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## **HSBC launches facial-recognition banking for corporate customers**

*\*\* HSBC is one of the first banks in Vietnam to utilise Face ID technology  
\*\* Corporate customers now can check their accounts with Face ID  
anywhere, anytime \*\**

Keeping up to speed with advances in smartphone technology, HSBC Bank (Vietnam) Ltd. (HSBC Vietnam) has unveiled its latest innovative login capability with Face ID.

Vietnam is among the 24 markets where HSBC Holdings PLC has just introduced Face ID. The Bank has become one of the first banks in the world to let corporate customers access mobile banking using facial-recognition technology, speeding up the log-in process and increasing account security.

Clients can now use Face ID to log into the bank's award-winning *HSBCnet* mobile app, which already offers Touch ID log-in. The new functionality speeds up log-in times to less than a second.

The launch of Face ID of HSBC in Vietnam further demonstrates HSBC's commitment to be a pioneer for advanced digital banking solutions, which is in line with the State Bank of Vietnam's call for financial service providers to roll out the most advanced technologies for customers in the country.

"Digital technology has enabled us to create apps that make access to mobile banking even faster, more convenient and more secure. Face ID is another example of our commitment to deploying better technology to improve customer experience and journeys," said Nguyen Thi My Hanh, Head of Global Liquidity and Cash Management of HSBC Vietnam.

Face ID technology works by recognising facial features, analysing over 30,000 reference points to create a 'depth map' of the face. HSBC's Face ID log-on connects the bank's mobile application programming interface (API) securely to the phone's software to authenticate the user – with less than a one-in-a-million chance of mistaken identity.

HSBC incorporated Face ID as part of its 'Digital Transformation for Corporates' (DTC) programme, which is designed to build and develop a customer-centric digital banking experience.

"We are pioneering this technology within the financial services sector for businesses and corporates," says Niall Cameron, HSBC's Global Head of Corporate and Institutional Digital. "Our unparalleled global digital footprint allows us to deploy new technology like this quickly and at scale to make a real difference to our customers."

The first smartphone model to support Face ID is Apple's iPhone X. Almost a fifth of current *HSBCnet* Mobile customers on Apple phones around the world are already using it. The bank's Touch ID option will remain available on smartphones that can scan fingerprints.

As part of HSBC's long term digital development strategy and efforts to support cashless payment in Vietnam, last year the bank introduced Touch ID and signed a cooperation agreement with Vietnam's Customs Department to launch e-customs payment platform that allows HSBC customers to experience a more convenient customs payments process online, and launched E-volve platform that gives corporate customers easy online access to pricing of FX. We also introduced online tax payment platform in December 2015.

"Along with Touch ID, our Face ID log on will help clients simplify their financial lives by allowing them to view account balances and recent transactions with greater convenience and safety, wherever they are in the world," said Ms. Hanh. "After all our own fingerprint and face are passwords we will never forget."

*ends/more*

For more info about how to log-on to HSBCnet using Face ID, go to:  
<http://www.gbm.hsbc.com/hsbcnet-mobile-app-with-face-id>

And <http://www.gbm.hsbc.com/hsbcnet-mobile-app>.

#### **Media contact**

Mai Phan To Uyen (84) 028 35203273      [uyenmai@hsbc.com.vn](mailto:uyenmai@hsbc.com.vn)

#### **Notes for editors**

HSBC's facial-recognition software is now live in 24 countries: Australia, Bahrain, Bermuda, Canada, China, France, Germany, Hong Kong, India, Japan, Korea, Luxembourg, Malaysia, Malta, Mauritius, Mexico, New Zealand, Philippines, Qatar, South Africa, UAE, UK, USA, Vietnam.

#### **About HSBCnet**

- HSBCnet is an online financial management system that lets users optimise cash flow, simplify day-to-day processes and get quick access to their accounts globally from a single integrated system.
- The HSBCnet mobile app has 160,000 customers worldwide
- The HSBCnet mobile app is available in 45 countries
- USD220 billion – the amount authorised on HSBCnet Mobile App since it launched in 2011

#### **HSBC Holdings plc**

HSBC Holdings plc, the parent company of HSBC Group, is headquartered in London. HSBC serves customers worldwide from approximately 3,900 offices in 67 countries and territories in our geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of \$2,652bn at 31 March 2018, 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.