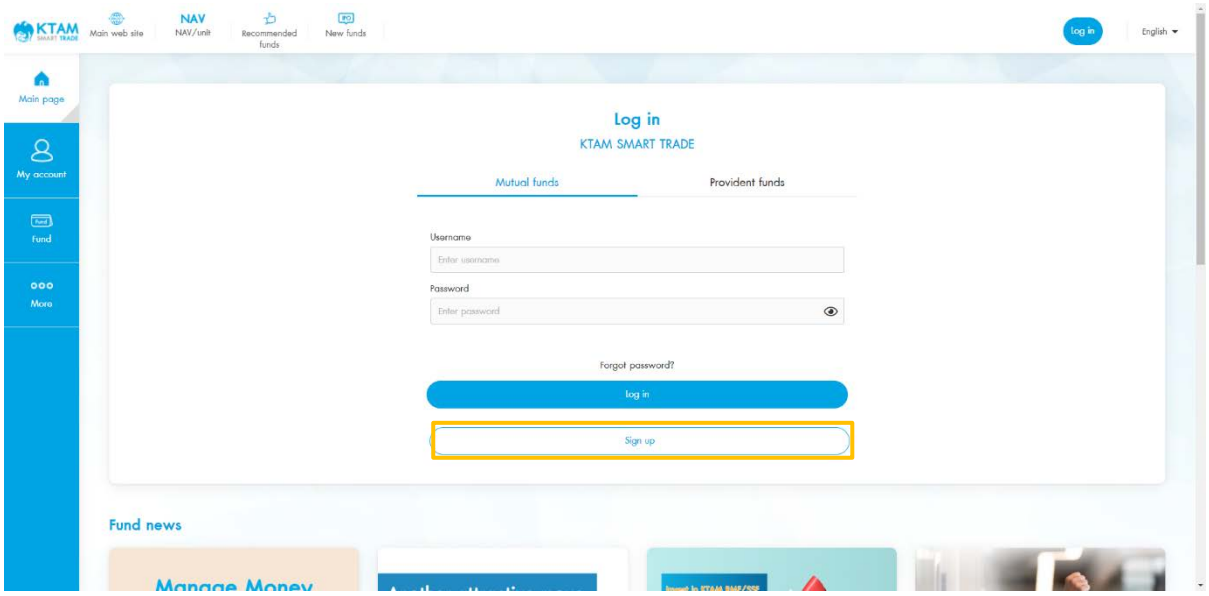
- Codes which can be easily guessed, such as your birthdate
- Consecutive numbers to form the 6-digit
- Patterns of duplicate numbers, such as 111222

8. You are successfully registered on KTAM Smart Trade

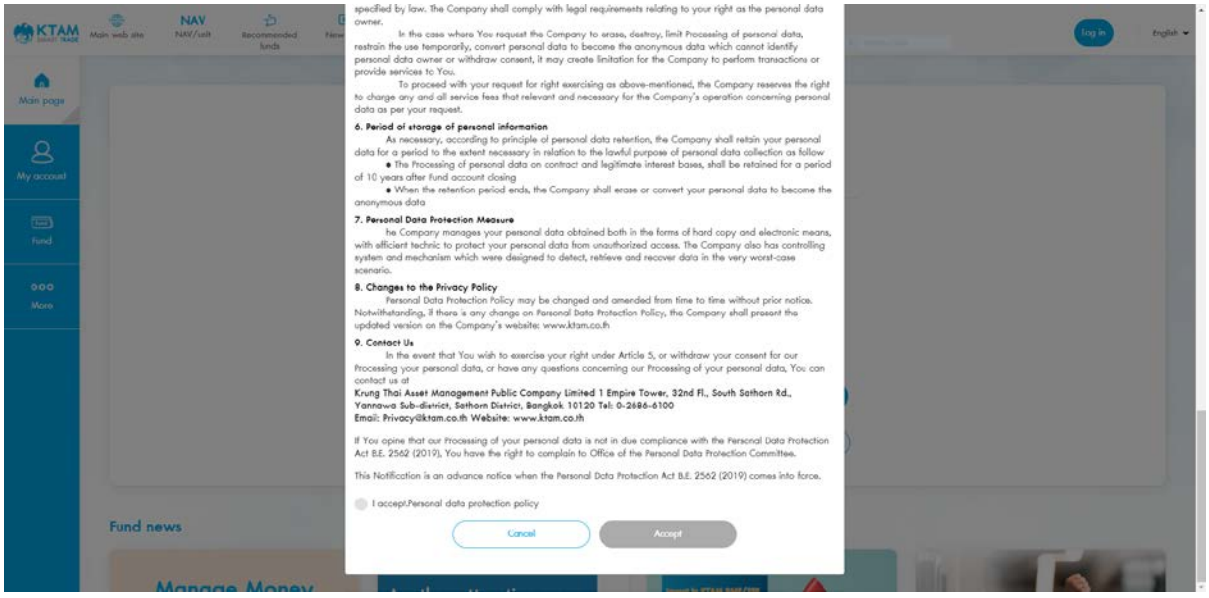


4.2. In case you have never previously provided your mobile phone number or e-mail to KTAM

1. Select Sign up

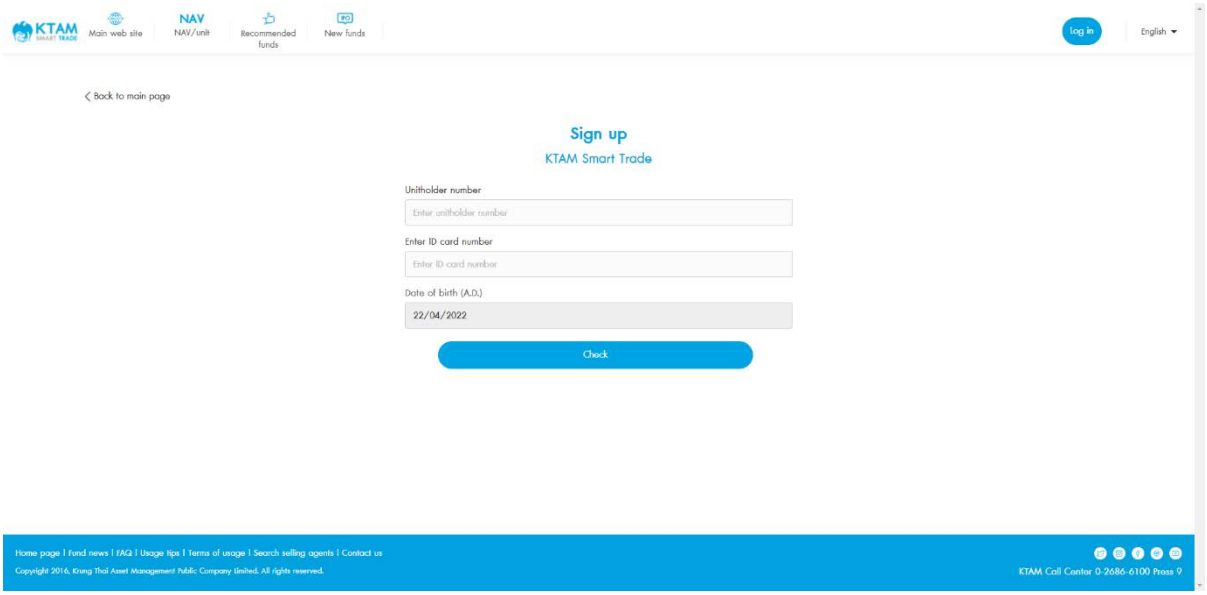


2. Review the “Personal data protection policy” and click accept

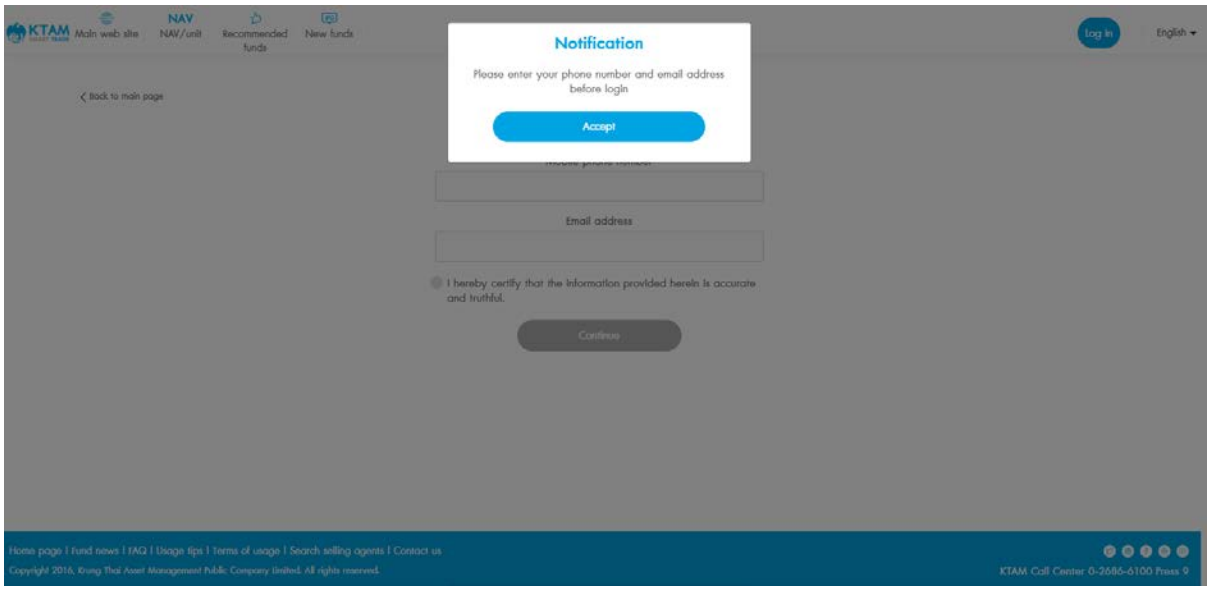


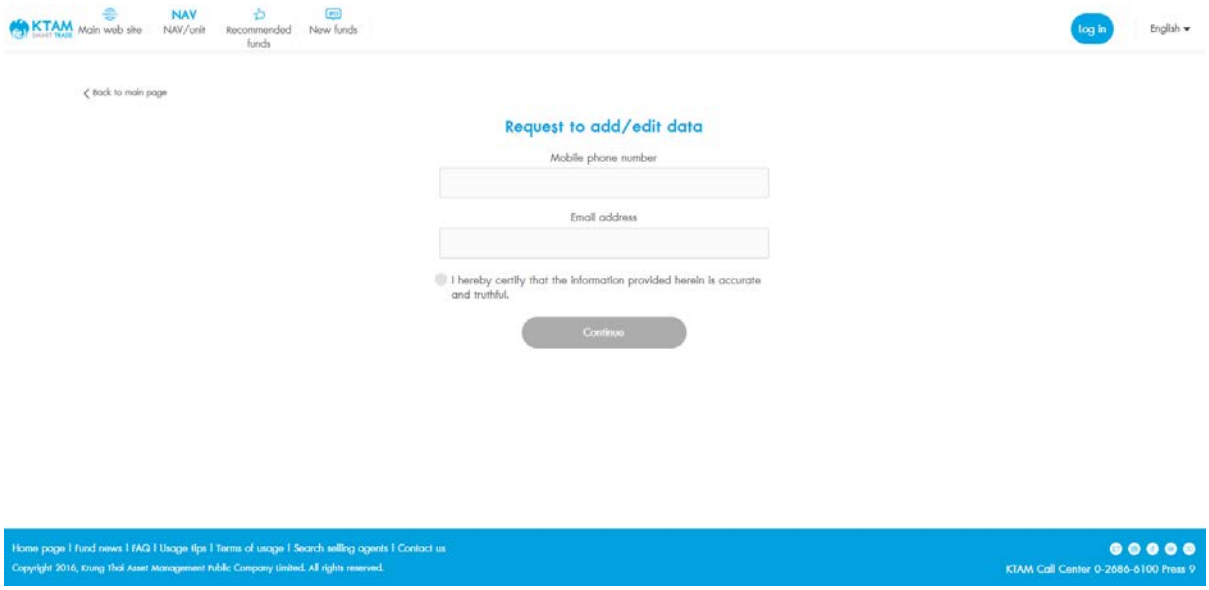
3. Fill in verification information

- Unitholder number
- ID number
- Date of birth

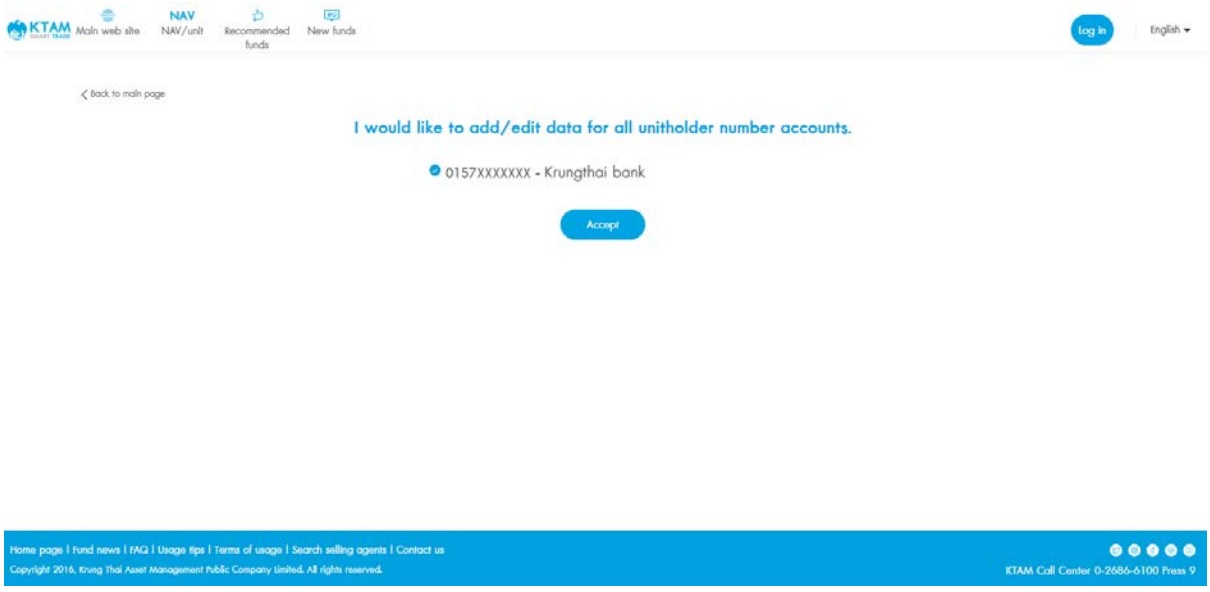


4. If you have never previously provided your mobile phone number and e-mail to KTAM. The system will alert and request that you add/amend your mobile phone number and e-mail

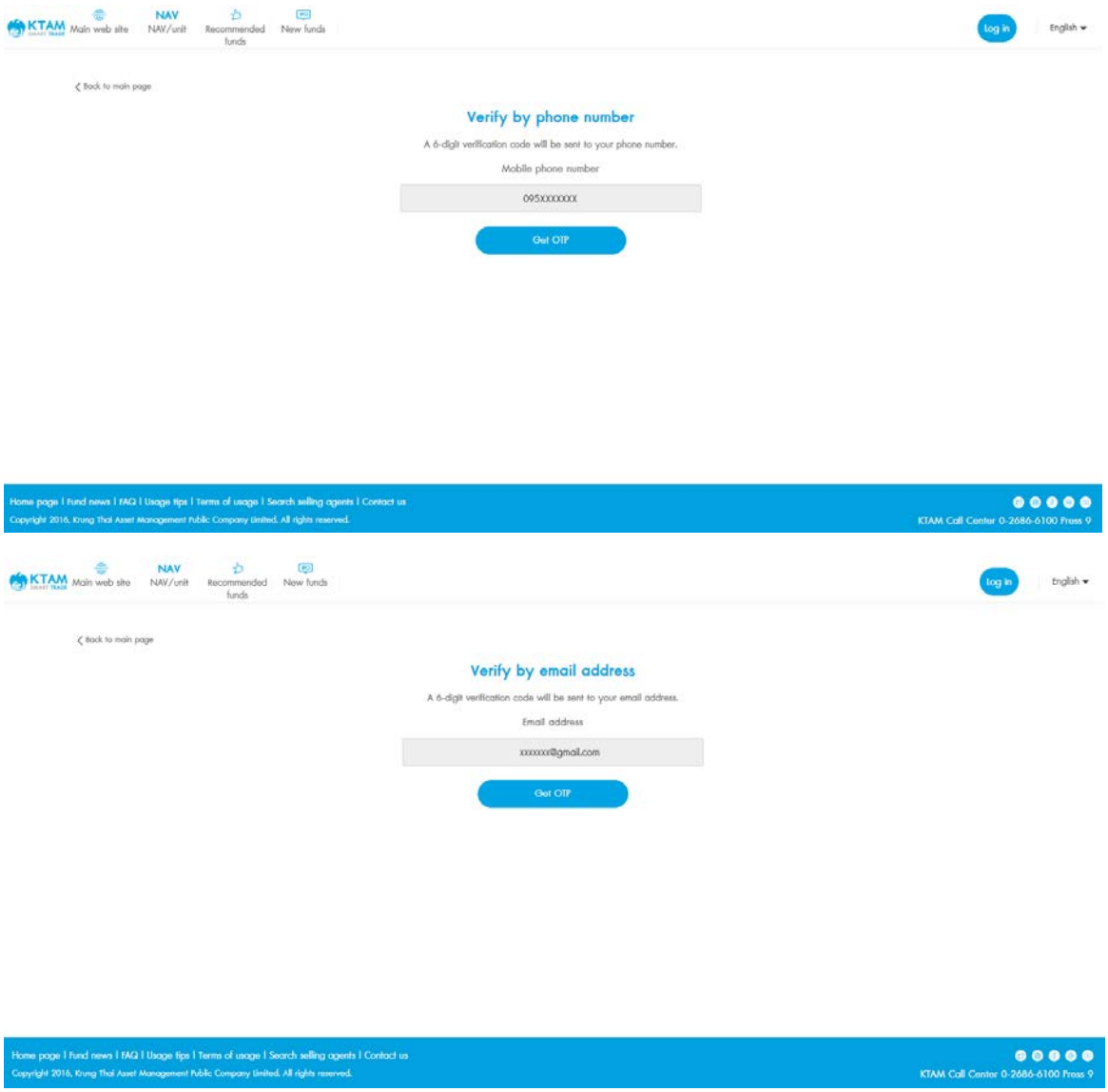


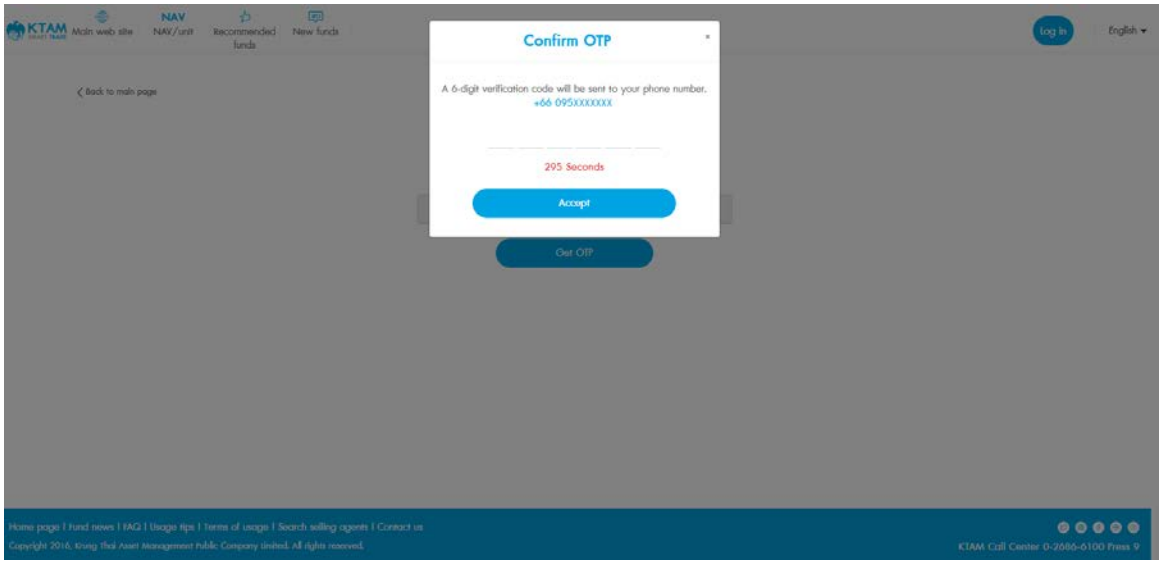


5. If you have more than 1 fund account, you may add/amend your mobile phone number and e-mail on other fund accounts as well

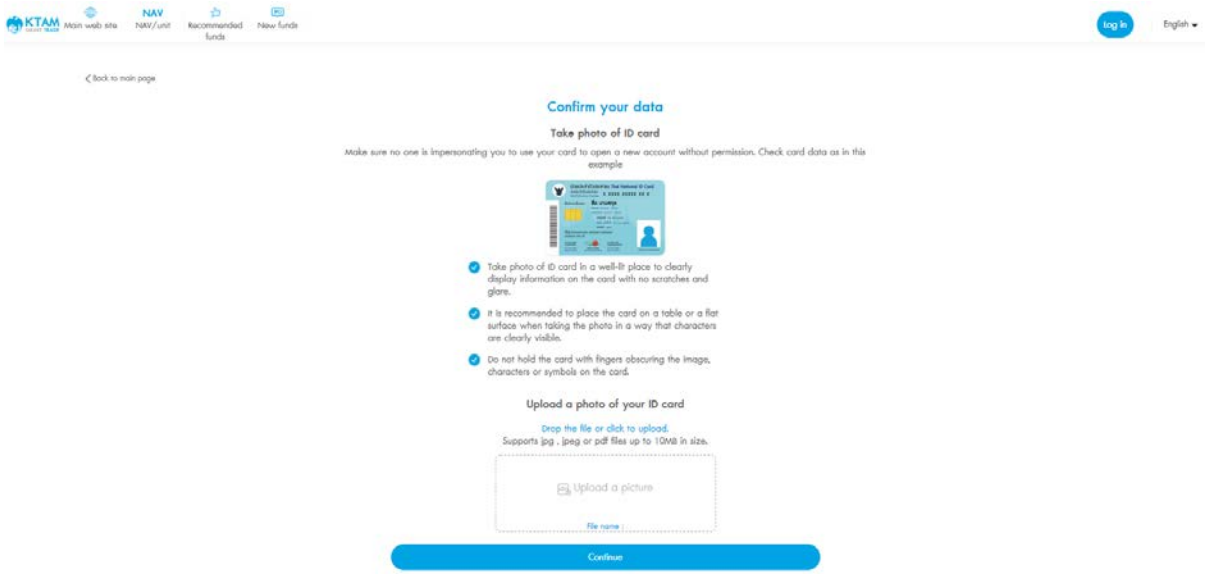


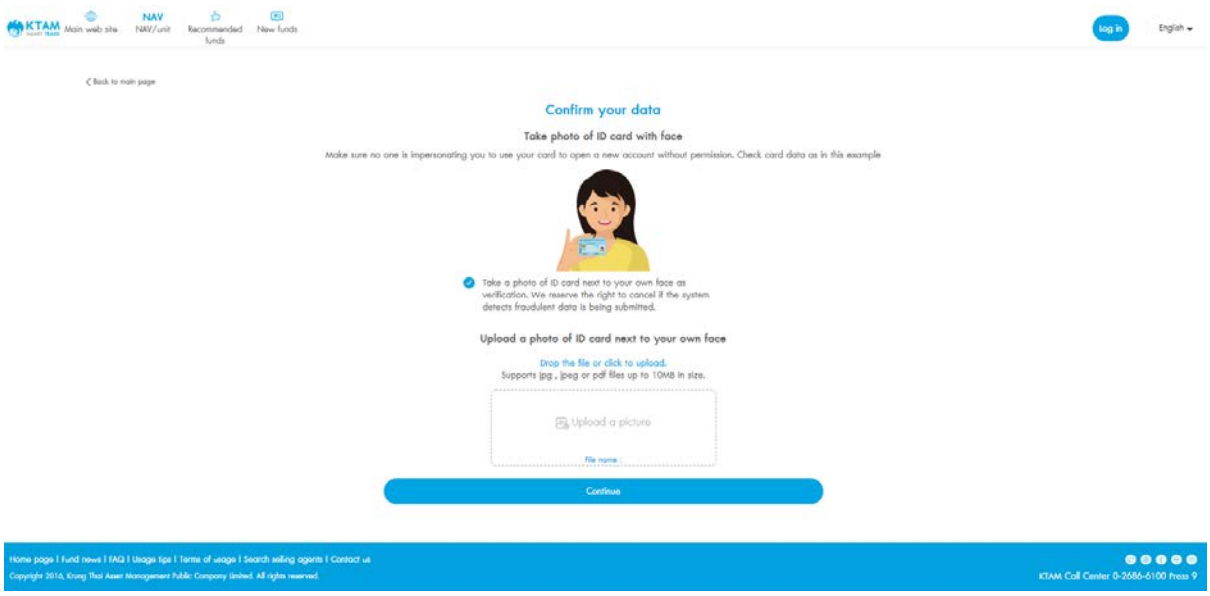
6. Verify your mobile phone number and e-mail with the 6-digit OTP code



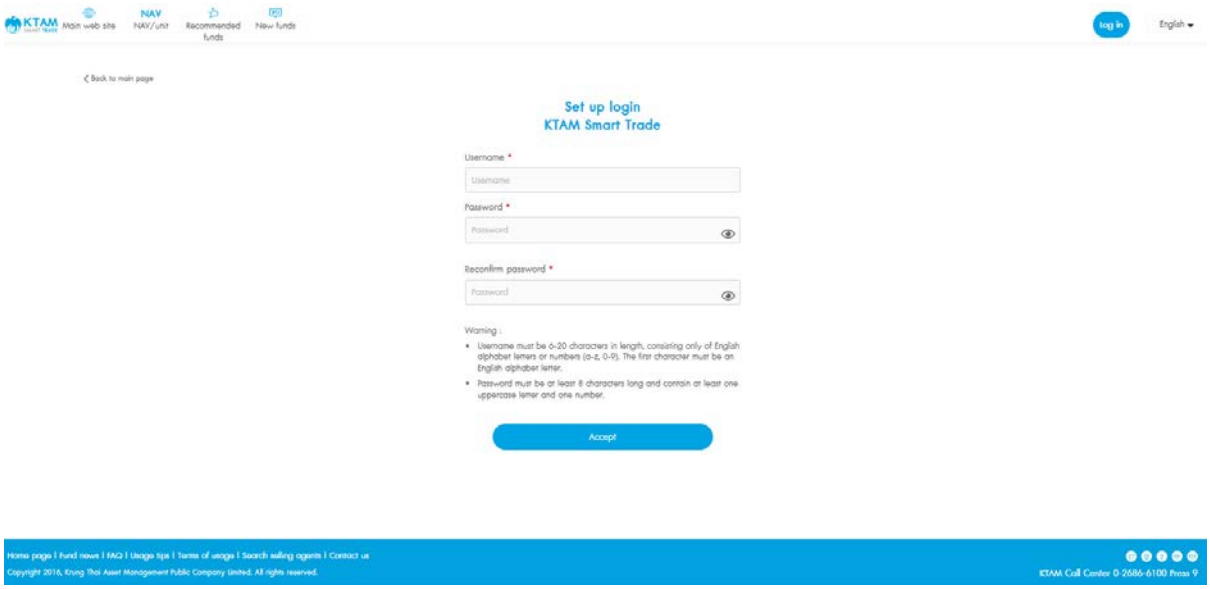


7. Provide confirmation by taking a facial photo together with your ID card



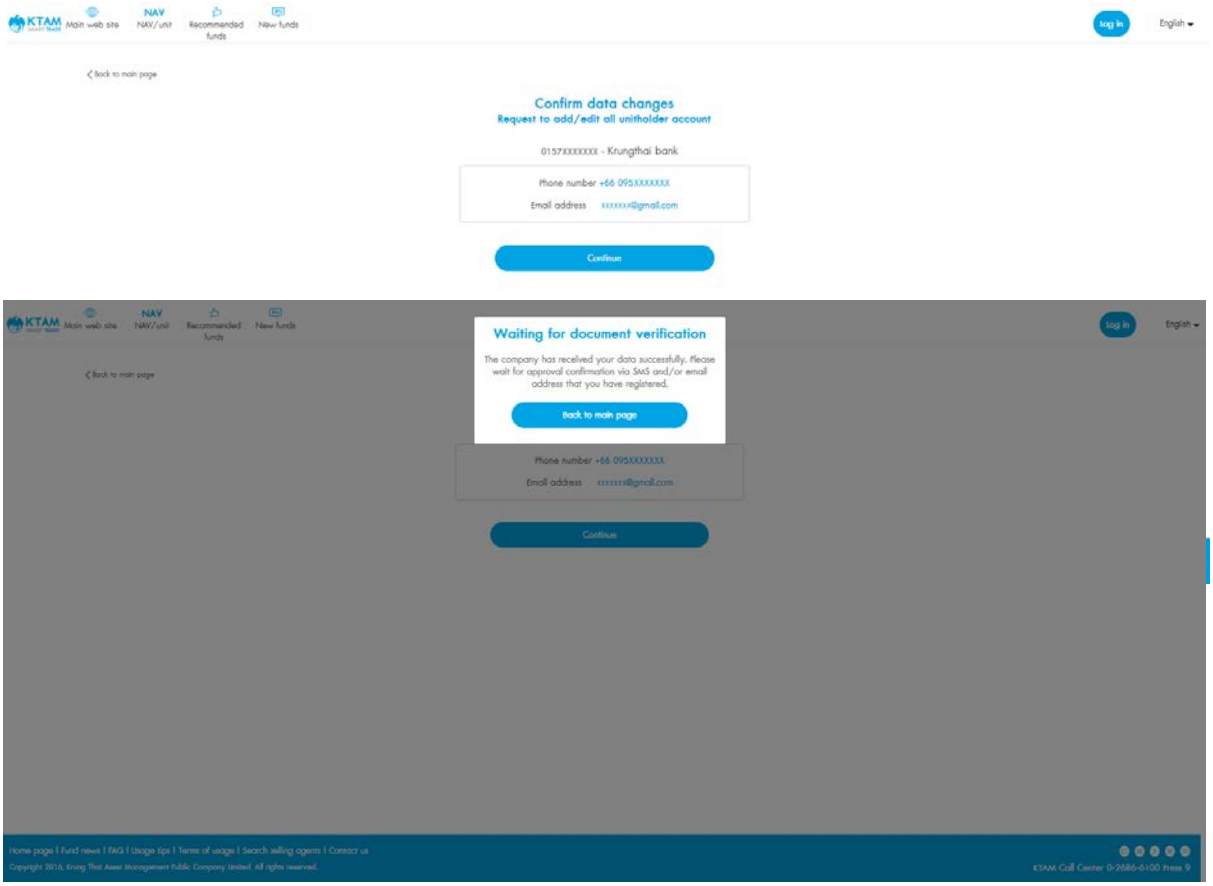


8. Set Username and Password



Note : Password must be at least 8 characters long and contain at least one uppercase letter and one number

9. Confirm changes to your mobile phone number and email.

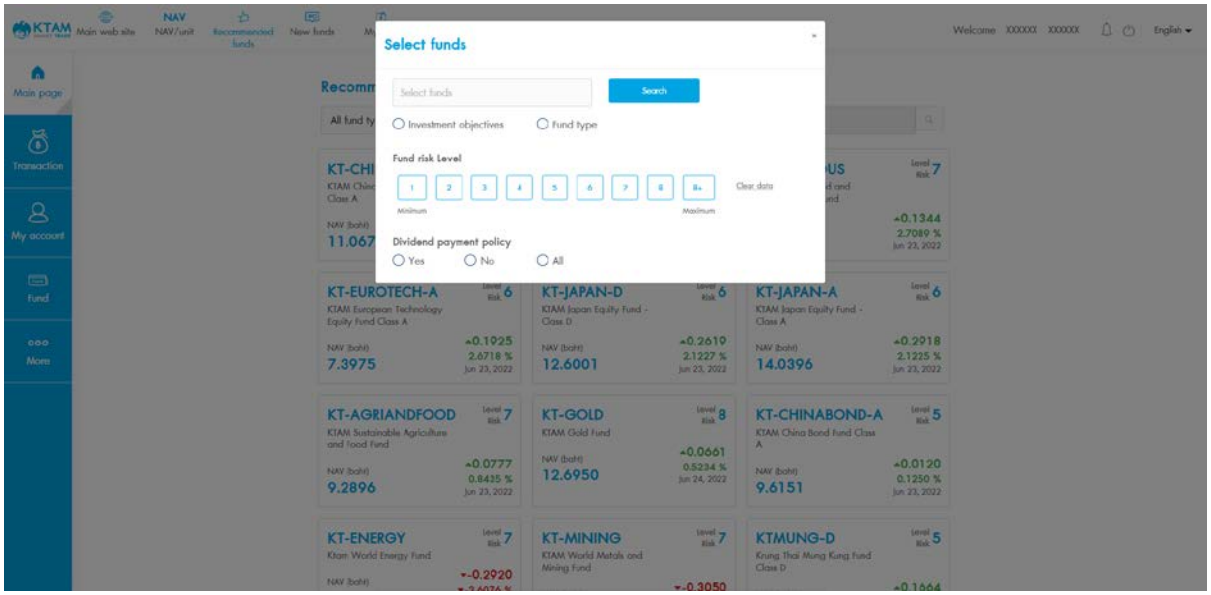


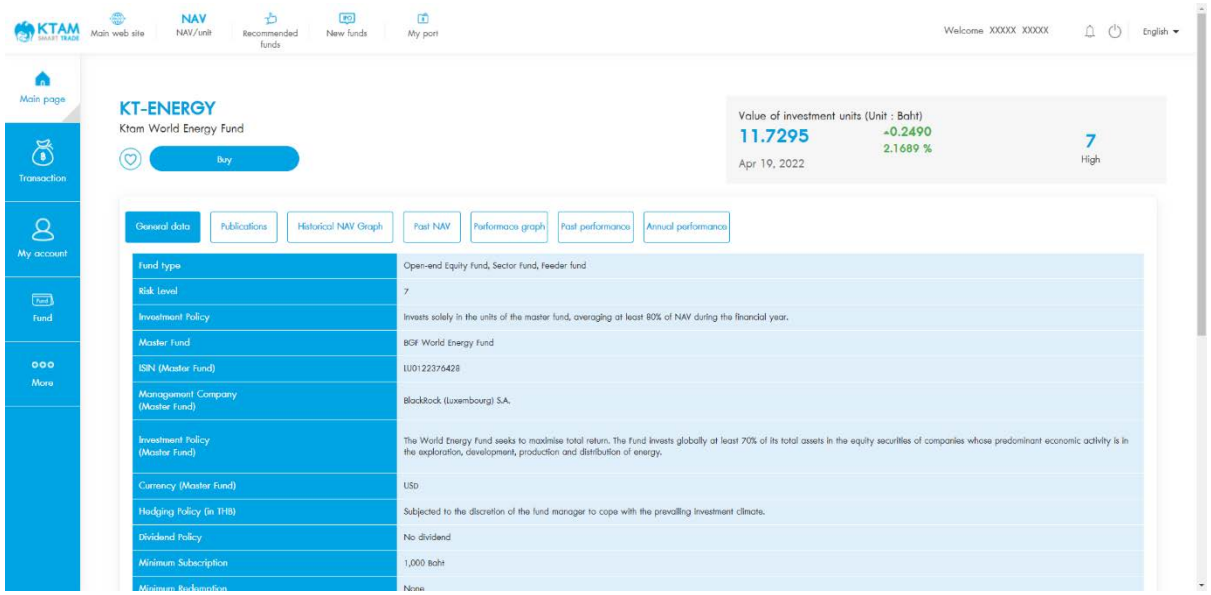
5. Funds

Note : KTAM will notify you the results to the designated e-mail within 1-3 business days after we have reviewed your supporting documents.

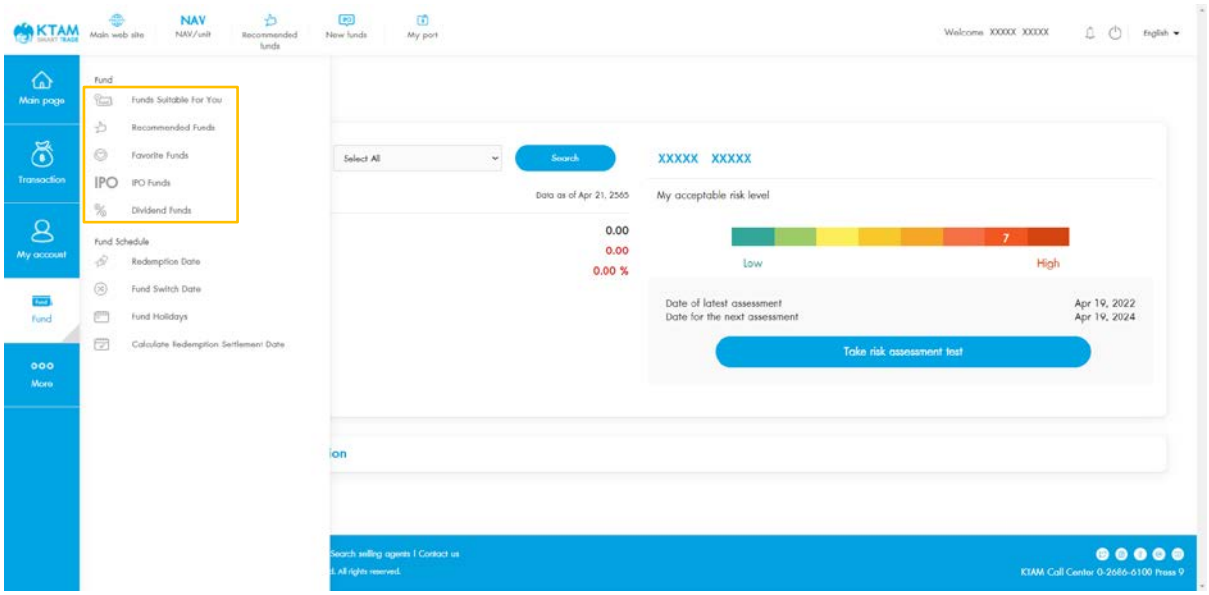
5.1. Fund Information

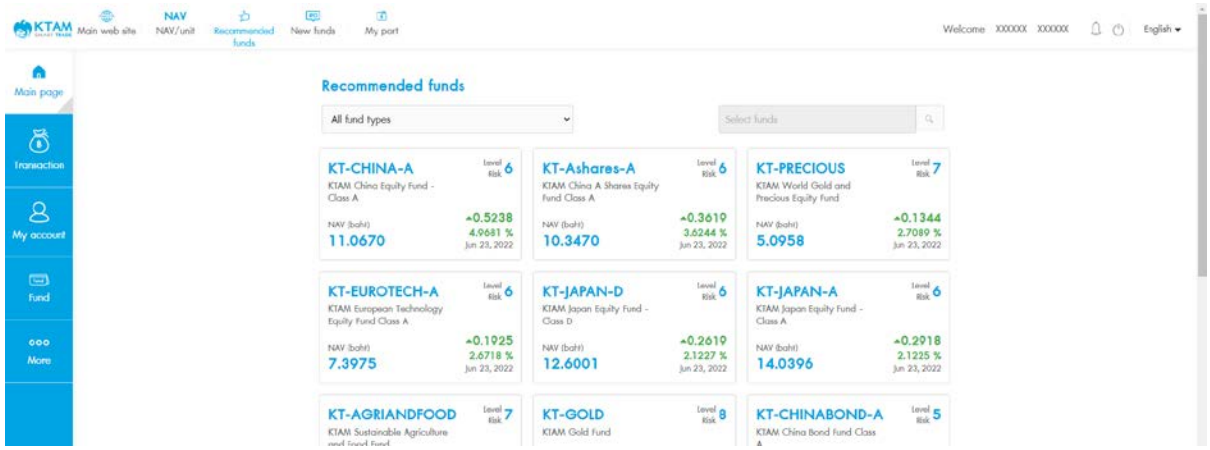
- Select fund by searching funds according to investment objective, type, risk level, or dividend payment policy. Select the one you are interested in to display more information about that fund such as fund's investment policy, fund fact sheet, historical NAV graph, historical performance charts, etc.

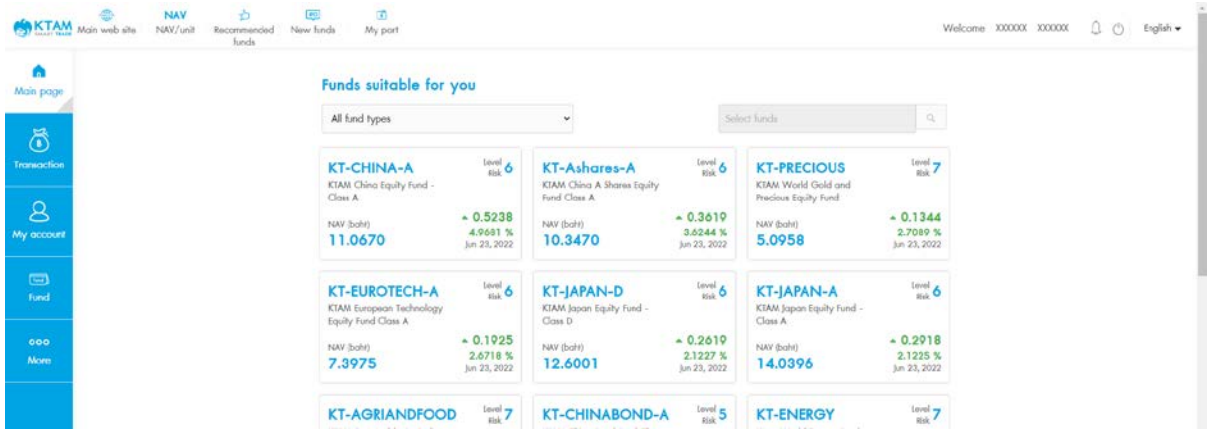




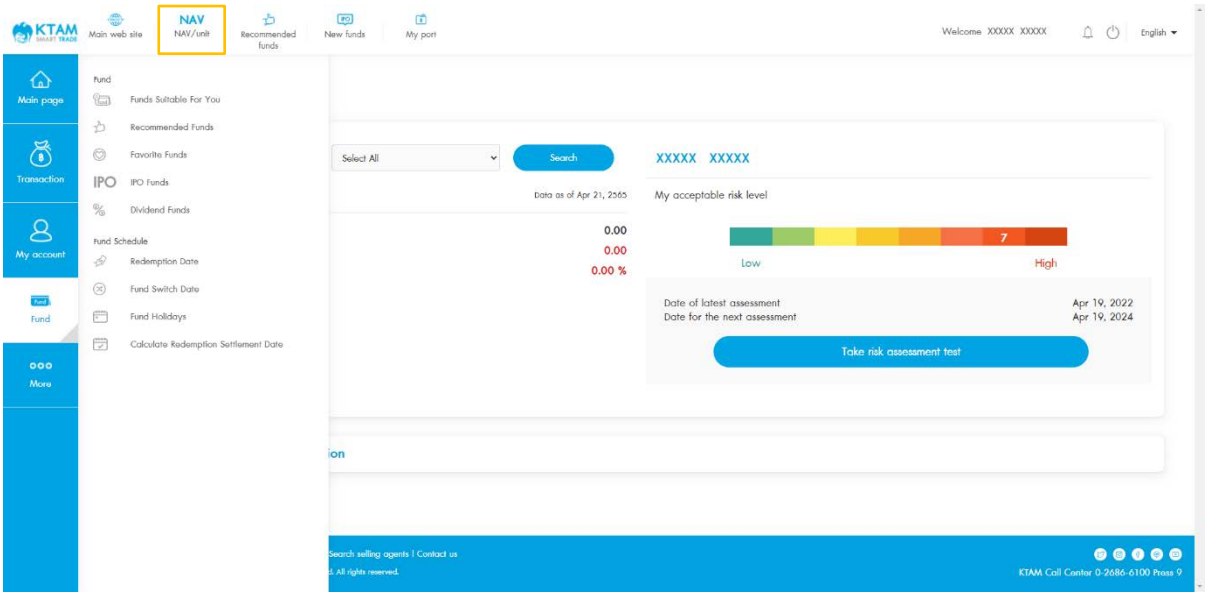
- Select funds by listing most popular funds, recommended funds, funds suitable for you, or IPO funds. Select the one you are interested in to display more information about that fund such as fund's investment policy, fund fact sheet, historical NAV graph, historical performance charts, etc.

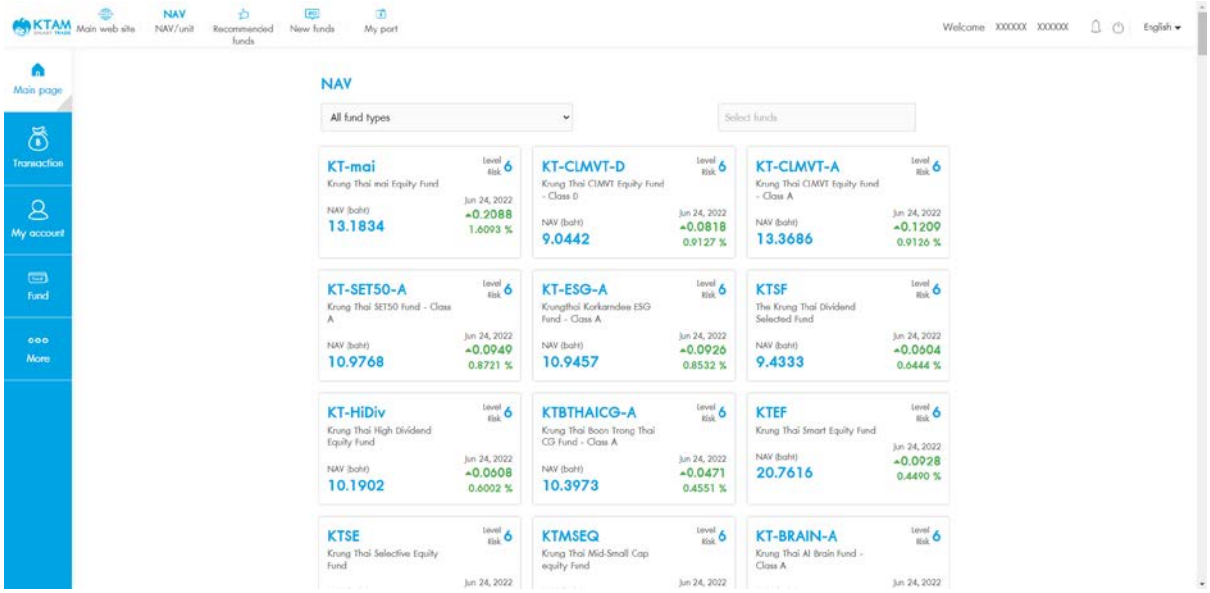






- Obtain NAV data by select NAV (Net Asset Value) and set favorite funds so you can monitor them easily.

