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DKSH Offers mPay – an Easy Payment Solution to Customers in Vietnam with HSBC’s Omni Collect

** DKSH and HSBC have partnered to introduce mPay, a new cashless payment solution via bank transfer, to customers in Vietnam. **

(Ho Chi Minh City) - In partnership with HSBC and Payoo, DKSH, a leading market expansion service provider for companies seeking to grow their business in Asia and beyond, has launched mPay – a new digital payment solution in Vietnam. mPay has been developed based on HSBC and Payoo’s tailor-made and unique Pay Transfer payment option under HSBC Omni Collect, a dynamic solution that supports businesses to provide multiple payment options on one single platform. With this partnership, DKSH has become the first business in Vietnam to offer this fully cashless payment solution to customers, enabling them to make convenient cashless transactions.

As the trusted growth partner for many companies, DKSH has continuously been investing in digital transformation to expand its digital capabilities and to provide innovative solutions to its customers. With the rise of COVID-19, digitization has become an indispensable part in adapting to the new business environment. DKSH has collaborated with HSBC and Payoo to develop the digital solution mPay to help customers make simple payments via bank transfer, while simultaneously linking them to DKSH’s system for easy financial tracking and reconciliation. This helps streamline the current cash collection process, reducing manual work and processing time.

Instead of working with numerous service providers, the HSBC Omni Collect technology centralizes payment documentation as well as query management, providing a consistent service standard throughout the entire transaction process. DKSH also receives real-time notifications of payment confirmation and better visibility on transaction flows, helping to manage liquidity and cash flow more effectively, while significantly reducing operational and resource costs.

mPay will be first implemented in Vietnam for DKSH’s Consumer Goods Business Unit, and will later be deployed to other markets in the region, such as Cambodia and Indonesia.

Jason Tan, Interim Regional Head Global Liquidity and Cash Management, Asia Pacific, HSBC, said: “We are honored to partner with DKSH in their digital transformation journey especially in Vietnam, one of the fastest growing markets in the region. It is our goal to revolutionize payments and help our clients like DKSH have a simpler, better, and more secure banking experience, especially during these challenging times when digitization, automation, and cashless transactions are even more important than ever.”

Linh Ngo, CEO of Payoo, added: “It is a privilege to offer this new Pay Transfer service to a multinational company as DKSH along with HSBC on the Omni Collect Solution. With strong

local knowledge and an extensive platform enabling digital payments, we aim to reduce the manual backend work and enhance the digital infrastructure for the business. We hope this will create a better experience and thus improve the productivity for our partners.”

Jorge Martin-Martinez, Head of Country Management, DKSH Vietnam, shared: “With the accelerated need for digital transformation in the wake of COVID-19, DKSH has made continuous investments to expand its digital capabilities and to provide innovative solutions to our customers. Our partnership with HSBC and Payoo will help us drive excellence in operational efficiency, client and customer experience, and lay good ground to spearhead our digital transformation in the growing market in Vietnam and beyond.”

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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.

About DKSH

DKSH’s purpose is to enrich people’s lives. For more than 150 years, we have been delivering growth for companies in Asia and beyond across our Business Units Healthcare, Consumer Goods, Performance Materials, and Technology. As a leading Market Expansion Services provider, we offer sourcing, market insights, marketing and sales, eCommerce, distribution and logistics as well as after-sales services. Listed on the SIX Swiss Exchange, DKSH operates in 36 markets with 32,450 specialists, generating net sales of CHF 10.7 billion in 2020. The DKSH Business Unit Consumer Goods focuses on fast moving consumer goods, food services, luxury goods, fashion and lifestyle products as well as hair and skin cosmetics. With around 19,430 specialists, the Business Unit generated net sales of CHF 3.8 billion in 2020.
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