

INSTRUCTION
for recharge of prepaid credit via SMS
for mobile phones in the TELENOR 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. User account is decreased by the desired amount of prepaid credit to which debit or credit card is linked.

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.

1. Procedure of recharge of prepaid credit is initiated via **sending of free* SMS** to the short number **8484** in the following format:

a) For recharge of your own prepaid credit number:

mPIN<space>RECHARGE_AMOUNT
 or
1< space>mPIN<space>RECHARGE_AMOUNT
 or
D<space>mPIN<space>RECHARGE_AMOUNT

b) For recharge of someone else's prepaid credit number:

2<space>mPIN<space>TELEPHONE_NUMBER<space>RECHARGE_AMOUNT
 or
DPP<space>mPIN<space> TELEPHONE_NUMBER<space>RECHARGE_AMOUNT

- **1** (or **D**), i.e. **2** (or **DPP**) is a mandatory parameter which is always placed at the beginning of the message.
- **mPIN** is a secret password obtained in course of registration which determines the user identity. Considering that each message you initiate the recharge of prepaid credit with contains your mPIN, it is recommended to always delete the initial message after executed recharge, i.e. not to keep it for a longer period of time in your phone.
- **PHONE_NUMBER** is a number of other user within Telenor network whose credit you want to recharge. If parameter does not exist, the credit is recharged for your mobile phone number.
- **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).

** If the service is used in roaming, SMS is charged according to valid price list of Telenor for that roaming zone.*

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, and your mPIN is 1234, content of the message you should send is as follows:

1234 1000
or
1 1234 1000
or
D 1234 1000

- If you want to recharge credit for someone else's number and your mPIN is 1234, content of the message you should send is as follows:

2 1234 063xxxxxx 1000
or
DPP 1234 063xxxxxx 1000

- After entering of message in correct format, 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:

Servis elektronske dopune:
Vas racun je dopunjen za 1000 dinara.
Vas bankovni racun je umanjen za
1000 dinara. Za pomoc pozovite
0639863 ili posaljite 6 na 8484.

Telenor network provides more options to its users:

1. **Report on latest transactions**

If you want to receive the port on latest transactions, you have to send the message in the following format:

3 mPIN
or
T mPIN

2. **Request for change of password**

If you want to change your mPIN, send the message in the format:

5 mPIN novimPIN novimPIN
or
LOZINKA mPIN novimPIN novimPIN

3. **Help**

If you need help, send a message in the format:

6
or
POMOC
or
P

4. **Selection of language**

If you want to change the language, send the message in the format:

7 mPIN jezik
ili
JEZIK mPIN jezik (symbols for languages are **S** for Serbian and **E** for English)

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In case of any irregularity – wrong SMS format, attempt to recharge the number which is not prepaid number, blocked current account, etc. or interruption in communication in course of transaction of recharge of prepaid credit, you will receive an adequate SMS. In case you enter wrong mPIN 3 times in a row, your service will be blocked automatically. For reactivation of service, you have to contact the user centre of MTS on the number 063/9863.

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 has been 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