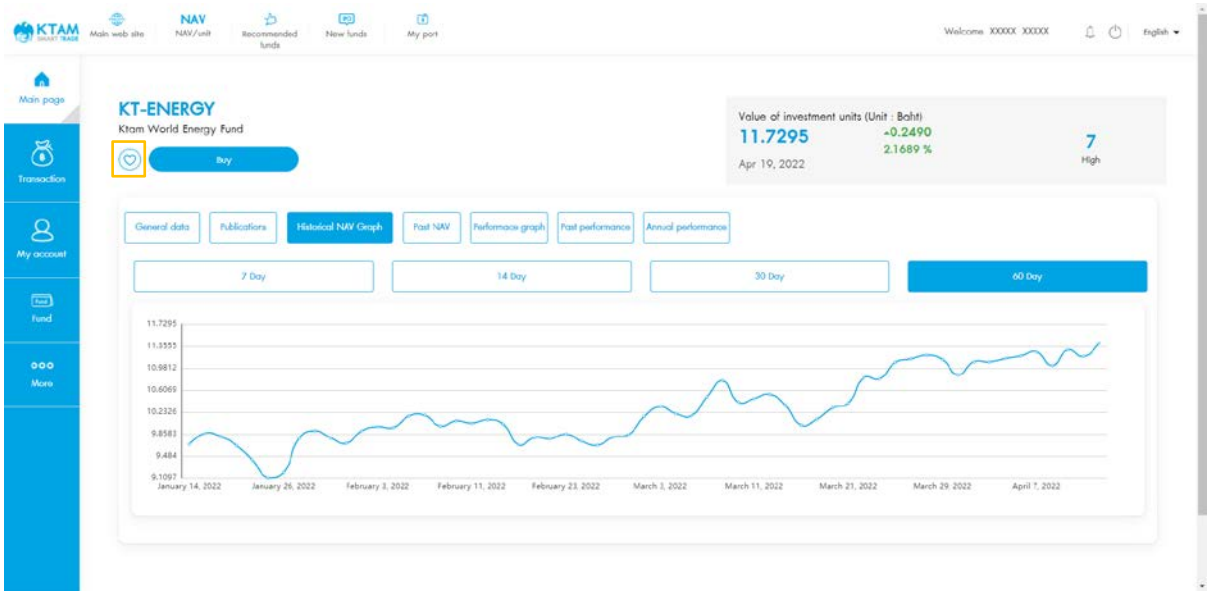


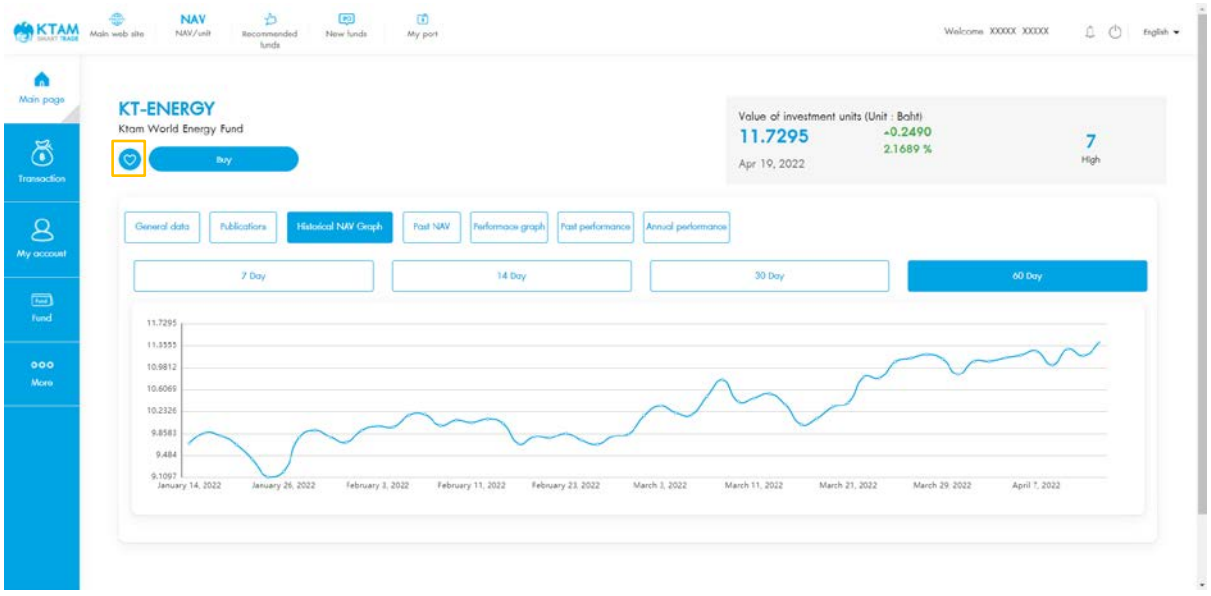


Set favorite funds to monitor them easily by following these steps:

- Choose a fund to set as a favorite

- Screen will display highlight details of that fund
- Click the heart icon on the top left- hand corner so that it turns blue
- You can check that this fund has been saved by Click the Favorite Funds menu

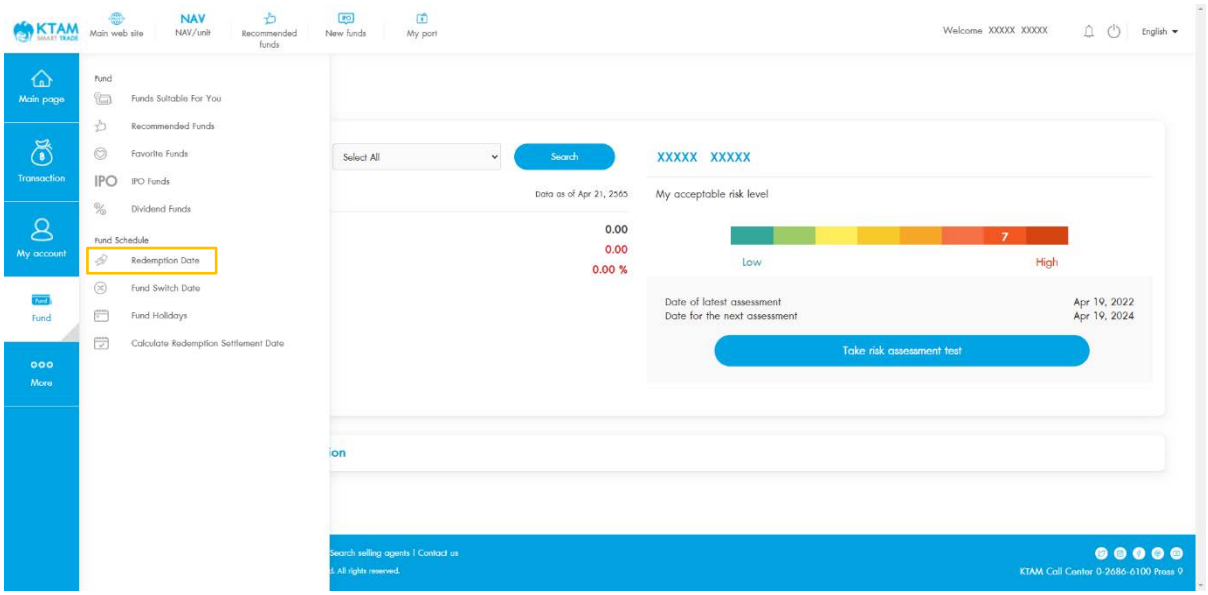




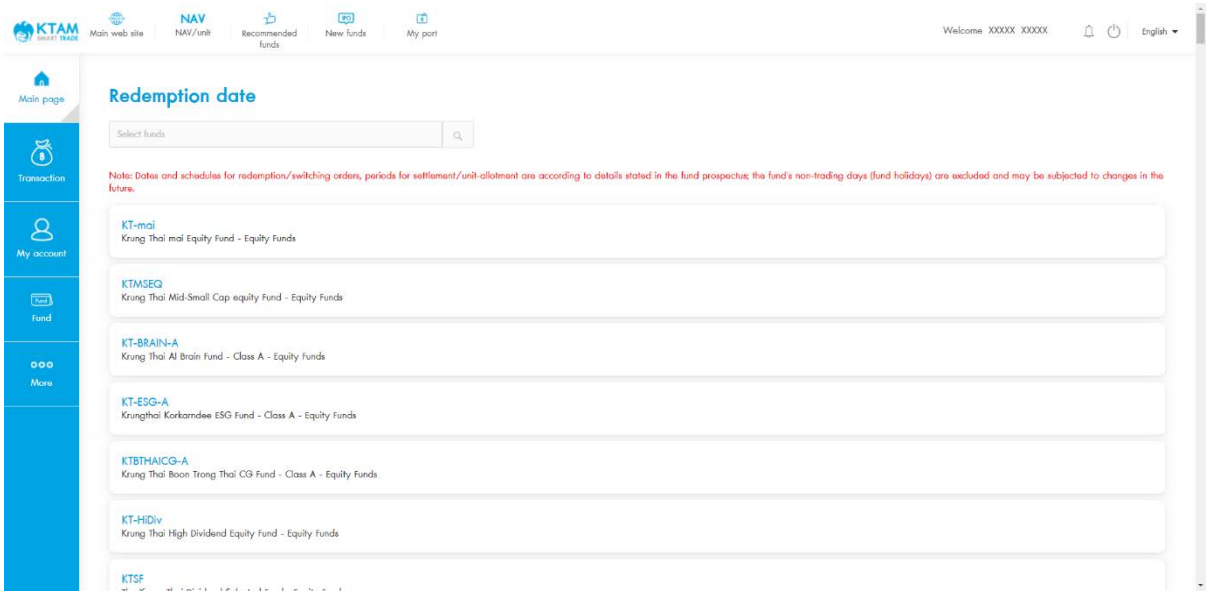
5.2. Fund schedule

5.2.1. **Settlement period** screen displays the settlement period to process payment for a redemption order.

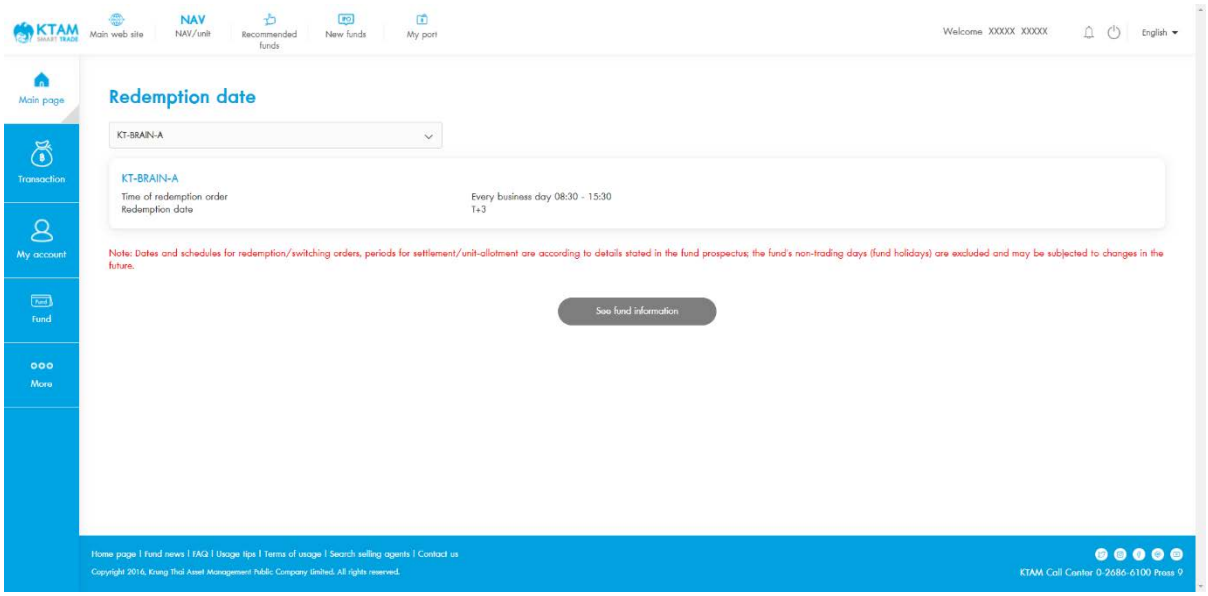
1. Select Menu Redemption date



2. Specify fund you are interested in. Then click Continue.



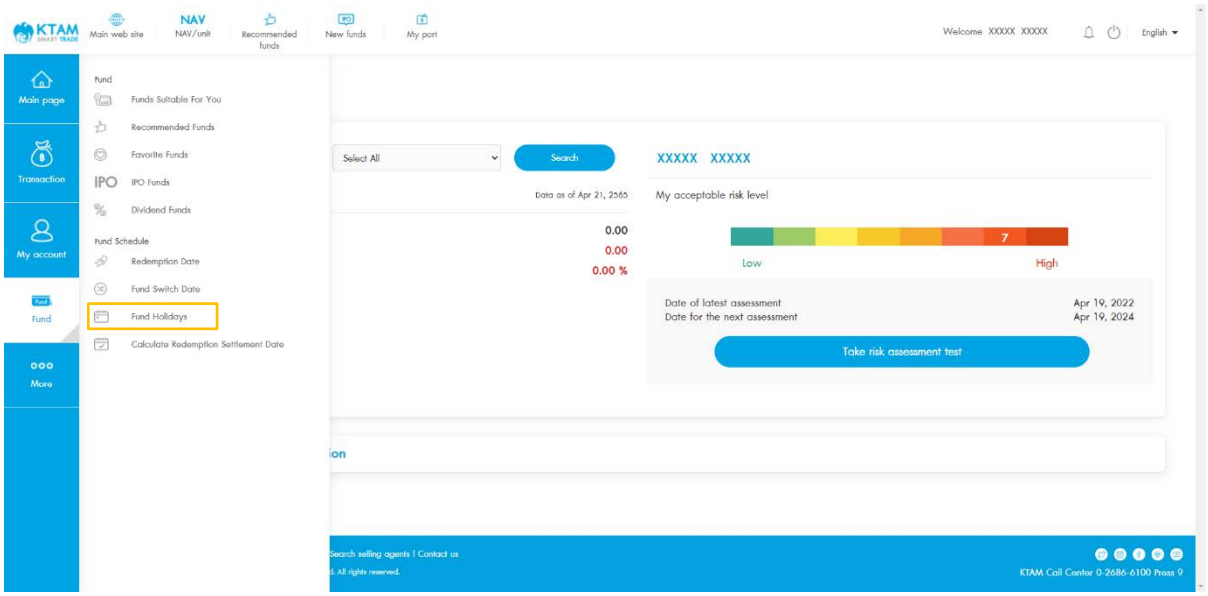
3. The screen will display the number of days needed to process payment for a redemption



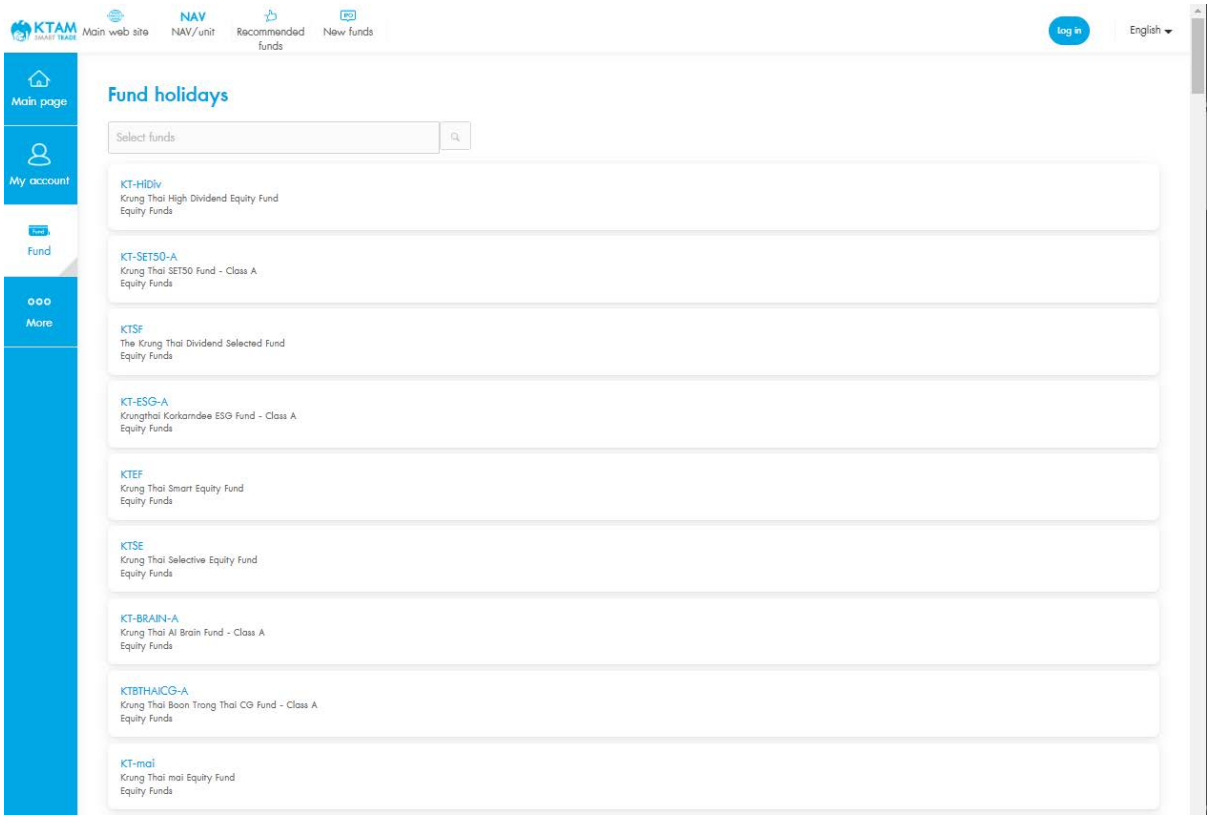
Note : Settlement period for a redemption / switch-out order shows number of days as prescribed in the fund prospectus, but does not yet include any holidays affecting that fund. Fund holidays may be subjected to changes.

5.2.2. **Fund holidays** displays the fund holiday calendar

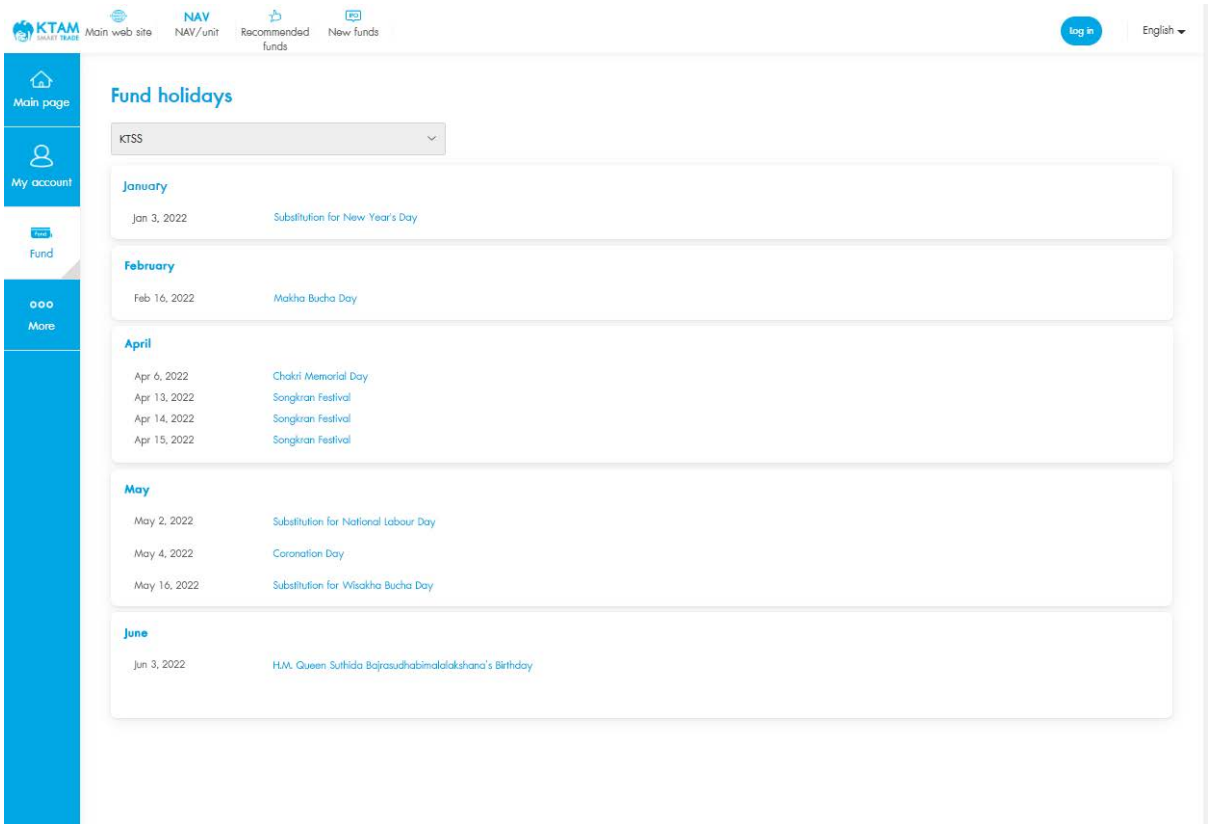
1. Select menu Fund holidays



2. Specify fund you are interested in. Then click Continue.

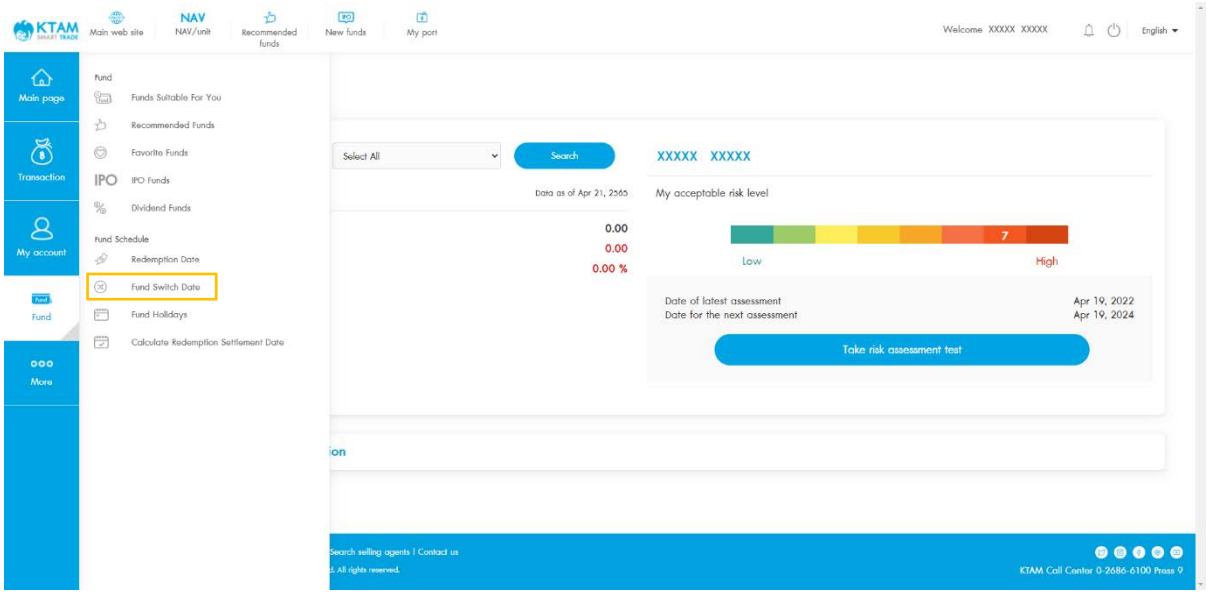


3. The screen will display the fund holiday for the month.

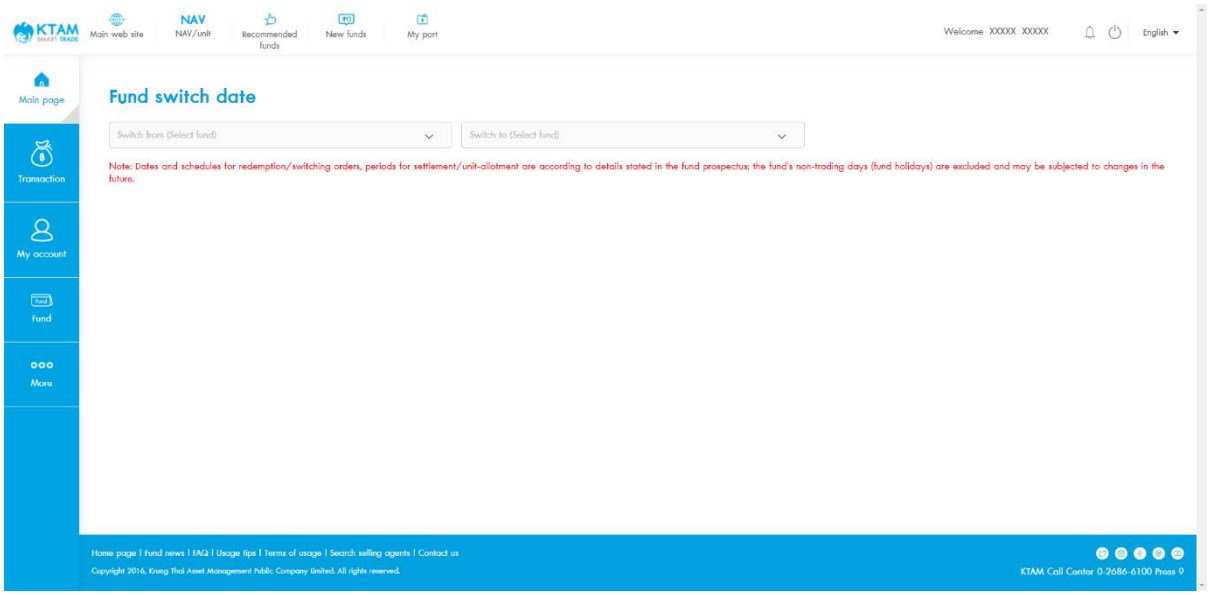


5.2.3. **Fund switch date** displays details of switching dates

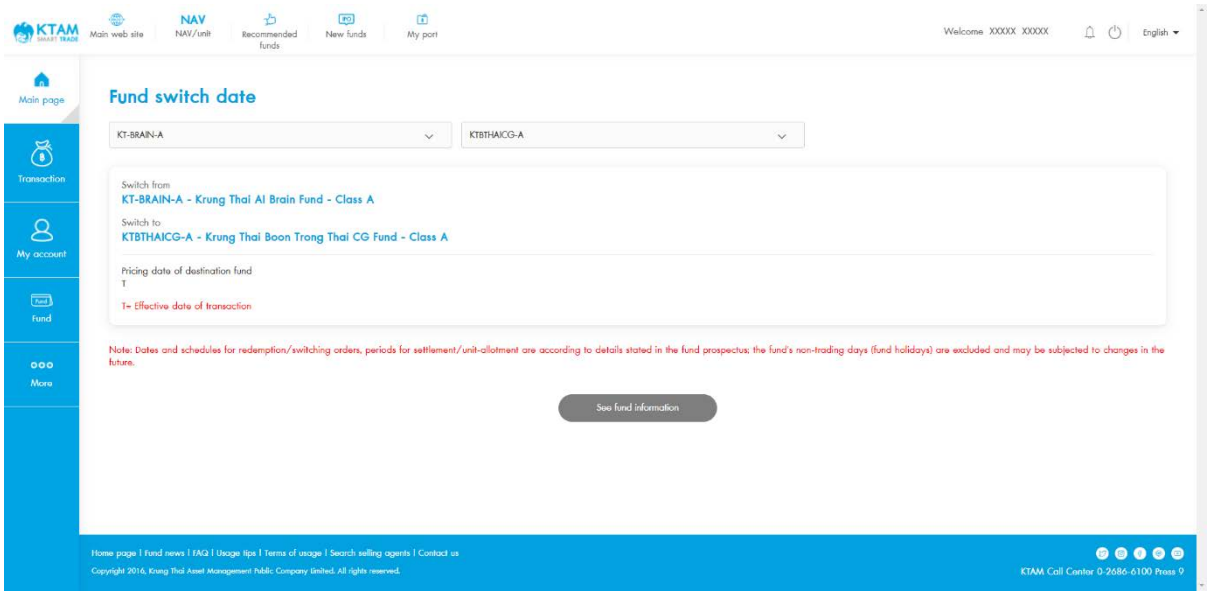
1. Select menu Fund switch date



2. Select the fund to switch-out and fund to switch-in. Then click Continue.



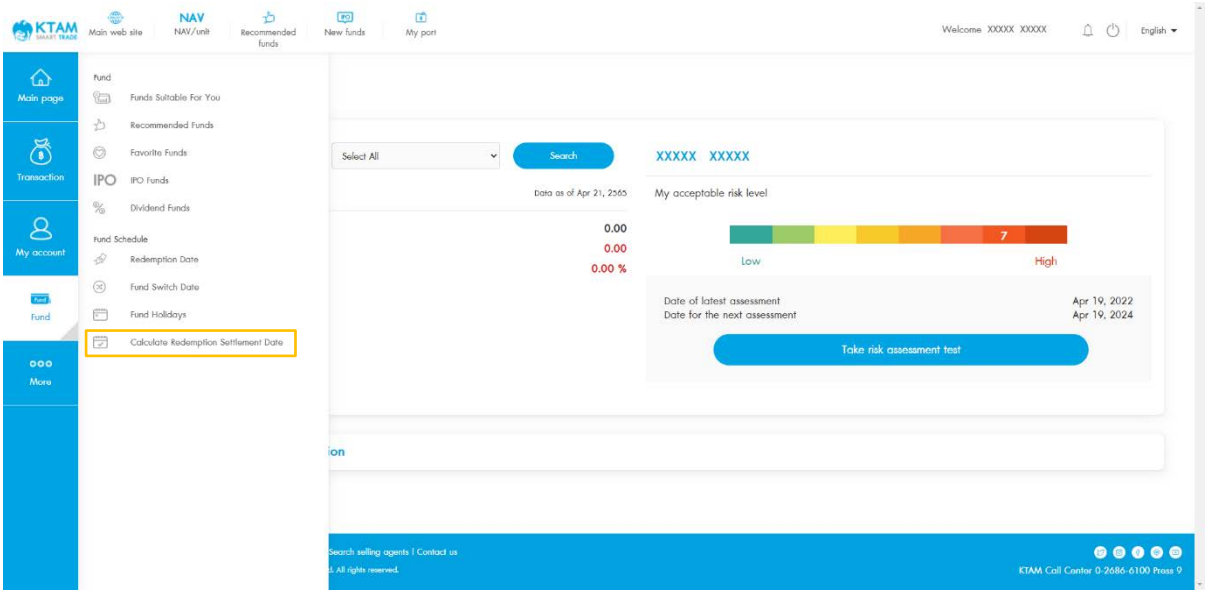
3. The screen will display timing details about switch.



Note : Settlement period for a redemption / switch-out order shows number of days as prescribed in the fund prospectus, but does not yet include any holidays affecting that fund. Fund holidays may be subjected to changes.

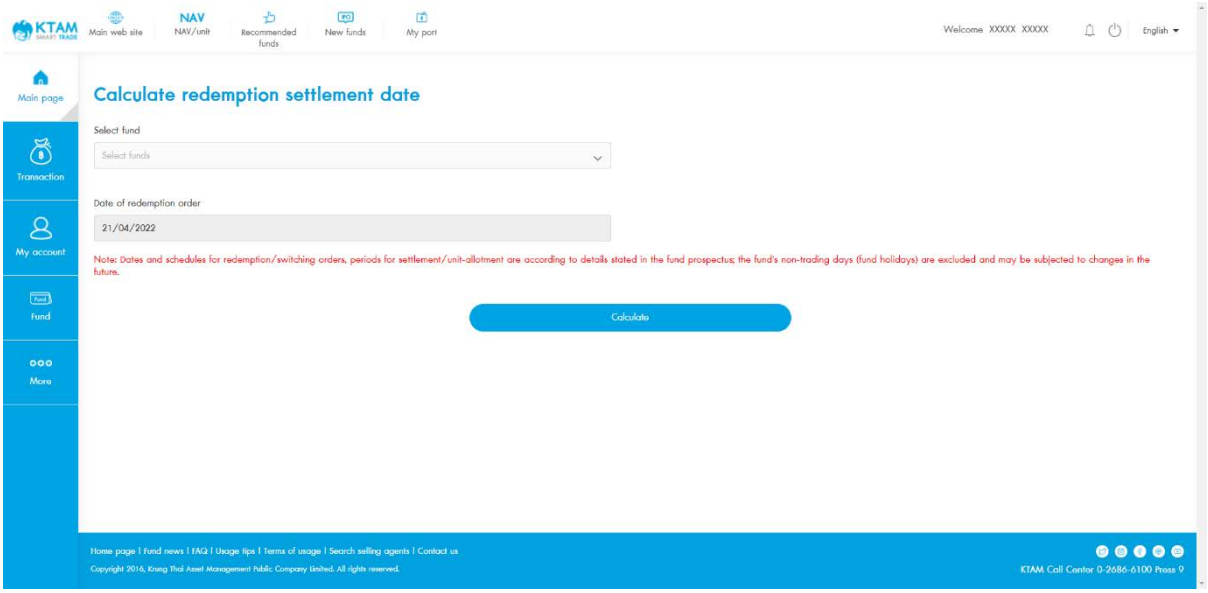
5.2.4. **Calculate redemption settlement date** easily by following these steps

1. Select menu Calculate redemption settlement date.

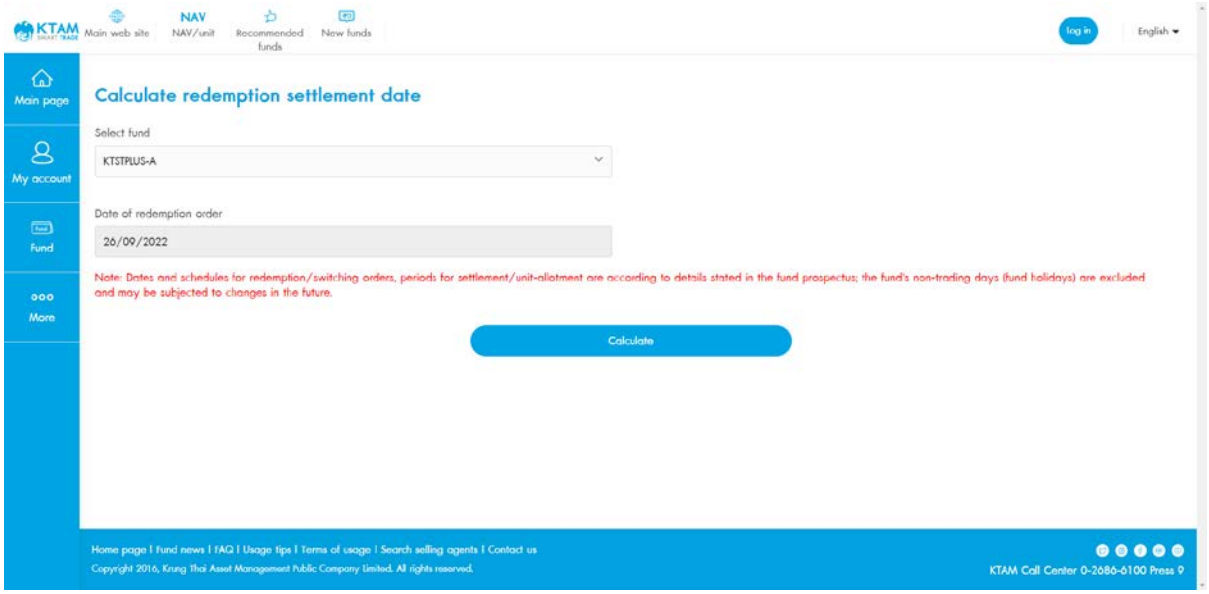


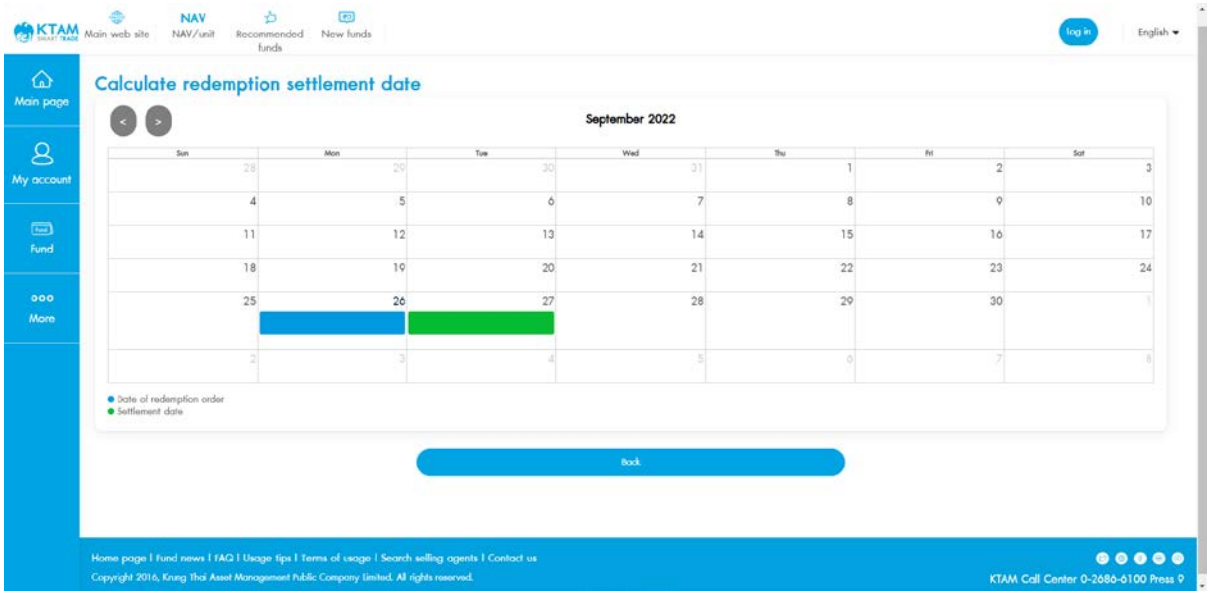
2. Select fund you are interested in.

3. Select the date you wish to place the redemption order. Then click Calculate.



4. The screen will display a calendar showing details about the settlement process and when payment will be received.



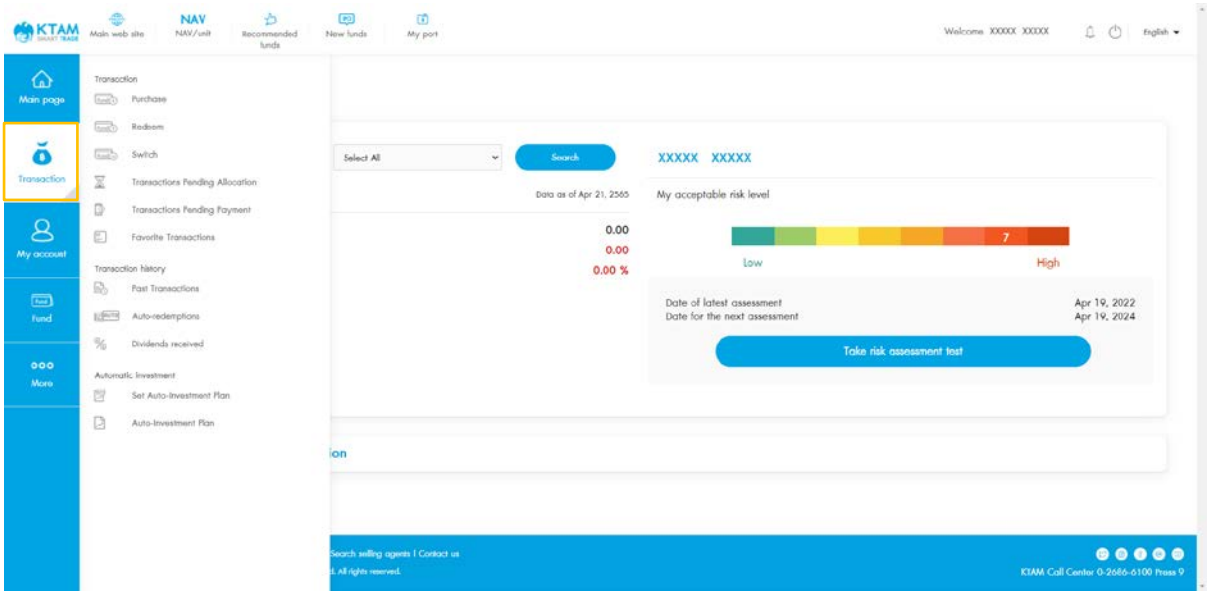


Note : Settlement period for a redemption / switch-out order shows number of days as prescribed in the fund prospectus, but does not yet include any holidays affecting that fund. Fund holidays may be subjected to changes.

