

FAQ for Customers

Why is my account deactivated?

You received this information as you have not been transacting on this account for a certain period of time. To safeguard your interest, it is KBZ Bank's duty to deactivate financial transactions on that account to mitigate any unauthorised access to your inactive account, until the account has been appropriately reactivated by you.

The accounts could be deactivated for many different reasons.

- 1) If there are suspicious transactions that could be fraud risk, the account will be deactivated*
- 2) There is already a normal bank procedure of Dormant Accounts for accounts without customer initiated transactions for 999 days. (These accounts can be seen in mBanking/iBanking)*
- 3) If an authorized government or court official directs to freeze the account*
- 4) The account lacks activity of certain period of time and became Dormant (999) days and inactive for 2 years.*

In what instances could my account be deactivated by the bank?

As part of the bank's practice to safeguard your interest, KBZ Bank will deactivate the account when there is a prolonged inactivity on that account. As long as financial transactions are not initiated by you within 999 days duration, the account will fall under Dormant Account and recognize as inactive after 2 years.

I can choose to reactivate the account by visiting KBZ Bank branch. Tell me more about this option.

You may choose to reactivate the account at the original branch where your bank account is opened

- Being present at the branch in-person, and*
- Bringing your NRC/Identity document for verification*

Our branch staff will be on hand to assist you with this request.

Do I need to do anything else after the account is reactivated?

After your have successfully reactivated the account, you may proceed to transact on that account normally.

What if I continue to leave the account inactive?

In the event that your account remains dormant for 7 years, the Bank may report to Central Bank of Myanmar as per 2016 Financial Institution Law.