ข่าว / Press Release

Krungsri imposes highest security restriction on KMA, preventing access via rooted/jailbroken devices

Bangkok (8 April 2020) **– Krungsri** (Bank of Ayudhya PCL), a digital banking leader, announced the imposition of the highest level of mobile banking security restriction. **Starting 1 May 2020, users of rooted or jailbroken smartphones and tablets will be denied access to Krungsri Mobile App (KMA) to prevent the risk of cyber threats as well as boost confidence of KMA customers on mobile banking security.**

The security measure is in compliance with the Bank of Thailand's Guiding Principles for Mobile Banking Security, which prohibits mobile banking access by smartphones or tablets that have been rooted or jailbroken because they incur high security risk with security vulnerabilities as well as risks of malicious applications or malwares. These applications could cause damages to computer and network systems, with computer viruses that infiltrate to steal information of users for hackers. Moreover, a tampered device usually lags behind official software releases that causes stability or inefficiency issues.

To enhance mobile banking security and financial transactions of customers on KMA as well as prevent and minimize cyber threats, Krungsri will no longer allow access to KMA via rooted and jailbroken smartphones or tablets.

In this regard, customers can check whether their devices are rooted or jailbroken as follows:

- For **Android,** if the SuperSU or Magisk application is installed, such device has been rooted.
- For **iOS,** if the Cydia application is installed, such device has been jailbroken.

Details on how to reverse rooting or jailbreaking are available at https://bit.ly/2Rl0Ybw. However, it is highly recommended that customers switch to access KMA via mobile devices which are free from any rooting or jailbreaking to ensure optimal cybersecurity or switch to use Krungsri Online.

For more information, please visit https://bit.ly/2Rl0Ybw or Facebook: Krungsri Simple or call Krungsri Call Center 1572.

About Krungsri

Krungsri (Bank of Ayudhya PCL and its group companies) is the fifth largest financial group in Thailand in terms of assets, loans, and deposits, and one of Thailand's five Domestic Systemically Important Banks (D-SIBs) with 75 years of history in the country. Krungsri is a strategic member of the Mitsubishi UFJ Financial Group (MUFG), Japan's largest financial group and one of the world's largest financial organizations. Krungsri provides a comprehensive range of banking, consumer finance, investment, asset management, and other financial products and services to individual consumers, SMEs, and large corporations through 690 branches (650 Banking Branches and 40 Auto Business Branches) and over 34,902 service outlets nationwide. The Krungsri Group is the largest card issuer in Thailand with 9.1 million credit cards, sales finance, and personal loan accounts in its portfolio; a major automobile financing service provider (Krungsri Auto); one of the fastest growing asset management companies (Krungsri Asset Management); and a pioneer in microfinance (Ngern Tid Lor).

Krungsri is strongly committed to the highest level of integrity in conducting its business. All Krungsri Group companies have been awarded accreditation from the Private Sector Collective Action Coalition Against Corruption (CAC) in collaboration with industry peers and stakeholders on a zero tolerance approach to corruption.

About MUFG (Mitsubishi UFJ Financial Group, Inc.)

Mitsubishi UFJ Financial Group, Inc. (MUFG) is one of the world's leading financial groups. Headquartered in Tokyo with over 360 years of history, MUFG is a global network with over 3,000 offices in more than 50 markets. The Group has over 180,000 employees, and offers services including commercial banking, trust banking, securities, credit cards, consumer finance, asset management, and leasing. The Group aims to "be the world's most trusted financial group" through close collaboration among our operating companies and flexibly respond to all of the financial needs of our customers, serving society, and fostering shared and sustainable growth for a better world. MUFG's shares trade on the Tokyo, Nagoya, and New York stock exchanges. For more information, visit https://www.mufg.jp/english.

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