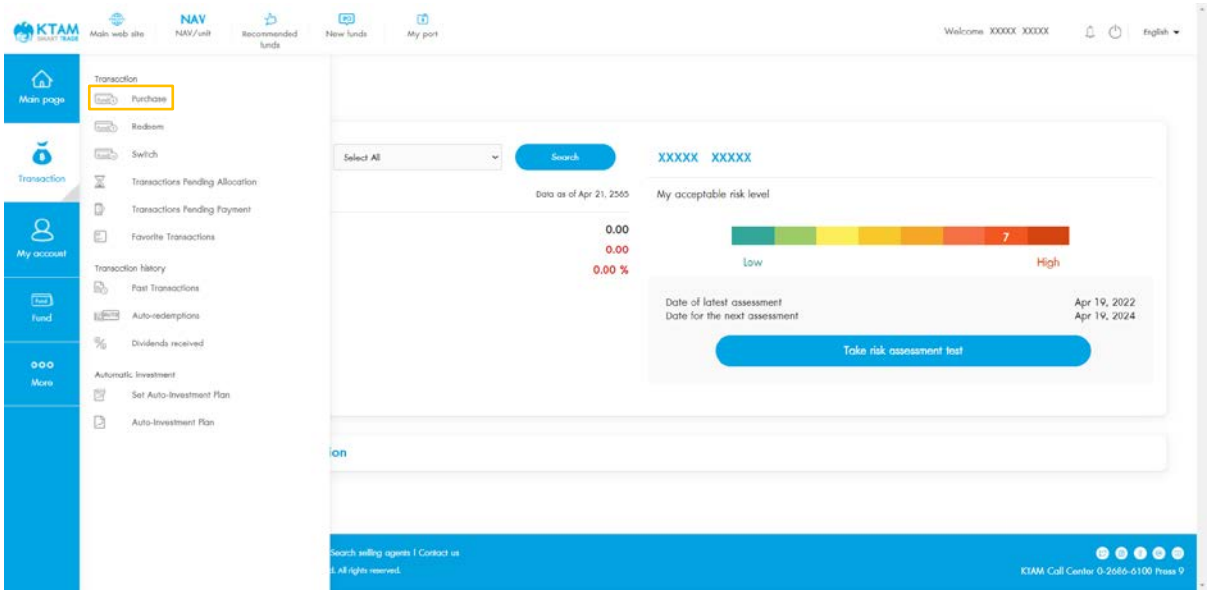
6. Transactions

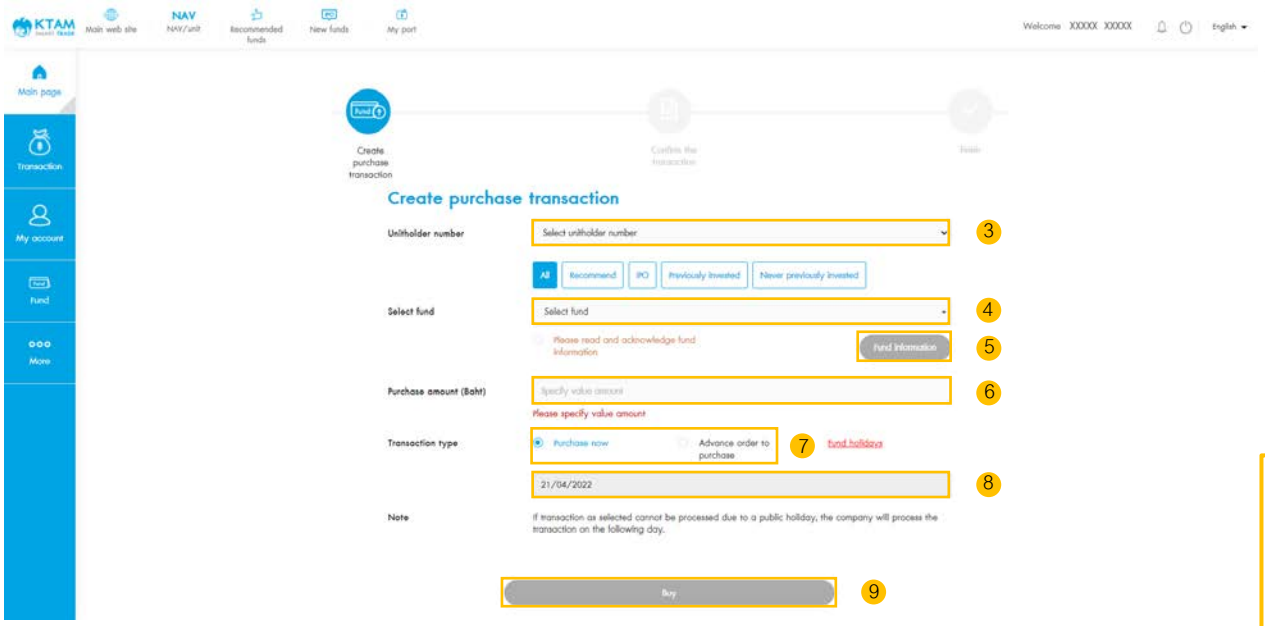
6.1. Purchase

1. Select menu for Transactions



2. Select Purchase





3. Select Unitholder Number

4. Select fund desired

5. Click Fund Information to review and acknowledge details about the fund

6. Specify value amount of the purchase

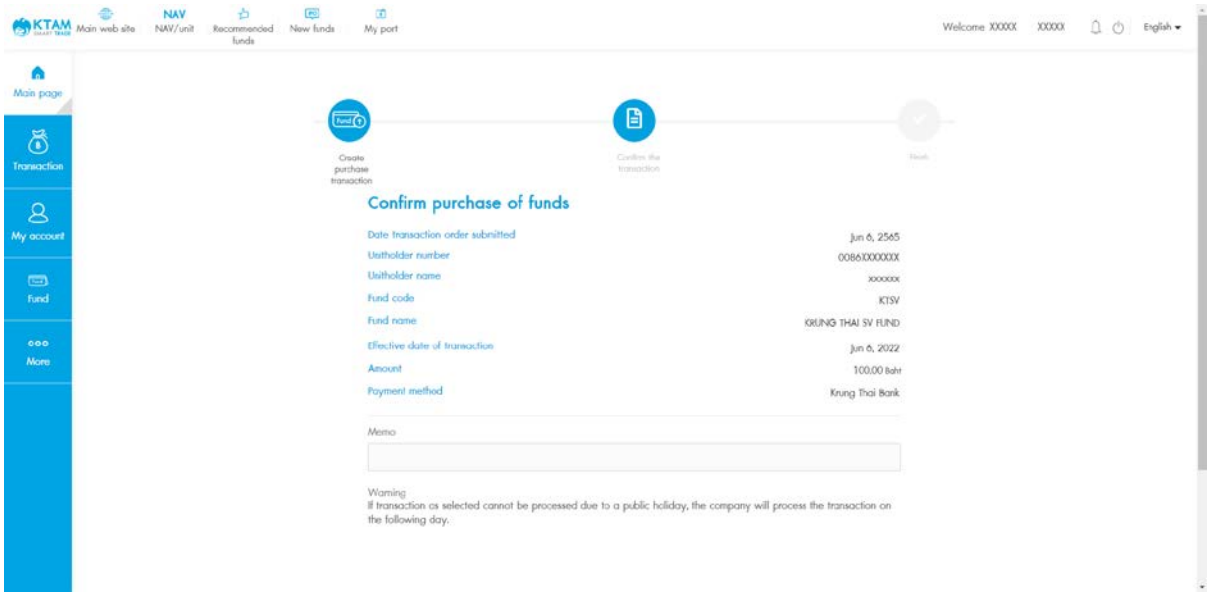
7. Select type of purchase

8. Select payment method

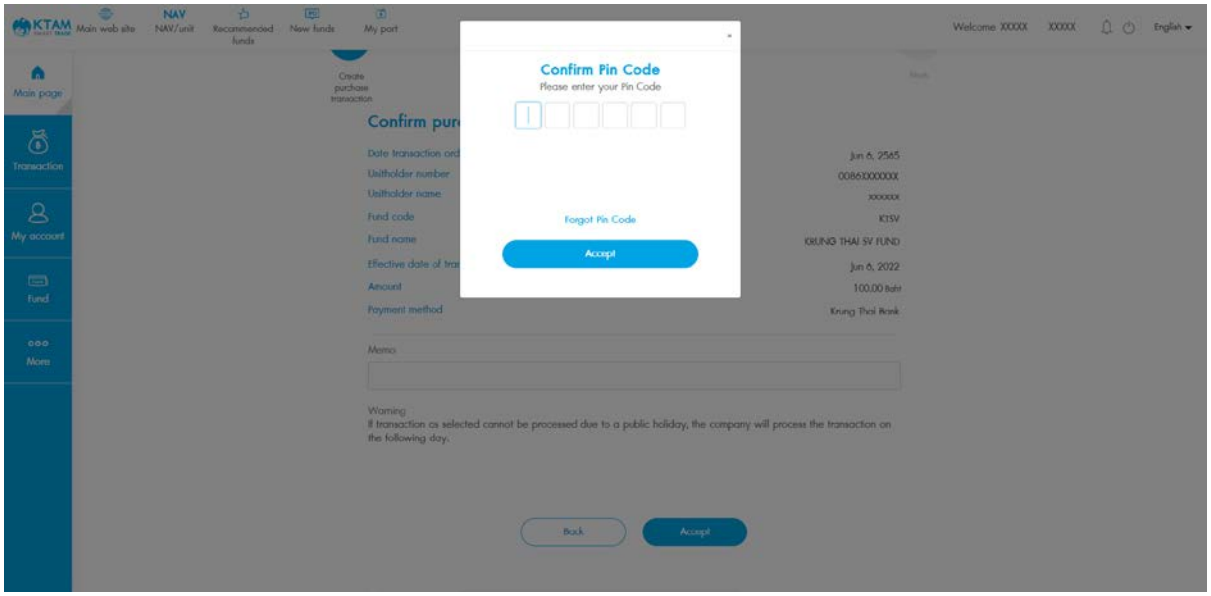
- Bank debit
- KTC credit card (only for RMF/SSF)
- Redeem KTC FOREVER points instead of using cash
- Online Banking

9. Accept these terms and conditions. Then click Purchase.

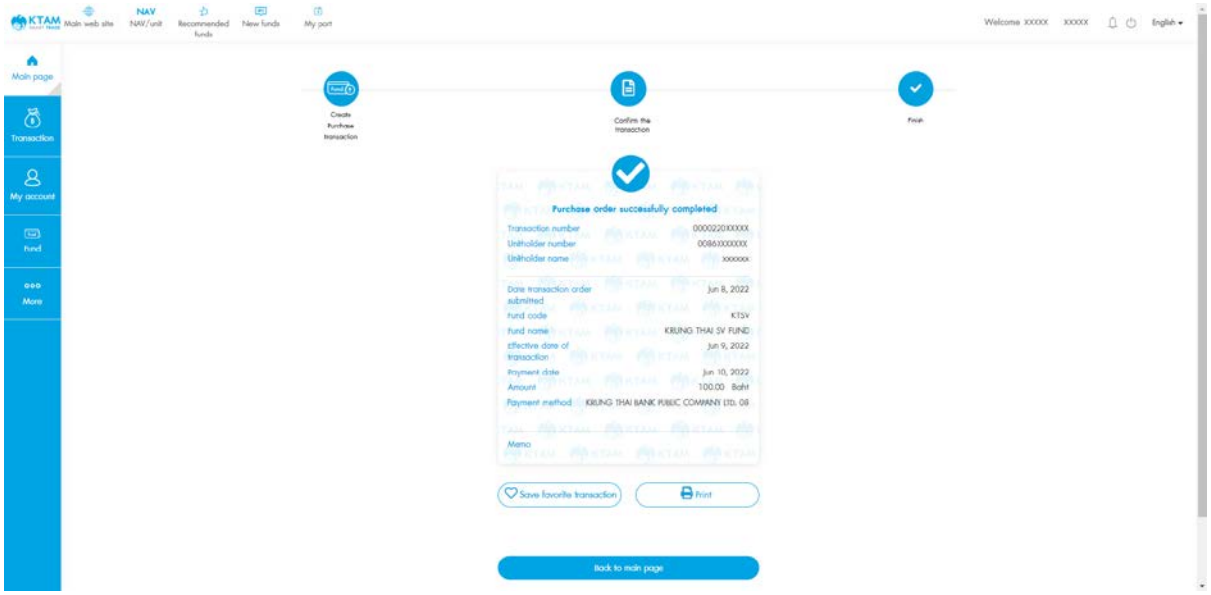
10. Review details of your order to purchase. Then click Confirm.



11. Verify by entering the 6-digit Pin Code

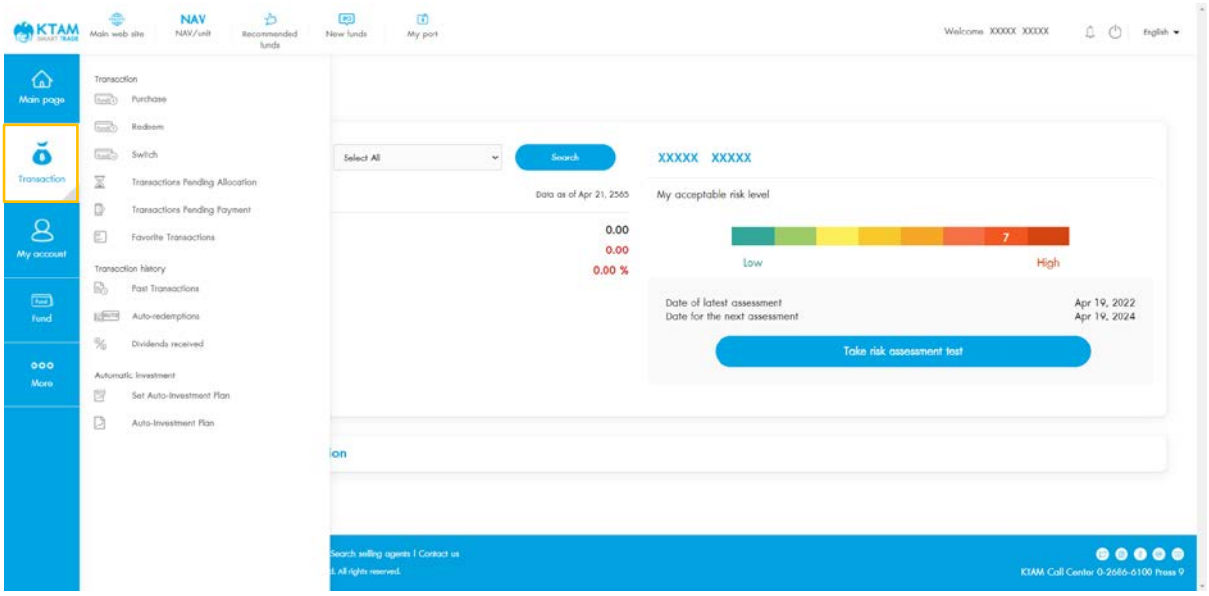


12. When the transaction is successfully placed, the system will provide a slip image. We will also send a notification to the e-mail you have previously registered with KTAM.

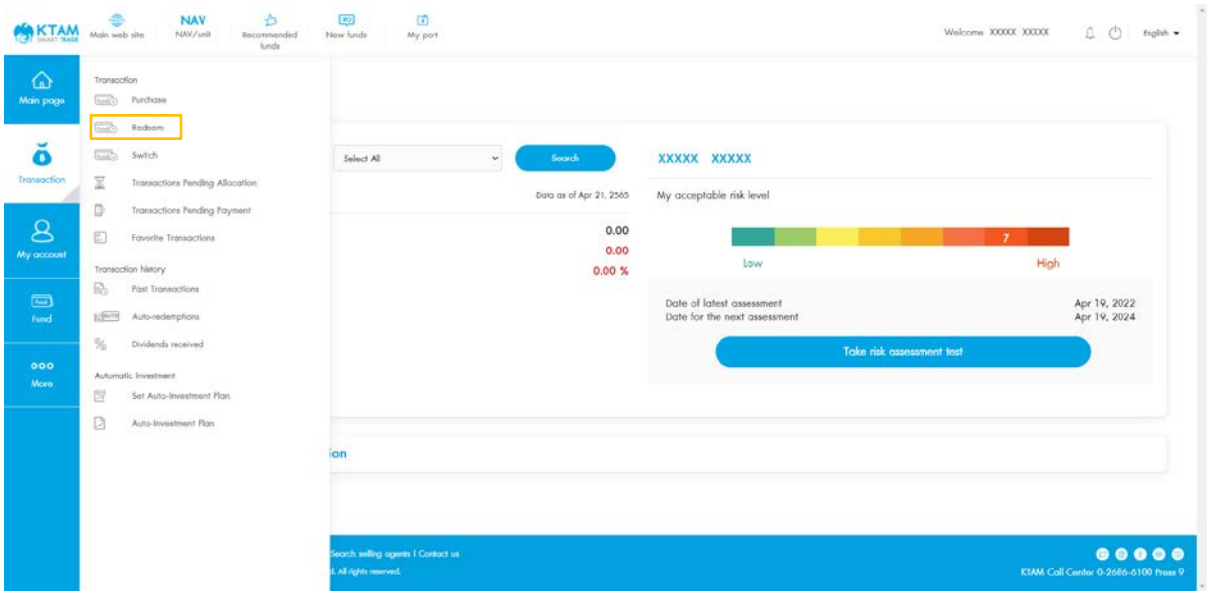


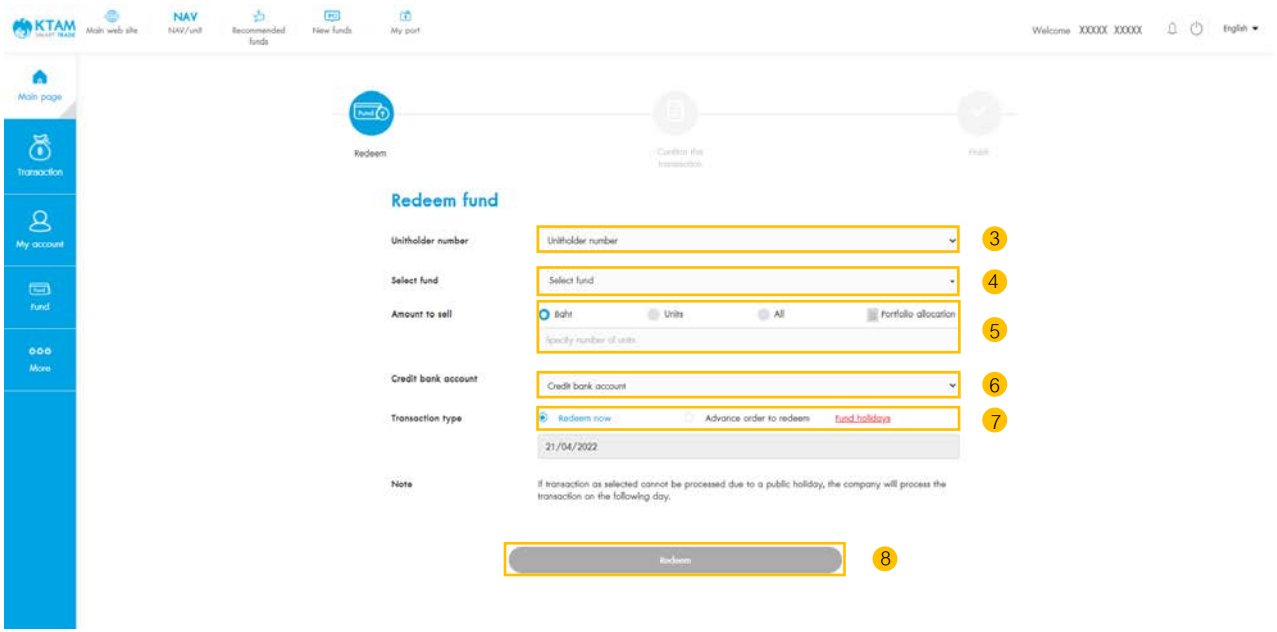
6.2. Redeem

1. Select menu for Transactions



2. Select Redeem





3. Select Unitholder Number

4. Select fund desired

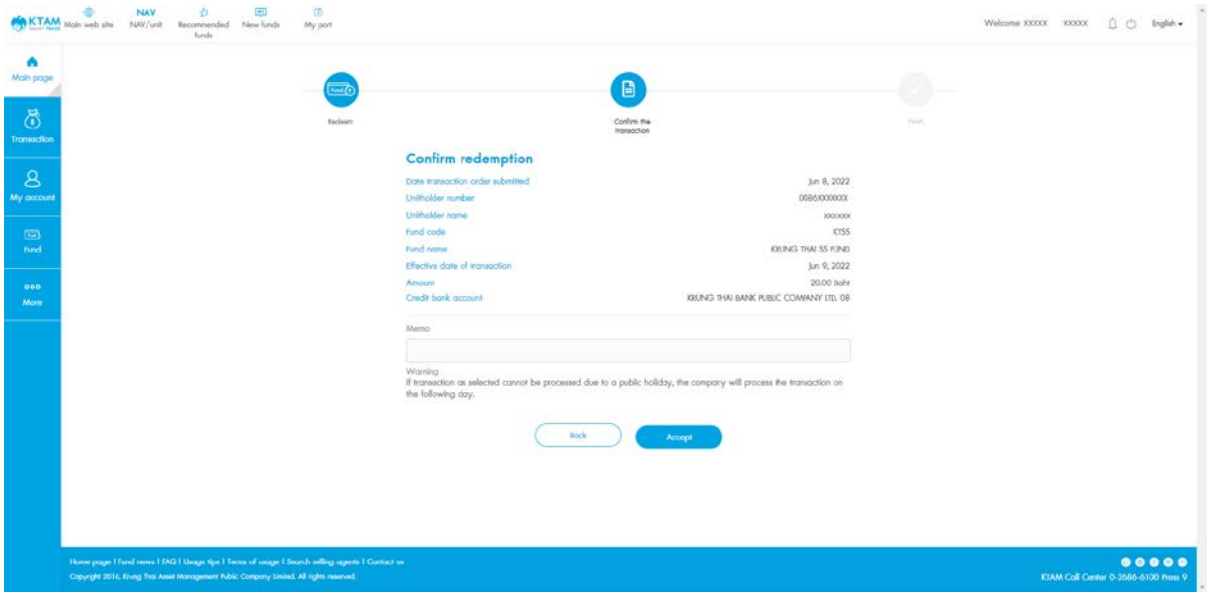
5. Click Fund Information to learn more about the fund

6. Select receiving bank

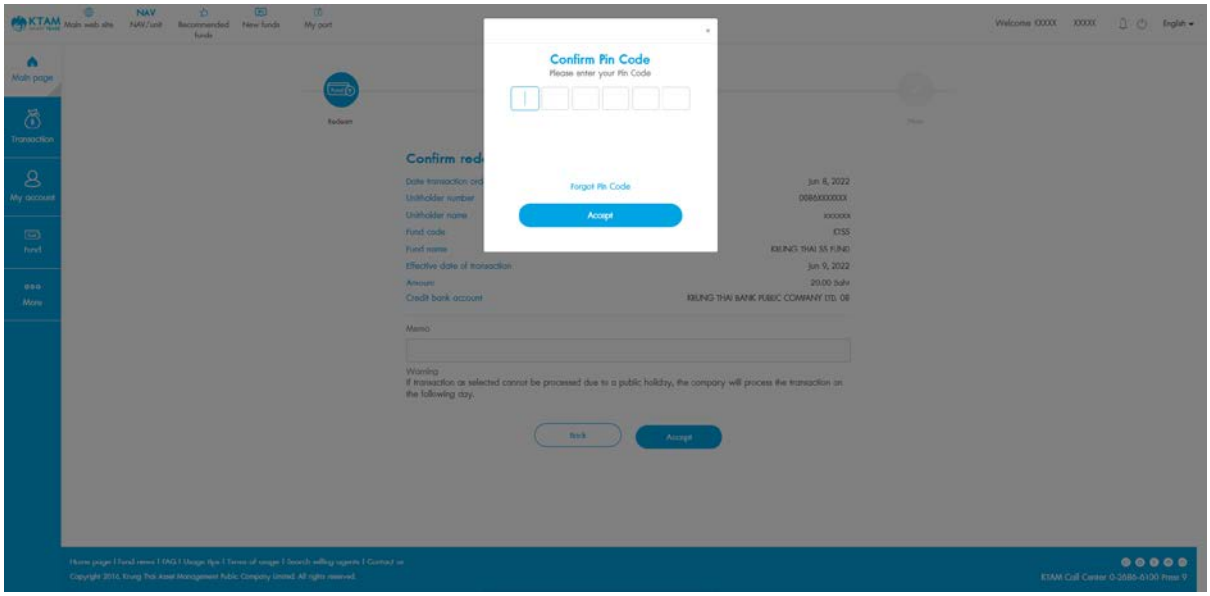
7. Select transaction type

8. Accept these terms and conditions. Then click Redeem

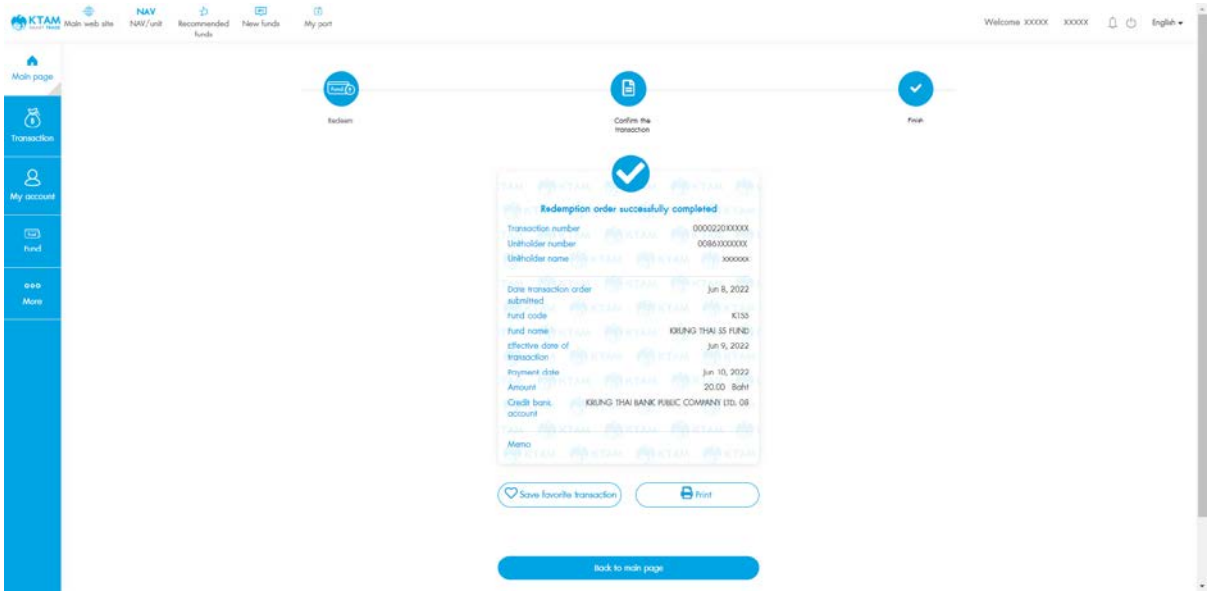
9. Review details of your order to redeem. Then click Confirm.



10. Verify by entering the 6-digit Pin Code.

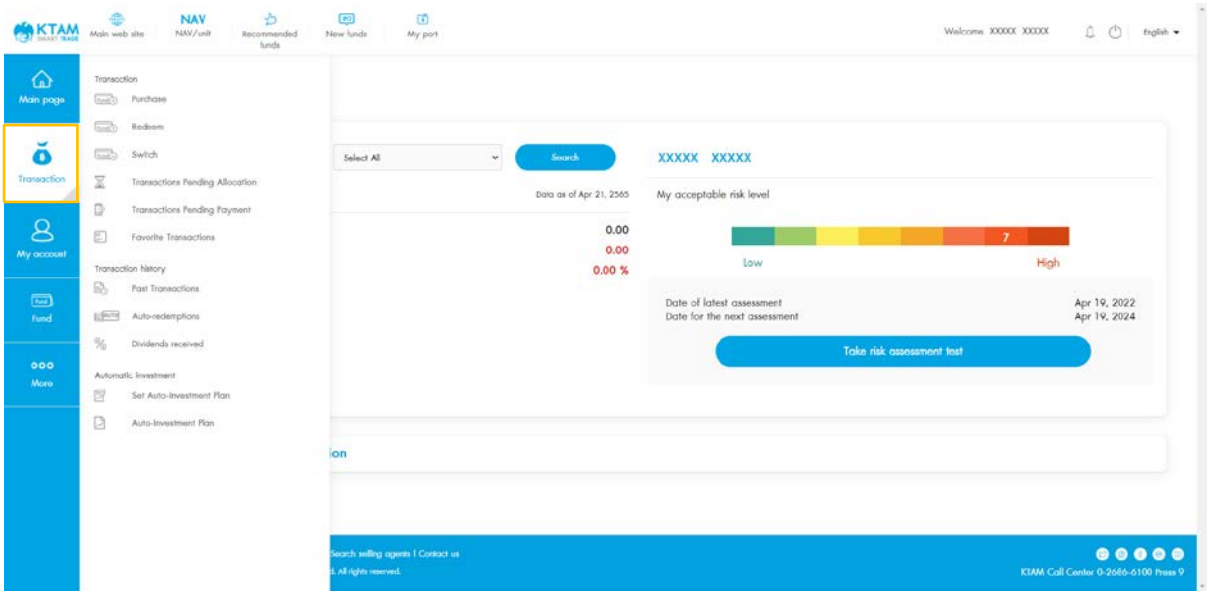


11. When the transaction is successfully placed, the system will provide a slip image. We will also send a notification to the e-mail you have previously registered with KTAM.

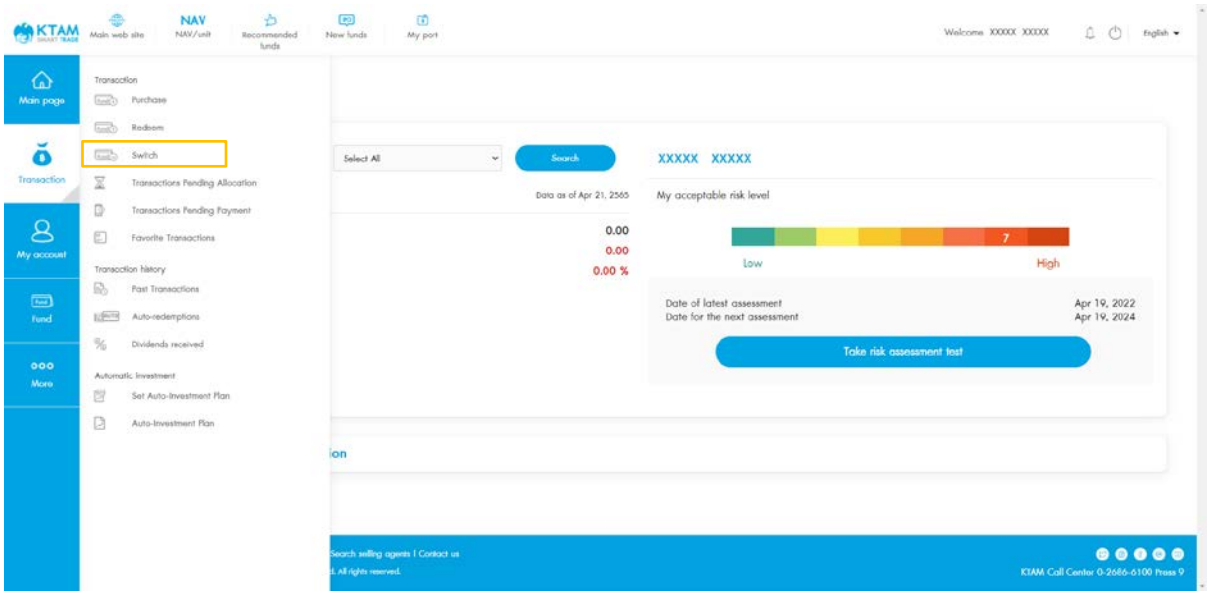


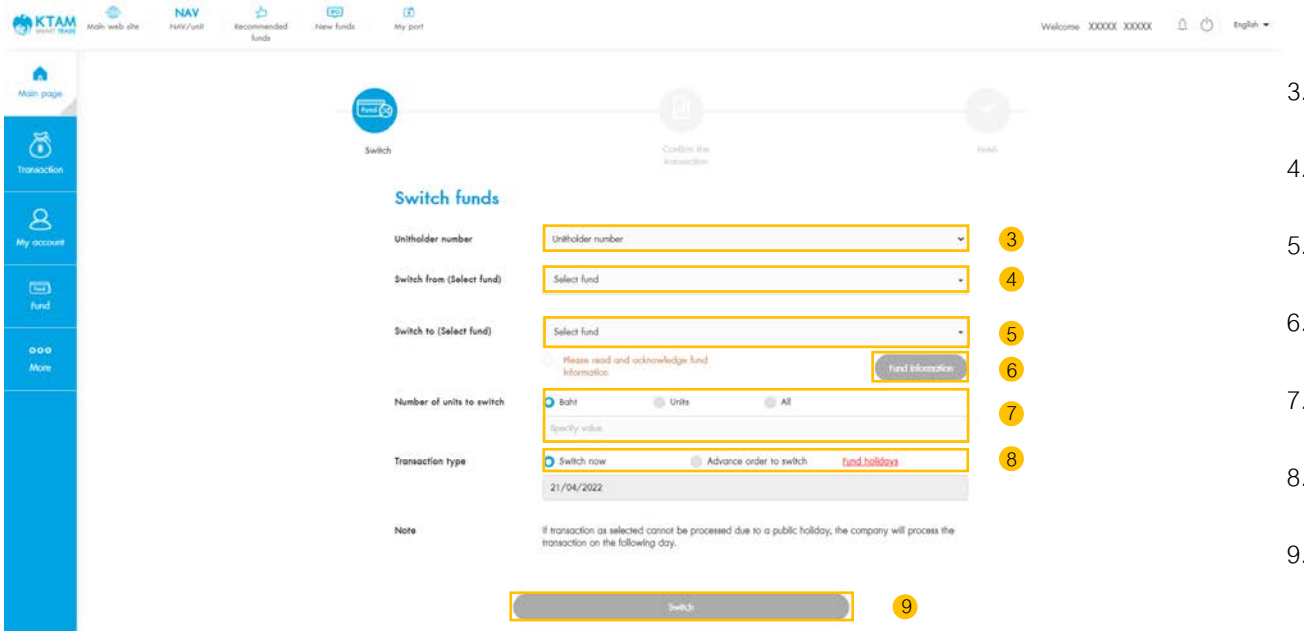
6.3. Switch

1. Select menu for Transactions



2. Select Switch





3. Select Unitholder Number

4. Select fund to switch-out

5. Select fund to switch-in

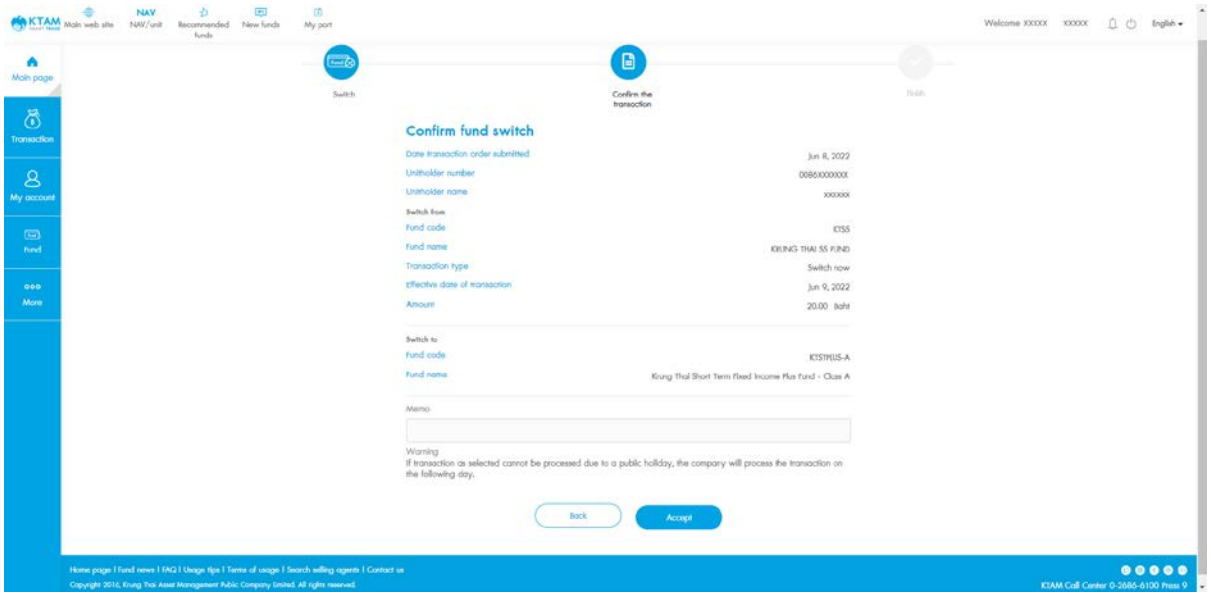
6. Click Fund Information to learn more about the fund

7. Specify value amount or number of units to switch.

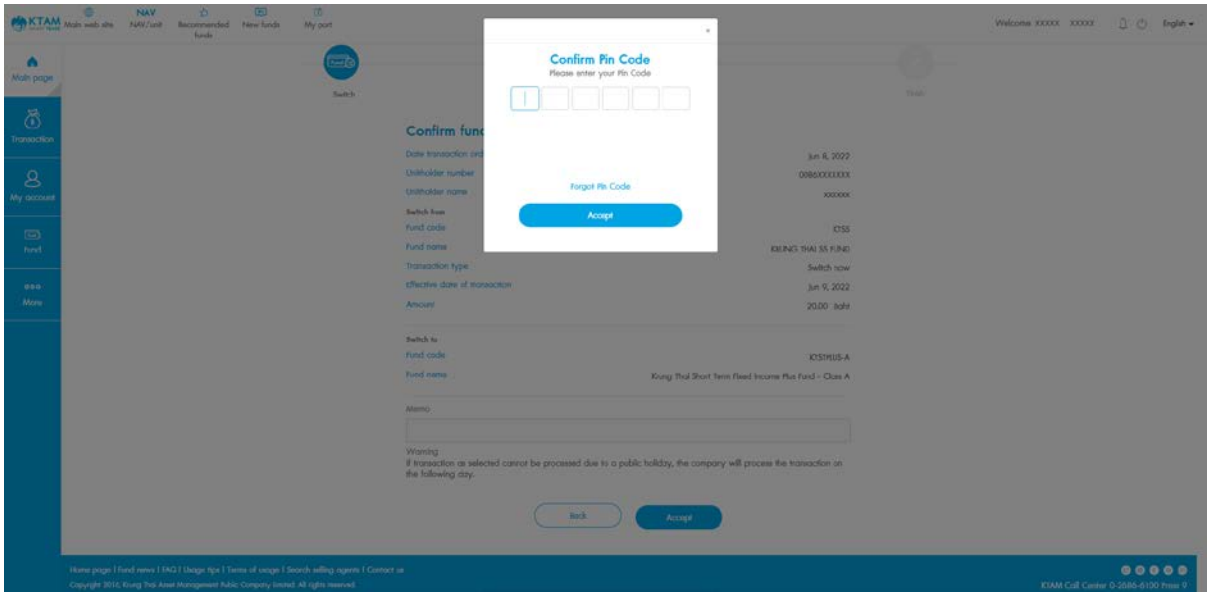
8. Select transaction type

9. Accept these terms and conditions. Then click Switch

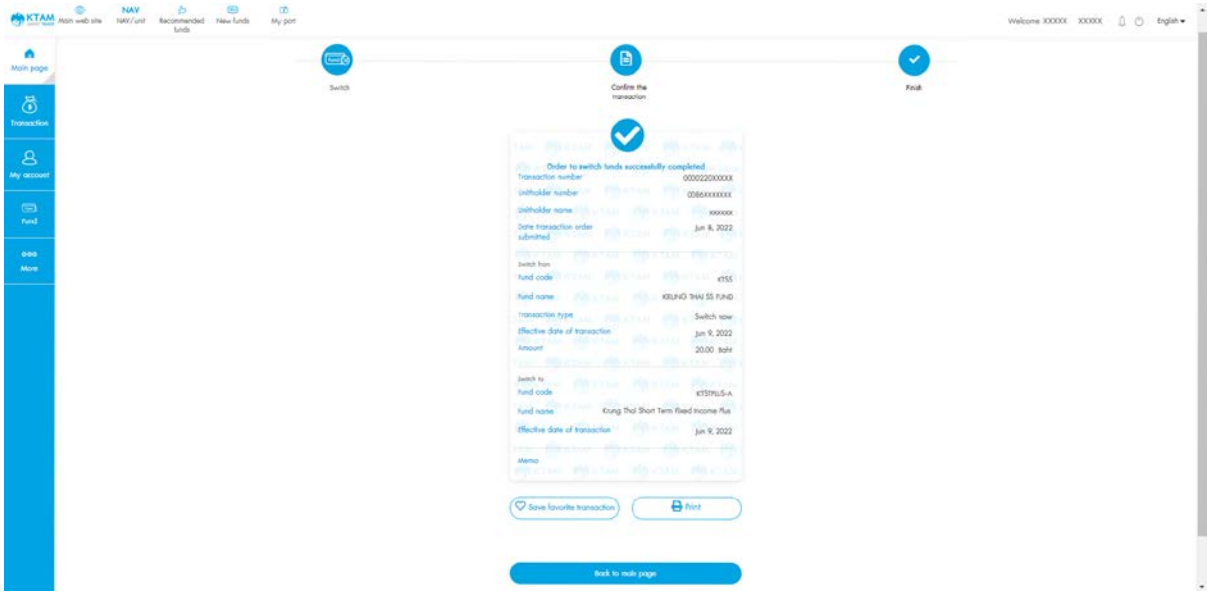
10. Review details of your order to switch. Then click Confirm.



11. Verify by entering the 6-digit Pin Code.

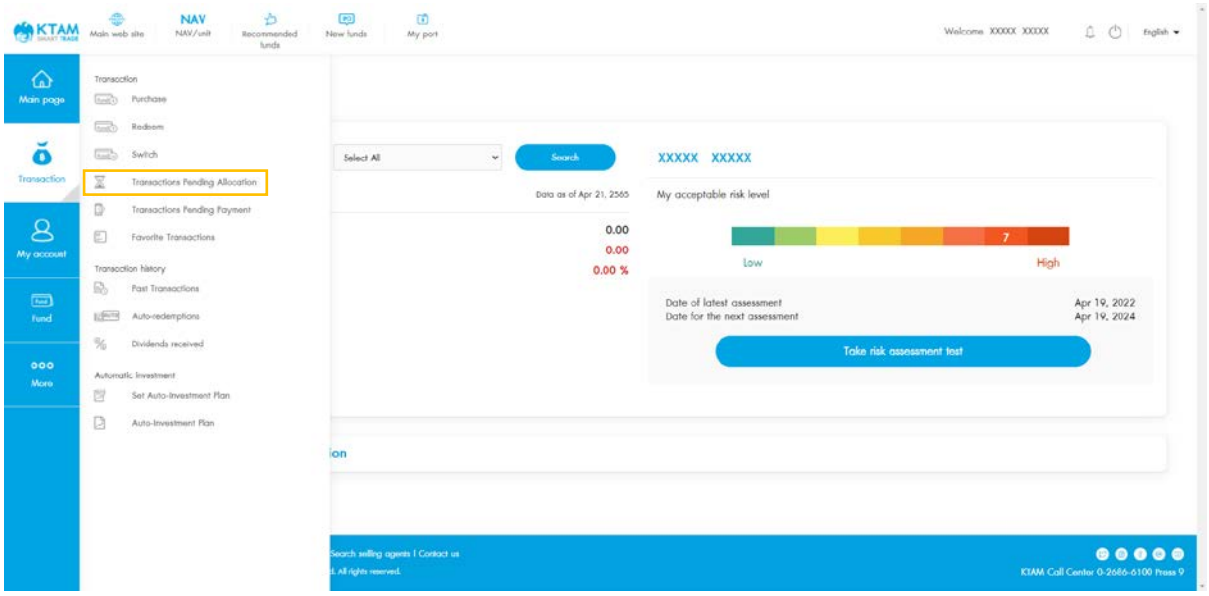


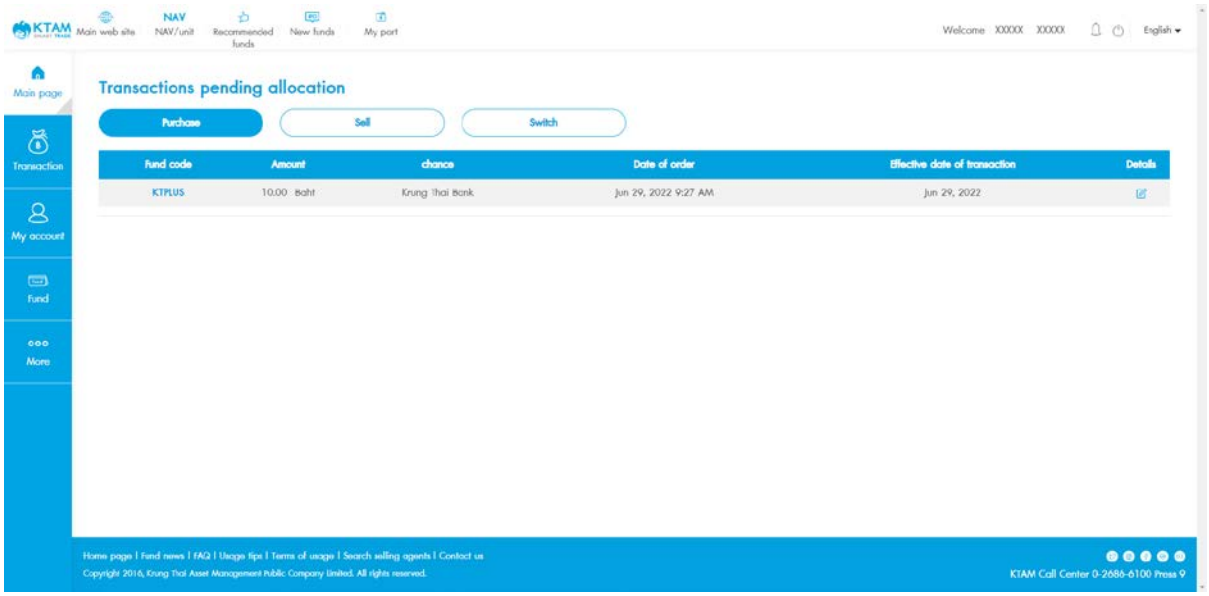
12. When the transaction is successfully placed, the system will provide a slip image. We will also send a notification to the e-mail you have previously registered with KTAM.

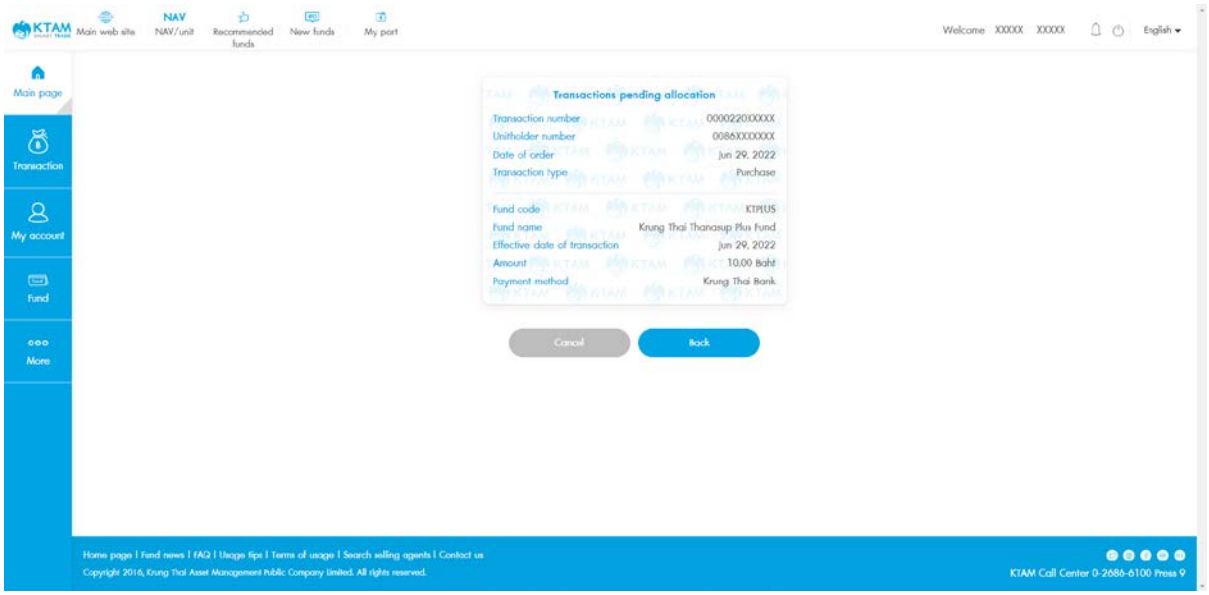


6.4. Transactions pending allocation

After you have placed your order successfully, you may review the status of your purchase, redemption, or switching order that is awaiting allocation by selecting Transactions Pending Allocation. You may view details of each individual transaction.

