

**All pictures shown are for illustration purpose only*

Effective from 12 Apr 2024

Quick Reference Guide

HSBC Vietnam mobile banking application



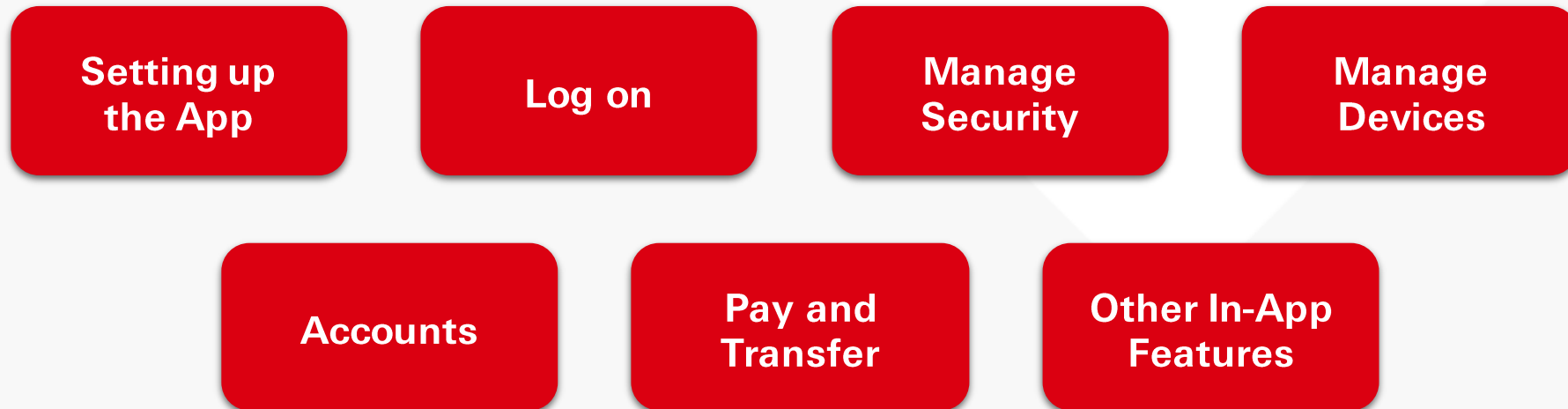
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Introduction

This reference guide provides you with details to set up and use the new HSBC Vietnam mobile banking application (HSBC Vietnam app).

Select a step of the HSBC Vietnam app journey you want to view, or click Next to begin:



