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HSBC Vietnam's new Mobile Device Authentication further enhances Internet banking experience for HSBCnet users

*** HSBC's latest digital solution features a simpler verification process when logging in and making instructions via HSBCnet ***

*** The new solution also bolsters HSBC's strategy of investing in technology and security measures ***

(Ho Chi Minh City) – Under the arising demands of Internet banking when the world is suffering the COVID-19 pandemic, HSBC Vietnam has launched a new Mobile Device Authentication that will make it even easier for customers to tend to their banking needs. This is one of the bank's plethora of digital solutions that have transformed the online banking experience into being faster, more convenient and more secure.

HSBC's corporate clients who use HSBCnet, can now enjoy this latest upgrade to the verification process for payments and instructions on HSBCnet Mobile Device Authentication, as part of a multi-factor authentication.

Hanh Nguyen, Country Head of Global Liquidity and Cash Management, HSBC Vietnam, said "It is proud to say that HSBC Vietnam is one of the pioneers in banking industry of the country to apply push notification in verification process of our Internet banking – HSBCnet access, simplifying and enhancing the Internet banking experience for our valued customers. The Mobile Device Authentication process will save users time while bringing them more convenience, more flexibility and even more security. This reflects HSBC's long-term strategy of digitalization as well as our continuous efforts to support customers."

With this new solution, HSBCnet users will also experience the following benefits:

- **Added protection:**
 - ✓ The security of communications from users' devices is not compromised during transit
 - ✓ The mobile operating system and HSBCnet app cannot be compromised by malware
- **Authenticate transactions on-the-go**
 - ✓ Users can log in, approve payments and re-authenticate high risk transactions* through HSBCnet and HSBCnet Mobile App directly with their designated mobile devices
- **No need to rely on users' mobile operators**
 - ✓ Unaffected by mobile phone network congestion or limited overseas services

**Please note re-authentication of high risk transactions can only be completed through HSBCnet desktop.*

How to enjoy Mobile Device Authentication?

After being granted permission from System Administrators, through the HSBCnet Mobile App on users' trusted mobile devices, clients can simply register the new feature on those devices to experience the benefits of Mobile Device Authentication.

No longer relying on hard tokens as before, clients now can use their trusted devices for the verification process when accessing HSBCnet and HSBCnet Mobile App. Two methods 'Push Notification' and 'Generate a security code' are available for HSBCnet users to choose for securely logging in, making payments and managing instructions.

Vietnam is one of the selected countries that HSBC has fully launched this new Mobile Device Authentication, even before the technologically developed markets.

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Notes for Editors:

The Hong Kong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 64 countries and territories in our geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,715bn at 31 December 2019, HSBC is one of the world's largest banking and financial services organisations.

HSBC Bank (Vietnam) Ltd.

HSBC has been in Vietnam for 150 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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