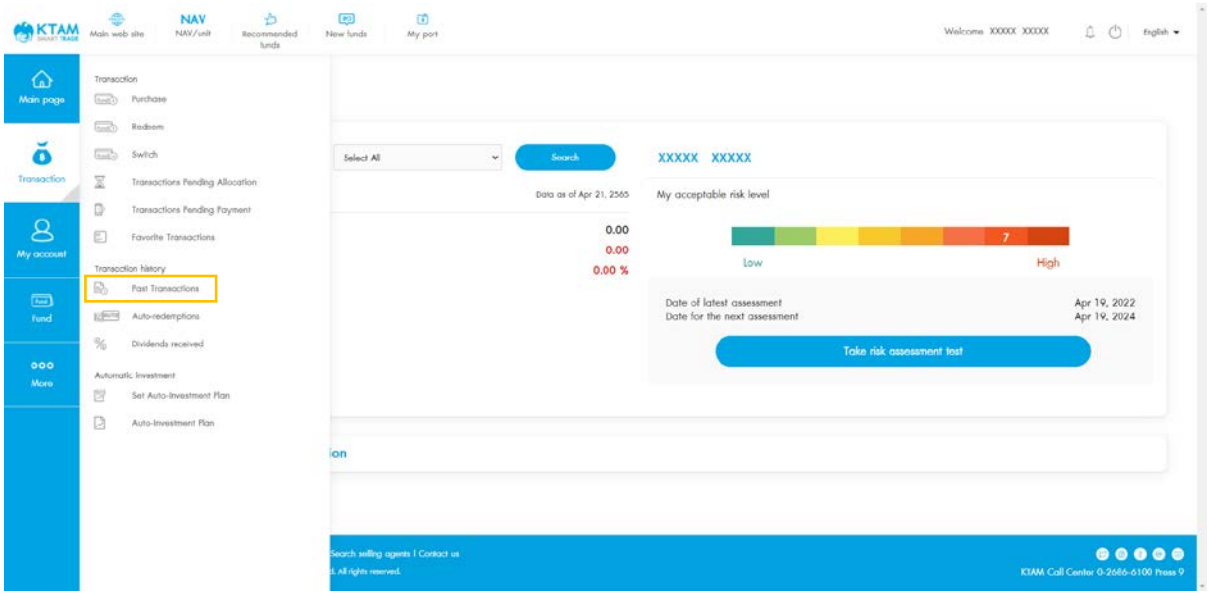





KTAM
Main web site
NAV
NAV/unit
Recommended funds
New funds
My port
Welcome XXXXX XXXXX
English
Main page
Transaction
My account
Fund
More
Transactions pending allocation
Transaction number 00002201XXXX
Unitholder number 0086XXXXXX
Date of order Jun 29, 2022
Transaction type Purchase
Fund code KTPLUS
Fund name Krung Thai Thanasup Plus Fund
Effective date of transaction Jun 29, 2022
Amount 10.00 Baht
Payment method Krung Thai Bank
Cancel
Back
Home page | Fund news | FAQ | Usage tips | Terms of usage | Search selling agents | Contact us
Copyright 2016, Krung Thai Asset Management Public Company Limited. All rights reserved.
KTAM Call Center 0-2686-6100 Press 9

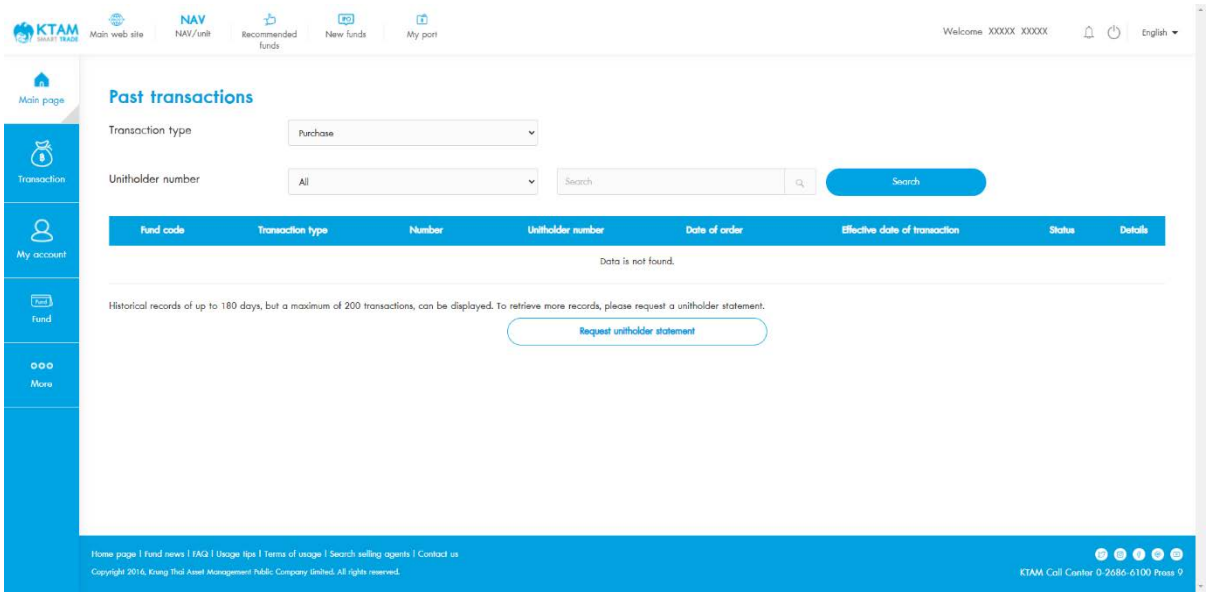
6.5. Past transactions

1. Display a list of past purchase, redemption, or switching transactions by selecting Past Transactions



2. You can only view past transactions belonging to this unitholder number (for cases where you have more than 1 unitholder number)

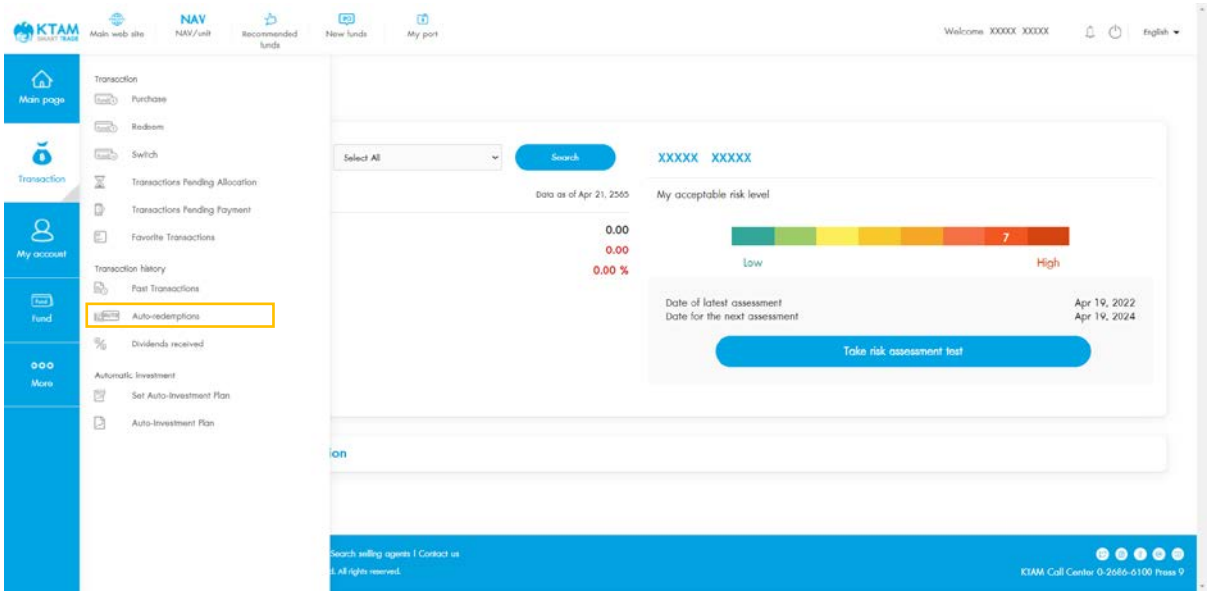
3. To see past transactions, select the fund type, transaction type, and period to display.



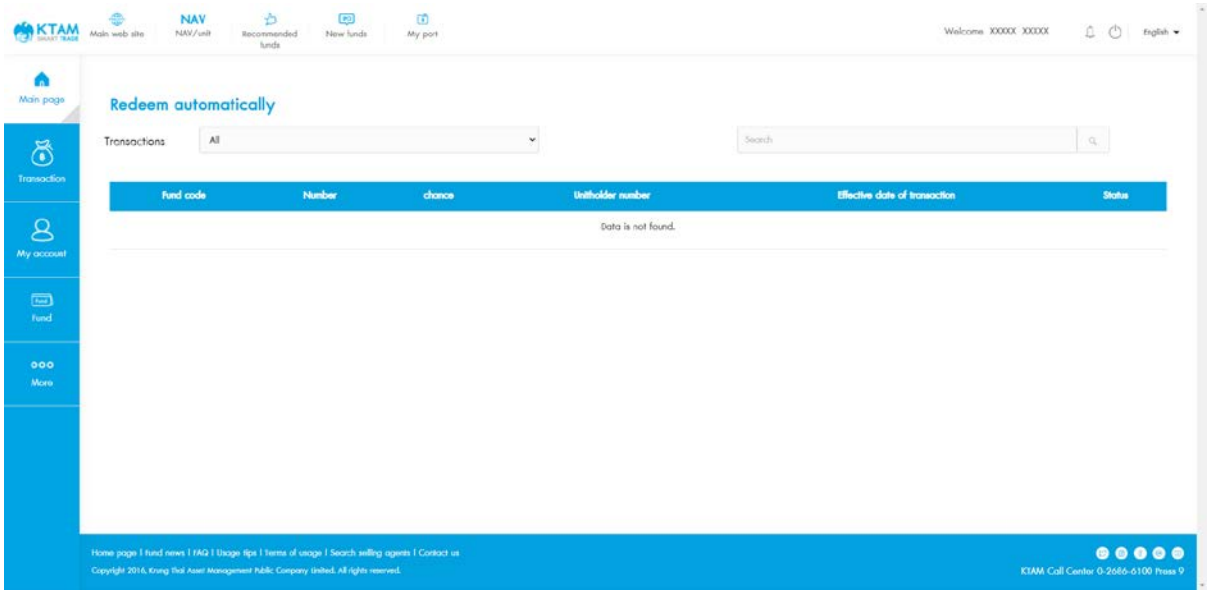
Note : You can only view transactions that have occurred over the past 180 days and up to no more than 200 transactions. For more data, please request to obtain a Statement

6.6. Auto-redemptions

1. Display of list of auto-redemption payments received by selecting Menu Auto Redemption



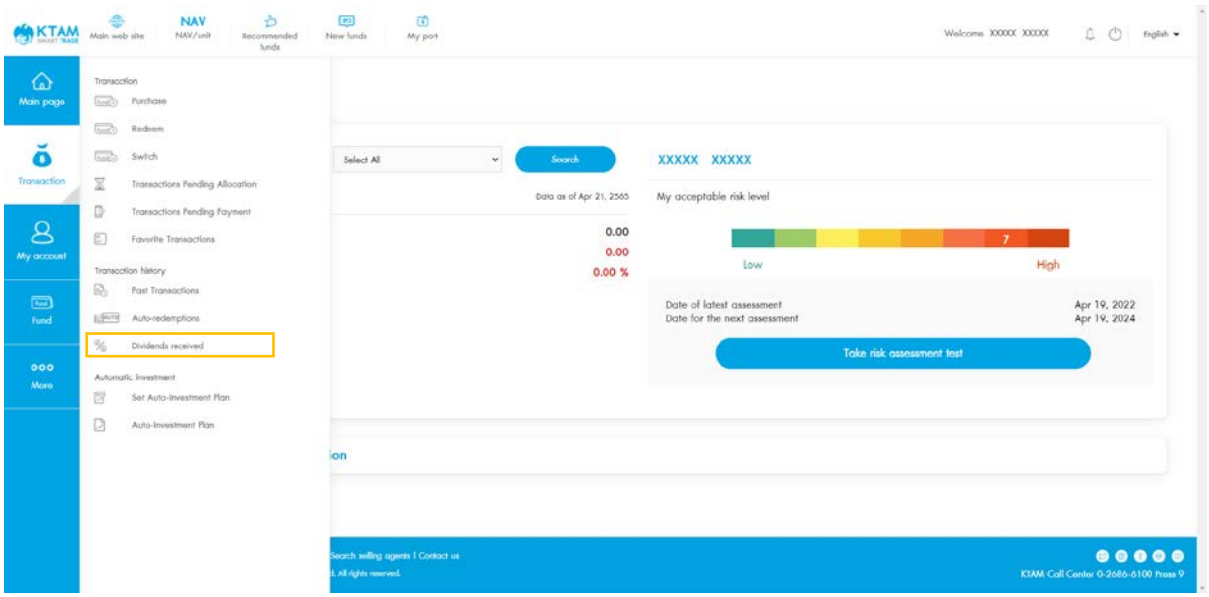
2. You can only view past transactions belonging to this unitholder number (for cases where you have more than 1 unitholder number)



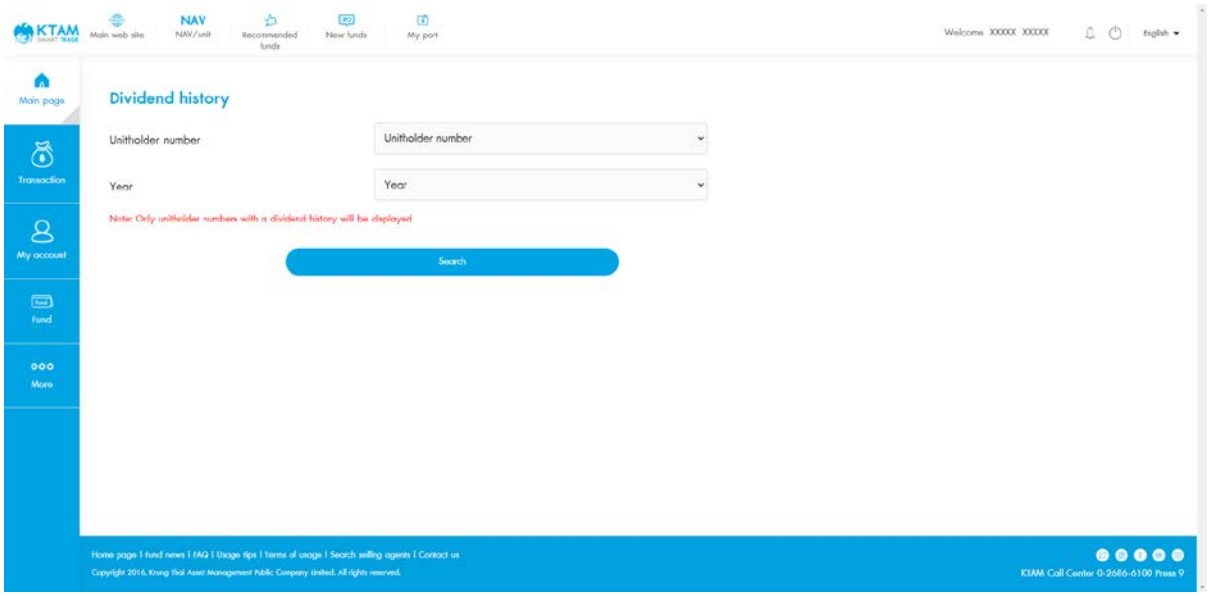
The system only displays transactions if the unitholder has Auto-Redemption transactions.

6.7. Dividends received

1. Select Dividends Received



2. Specify unitholder number (you can only view past transactions belonging to this unitholder number (for cases where you have more than 1 unitholder number)
3. Select year. Then click Search.
4. The screen will list past dividends you have received.



The system only displays information if the unitholder has received dividends before.

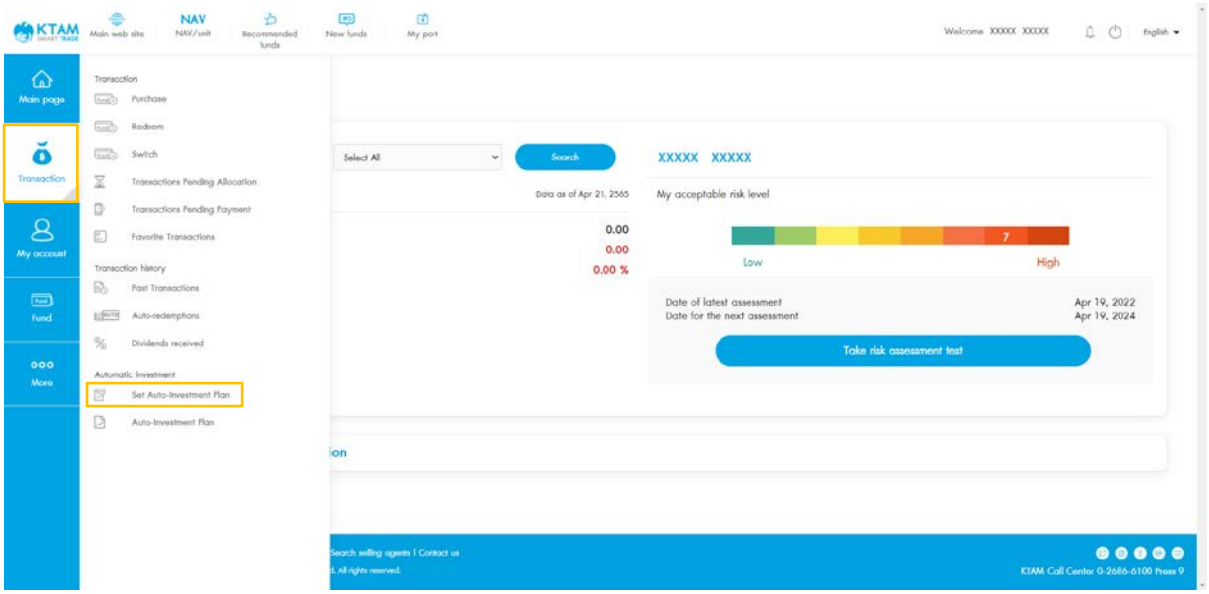
7. Auto Investment Plan

7.1. Set Auto Investment Plan

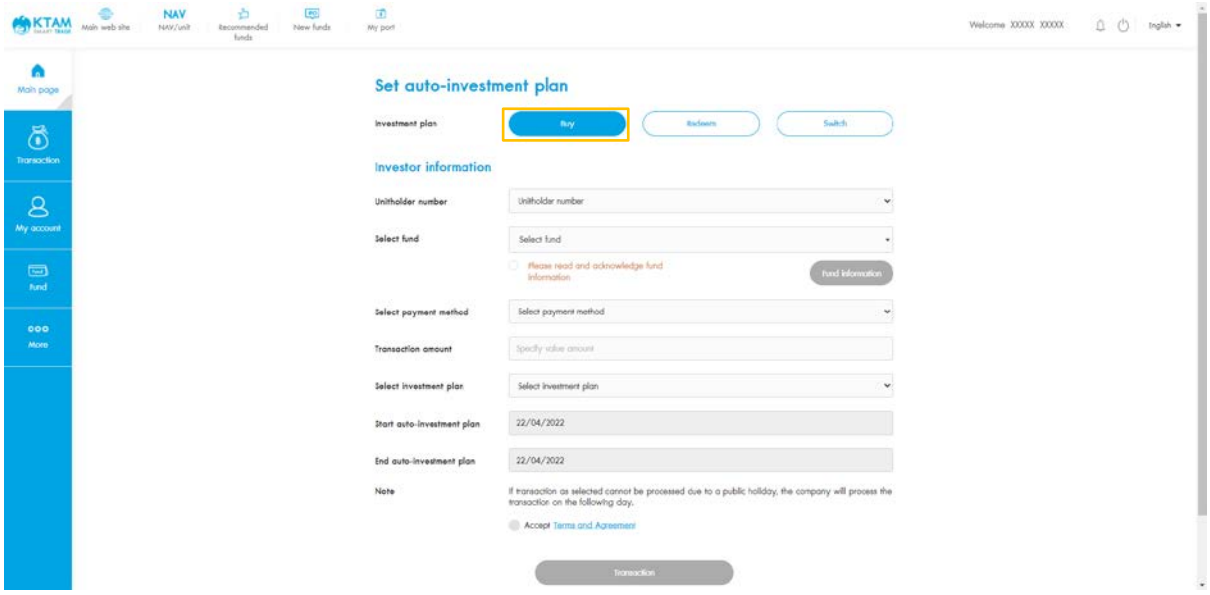
7.1.1. Set up your fund purchase plan

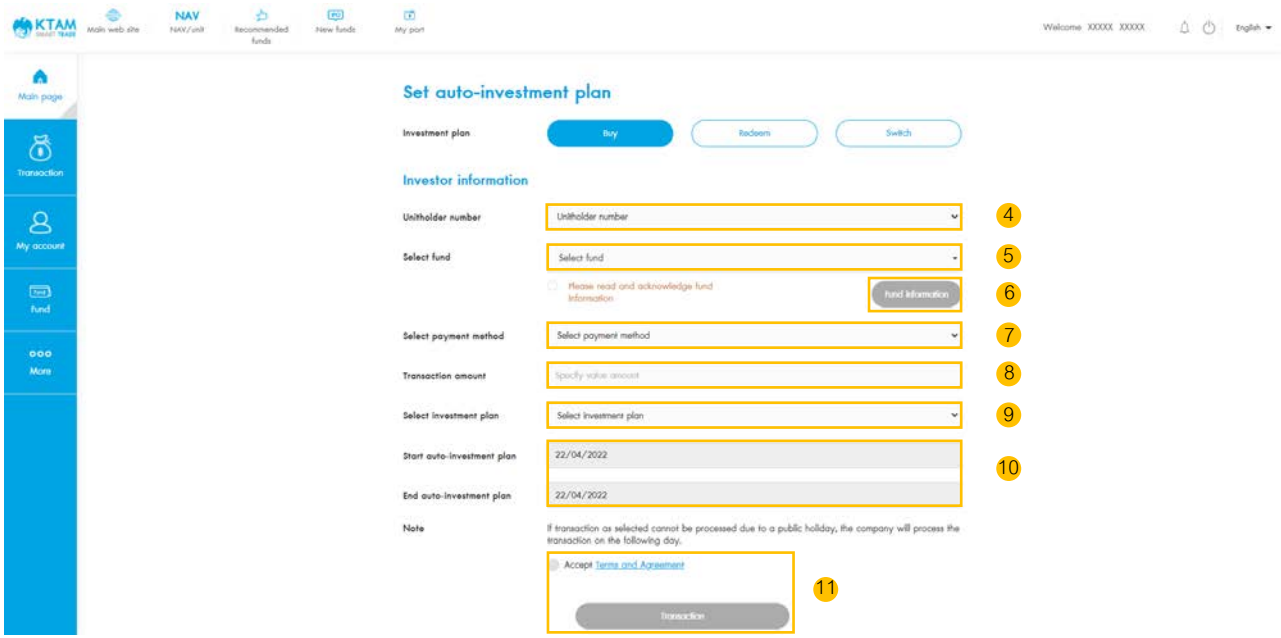
1. Select menu for Transactions

2. Select Set Auto Investment Plan



3. Select purchase





4. Specify Unitholder Number

5. Specify Fund Name

6. Click Fund Information to learn more about the fund

7. Select payment method

- Auto Investment Plan may be configured to debit your bank account
- Auto Investment Plan configured to be paid through your KTC credit card is only available for RMF/SSF funds

8. Specify value amount

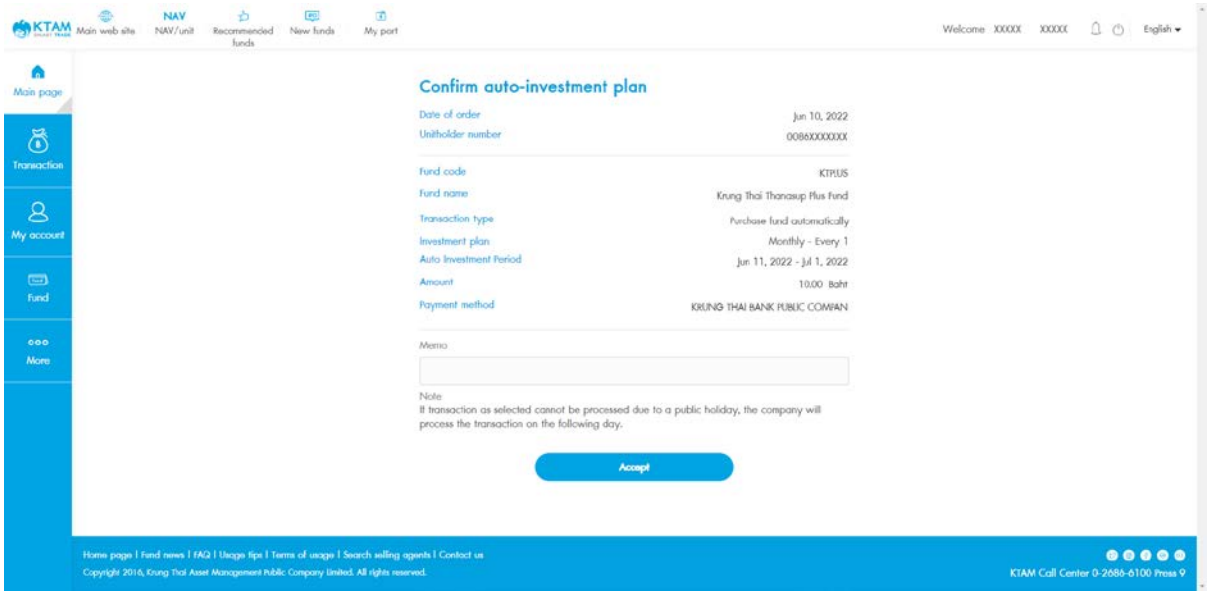
9. Select Investment Plan

- Weekly | Monthly | Yearly

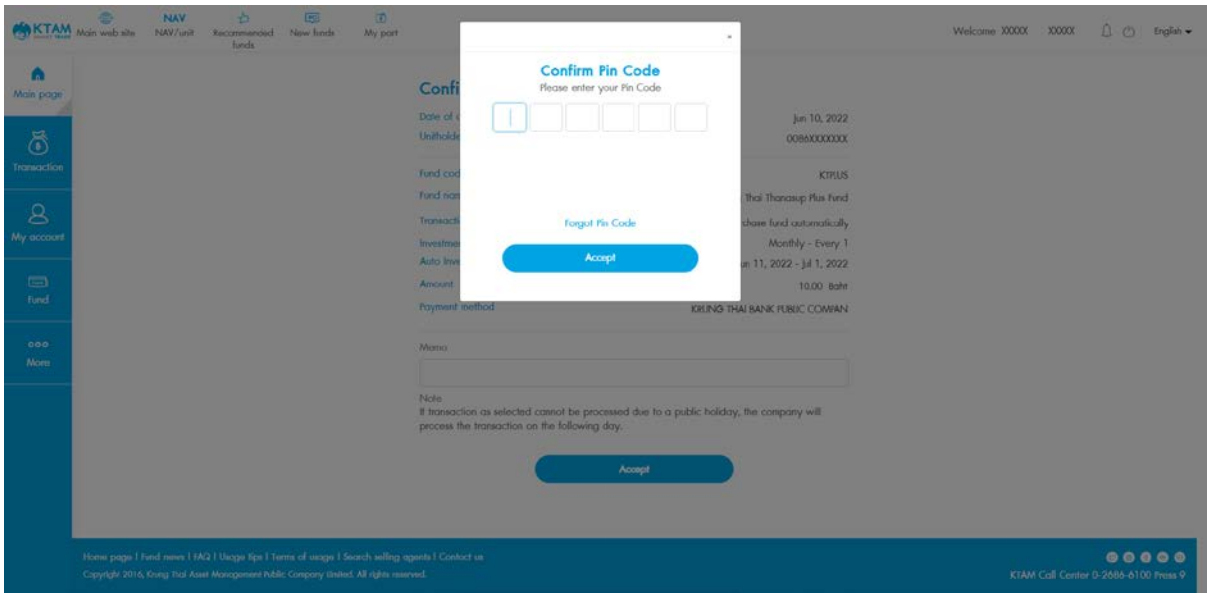
10. Set beginning and ending of period

11. Accept terms and conditions and confirm set

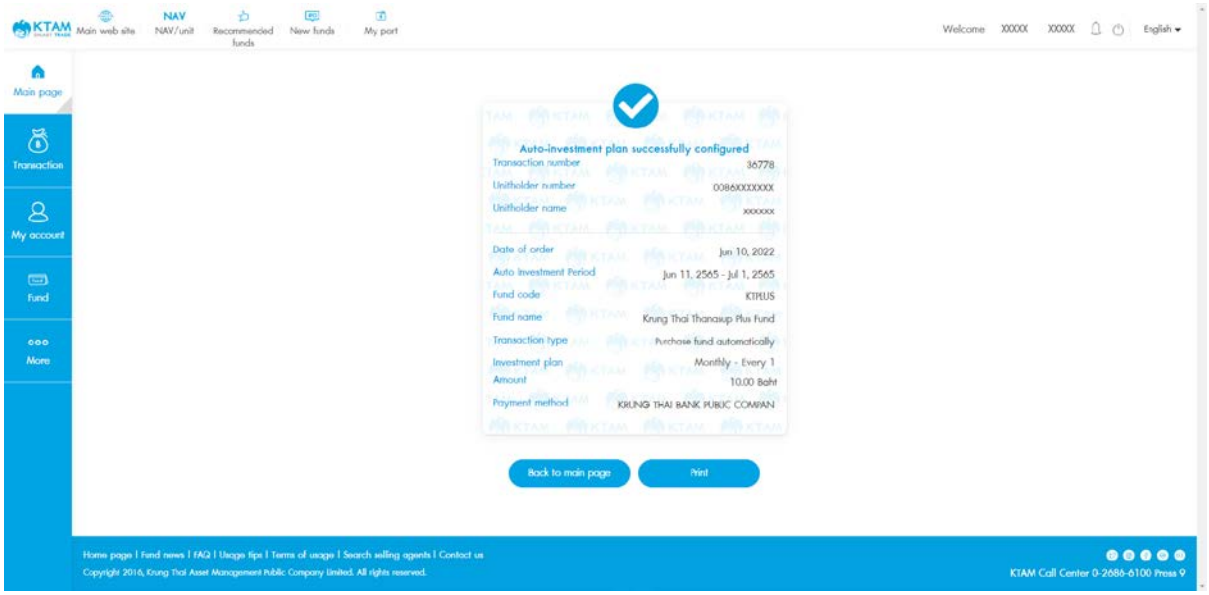
12. Review set up details. Then click confirm.



13. Verify by entering your 6-digit Pin Code



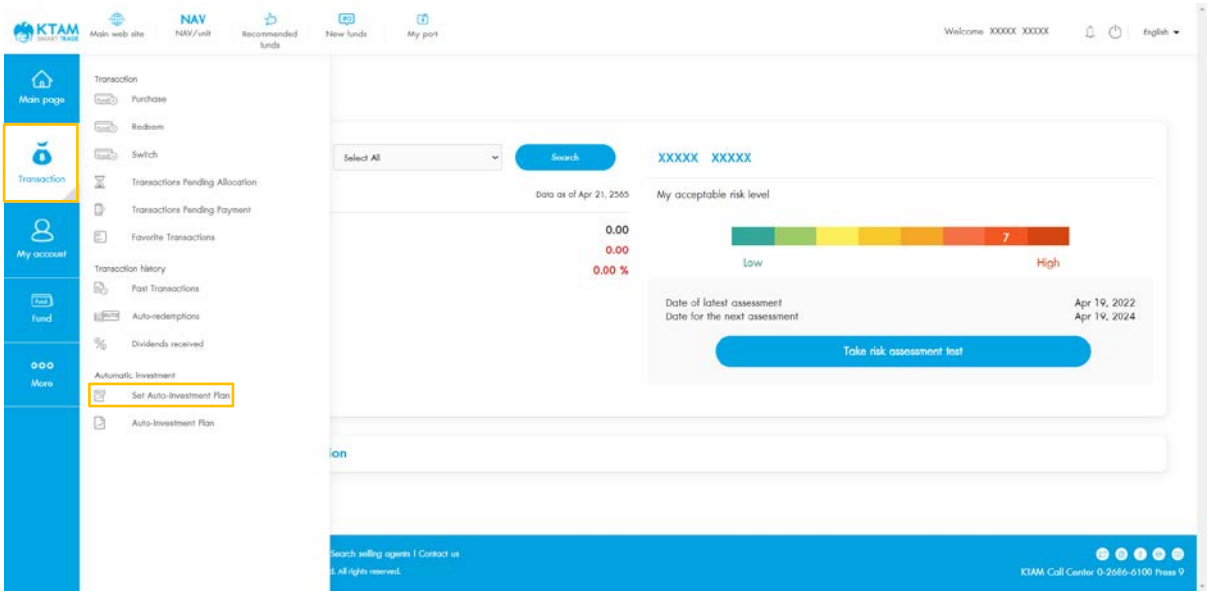
14. The Set Auto Investment Plan has been successfully created. You will receive a confirmation e-mail.



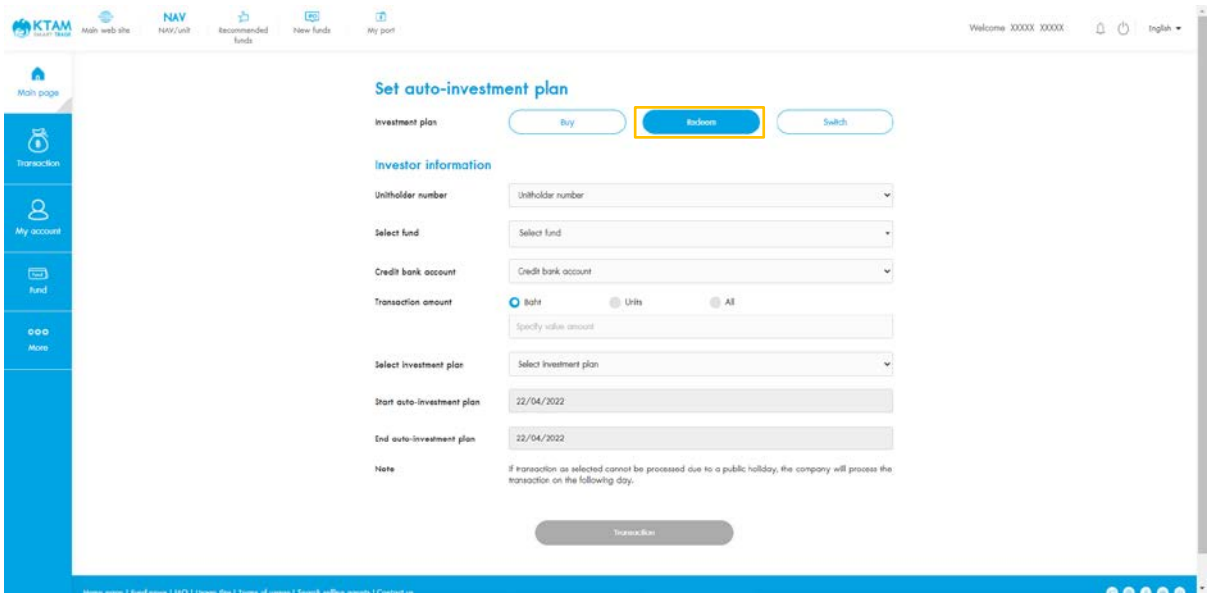
7.1.2. Set up your fund redemption plan

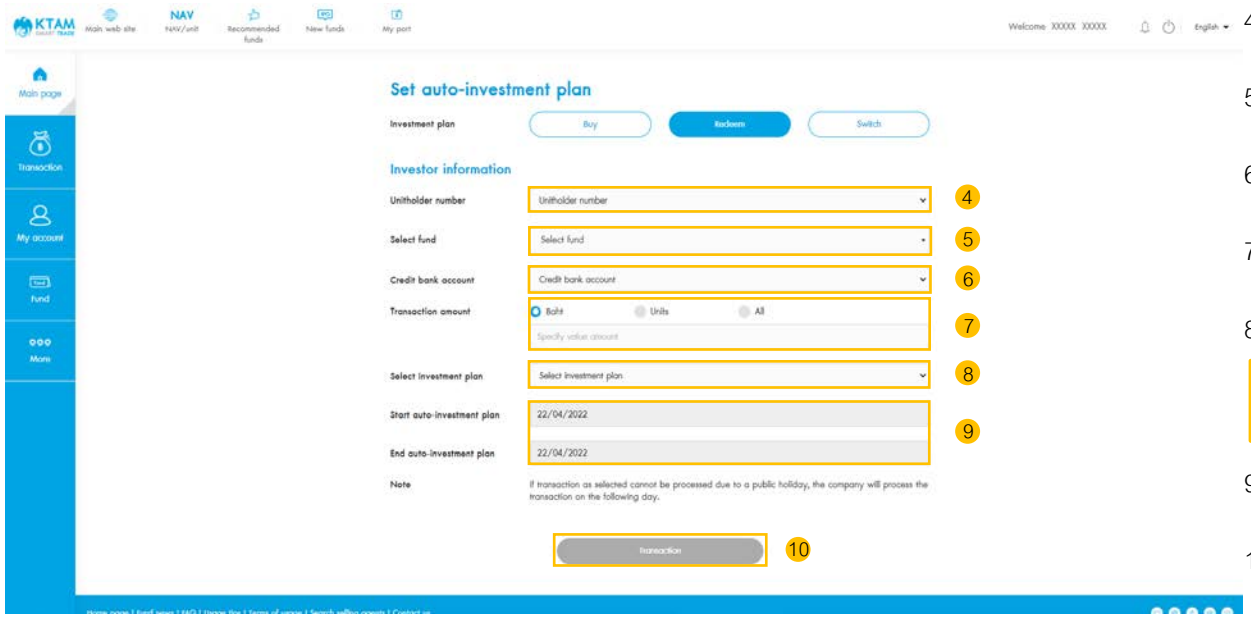
1. Select menu for Transactions

2. Select Set Auto Investment Plan



3. Select redeem





4. Specify Unitholder

5. Specify Fund Name

6. Select bank account for settlement

7. Specify value amount or number of units to redeem

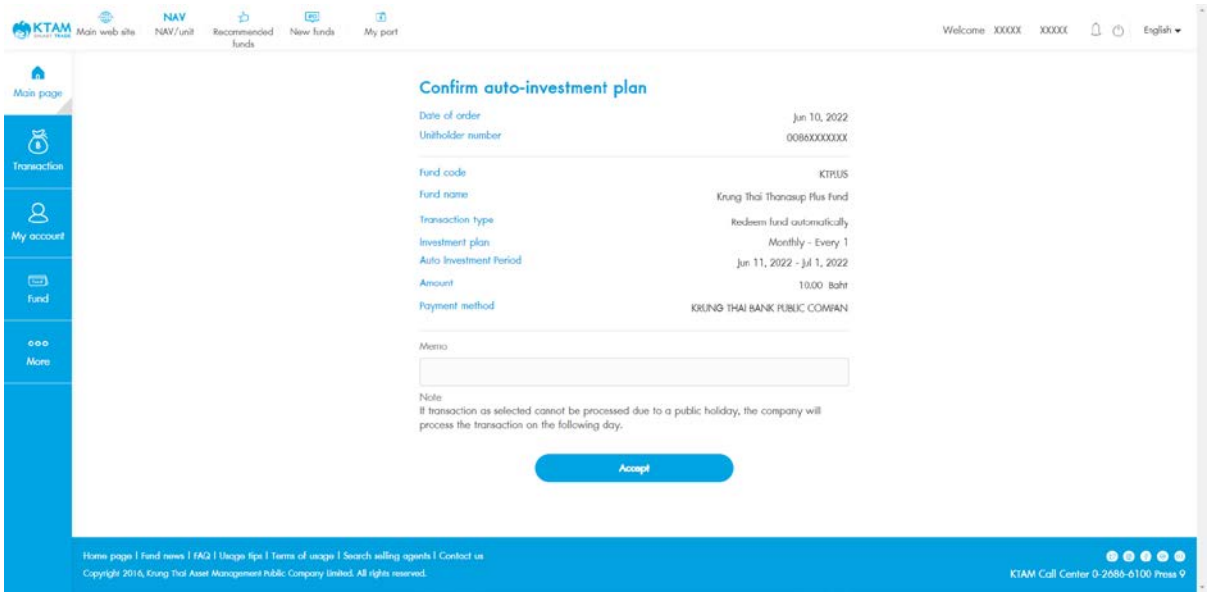
8. Select Investment Plan

- Weekly | Monthly | Yearly

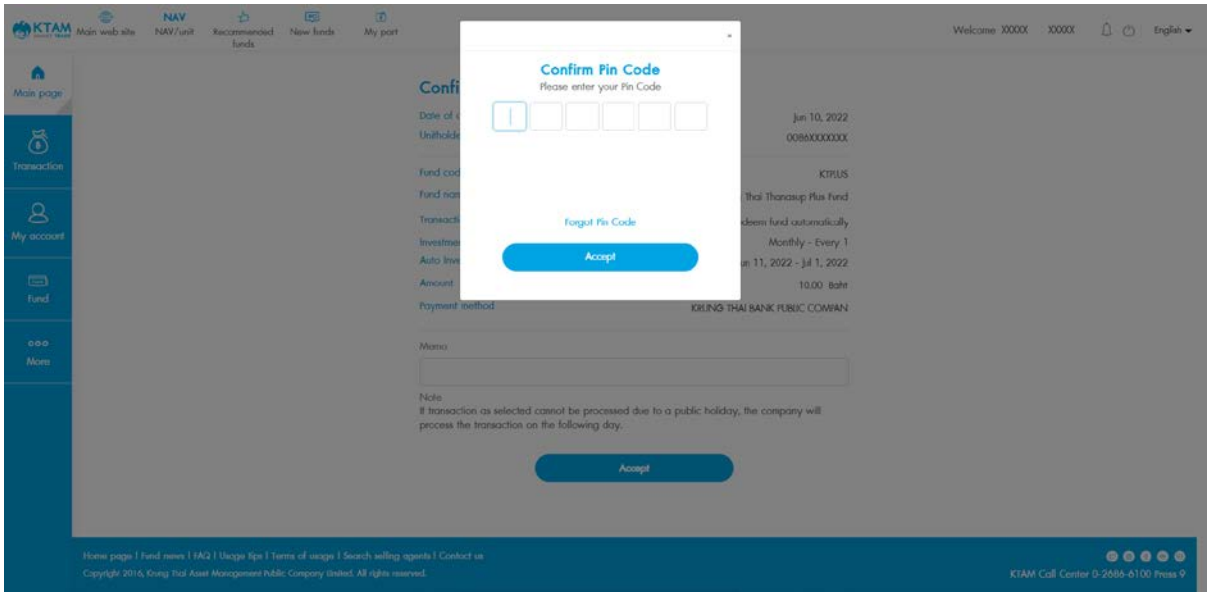
9. Set beginning and ending of period

10. Accept terms and conditions and confirm

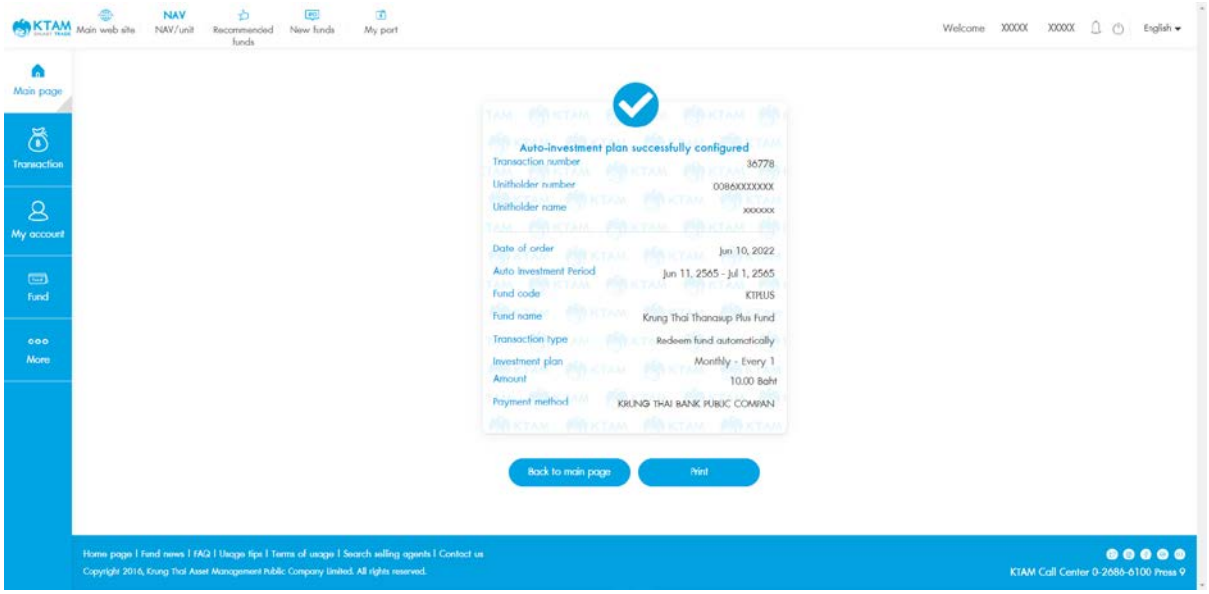
11. Review set up details. Then click confirm.



12. Verify by entering your 6-digit Pin Code



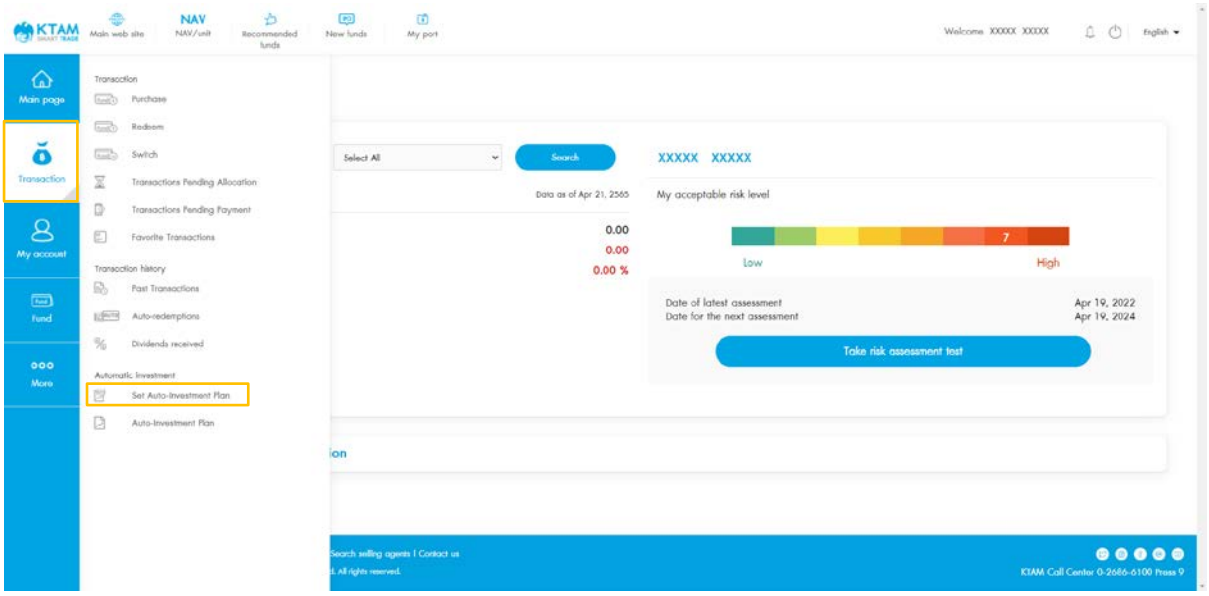
13. The Set Auto Investment Plan has been successfully created. You will receive a confirmation e-mail.