Setting up HSBC Vietnam app

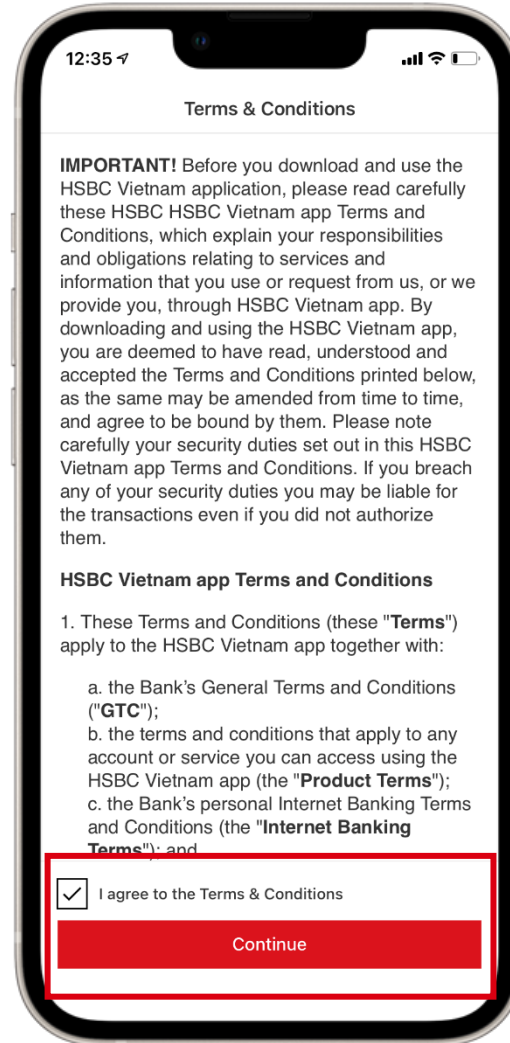
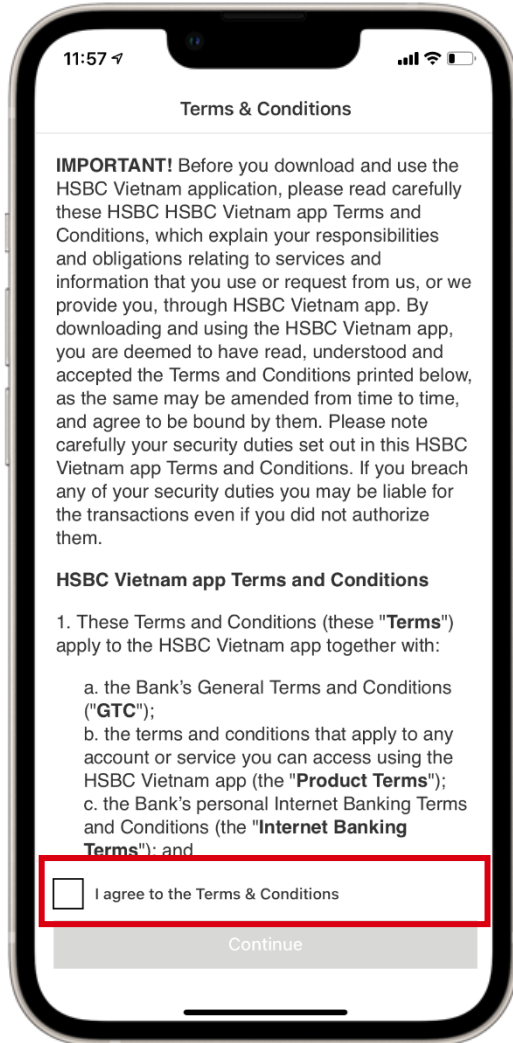


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Setting up HSBC Vietnam app

► Read, Understand and Accept Terms & Condition



You are required to read the whole and fully understand the **Terms & Conditions** before confirming your acceptance to it by ticking in the box **I agree to the Terms & Conditions**.

Once agreed, tap **Continue** to proceed to the setup journey.

