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## **HSBC Vietnam named the “Best International Bank in Vietnam” for 15<sup>th</sup> time by FinanceAsia**

*\*\* In an unprecedented year like 2020, HSBC Vietnam placed safety of its people and customers top priority while keeping service uninterrupted and continued to contribute to market development through flagship digital financial solutions \*\**

(Ho Chi Minh City) – HSBC Bank (Vietnam) Ltd. (HSBC Vietnam) has once again been named "Best International Bank in Vietnam" by FinanceAsia, the prestigious publication in banking – finance sector in Asia. The bank has now won this accolade a record 15 times in 16 years.

“We’re absolutely thrilled to achieve this honour in what has been an extremely challenging year for everyone,” said HSBC Vietnam’s CEO Tim Evans, “The pandemic has forced us all to change the way we live and work, forced us to adapt our strategies and also forced us reconsider our priorities. Since the outset of the pandemic, we at HSBC, have needed to adapt to new fast changing external environment but our top priority has been the safety of our people and customers. This reward is a reflection of our people and our team at HSBC Vietnam. No matter the external challenges that get thrown our way, the attitude, resilience and spirit of our team has never wavered and they have continued to stay connected with our customers, with the communities we serve and with each other.”

Despite the high levels of uncertainty through much of 2020, Evans added that HSBC Vietnam went above and beyond to offer uninterrupted service and meet the expectations of customers, while continuing to launch new pioneering digital financial solutions.

“From the very onset of Covid-19 in early 2020, HSBC Vietnam immediately activated and fine-tuned our Business Continuity Plans. We tested our systems to ensure that at very short notice we would be able to allow over 90% of our staff to work remotely while continuing to effectively serve our customers,” said Evans.

At peak times during the pandemic, 92% of the bank's personnel were working remotely while all branches and transaction outlets remained open to serve customers. All managers of HSBC Vietnam were equipped to be able to effectively manage a team from far away while keeping engagement and bonding through different virtual well-being activities introduced by the bank.

The bank launched a Payment Deferral Program and Interest Waiver to support retail customers adversely affected by Covid-19. Our support for businesses includes credit relief, trade solutions (enhancement of turn-around time for Shipping GTEs, fee waiver for amendment fee and discrepancy fee on LC impacted by delay shipment, fast track support to enable our clients to shift towards digital processing) and interest support scheme.

The bank continued to enhance its digital capabilities, not only to serve more customers remotely in the midst of a pandemic, but also to give them faster access, improved security and customer experience. Corporate and Treasury APIs, Mobile Authentication, Blockchain for LC issuance, Real-time payments/collections, and Track Payment are the compelling digital services introduced to meet corporate clients’ evolving requirements, ultimately shaping a new way of banking in Vietnam.

Especially, despite a tough year, HSBC also successfully arranged the first green loan for a Vietnamese company and the first green term and trade loans for a rooftop solar project in the country, supporting the local corporates in their sustainable development journey with the shared target of building a greener Vietnam. In August 2020, HSBC Vietnam became the first ever foreign commercial bank to issue bonds in Vietnam. Named after Vietnam’s national flower Lotus, the bond, which was worth a total of VND600 billion, received the oversubscribed order book by investors.

Also in 2020, HSBC Vietnam set up a VND11 billion fund titled “No one left behind” that provided support to the most vulnerable groups adversely impacted by Covid-19 in Vietnam such as human trafficking survivors,

micro entrepreneurs, disadvantaged children and their families, orphans and children in rural areas. The fund aimed to not only offer immediate support but help the vulnerable groups in Vietnam step into the “growth mode”, preparing them for life in a post-Covid world. In the unprecedented floods in October and November, HSBC Vietnam donated VND880 million to VinaCapital Foundation to support medical equipment for 10 impacted Community Health Centers in the Centre. Simultaneously, the bank announced the five-year VND10 billion project that will re-generate 150 hectares of mangrove forest to help address Vietnam’s serious socio-environmental challenges, such as climate change, water security, water pollution, food security, human health and disaster risk management.

“With our over 150-year history in Vietnam, and as the country’s leading international bank, we feel honoured to stand together with the country and its people in these challenging times. Despite the very real challenges, the future still looks bright for the country and we look forward to continuing to actively support the sustainable growth of Vietnam,” said Evans. “This remarkable and resilient country always serves as an inspiration to us in everything we do.”

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**Notes to Editors:**

**HSBC Bank (Vietnam) Ltd.**

HSBC has been in Vietnam for over 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.

*ends/all*