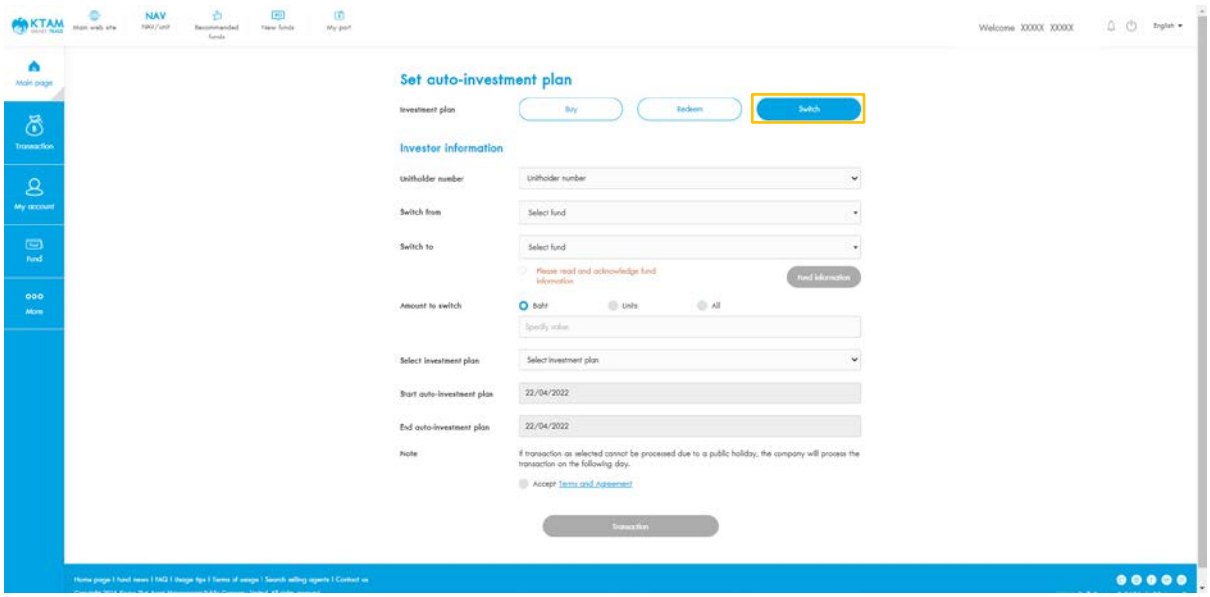
7.1.3. Set up your fund switching plan

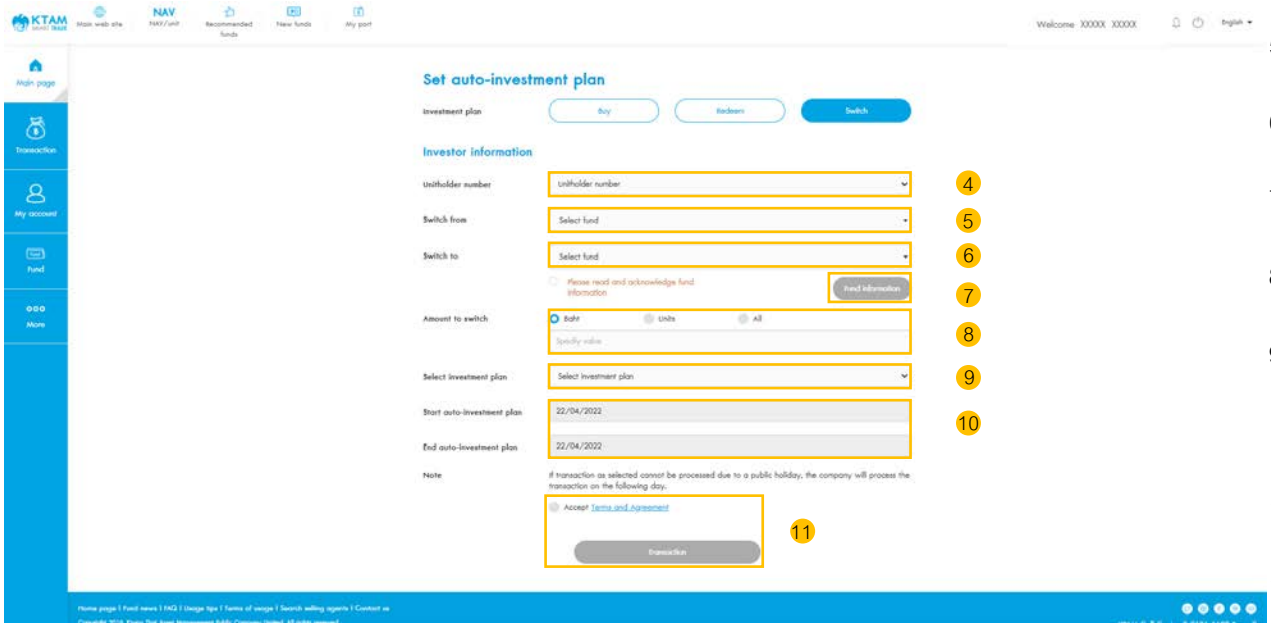
1. Select menu for Transactions

2. Select Set Auto Investment Plan



3. Select Switch Funds





4. Specify Unitholder

5. Specify Fund to Switch-out

6. Specify Fund to Switch-In

7. Click Fund Information to learn more about the fund

8. Specify value amount or number of units to switch

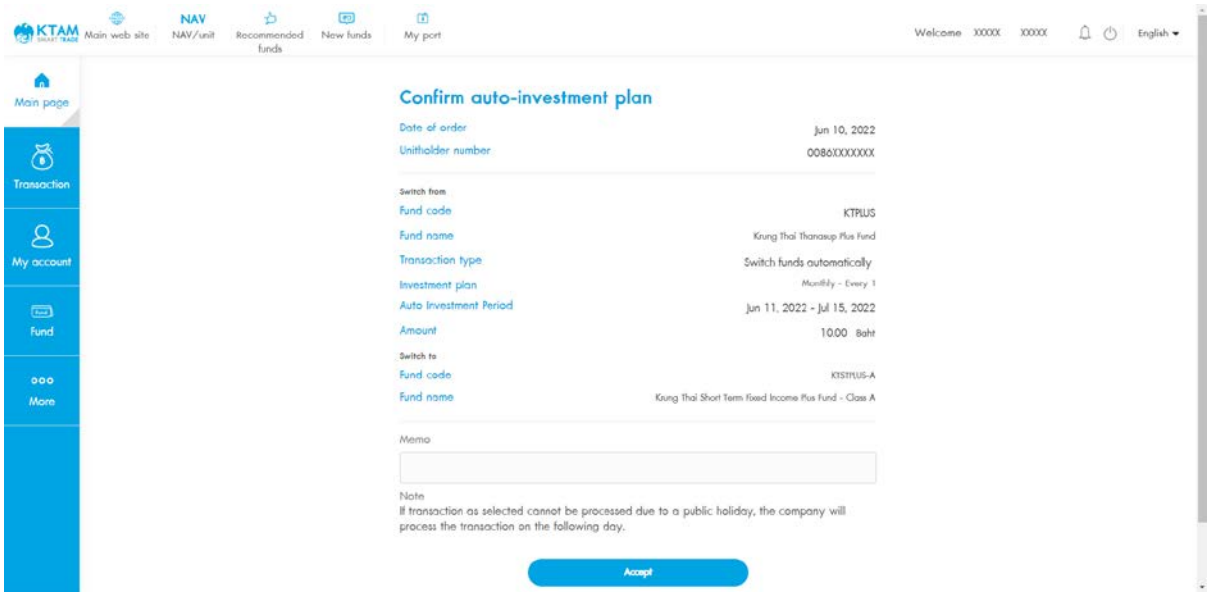
9. Select Investment Plan

- Weekly | Monthly | Yearly

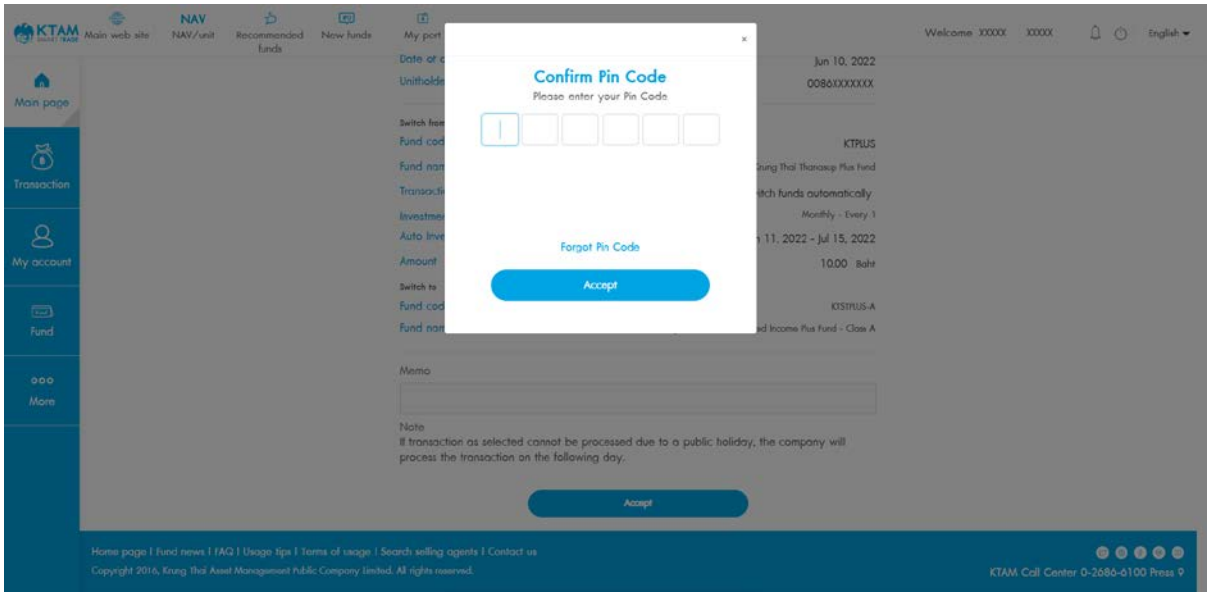
10. Set beginning and ending of period

11. Accept terms and conditions and confirm

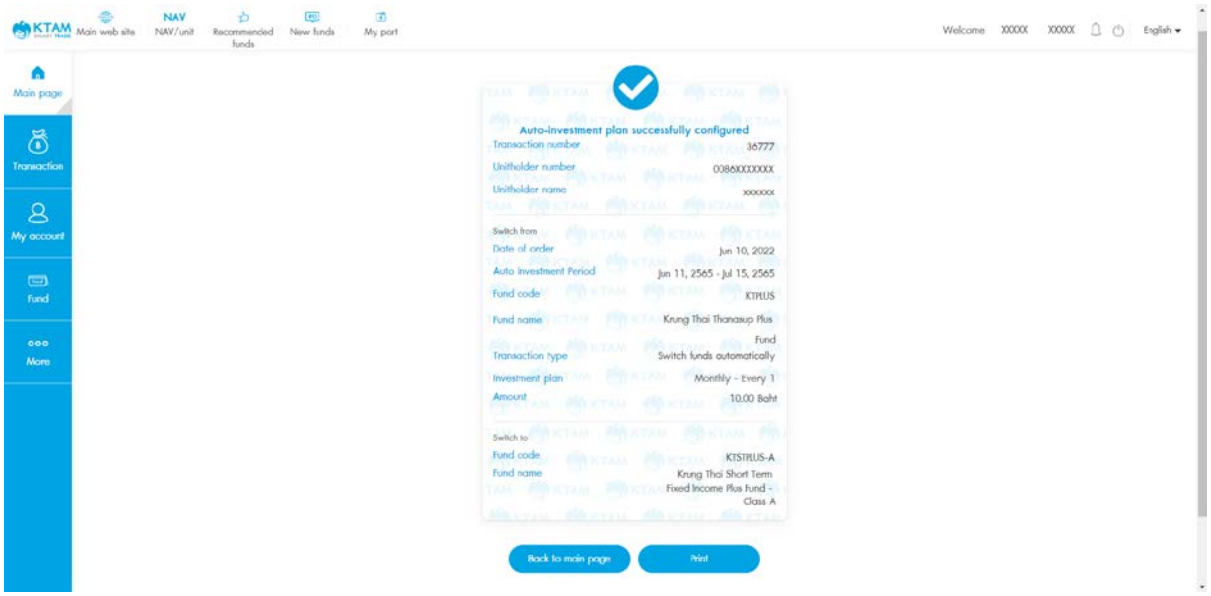
12. Review set up details. Then click confirm.



13. Verify by entering your 6-digit Pin Code

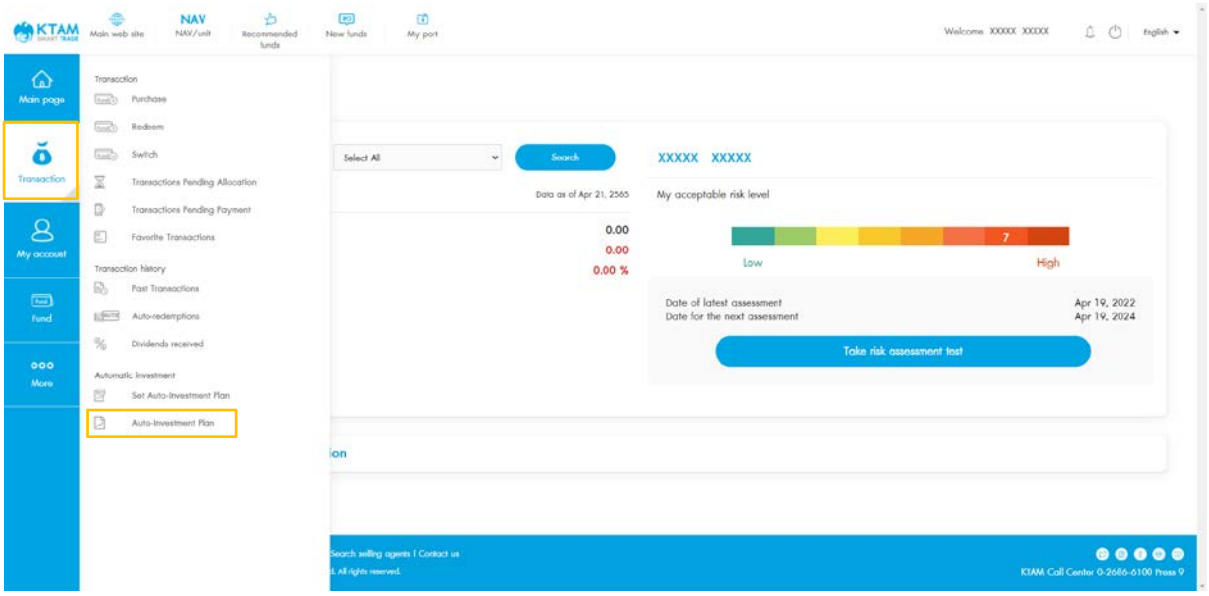


14. The Set Auto Investment Plan has been successfully created. You will receive a confirmation e-mail.

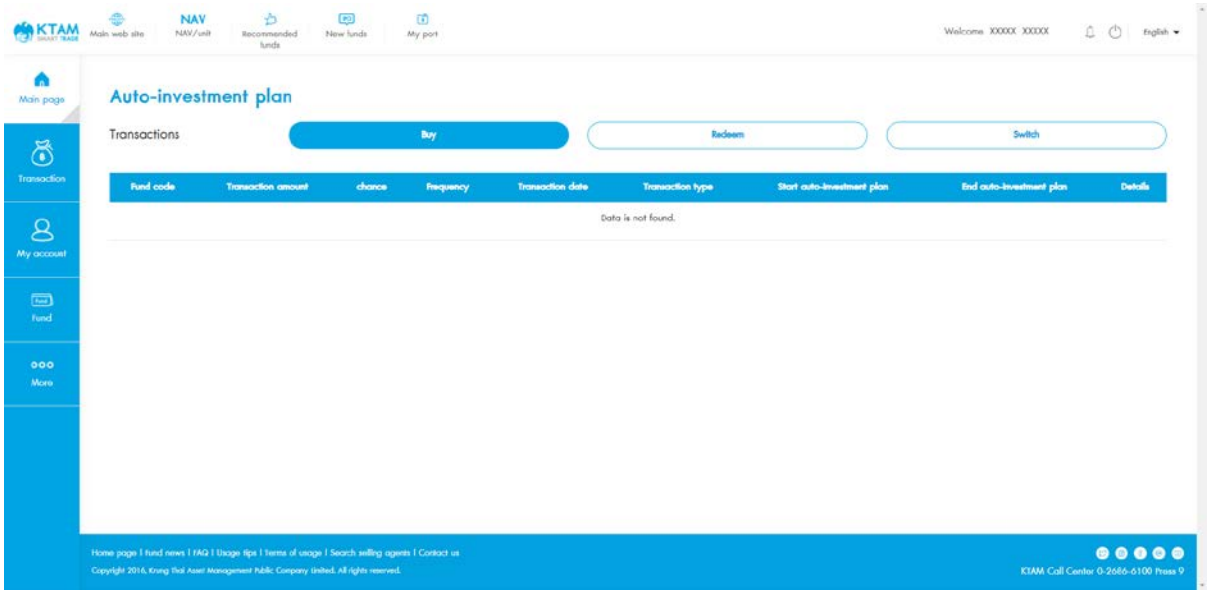


7.2. My Auto Investment Plans

1. Select menu Transaction and Auto Investment Plan



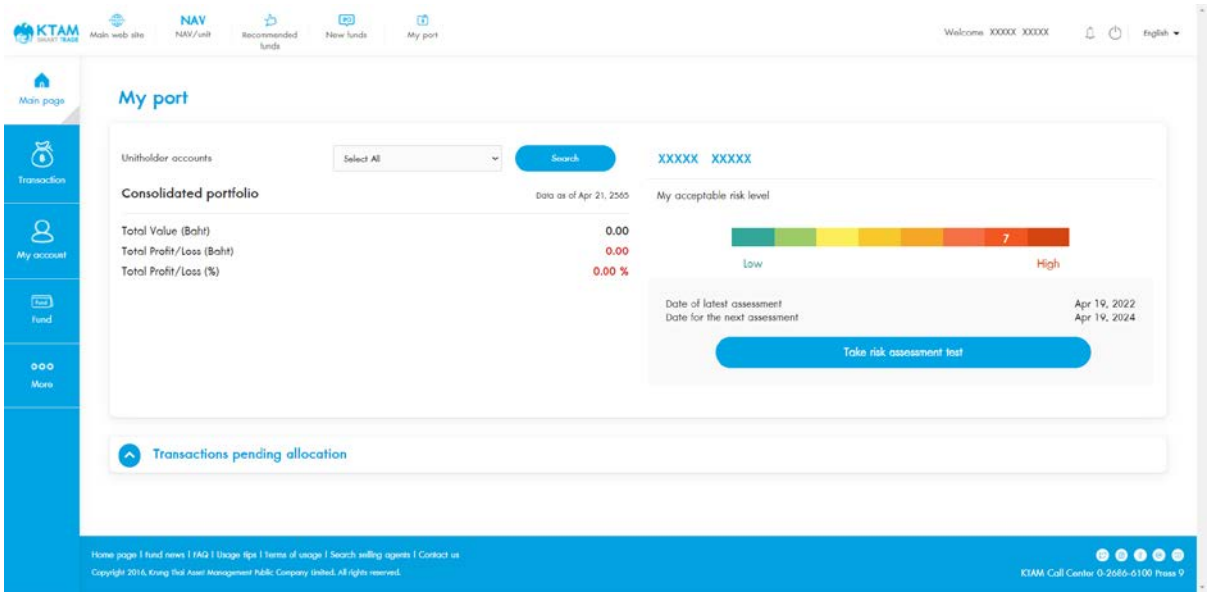
2. To display the Auto Investment Plans you have already set up, just click the transaction type.



8. My Account

8.1. My port

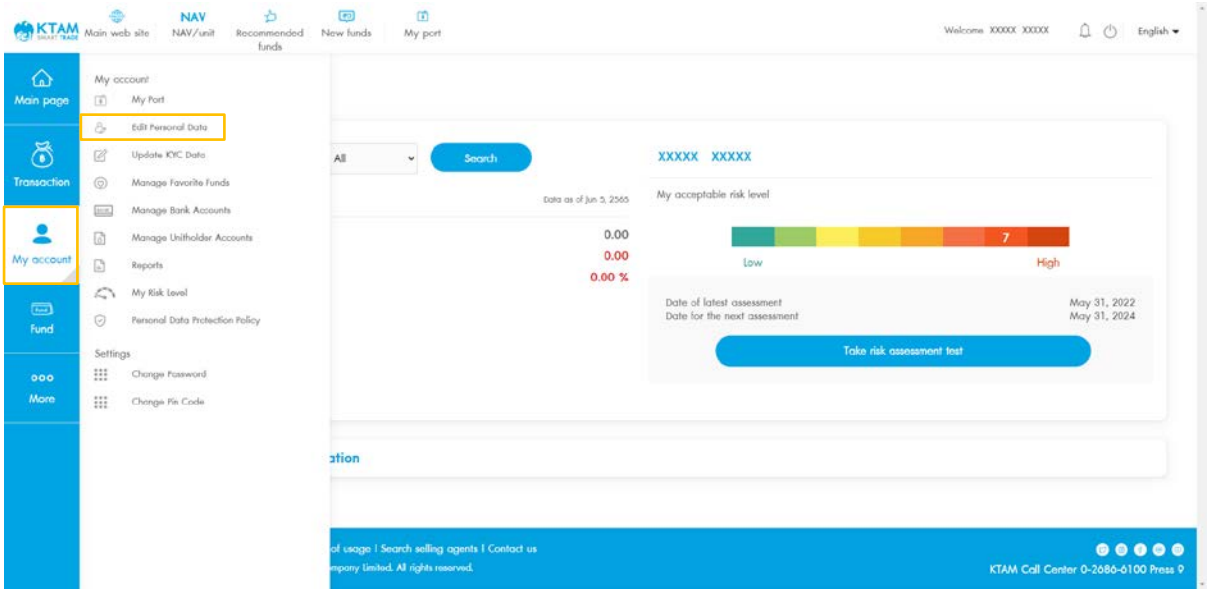
- You may view your overall investment portfolio, details, outstanding balance, or average return at any time.
- You can display your investment portfolio as a whole, or separated by unitholder number. See a summary of balances, gain/loss, and average returns at any time.



8.2. Edit personal data

1. Select My Account

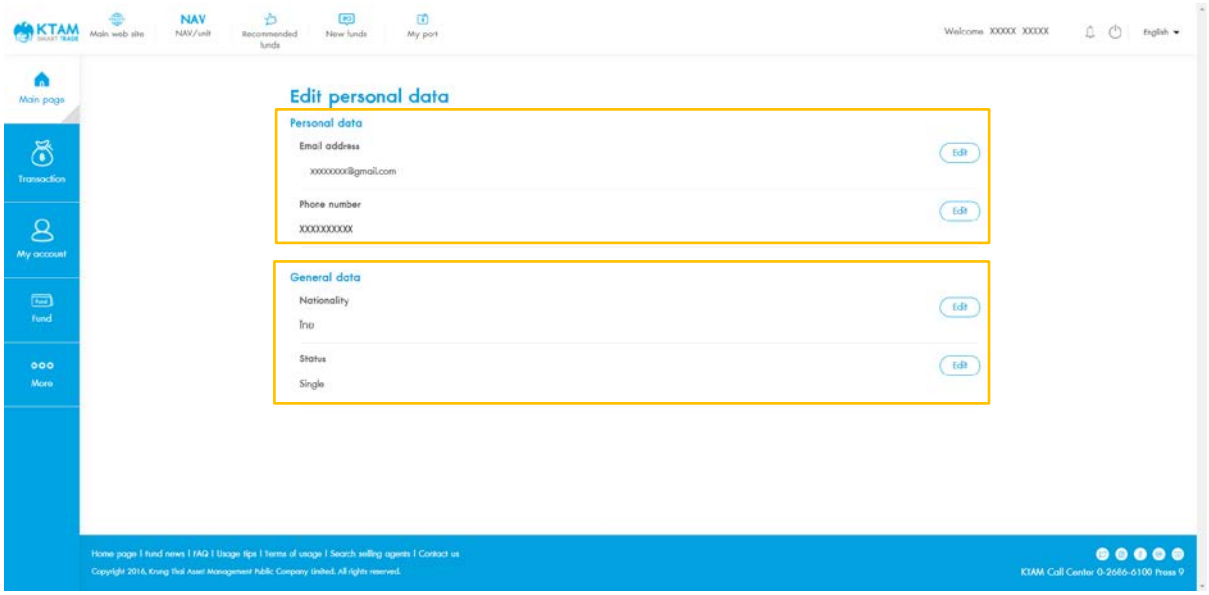
2. Select Edit Personal Data



3. Select which of the 2 groups of data you wish to amend.

3.1. Personal data : e-mail, telephone

3.2. General data : nationality, marital status

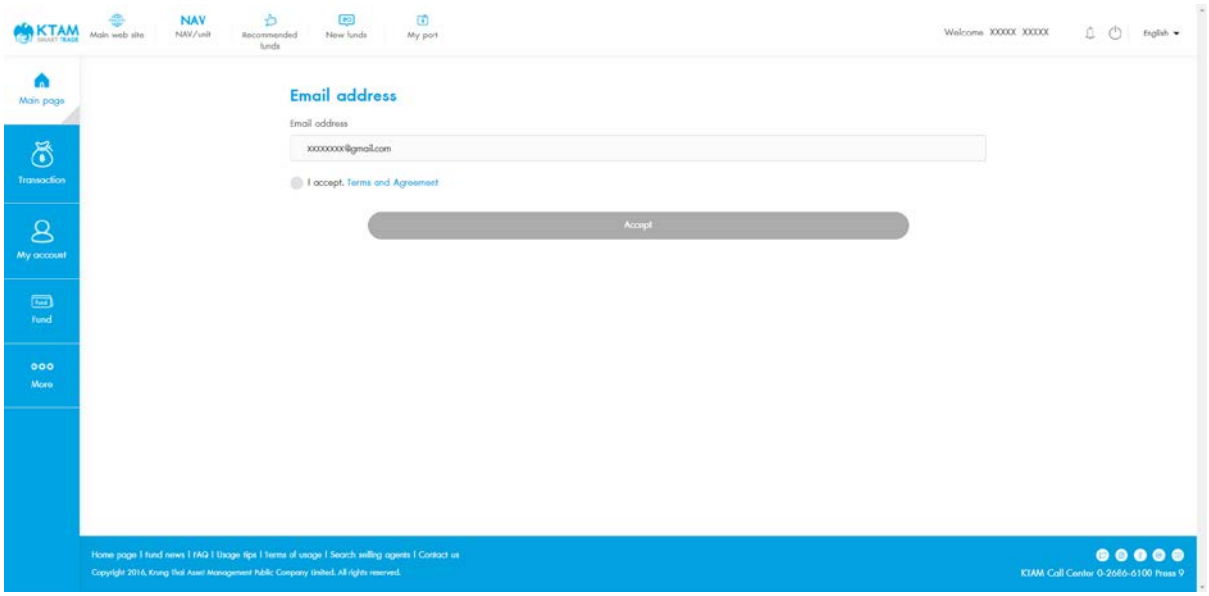


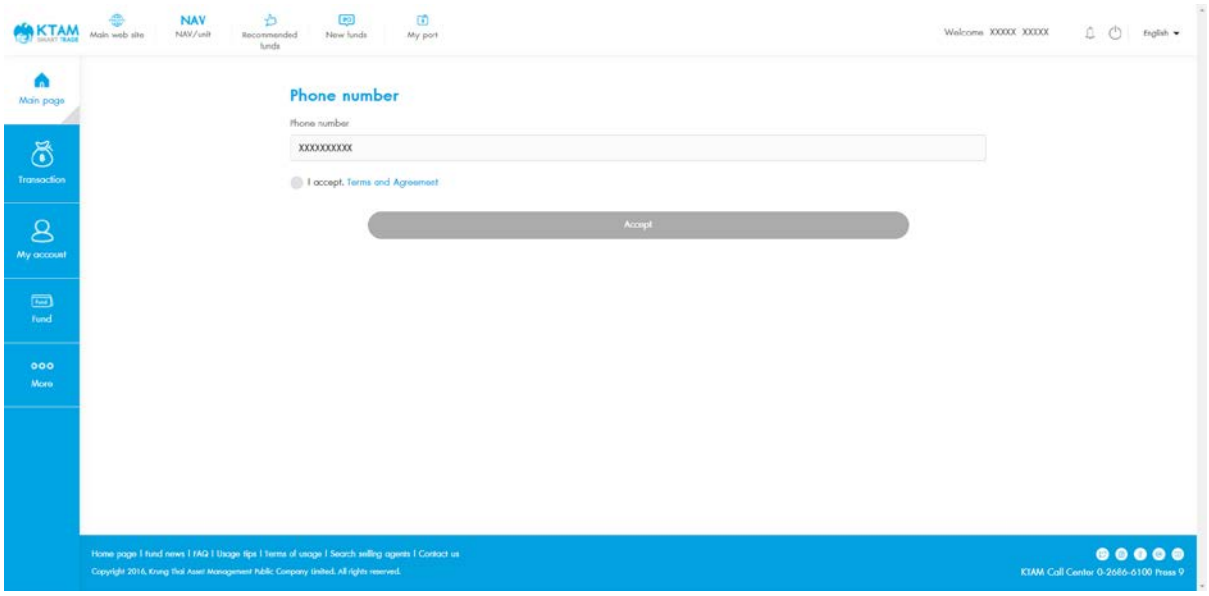
4. To edit personal data : e-mail, telephone

4.1. Click Edit on the right-hand side of this section

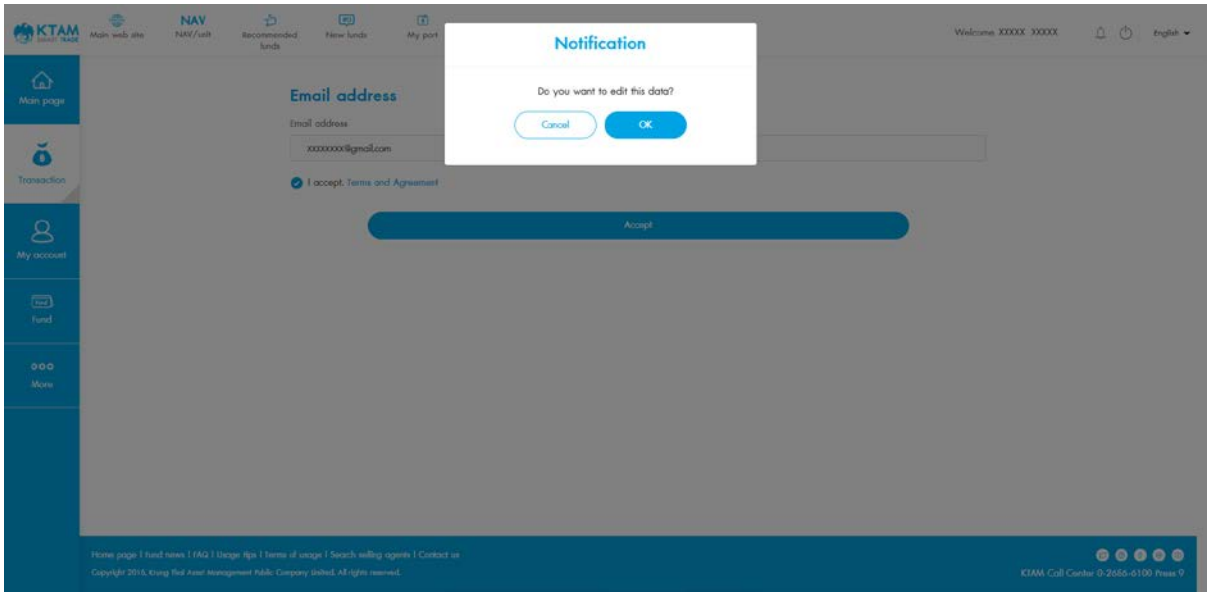
4.2. Fill in new telephone number or e-mail

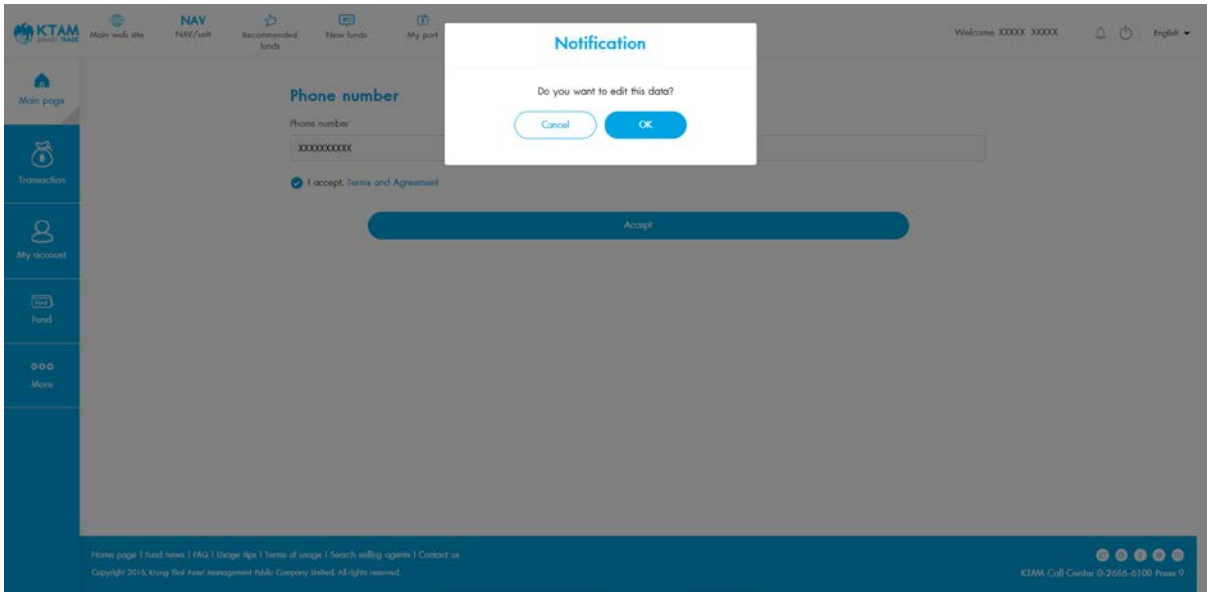
4.3. Accept terms and conditions. Click Continue.



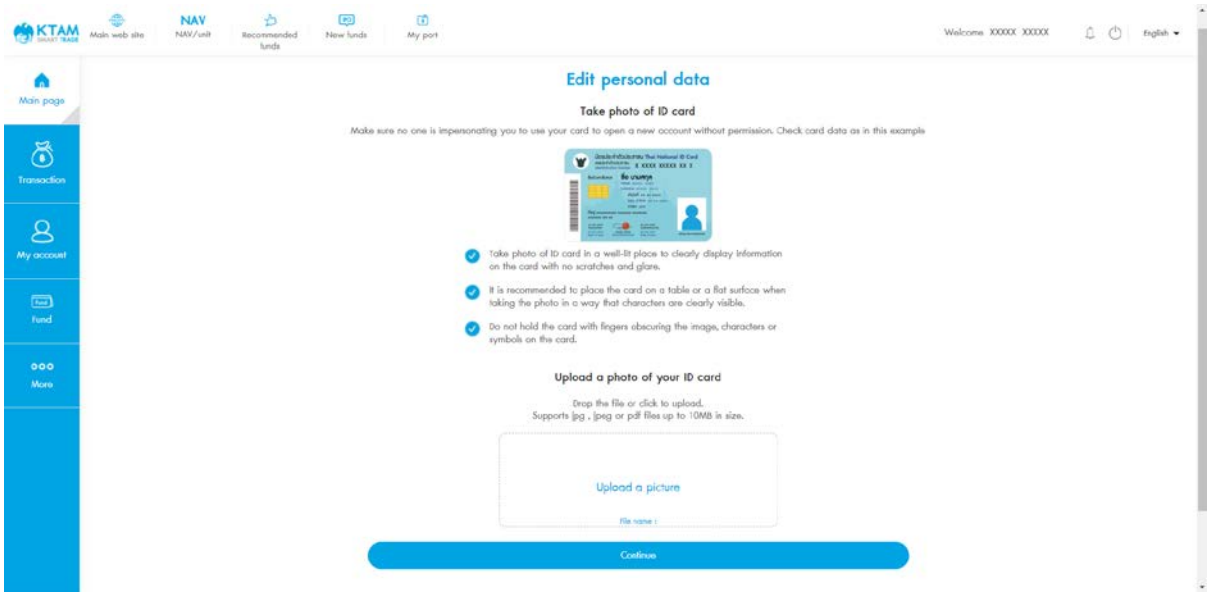


4.4. Pop-up notification will appear to ask for confirmation to amend data.

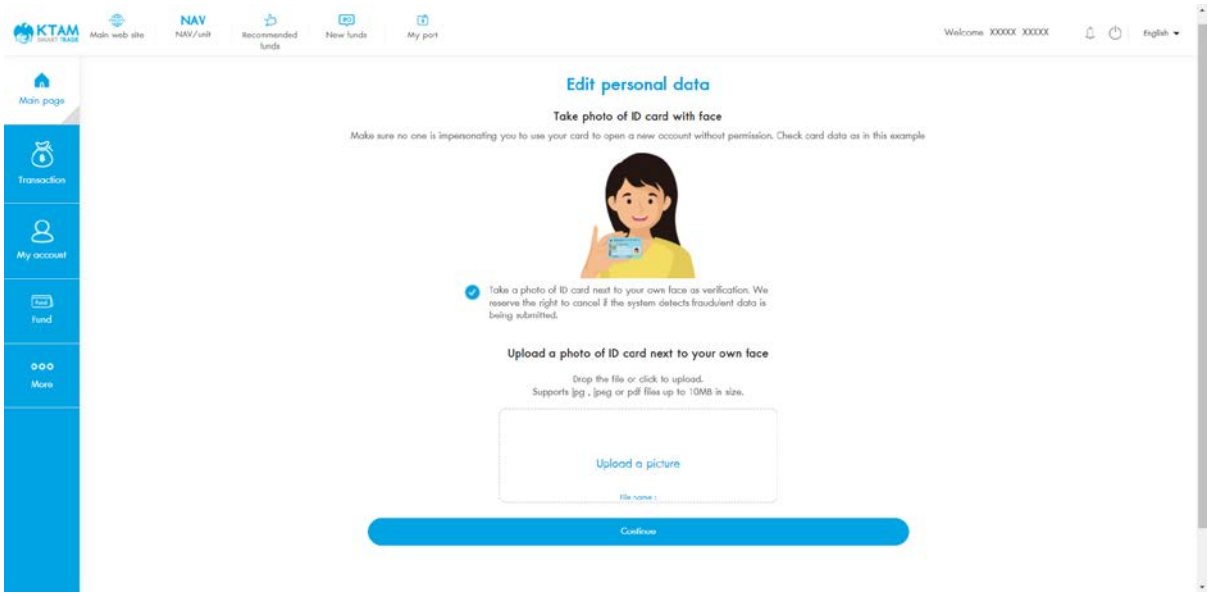




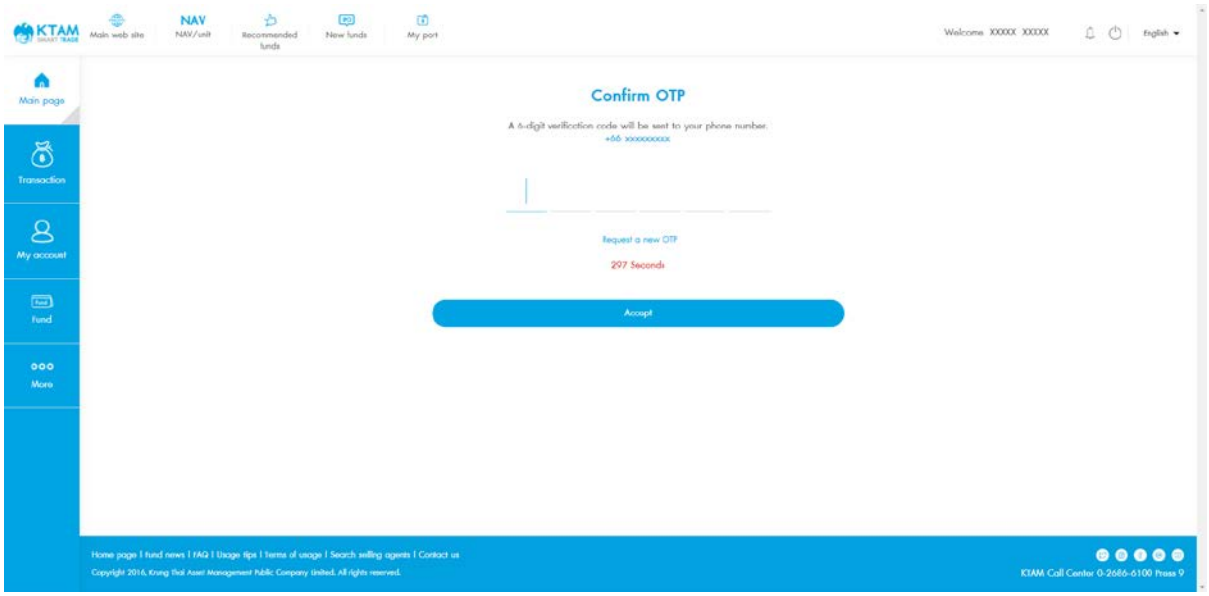
4.5. Then proceed to upload a photo of your ID card.



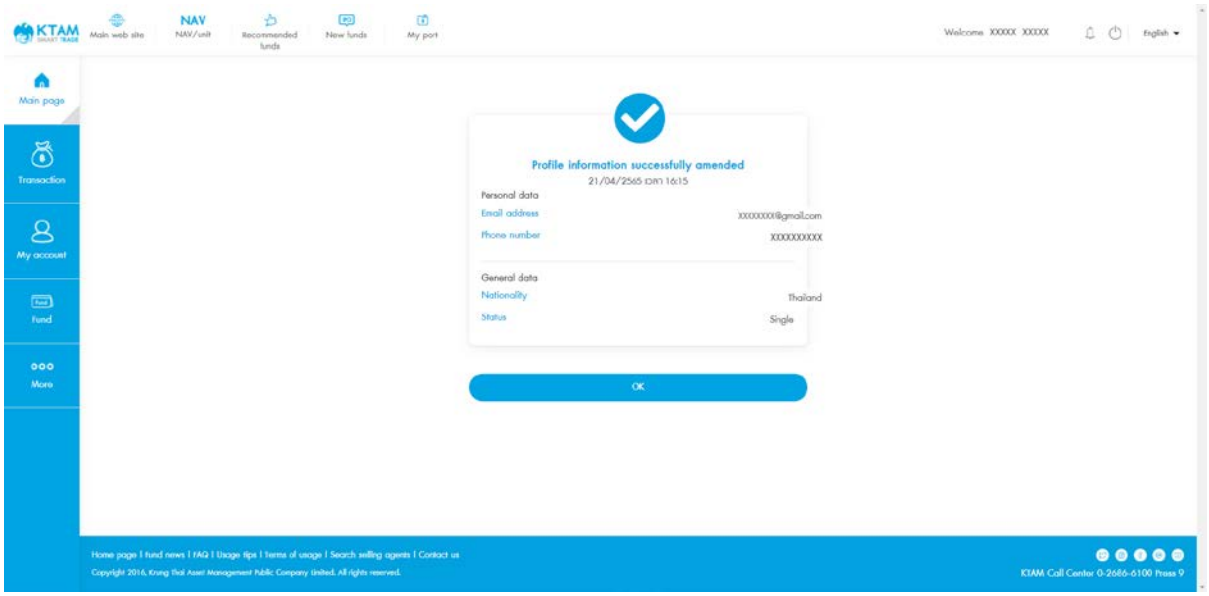
4.6. Take a photo of your ID card and your face and upload it.



4.7. Verify using the 6-digit OTP code sent to your mobile phone



4.8. The company has received proposed changes to your profile information and will process the changes within 1-2 business days.

