

**INSTRUCTION**  
**for recharge of prepaid credit via SMS**  
**for mobile phones in the MTS network**  
**of DinaCard payment card users**

**KBC Banka Beograd ad Beograd** in cooperation with the company Telekom Srbija provide all its users the service of prepaid credit recharge via DinaCard payment cards from accounts in KBC Banka.

Recharge of prepaid credit via SMS for mobile phones in the MTS network in DinaCard card system is a comfortable solution for recharge of your or someone else's prepaid credit for mobile phone at any time and from any place in the selected amount, even when you are in roaming.  
Recharge of prepaid credit can be done by both prepaid and postpaid user who is the user of DinaCard payment card of KBC Banka.

In order to become the user of this service you need to perform **registration**, i.e. to fill in the "Request for use of service of recharge of prepaid mobile credit via SMS for DinaCard card users" and submit it to the bank officer on the KBC Banka counter. From that moment, within the period of 48 to 72 hours you will receive on the mobile phone number stated in the request the so called **mPIN**, i.e. code with which you will in the future confirm all transactions of recharge of prepaid credit. **mPIN** should be kept as confidential data and should not be disclosed to the third party. From the moment of obtaining of **mPIN** you may use the service of recharge of prepaid mobile credit and payment of postpaid bill by mobile phone via DinaCard card system.

If you are subsequently registered for the service of payment of postpaid bill and you already possess **mPIN** number you are using for recharge of prepaid credit, you will be able to confirm transactions with existing **mPIN** for recharge of prepaid credit (**you do not need to ask for the new one**).

1. Procedure of recharge of prepaid credit is initiated via **sending of free\* SMS** to the short number **8585** in the following format:

**RECHARGE\_AMOUNT**<space>**TELEPHONE\_NUMBER**(optional)<space>**DINA**(optional):  
**WELCOME\_MESSAGE**(optional)

- **RECHARGE CREDIT AMOUNT** – amount must have a whole number value and must be in range of 50 (minimum amount) to 2,000 RSD (maximum value of daily limit).
- **PHONE\_NUMBER** – optional parameter – use it only if you want to recharge prepaid credit of another MTS network user in the format 064XXXXXXX. **If parameter does not exist, the credit is recharged for your mobile phone number.**
- **DINA** – you enter it only if you have the possibility to recharge prepaid credit with several accounts. This parameter is optional; if the first DinaCard card account is registered in MTS network, the collection will always will be executed from that account.
- **WELCOME MESSAGE** – message sent to prepaid user whose account is recharged (if you are not recharging your own number).

*\* Mobile operator MTS does not charge initial SMS except in roaming when the price of SMS is charged according to valid price list of mobile operator for that roaming zone.*

**KBC Banka ad Beograd članica KBC Grupe**  
Sedište Banke: Požeška 65 b, 11 000 Beograd, Srbija  
PIB :100000049 - Račun Banke: 908-11501-07 - Matični Broj: 17138669

**EXAMPLE OF SENDING REQUEST FOR RECHARGE OF PREPAID CREDIT IN THE AMOUNT OF 1,000 RSD:**

- If you want to recharge credit for your own number, content of the message you should send is as follows:

**1000**

- If you want to recharge credit for someone else's number, content of the message you should send is as follows:

**1000 064XXXXXXX**

- If you want to recharge credit for someone else's number and send a welcome message, content of the message you should send is as follows:

**1000 064XXXXXXX: BEST REGARDS**

**NOTE: number 064XXXXXXX / 065XXXXXXX represents the number for which the prepaid credit is recharged.**

2. After typing of content, send SMS on the number 8585. You will receive the message from MTS requesting to send your mPIN.

**Za potvrdu transakcije  
(iznos: 1000 DIN), molimo  
pošaljite Vas mPIN**

- If you want to confirm the transaction, reply to this message by sending your mPIN.
- Envisaged period for sending of SMS, i.e. the confirmation of transaction is 7 minutes.
- If you want to cancel the execution of transaction, you should not reply to MTS requesting the sending of mPIN.

3. After entering of correct mPIN and sending of SMS in the envisaged period of time, if the transaction has been completed successfully (collection from user's account), the recharge of prepaid credit is executed. As confirmation of successful collection you receive the following message:

**Postovani, Vas mPIN  
je uspesno poslat**

And after that the message:

**Postovani, vasa  
transakcija je uspesno  
obavljena, 1000 DIN je  
uplaceno na racun  
navedenog broja.**

In case of any irregularity – wrong SMS format, attempt to recharge the number which is not prepaid number, delay in confirmation of transaction with mPIN, blocked current account, etc. or interruption in communication in course of transaction of recharge of prepaid credit, you will receive an adequate SMS from MTS. In case you enter wrong mPIN 5 times in a row, you will be automatically placed on the black list, and your service will be blocked. For reactivation of service, you have to contact the user centre of MTS on the number 064/789.

**Limits** for this type of transaction are 2,000 RSD on the daily level and 15,000 RSD on the monthly level.

**SMS with which you are initiating the request for credit recharge, as well as SMS confirmations of transactions are free of charge (except in roaming, when mobile operator charges only the initial SMS according to valid price list), and the entire amount collected from your account in the Bank is paid to the desired prepaid account.**

**Note:** In case you want to cancel the use of this service and if you changed the phone number, you have to submit the request in the closest Branch or Sub-Branch. If your DinaCard card is lost or stolen, contact directly call centre of your network operator (due to faster reaction in change of status of this service).

**KBC INFO TELEPHONE: 011 / 30 50 575**