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HSBC VIETNAM'S CUSTOMERS CAN NOW SETTLE CREDIT CARD BALANCE WITH PAYOO SERVICE

HSBC Bank (Vietnam) Ltd. (HSBC Vietnam) has made settling credit card payments more convenient than ever thanks to a new cooperation with VietUnion Online Services Corporation (VietUnion). Now, customers can easily, and quickly, pay off their HSBC credit card balance using VietUnion's payment solution, Payoo, which is available in convenience stores and retail outlets nationwide.

From 15 January 2017, HSBC credit card holders just need to follow a few simple steps at any retail outlet offering Payoo — they will request to pay off their HSBC Credit Card, swipe their card, check the payment details when printed, then settle up by paying cash.

This convenience is now available at Circle K, Ministop, Aeonmall, GS25, Household Pico, Household HC, Mediamart, and Hoang Ha Mobile. The network will grow to 5,000 shops by March 2018 with the participation of more retail chains, making a wider choice for HSBC credit card holders.

This represents one more out-of-branch channel for HSBC's customers to settle credit card payments along with internet banking or using the bank's multifunctional ATMs. The movement is in line with the bank's strategy to continually offer customers more simplicity, flexibility and security when using HSBC credit cards.

This time, it is even more meaningful as it represents cooperation between a leading international bank in Vietnam and one of the country's most innovative fintech companies to meet the rapidly changing needs of customers for the most convenient and modern financial services.

“Today's customers expect to have modern banking experience and desire easy access to products and services with added values. With the great source of benefits that we offer with our HSBC credit card and the swift payment settlement now available via Payoo, we have been able to optimise customer experience to meet contemporary needs,” says Sabbir Ahmed, Head of Retail Banking and Wealth Management, HSBC Vietnam.

“As always, customer experience is at the heart of everything we do. This latest offering is another example of how we constantly seek to adapt and anticipate the needs of our customers in this fast evolving technology world,” adds Sabbir Ahmed.

In order to bring the bank closer to its customers, HSBC Group works closely with dozens of technology companies and research institutions around the world to advance its own digital capabilities. In line with the group’s approach, HSBC Vietnam has actively ramped up its digitalisation by applying HSBC’s global solutions while exploring solutions developed by local fintech companies – the cooperation with VietUnion is a prime example and just the beginning.

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Note to editors:

HSBC Holdings plc

HSBC Holdings plc, the parent company of the HSBC Group, is headquartered in London. The Group serves customers worldwide from around 3,900 offices in 67 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US\$2,526bn at 30 September 2017, HSBC is one of the world’s largest banking and financial services organisations.

HSBC Bank (Vietnam) Ltd.

HSBC has been in Vietnam for more than 140 years – the bank first opened an office in Saigon (now Ho Chi Minh City) in 1870. HSBC was the first foreign bank to launch its locally incorporated entity on 1 January 2009 as HSBC Bank (Vietnam) Ltd. The bank’s current network includes two branches and five transaction offices in Ho Chi Minh City, one branch and four transaction offices in Hanoi, and two full-service branches in Binh Duong and Da Nang. HSBC is one of the largest foreign banks in the country in terms of investment capital, product range, and customer base.

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