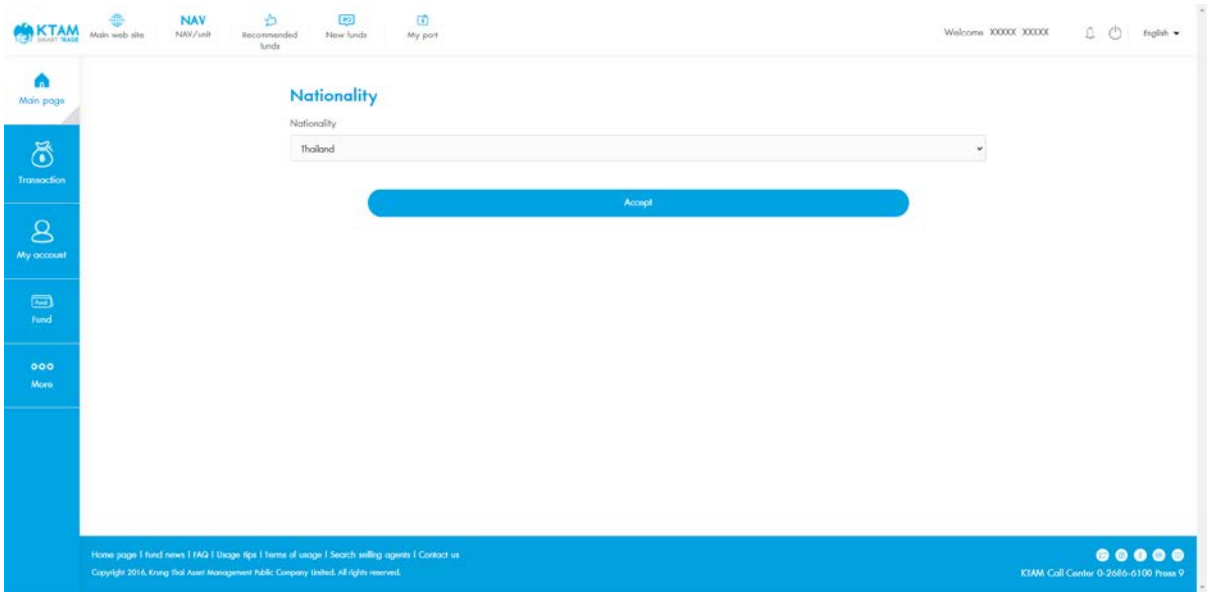


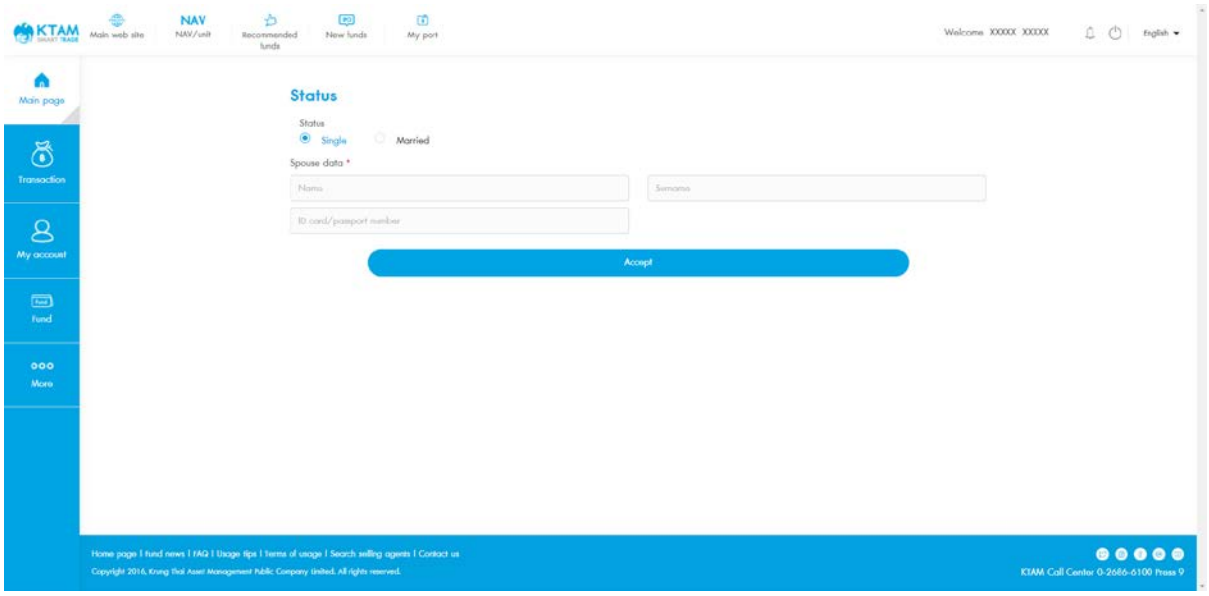
5. To edit general information: nationality, marital status

5.1. Click Edit on the right-hand side of this section

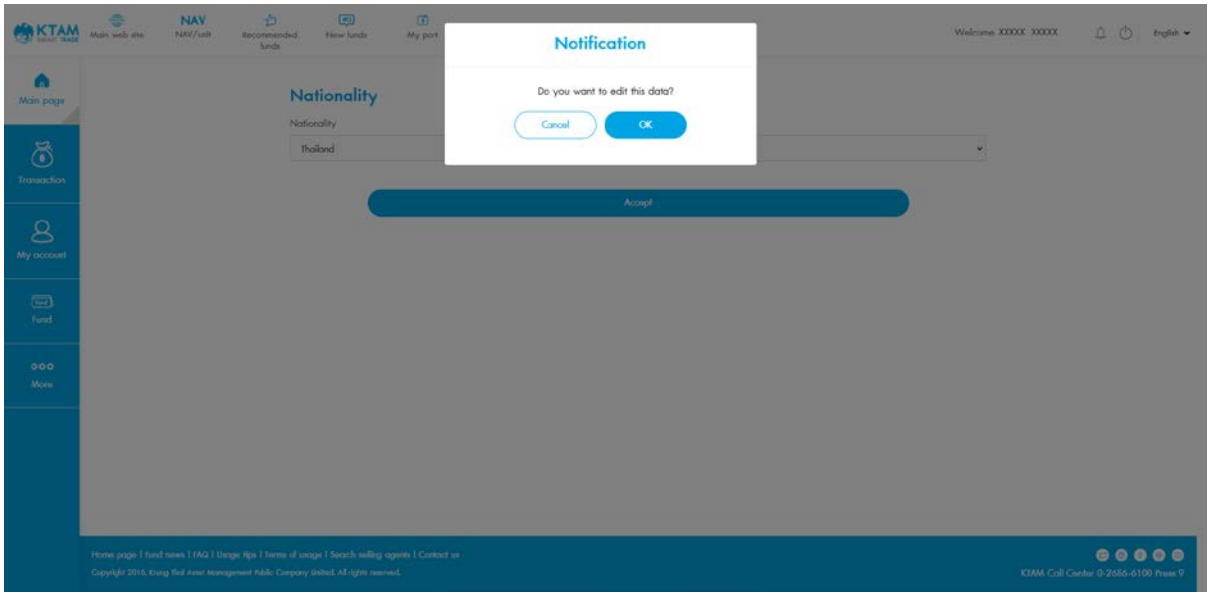
5.2. Fill in nationality or marital status

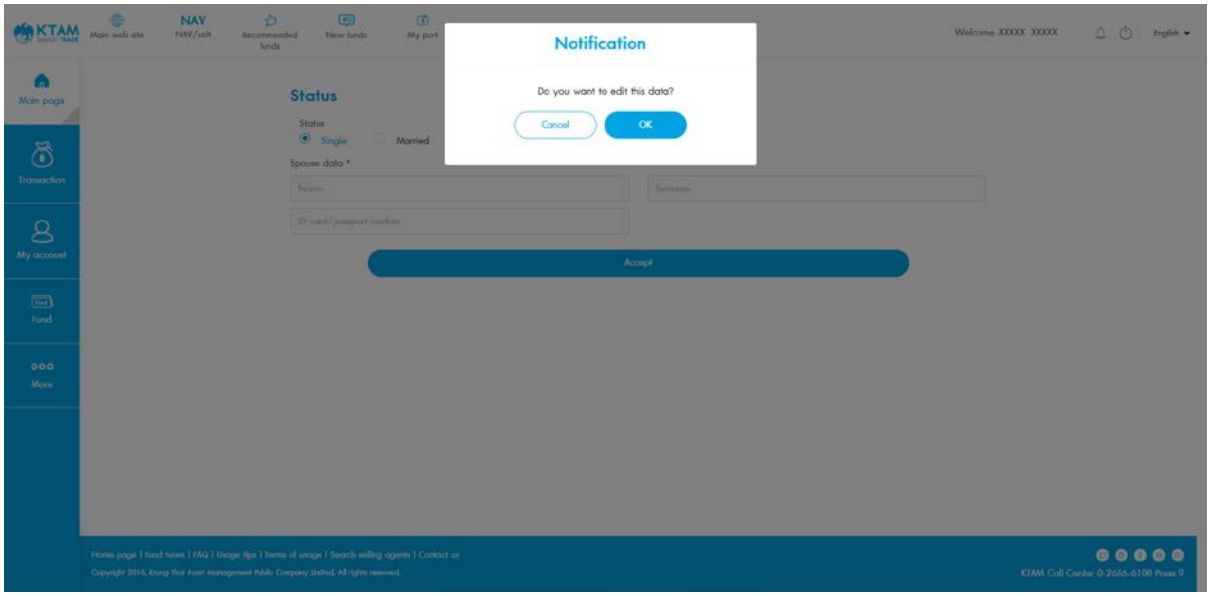
5.3. Click Continue



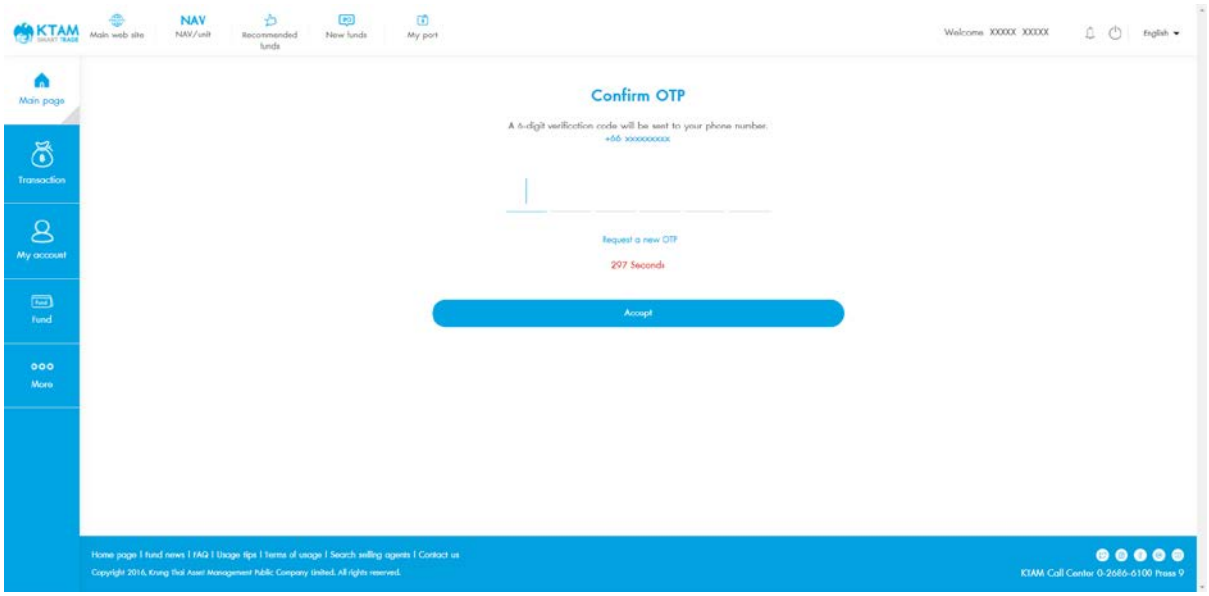


5.4. Pop-up notification will appear to ask for confirmation to amend data.

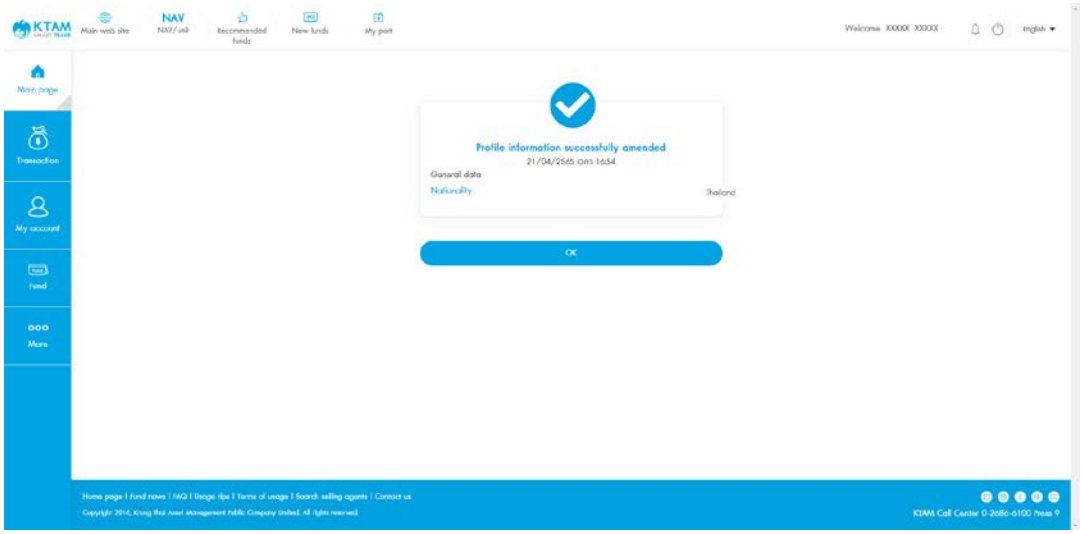


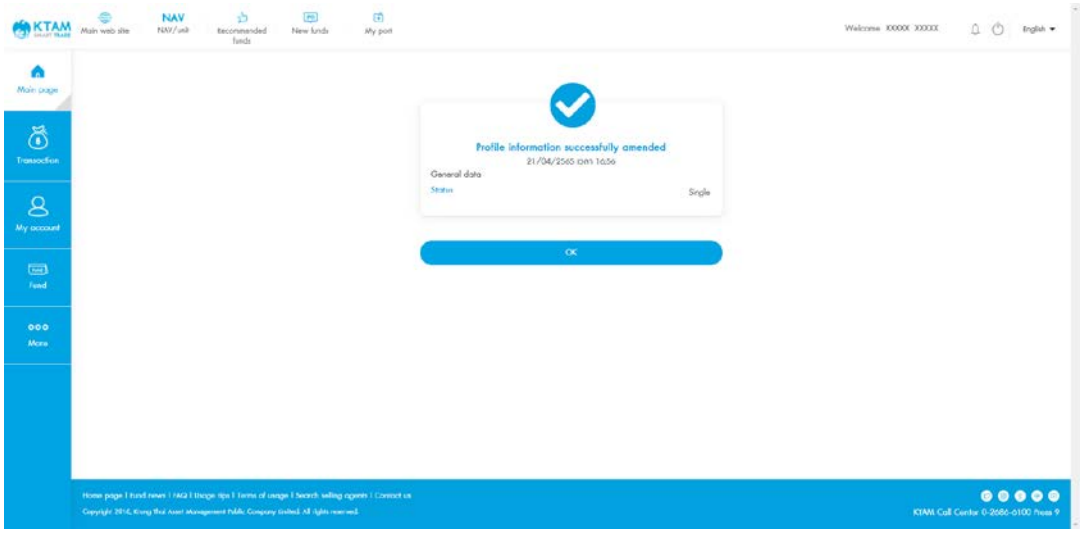


5.5. Verify using the 6-digit OTP code sent to your mobile phone



5.6. Data successfully updated.

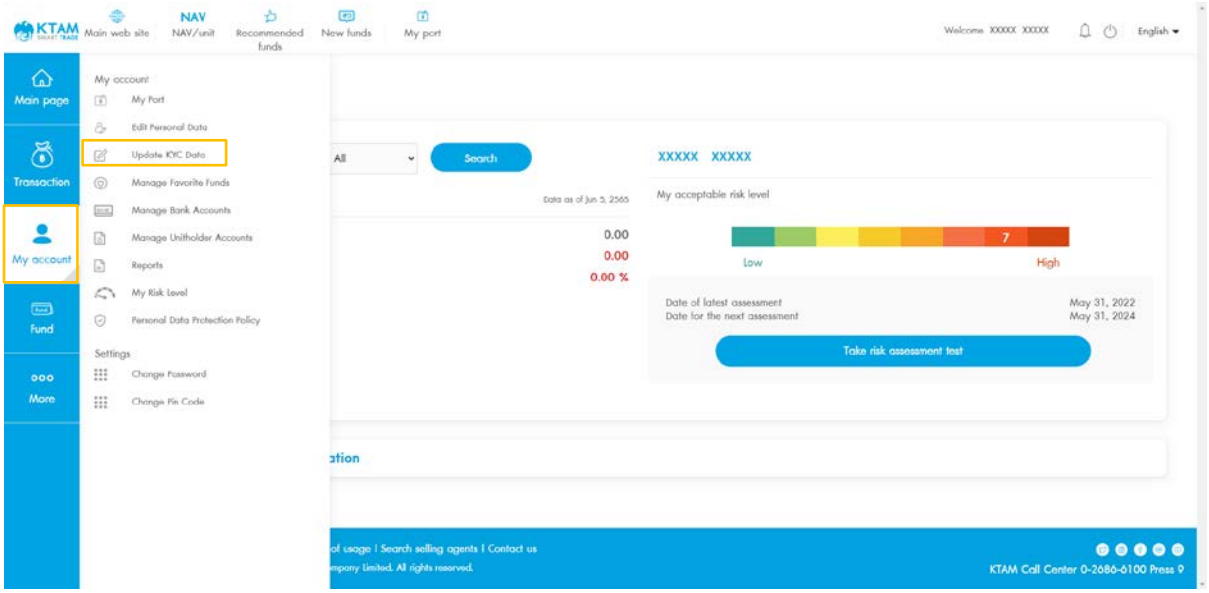




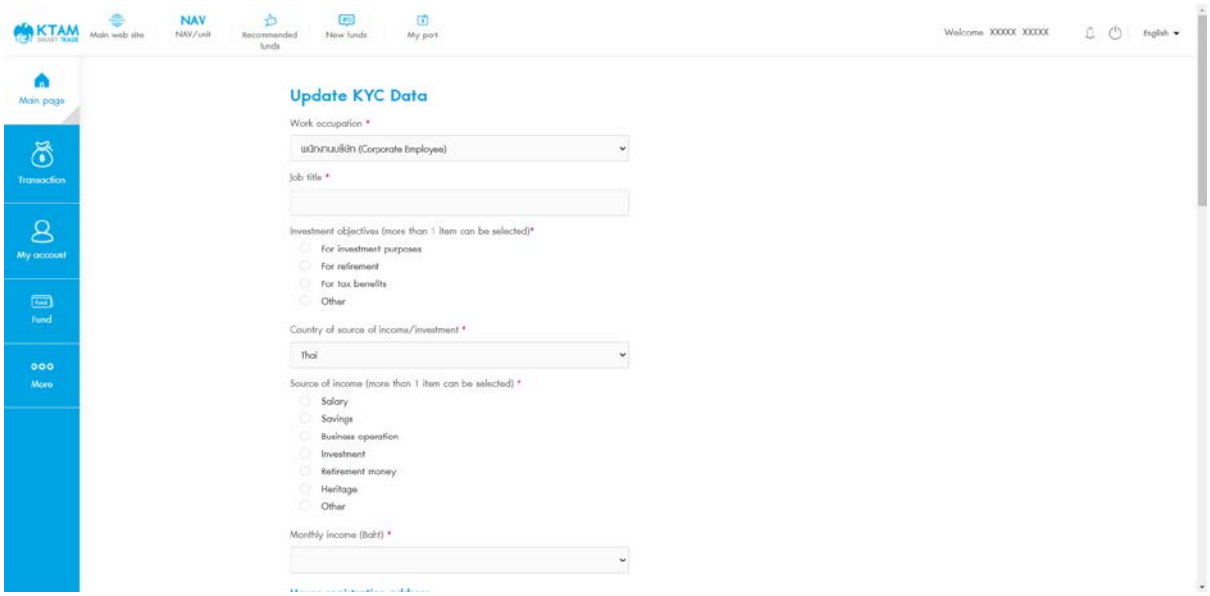
8.3. Update KYC Data

1. Select My Account

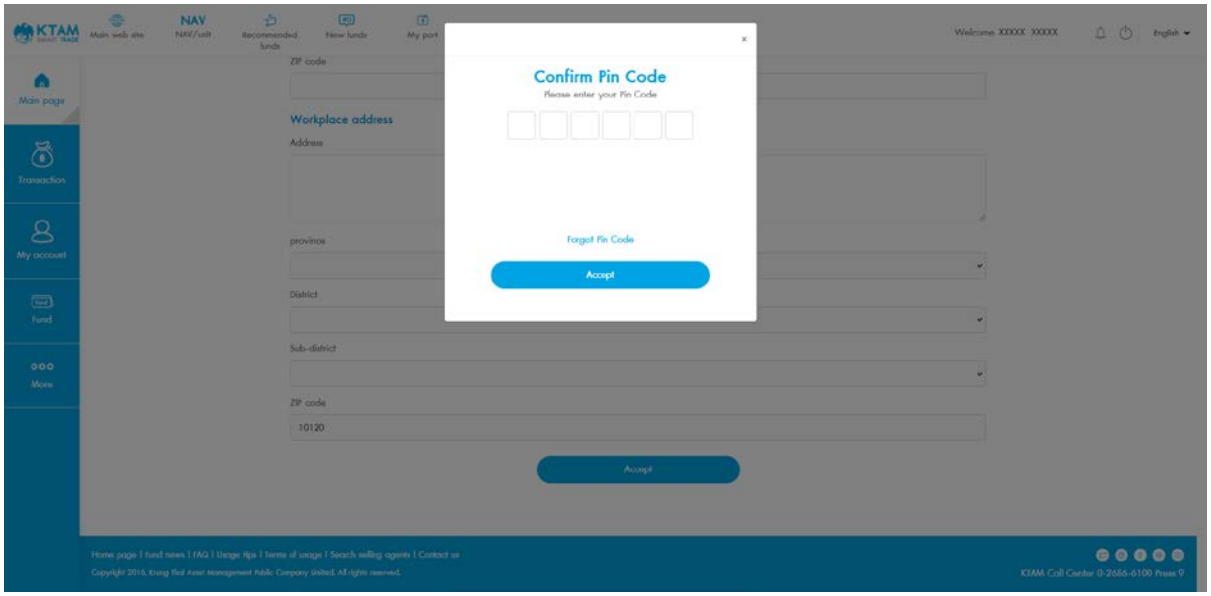
2. Select menu Update KYC Data



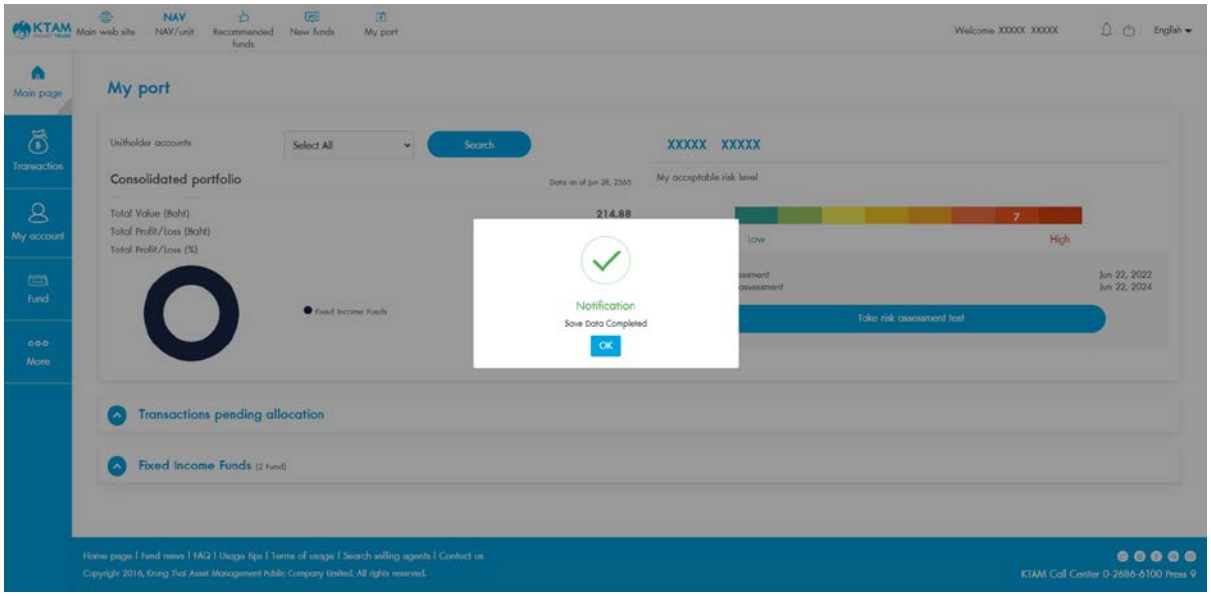
3. Make changes to the KYC data



4. Verify using the 6-digit OTP code sent to your mobile phone



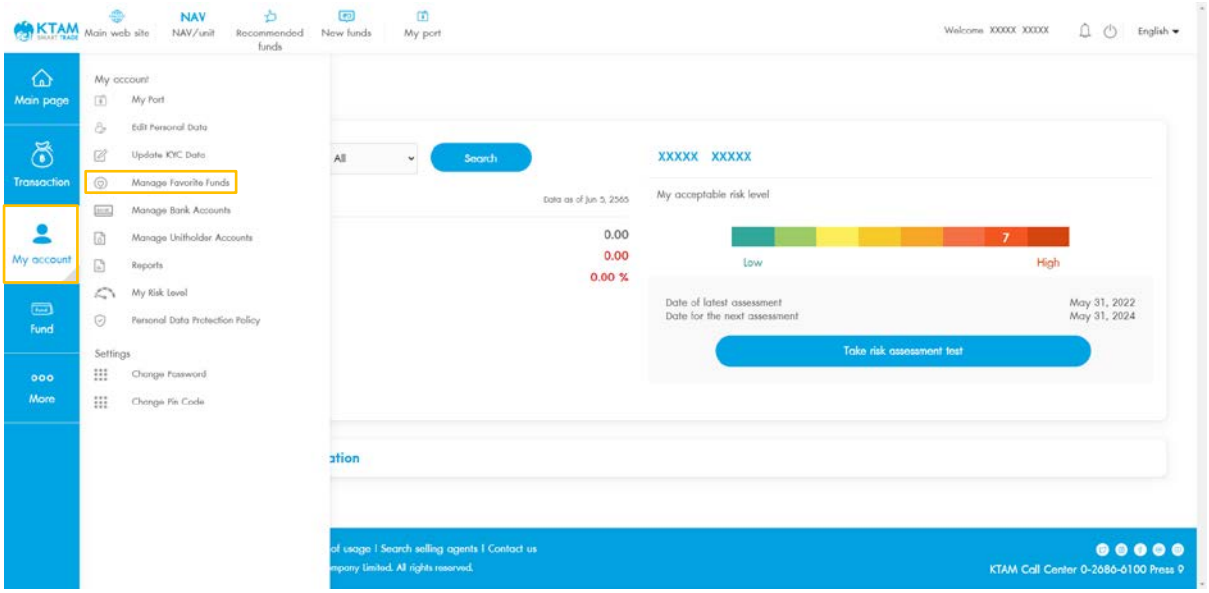
5. Data successfully updated.

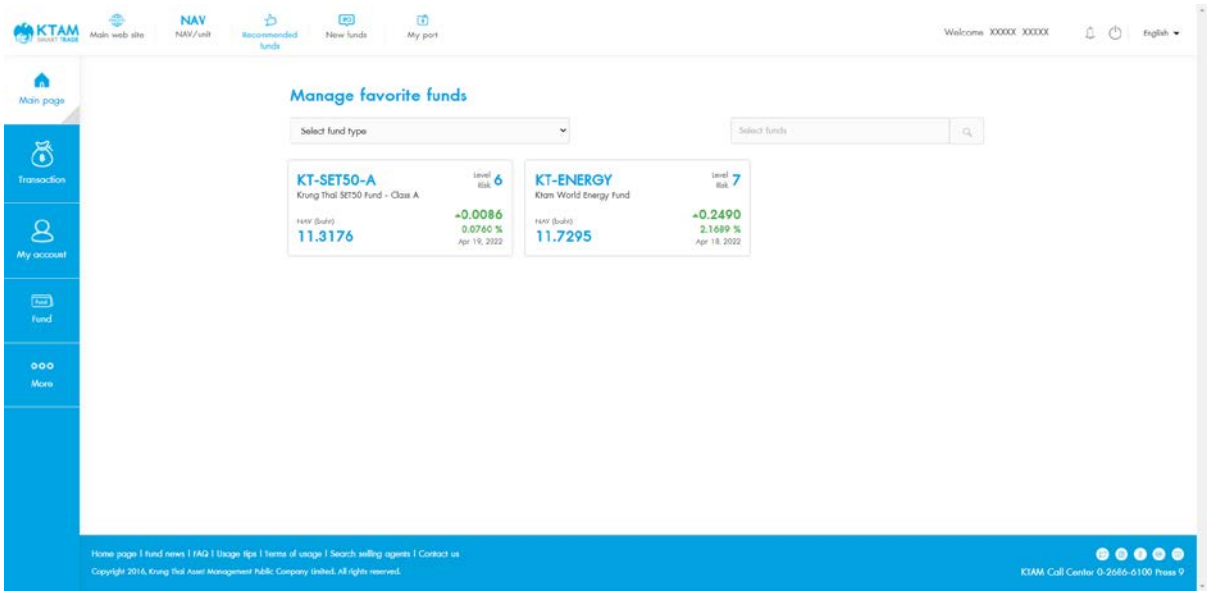


8.4. Manage favorite funds

1. Select My Account

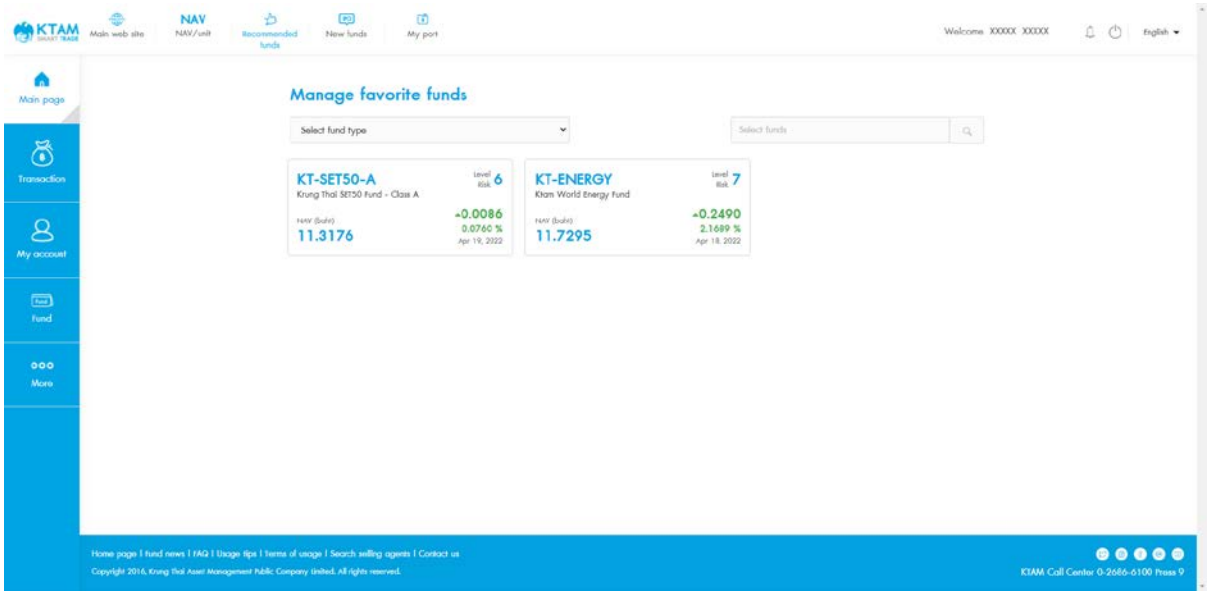
2. Select Manage Favorite Funds



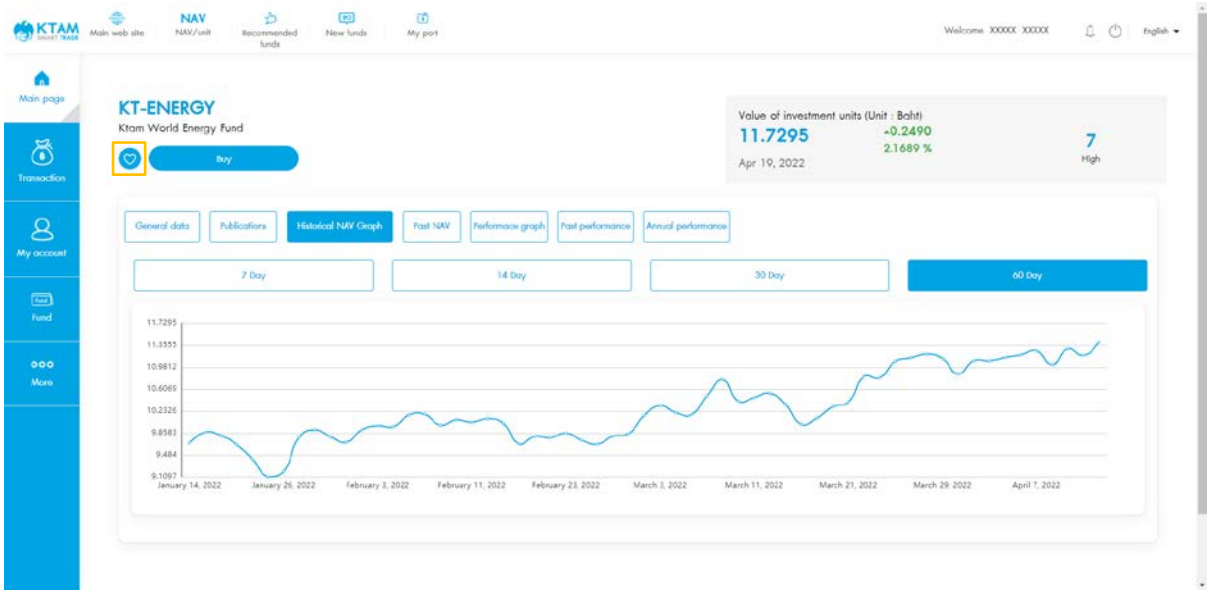


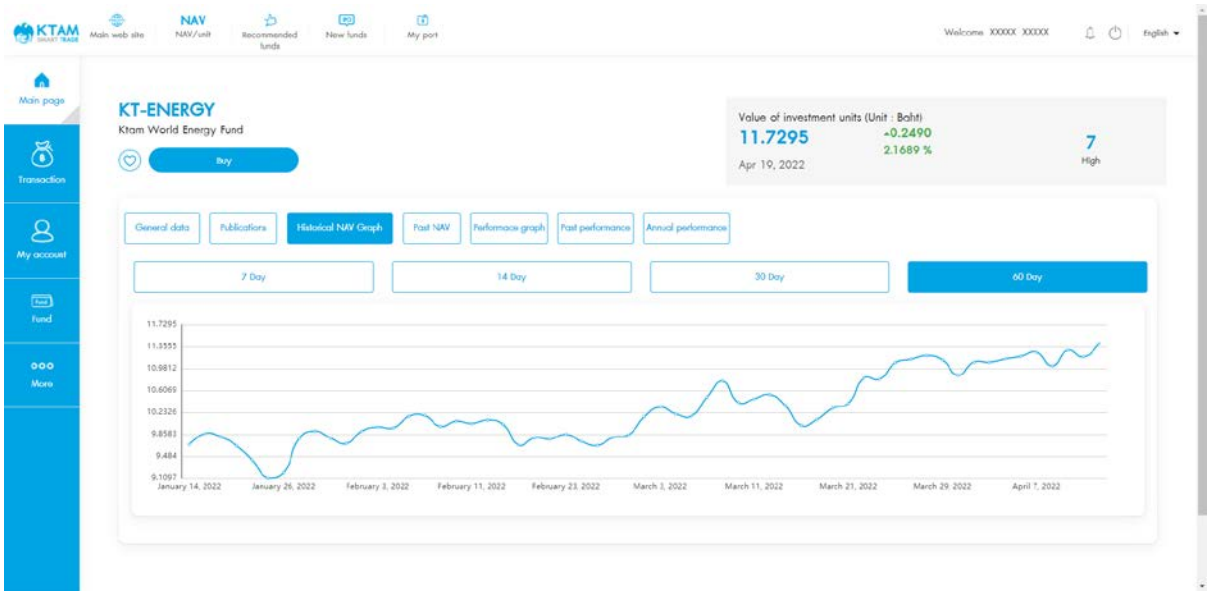
3. To unselect a favorite fund

3.1. Select the fund



3.2. Unselect the heart icon on the left-hand corner so that it turns white

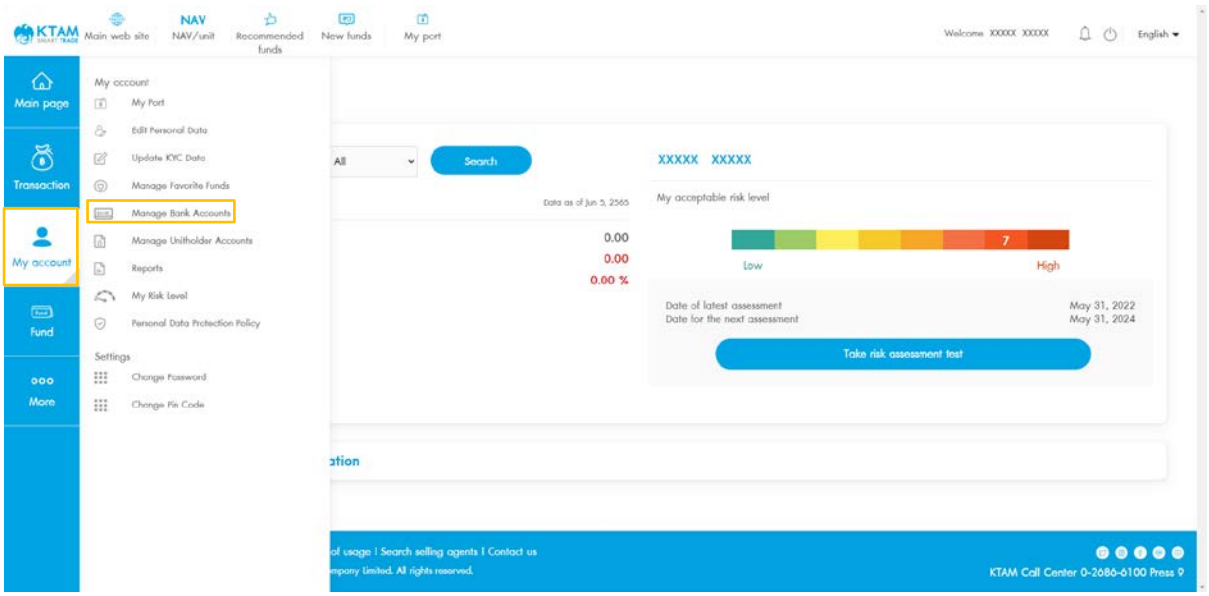



KTAM
Main web site
NAV
NAV/unit
Recommended funds
New funds
My port
Welcome XXXXX XXXXX
English
Main page
Transaction
My account
Fund
More
KT-ENERGY
Ktam World Energy Fund
Buy
Value of investment units (Unit : Baht)
11.7295
-0.2490
2.1689 %
Apr 19, 2022
7
High
General data
Publications
Historical NAV Graph
Past NAV
Performace graph
Past performance
Annual performance
7 Day
14 Day
30 Day
60 Day
11.7295
11.3555
10.9812
10.6069
10.2326
9.8583
9.484
9.1097
January 14, 2022
January 26, 2022
February 3, 2022
February 11, 2022
February 23, 2022
March 3, 2022
March 11, 2022
March 21, 2022
March 29, 2022
April 7, 2022

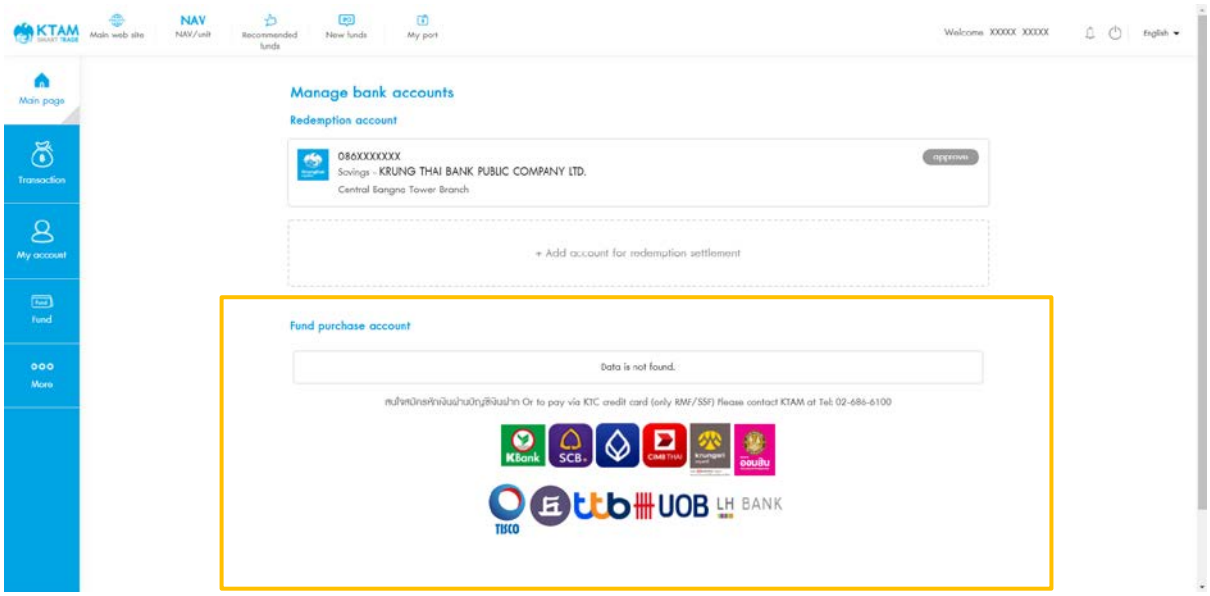
8.5. Manage bank accounts

1. Select My Account

2. Select Manage Bank Accounts



2.1. Manage bank account for purchases

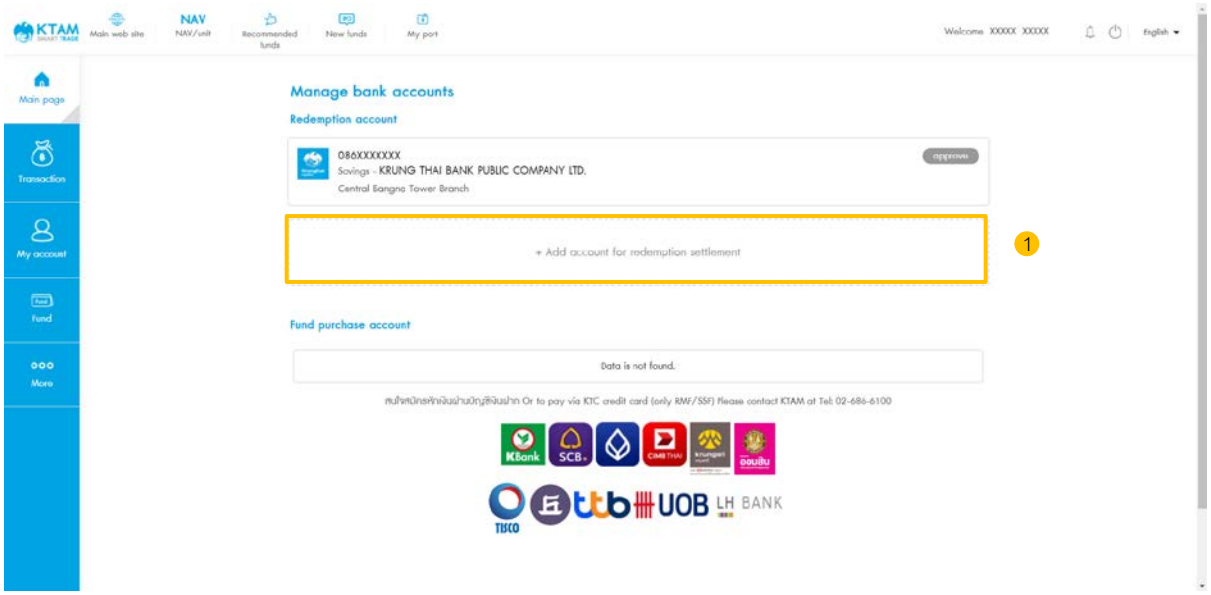


To arrange bank account for auto-debit or pay via KTC credit card (only for RMF/SSF funds), please contact KTAM at 02 686 6100

2.2. Manage bank account for purchases

2.2.1. Add bank account

1. Click Add Bank Account



2. Select bank account to add

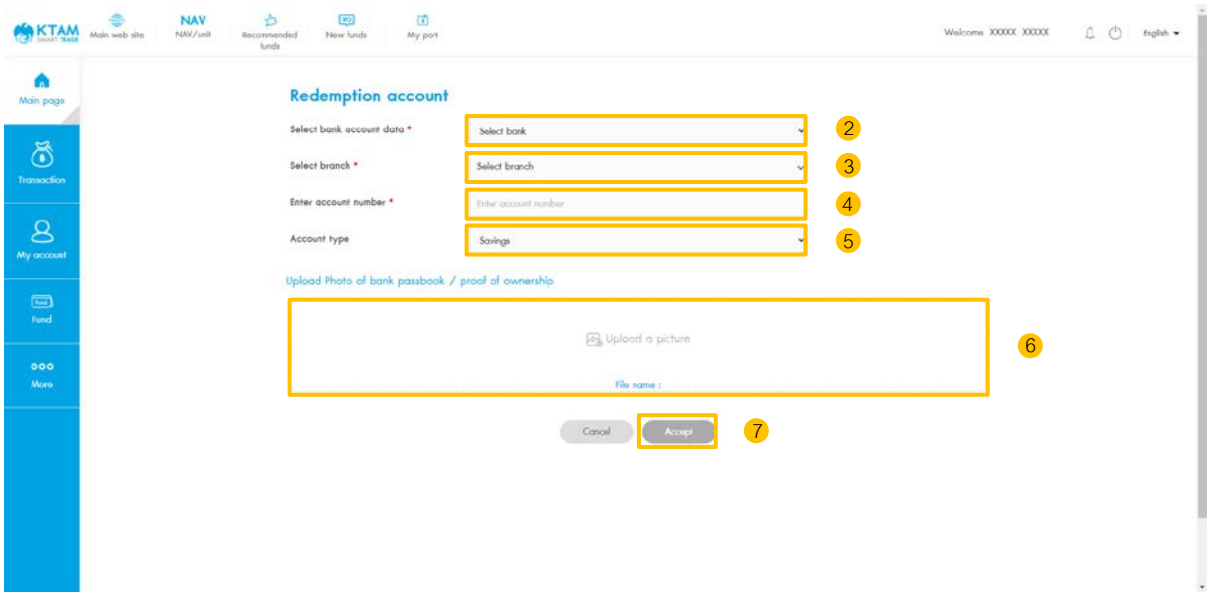
3. Select bank

4. Fill in bank account number

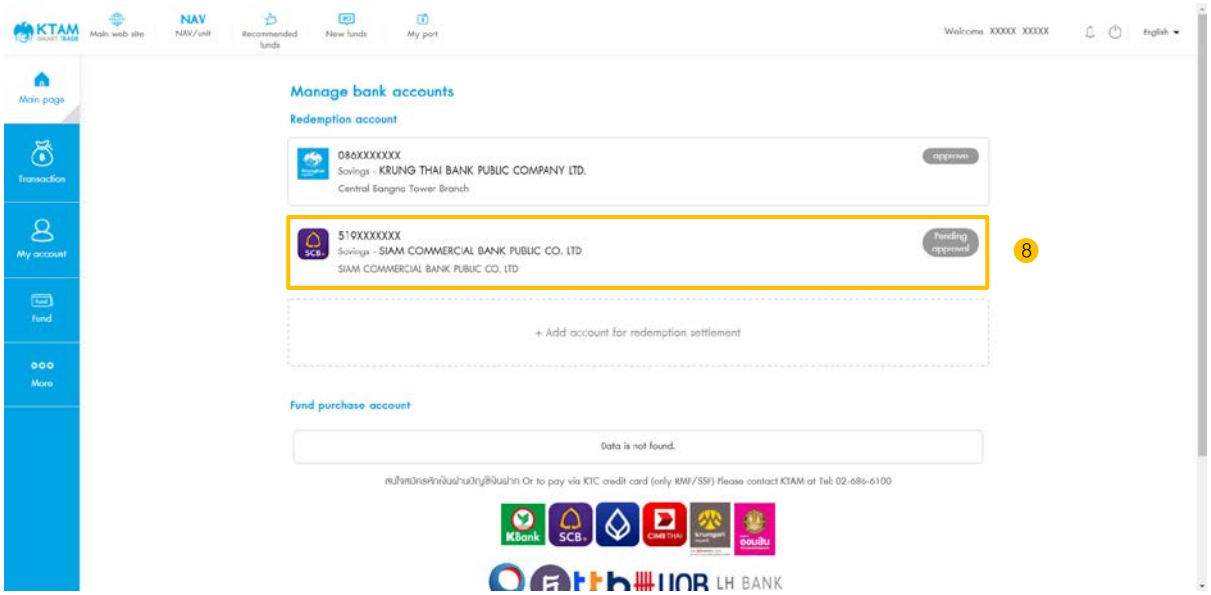
5. Select type of account

6. Take or upload a photo of your bank passbook. Then click Confirm

7. After successfully entered, please allow KTAM another 1-2 days to approve the setup



8. You may display the bank accounts pending addition by clicking Pending Approval.

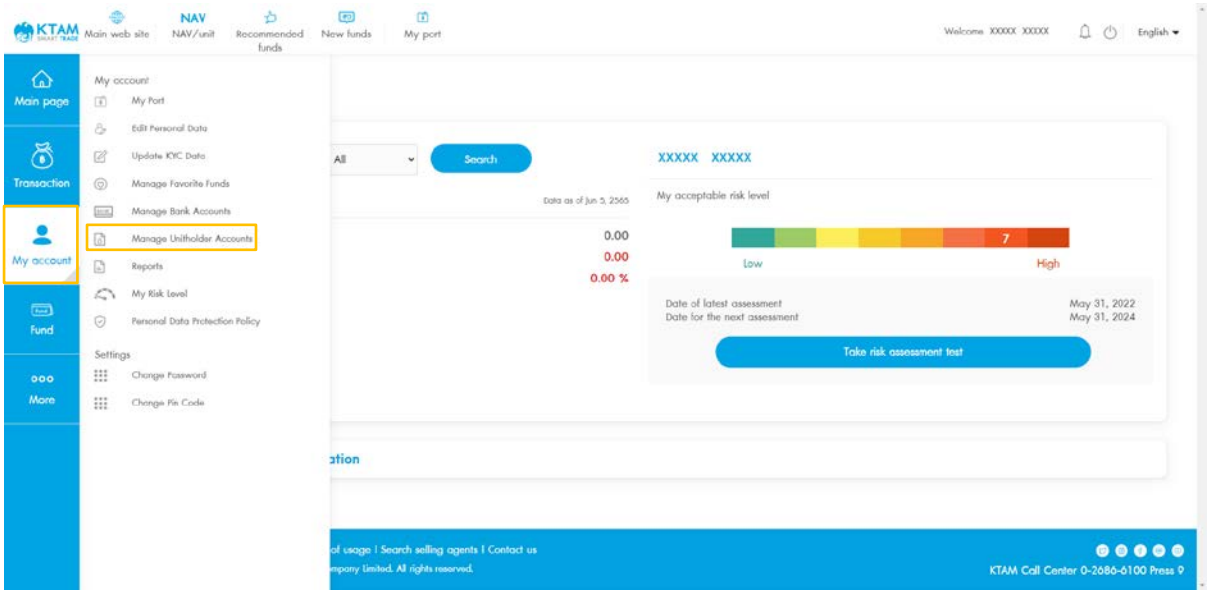


8.6. Manage unitholder accounts

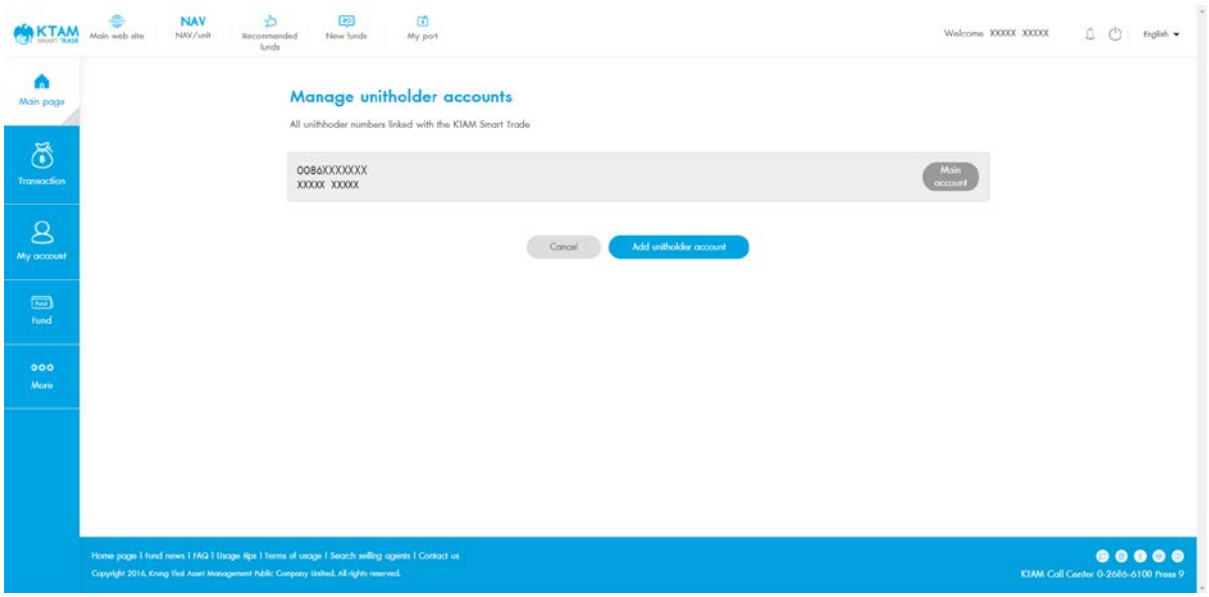
If you have several unitholder accounts tied to the KTAM Smart Trade app, you may pick one as the main unitholder account. Alternatively, you may also unselect some unitholder accounts from the app.

1. Select My Account

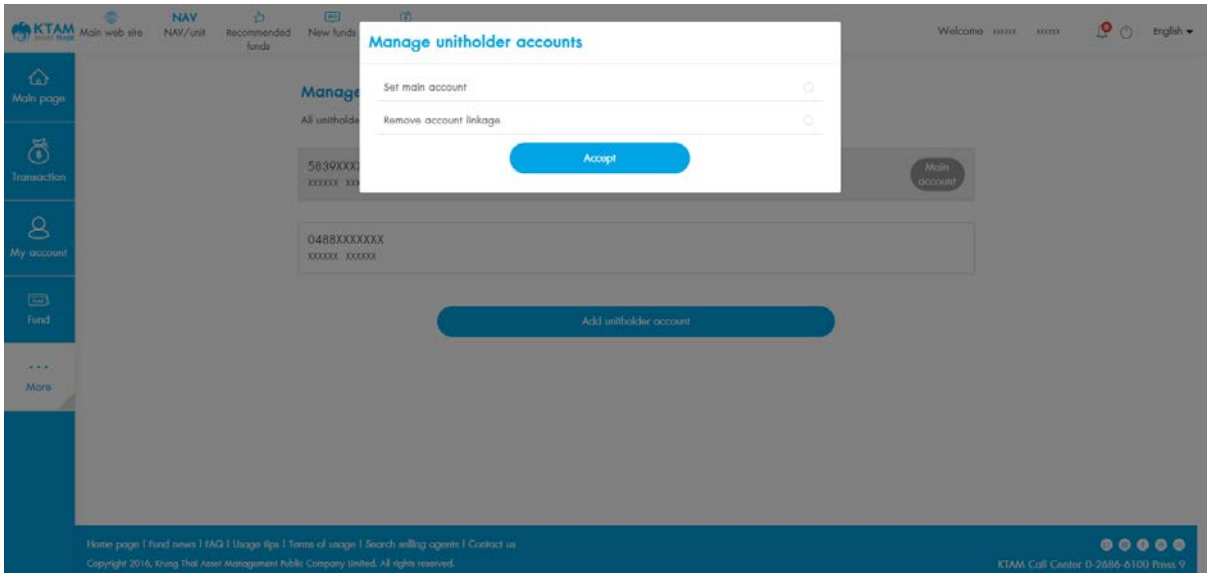
2. Select Manage Unitholder Accounts



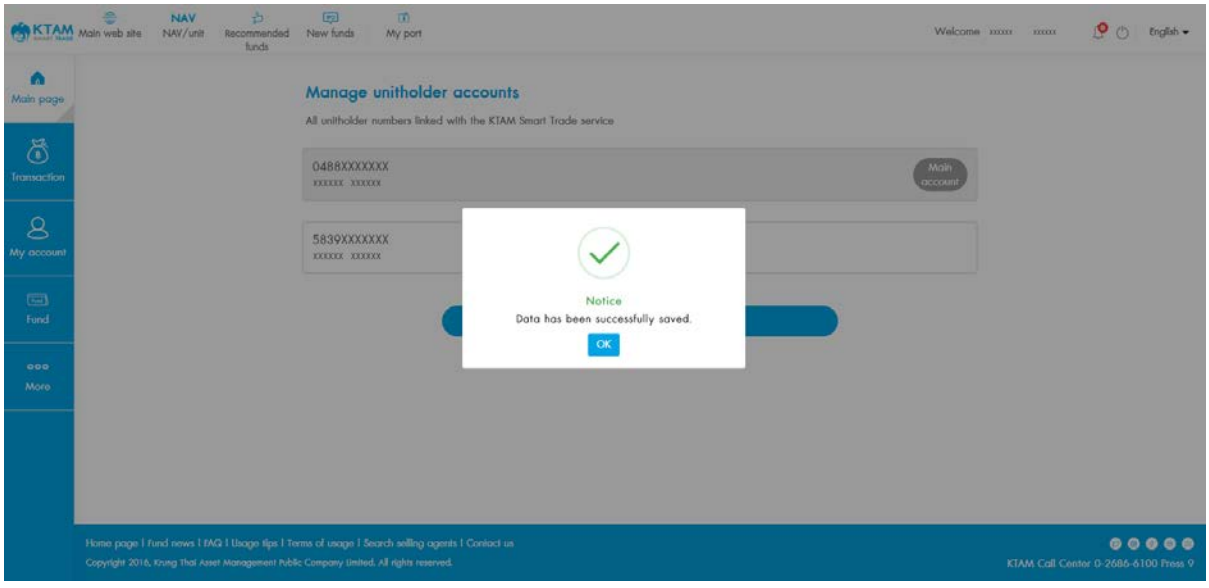
3. Select unitholder account to manage



4. Click to tick this unitholder account as the main one, or to unselect it from your app. Then click Confirm



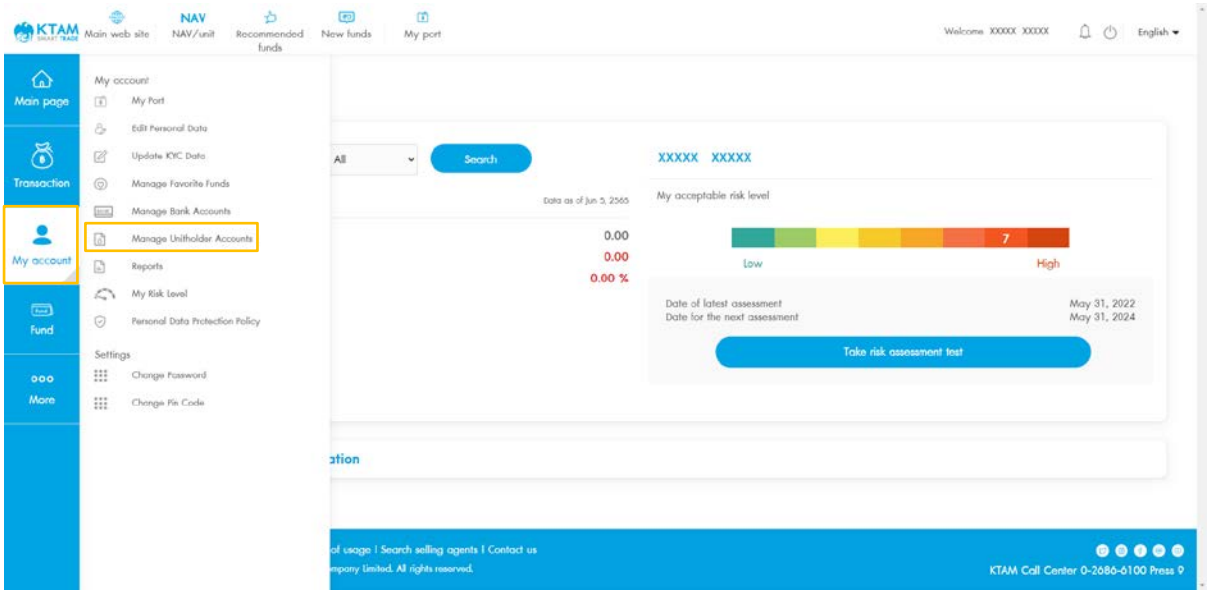
5. Changes successfully made.



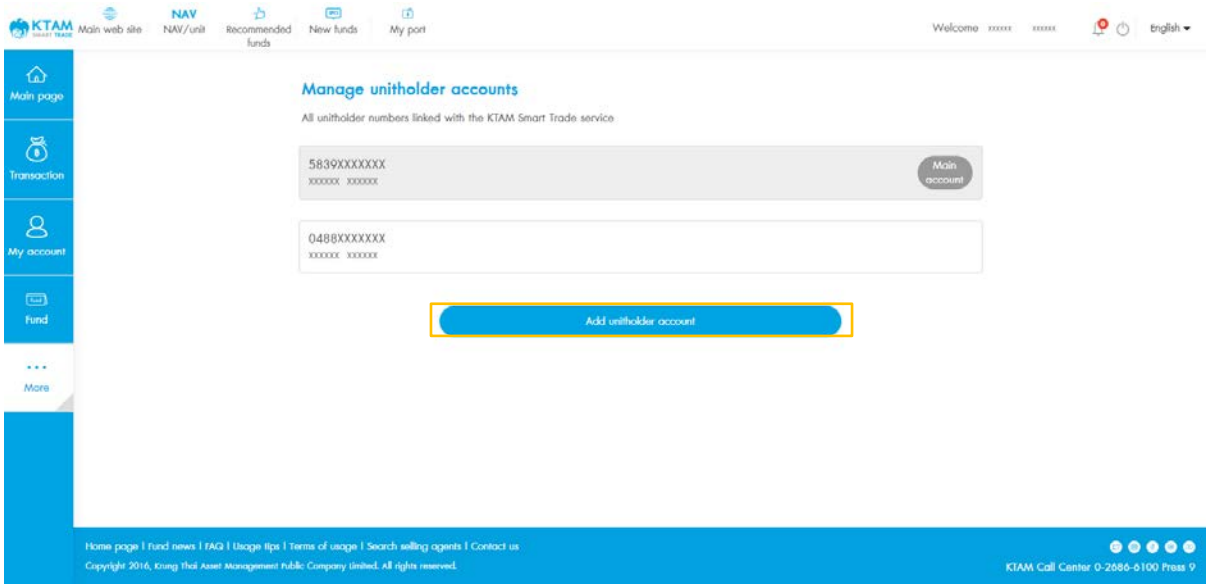
To add more than 1 unitholder account to your KTAM Smart Trade.

1. Select My Account

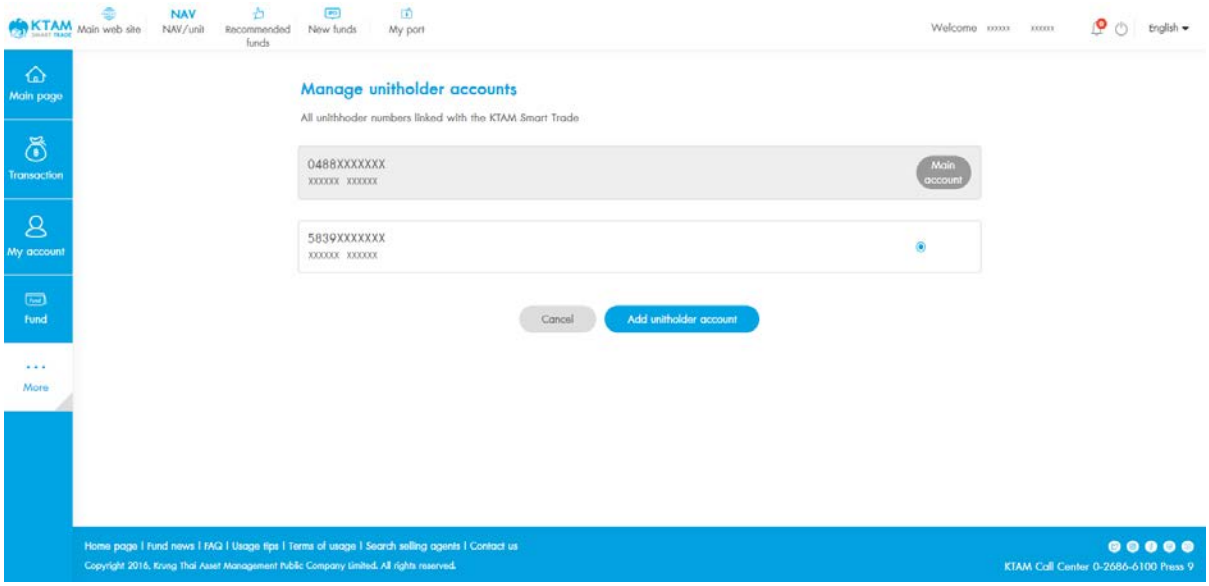
2. Select Manage Unitholder Accounts



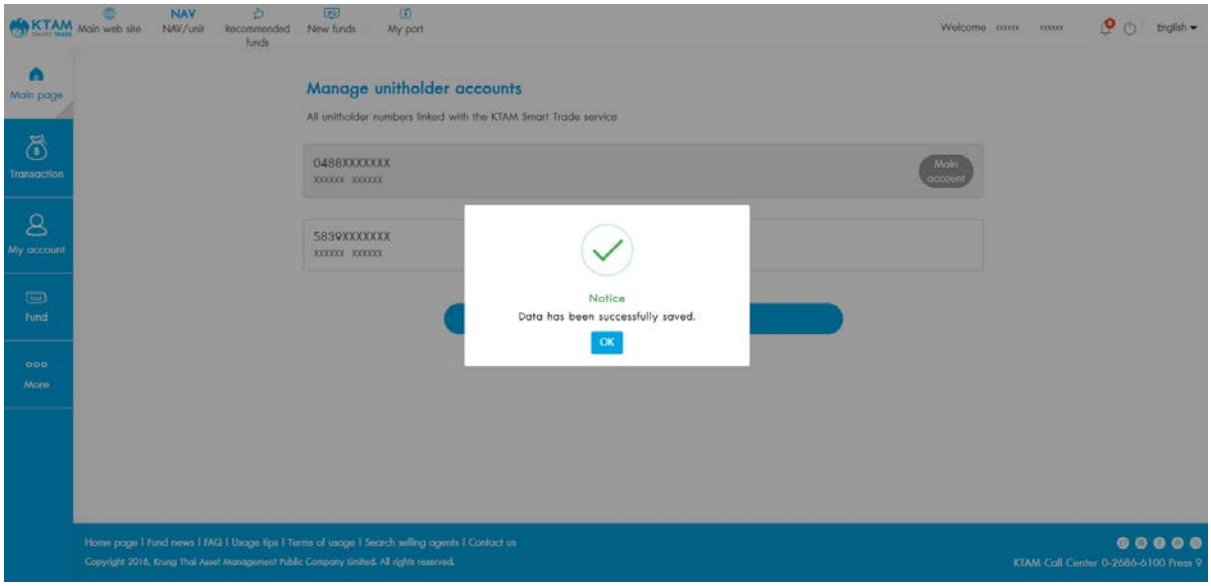
3. Click Add Unitholder Account



4. Click to tick unitholder account you wish to link into your KTAM Smart Trade



5. Changes successfully made

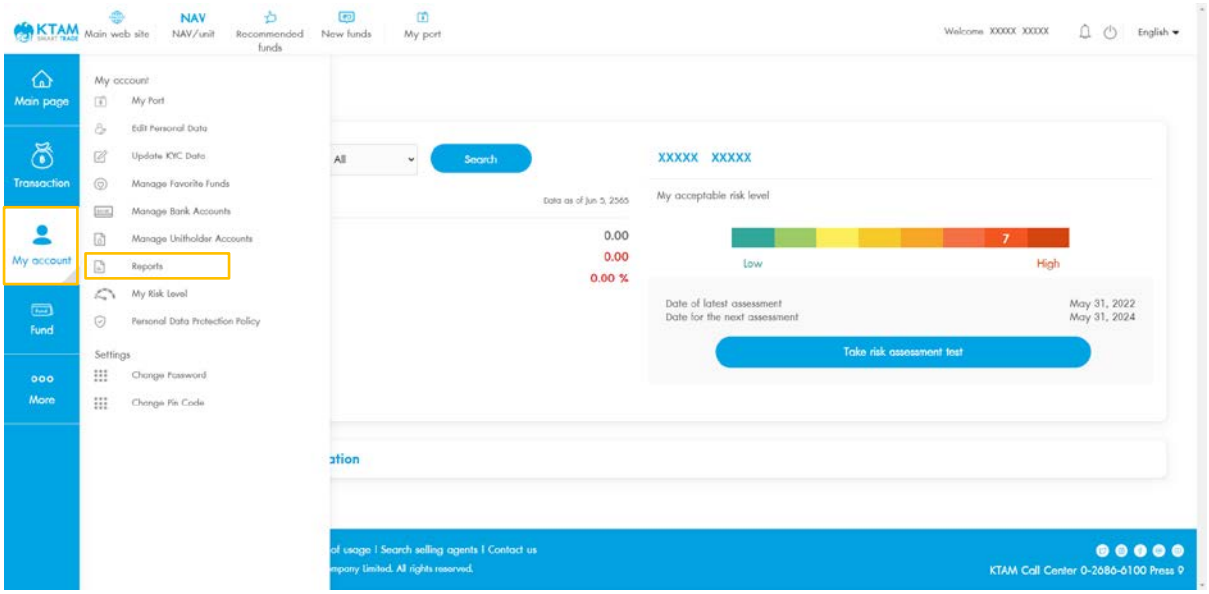


8.7. Reports

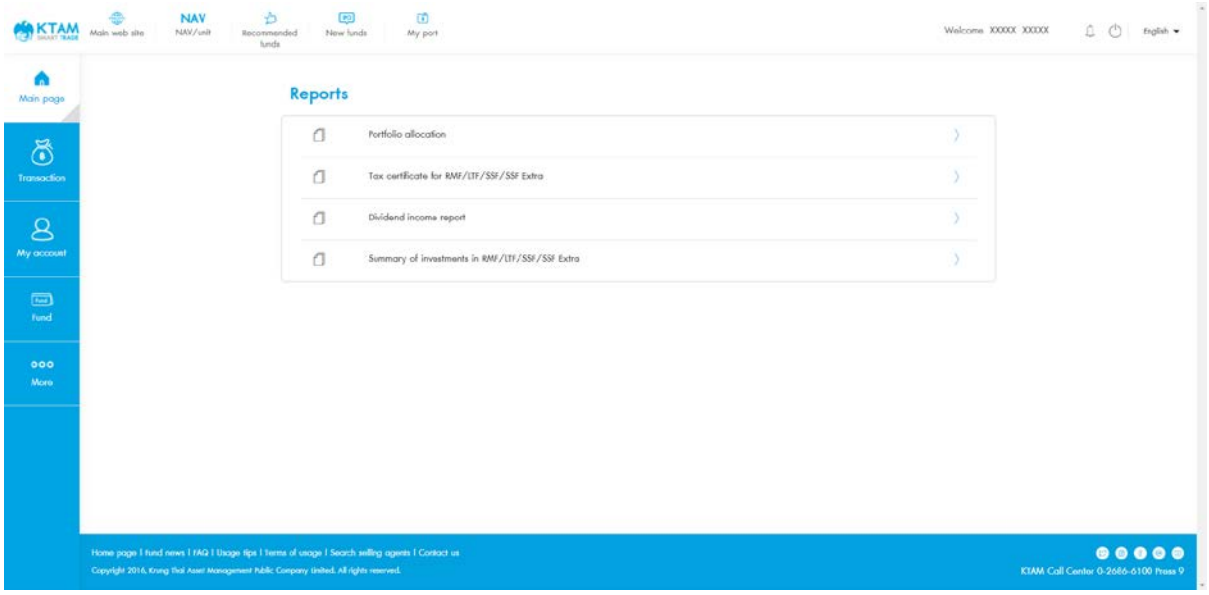
You can retrieve your account Statement here. You may also request a tax certificate or obtain a dividend income report online

1. Select My Account

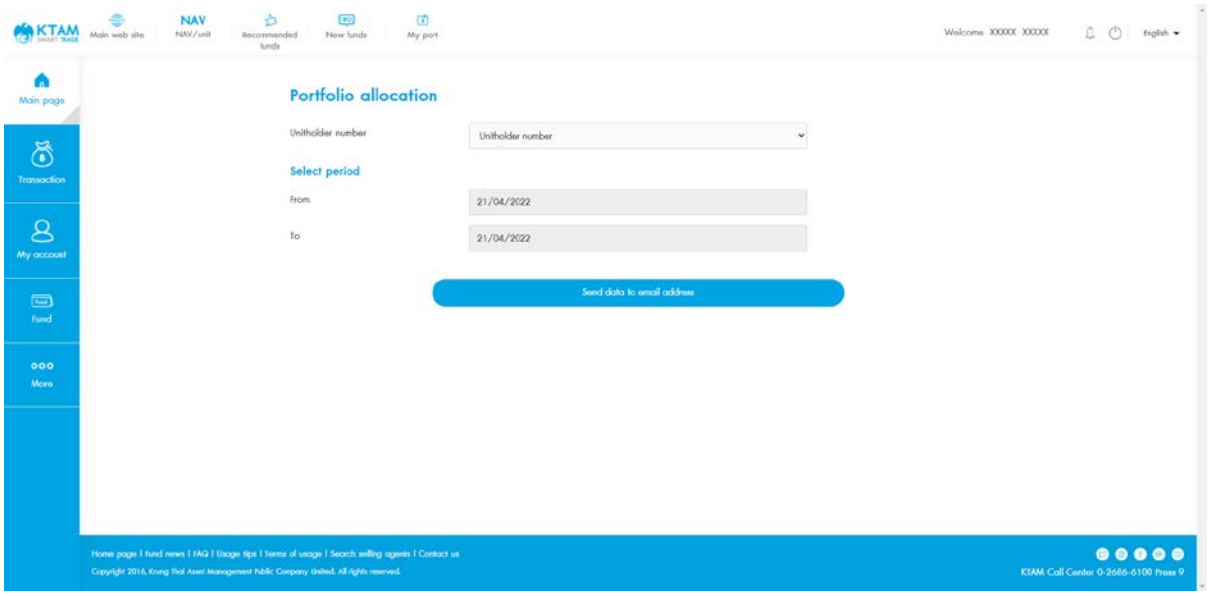
2. Select Reports



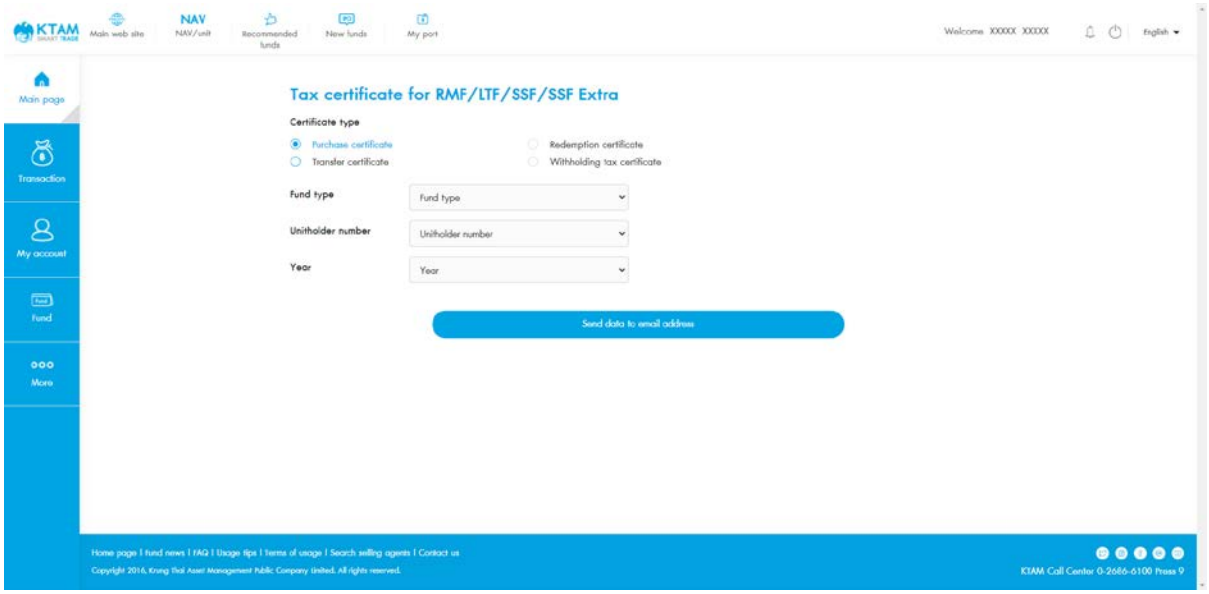
3. Select report desired



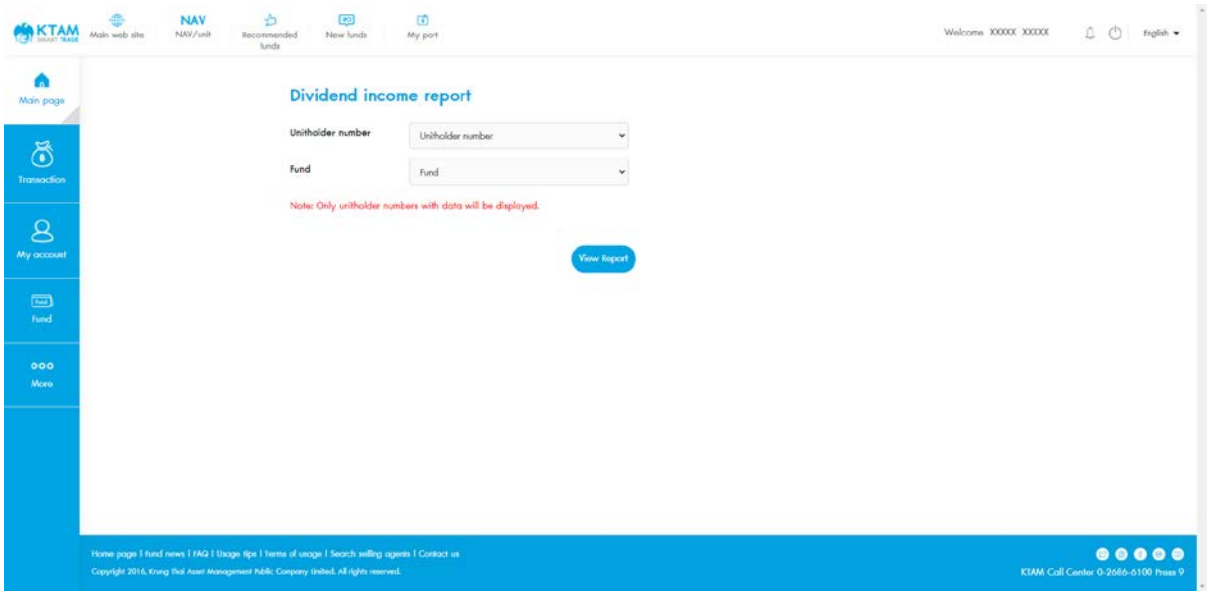
8.7.1. Unitholder statement



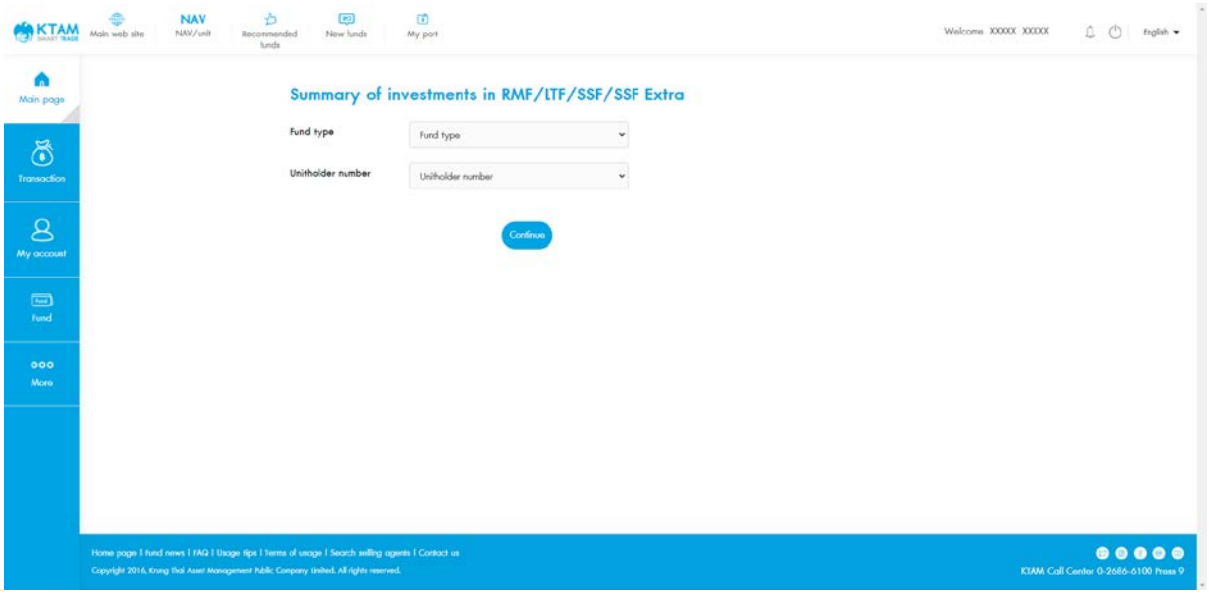
8.7.2. Tax certificate for RMF/LTF/SSF/SSF Extra



8.7.3. Dividend income report



8.7.4. Summary of investments in RMF/LTF/SSF/SSF Extra

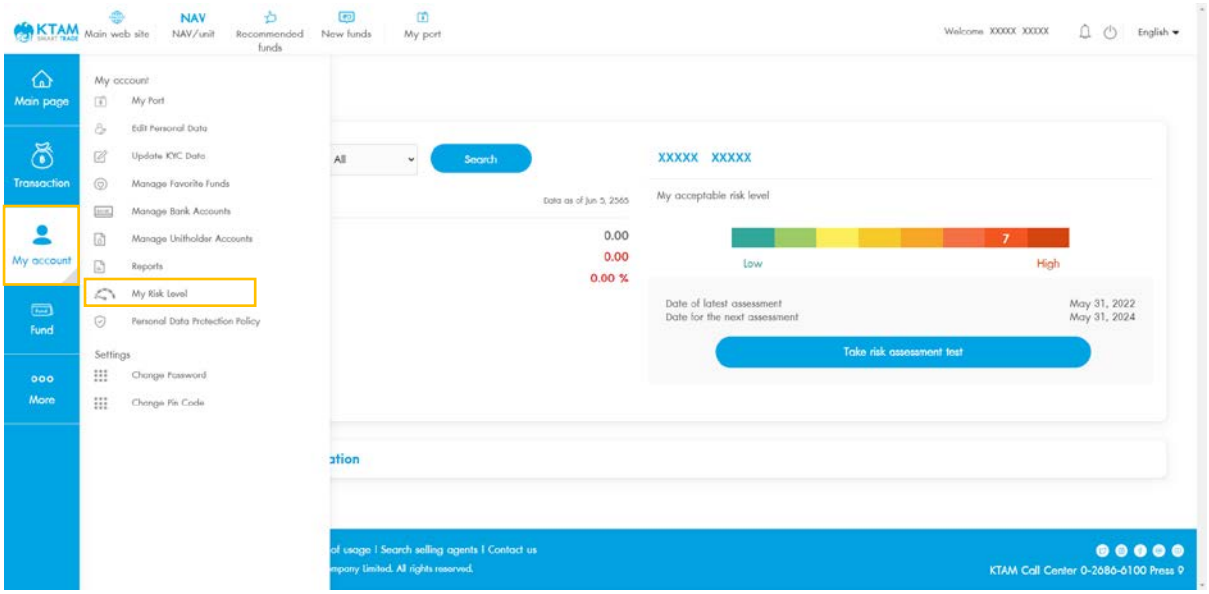


8.8. My risk level

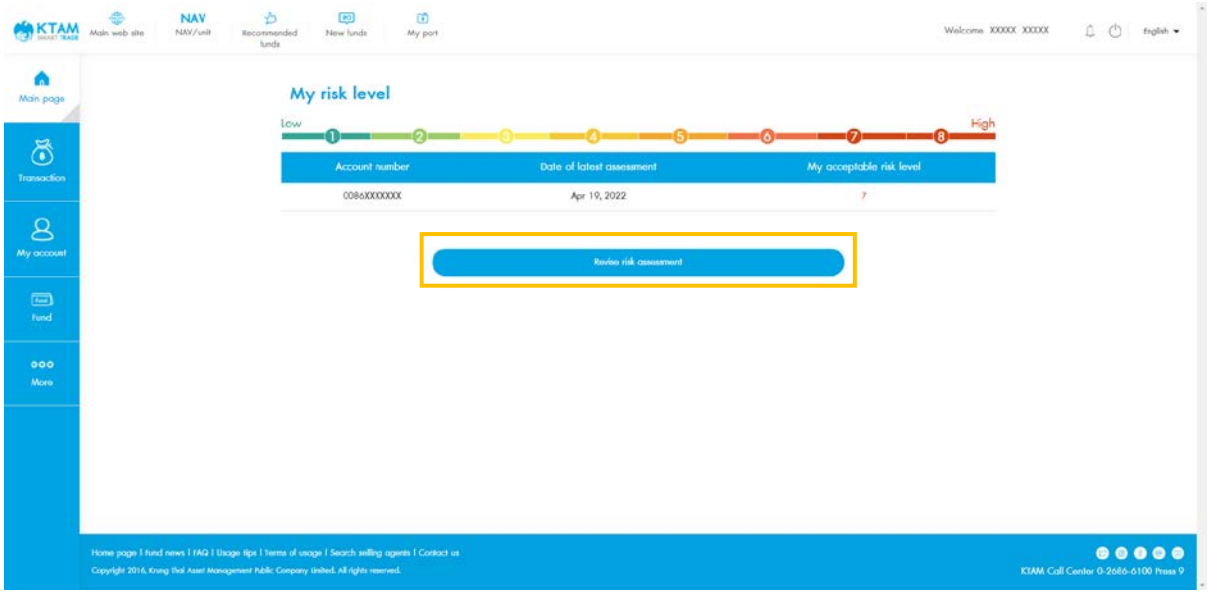
You can take a Suitability Test or review this risk assessment to determine your investment risk tolerance level and keep the profile updated.

1. Select My Account

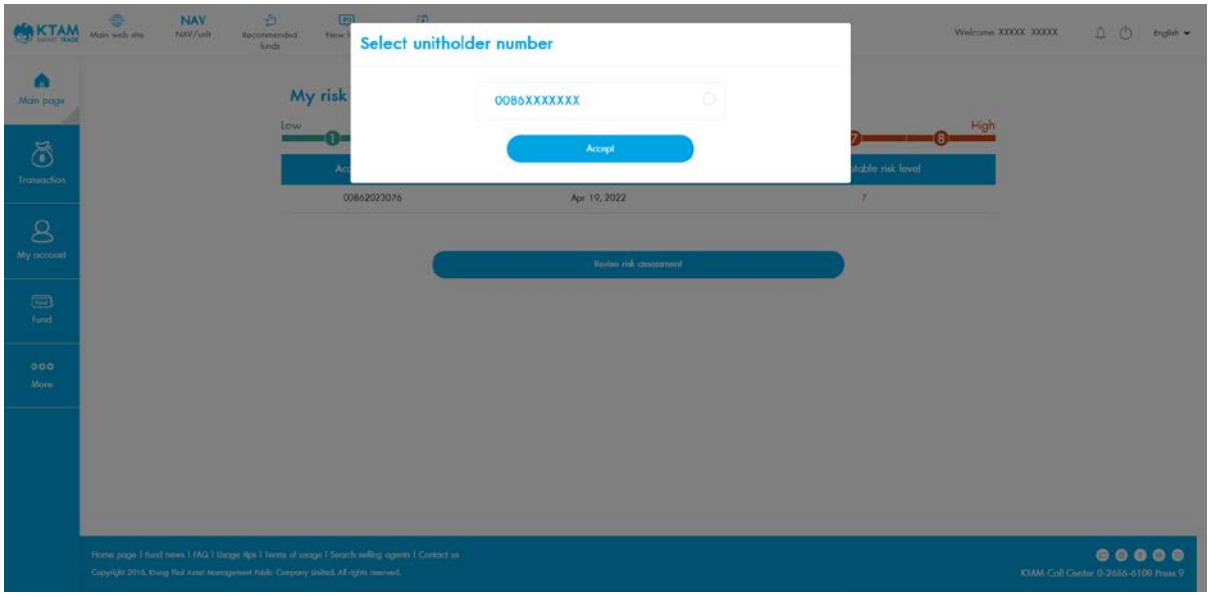
2. Select My Risk Level



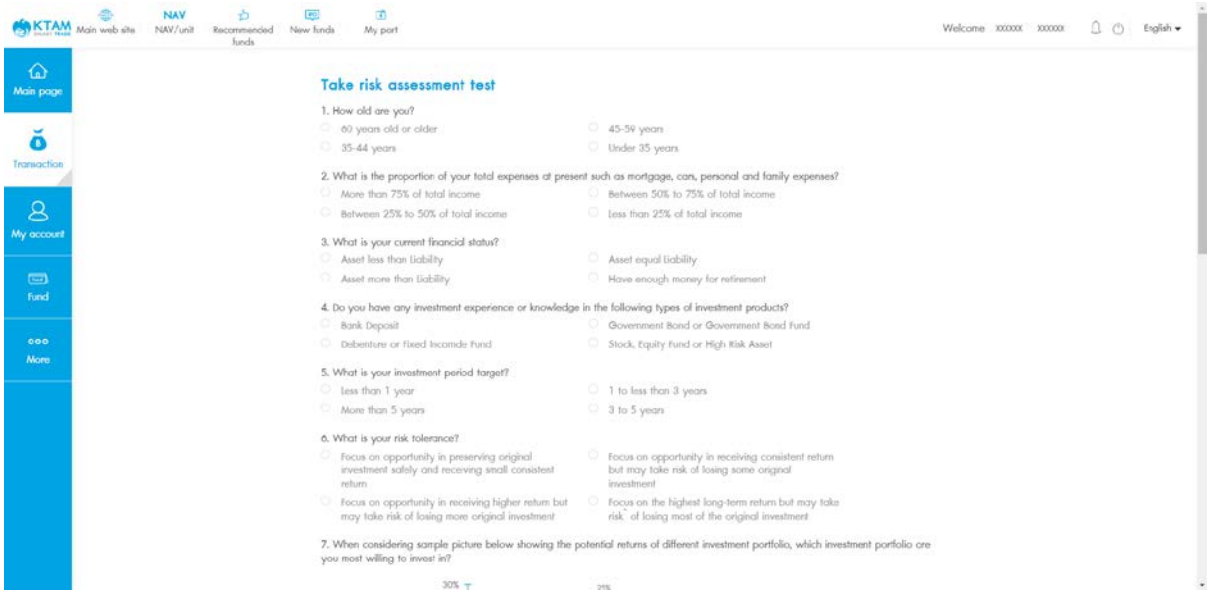
3. Click Review Risk Assessment

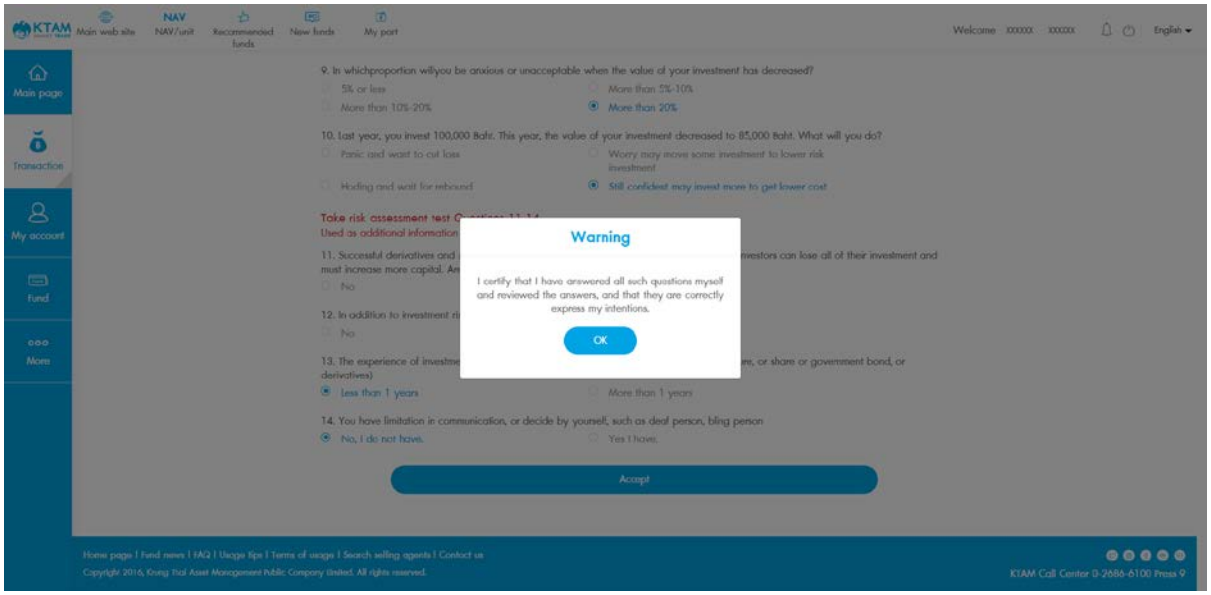


4. Select unitholder number where the risk assessment needs to be reviewed. Then click Take Risk Assessment Test.

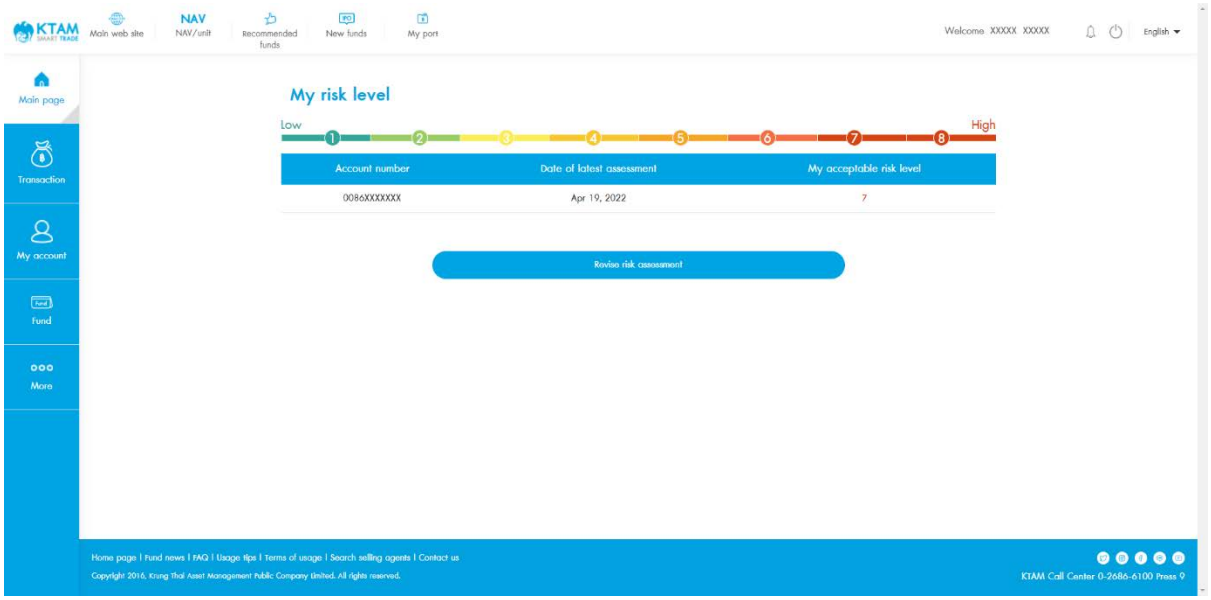


5. Complete the test. Then click Confirm.



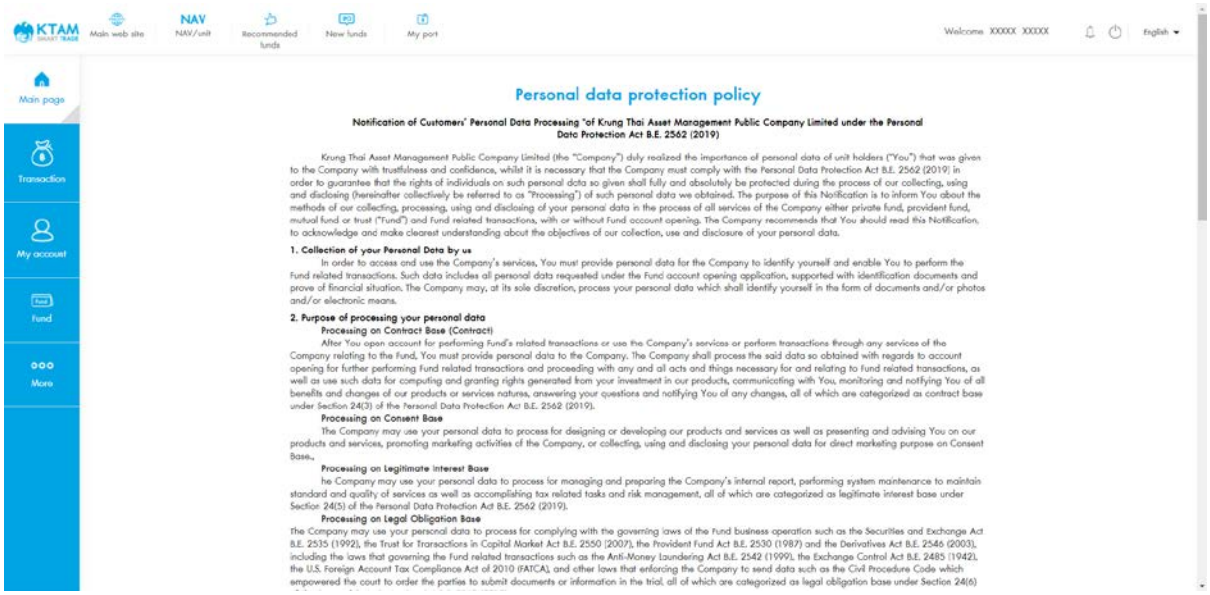


6. The update is complete.



8.9. Personal data protection policy

Display the personal data protection policy

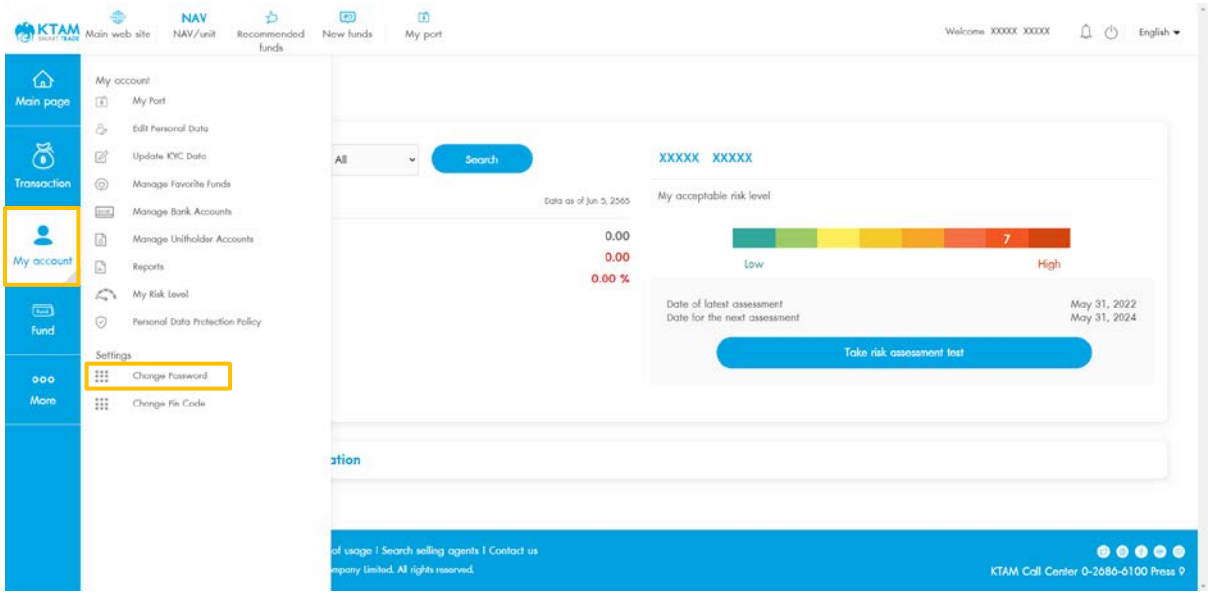


8.10. Settings

8.10.1. Change password

1. Select menu My Account

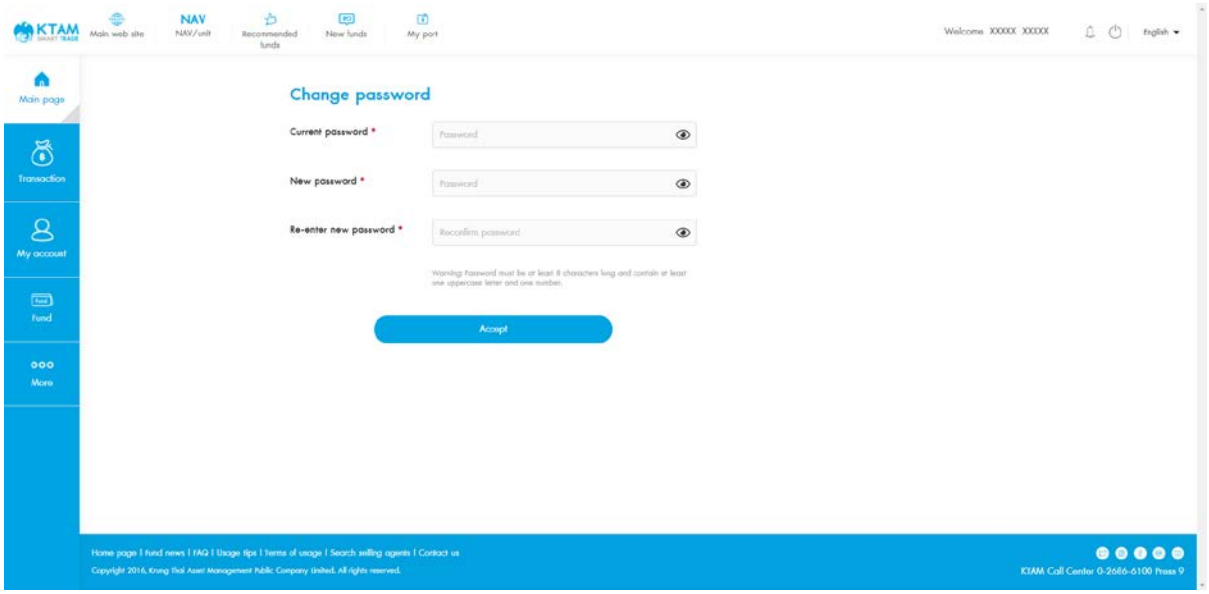
2. Select Menu Change Password



3. Enter current password

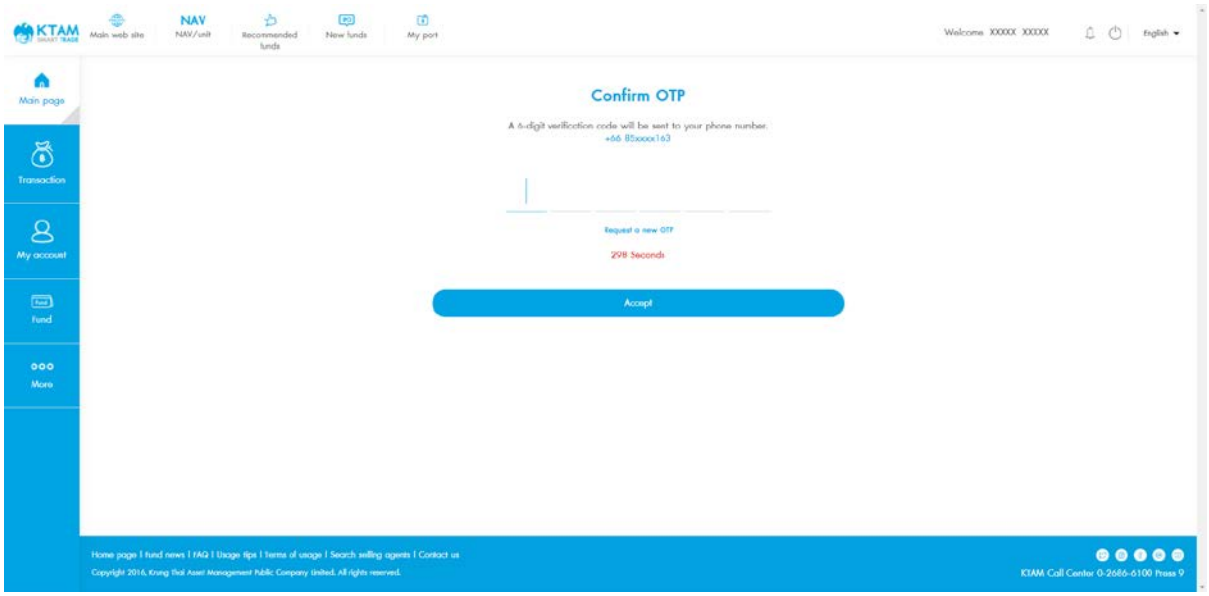
4. Enter new password

5. Confirm new password again

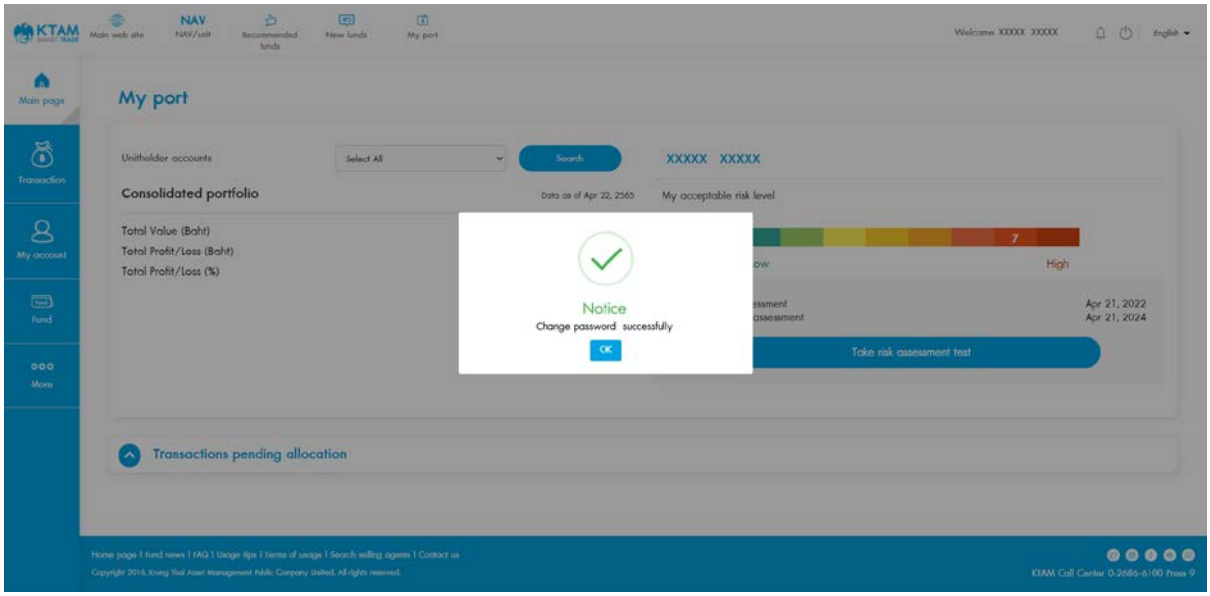


Note : Password must be at least 8 characters long and contain at least one uppercase letter and one number

6. Enter the 6-digit OTP received by SMS



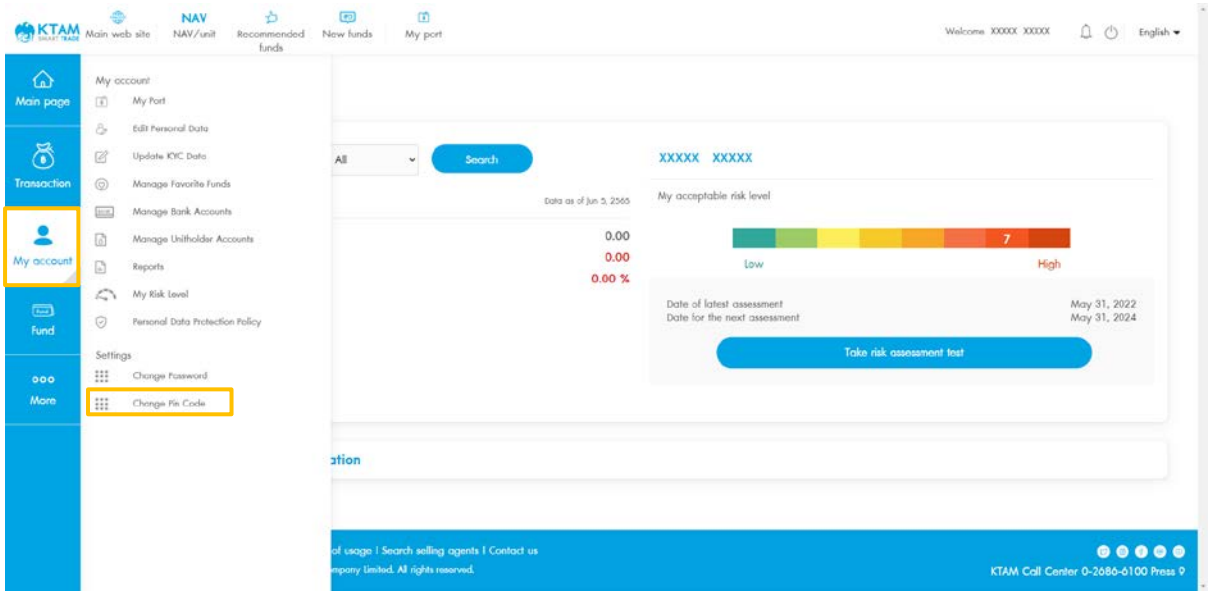
7. Successful record system



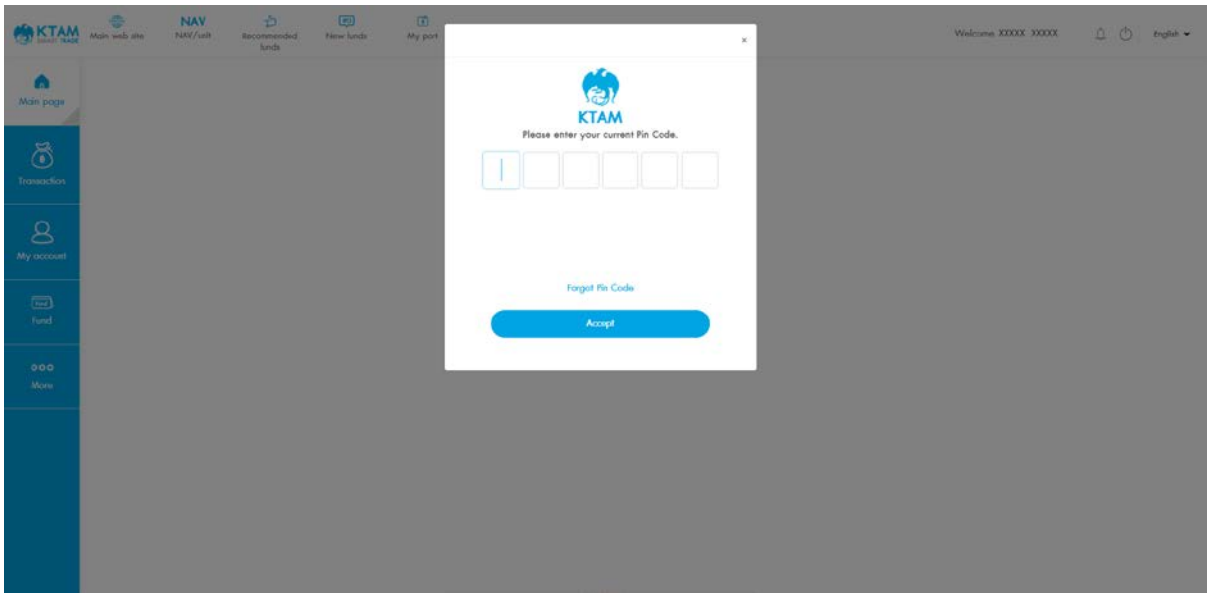
8.10.2. Change Pin Code

1. Select menu My Account

2. Select Menu Change Pin Code

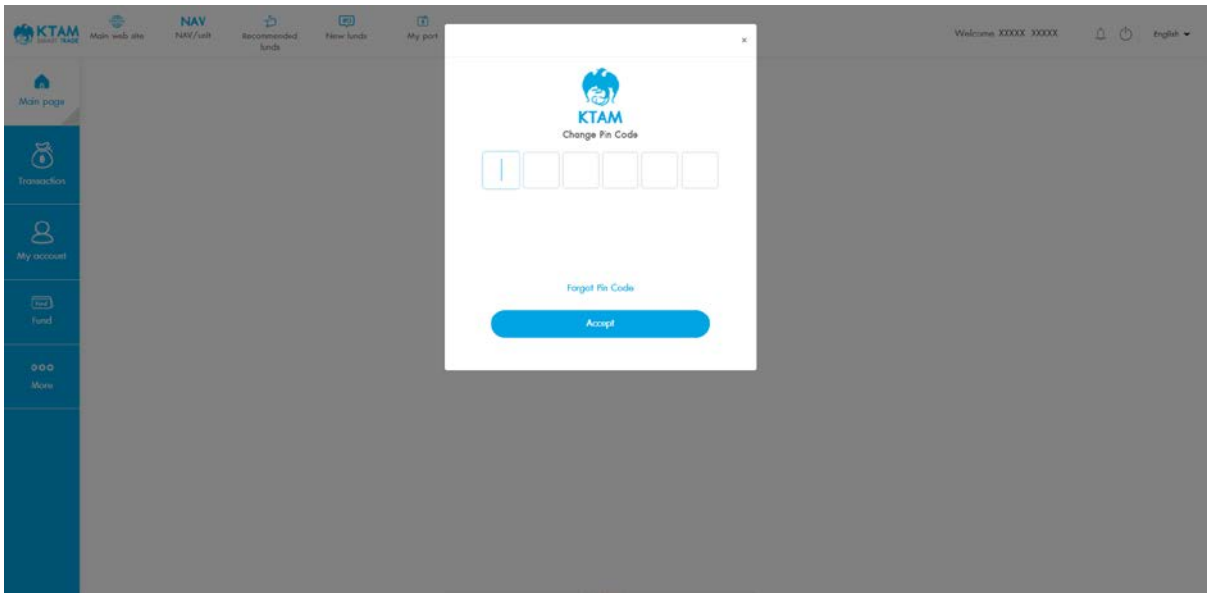


3. Enter the current Pin Code



4. Enter the current New Pin Code

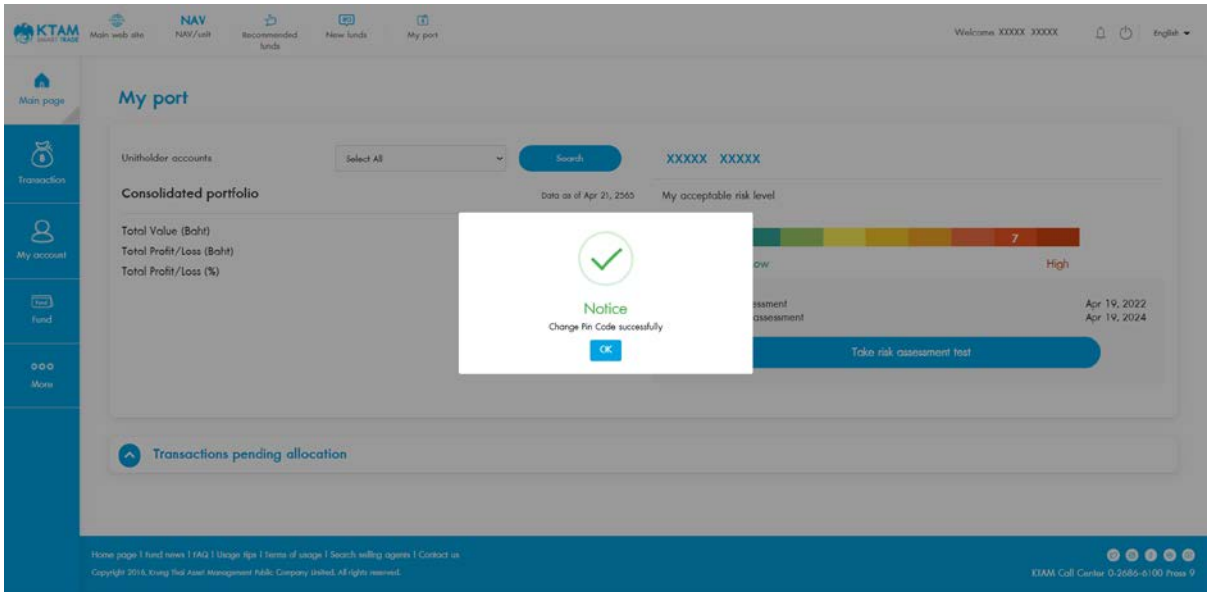
5. Enter the current New Pin Code Again



Note : For security purposes, when selecting a Pin Code, please avoid

- Codes which can be easily guessed, such as your birthdate
- Consecutive numbers to form the 6-digit
- Patterns of duplicate numbers, such as 111222

6. Successful record system

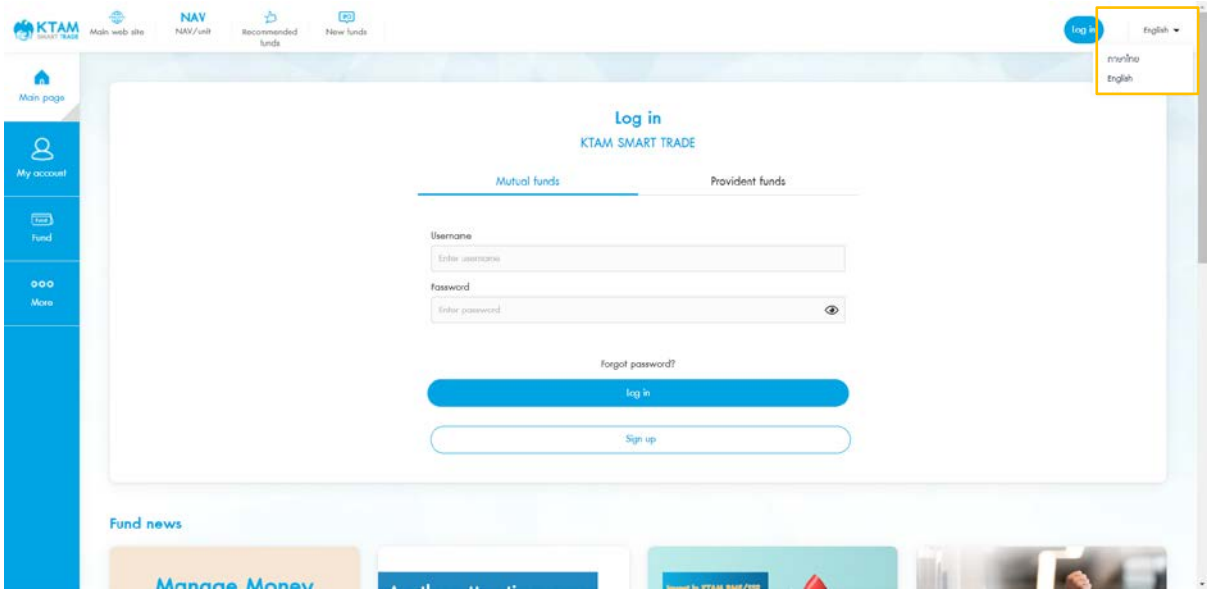


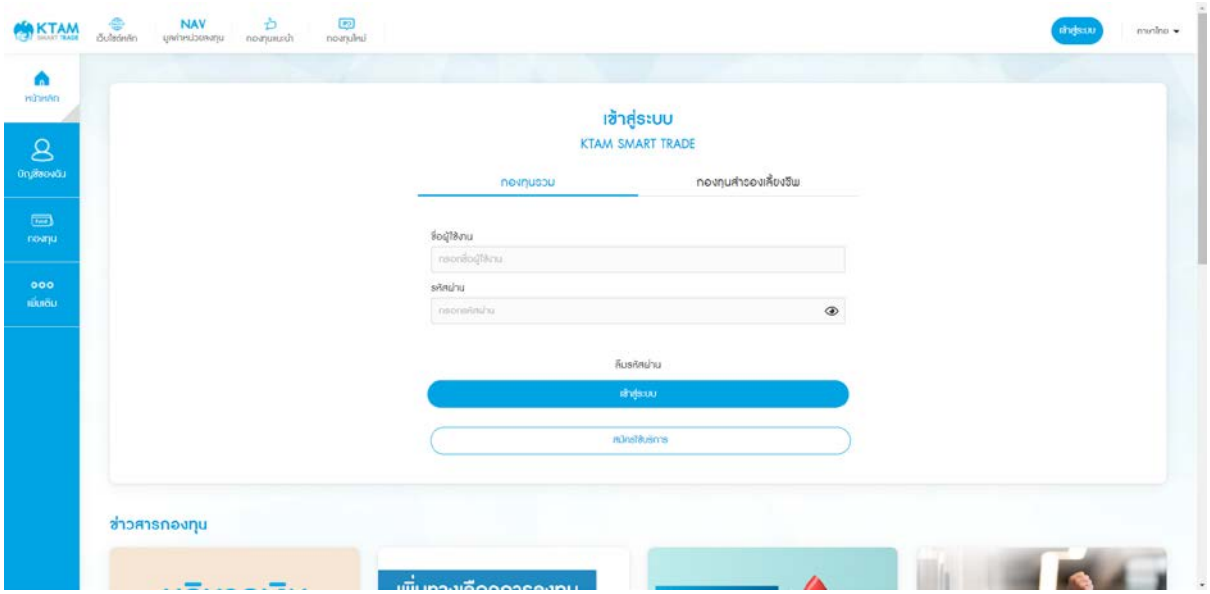
9. More

9.1. Settings

9.1.1. Change language

You may select from 2 languages : Thai or English

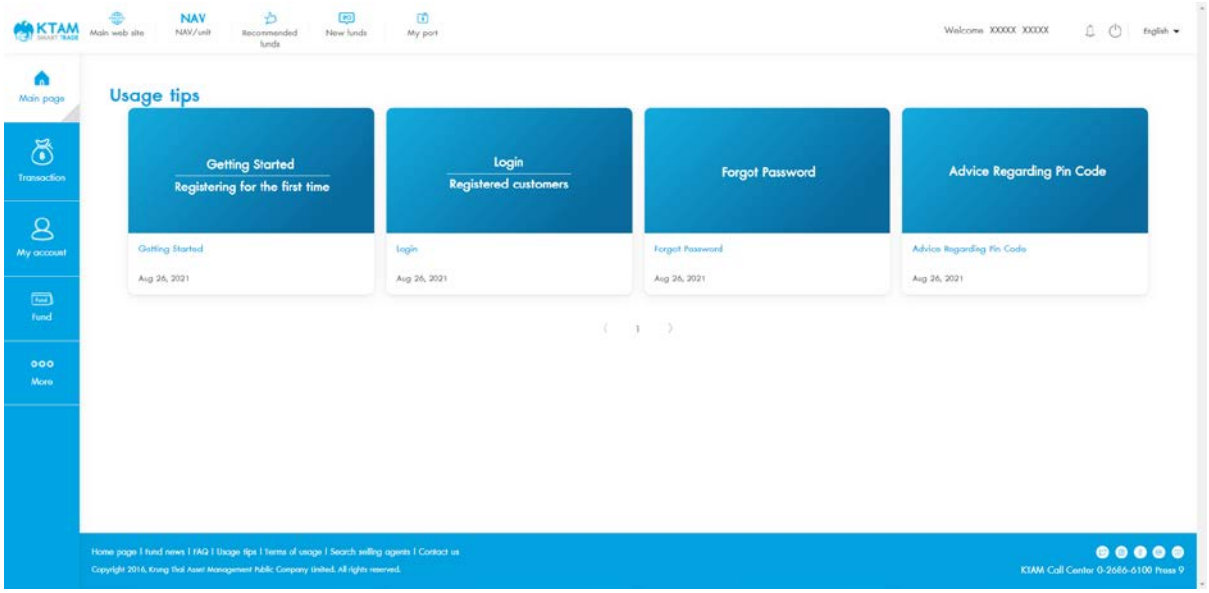




9.2. Help

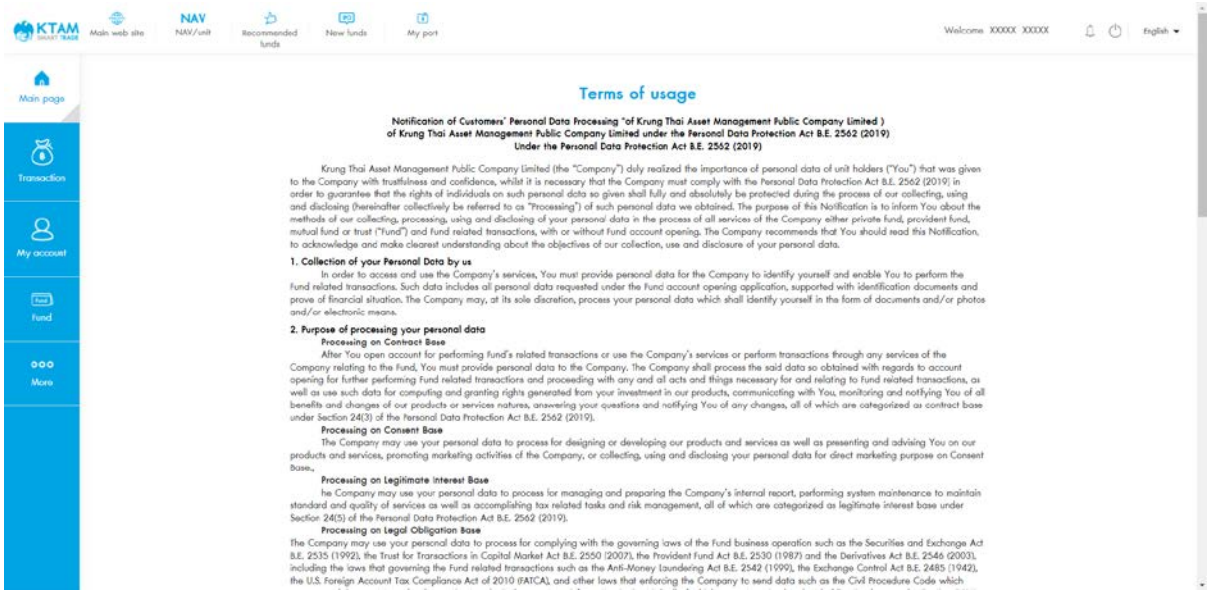
9.2.1. Usage tips

This menu provides useful tips to help you use the app.



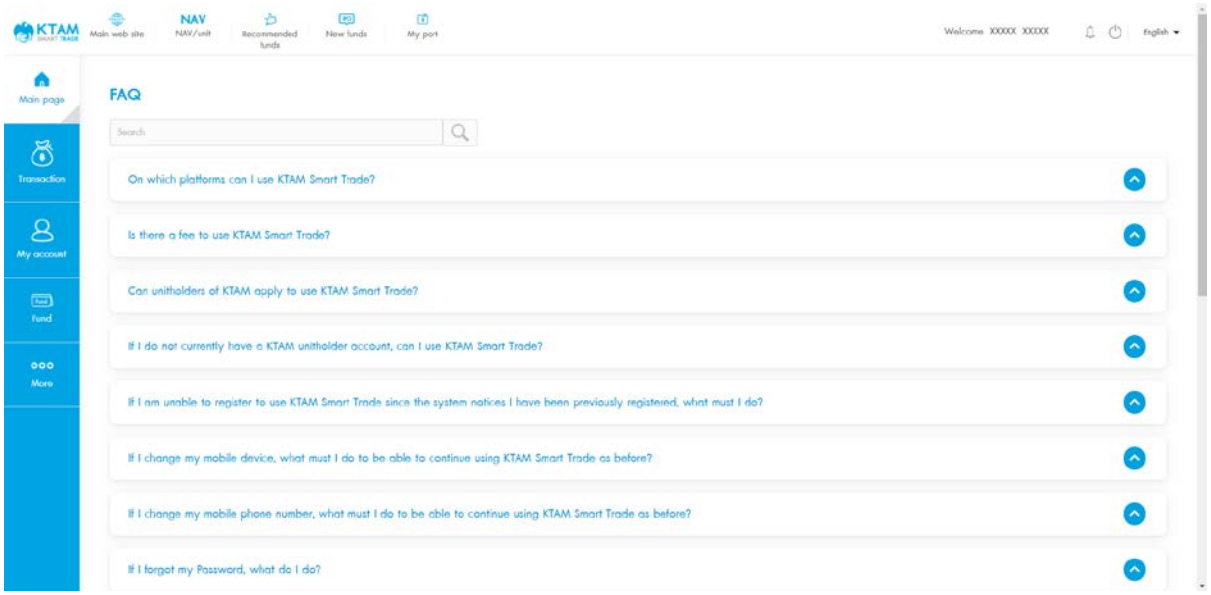
9.2.2. Terms of usage

See terms and conditions for using the KTAM Smart Trade app



9.2.3. FAQ

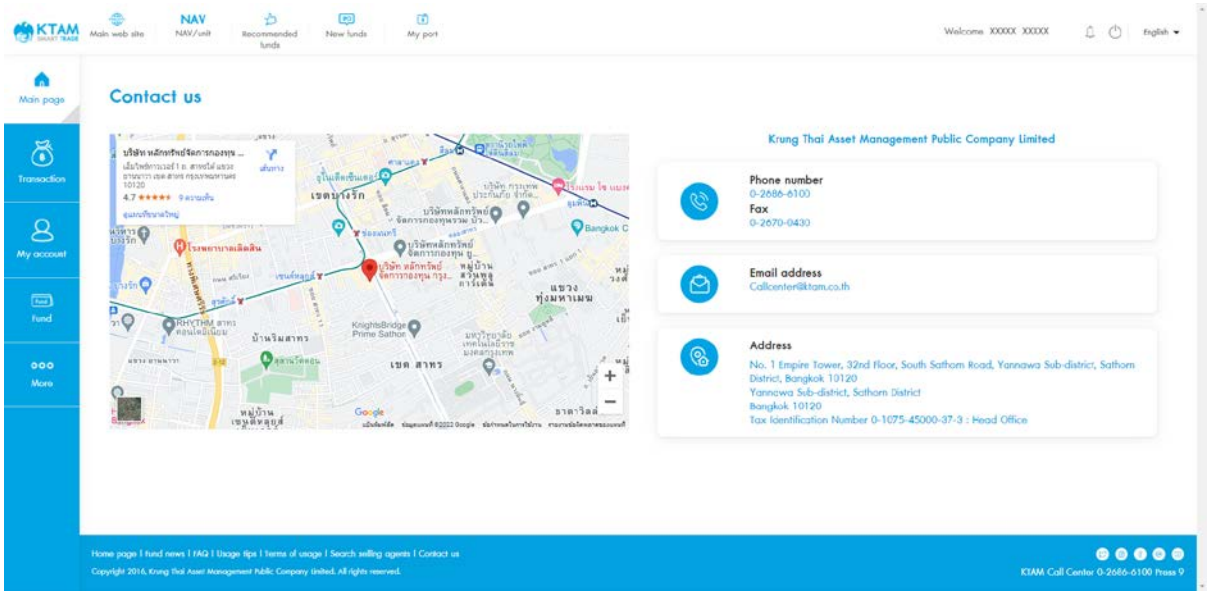
See frequently asked questions on how to use the KTAM Smart Trade app.



9.3. Contact channels

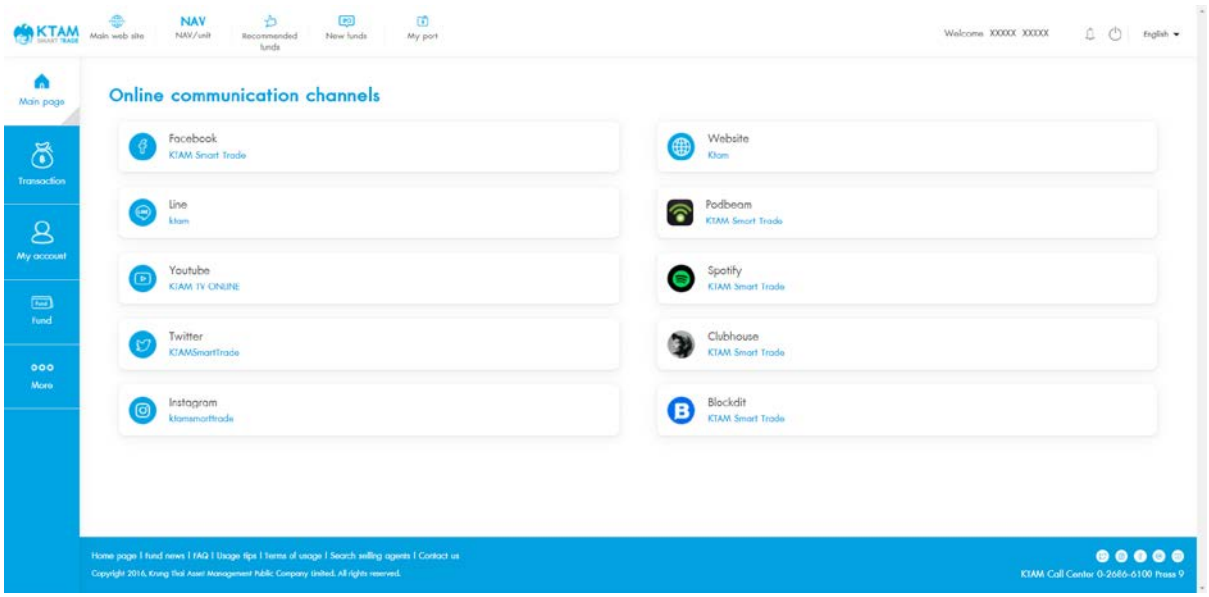
9.3.1. Contact us

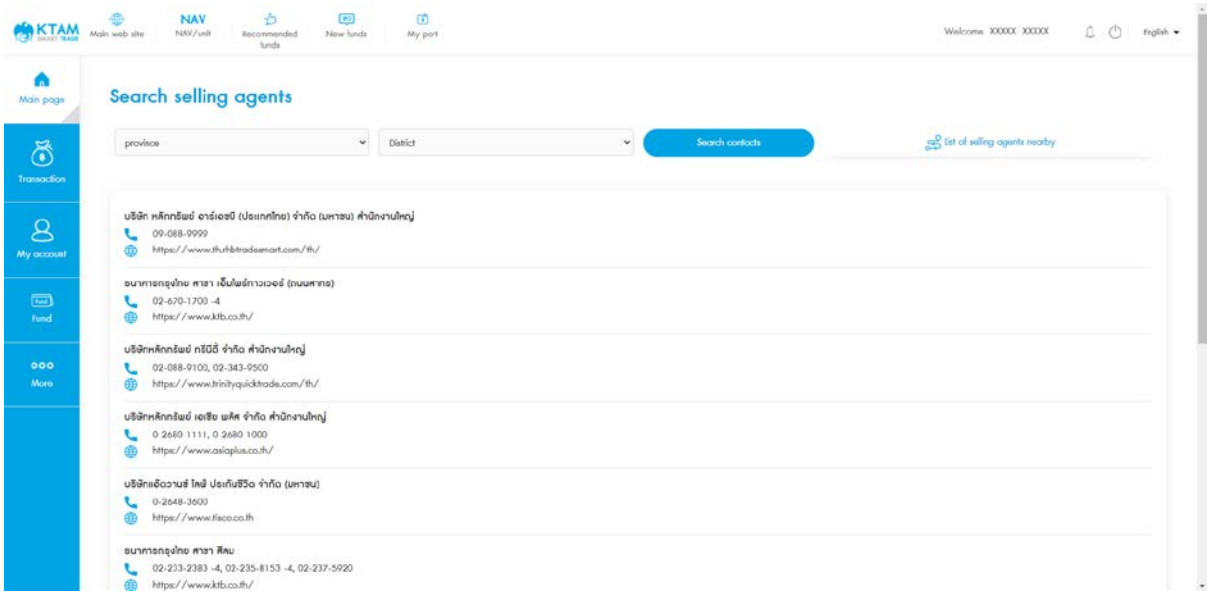
This lists many ways you can contact KTAM.



9.3.2. Online media channels

A list of all the various social media channels where you can contact or learn about KTAM.



9.3.3. Search selling agents

Obtain a list of selling agents approved by KTAM.