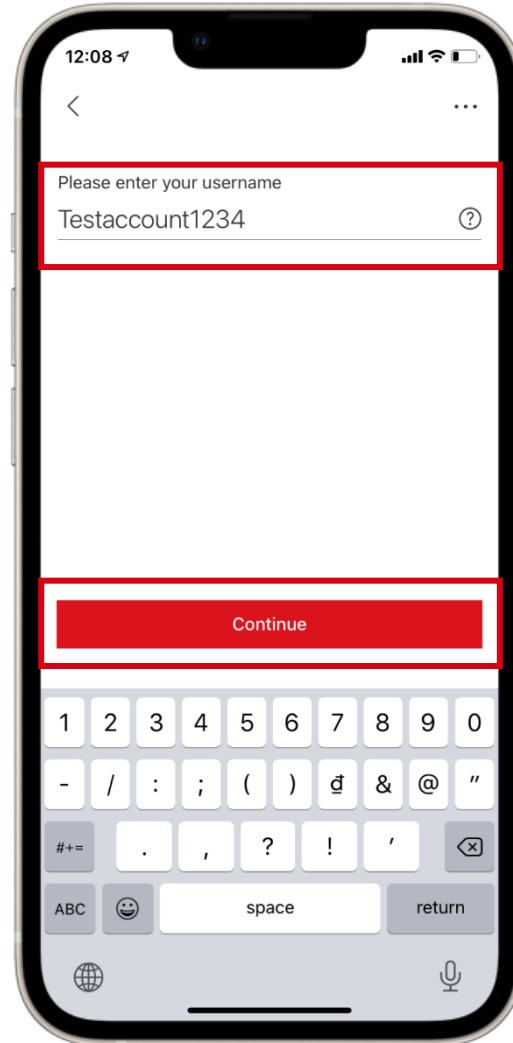
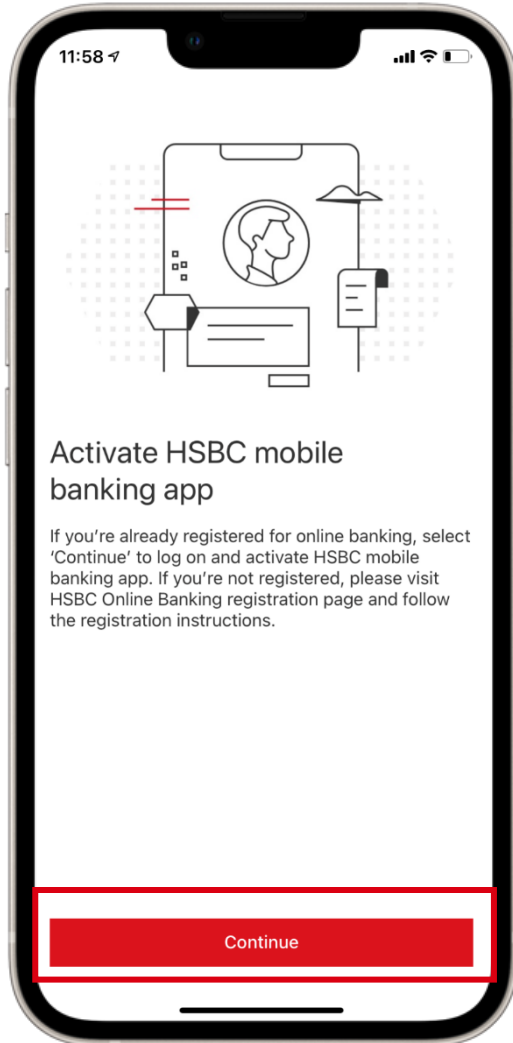
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Setting up HSBC Vietnam app

► Input your Online Banking Username



Tap on **Continue** if you're already registered for Online Banking

Enter your username then tap **Continue**

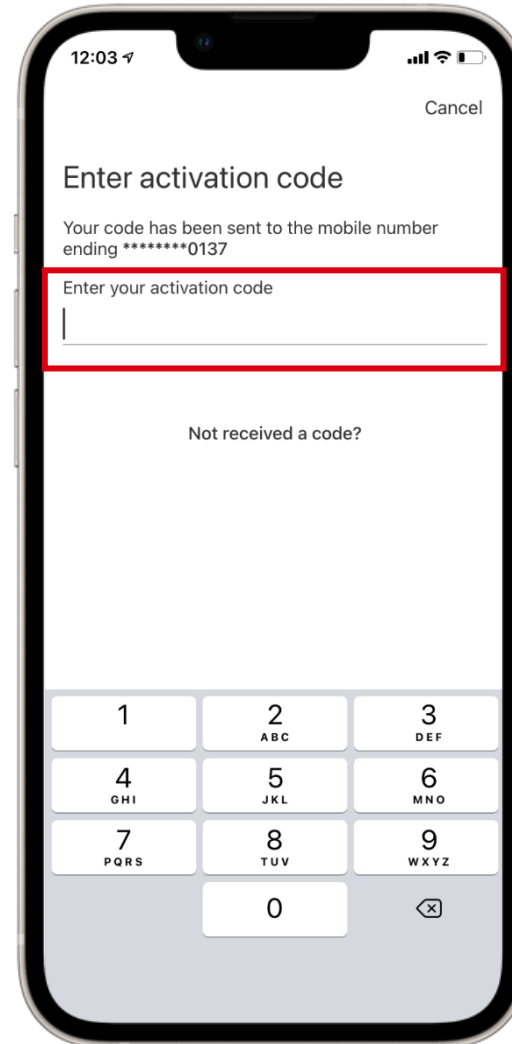
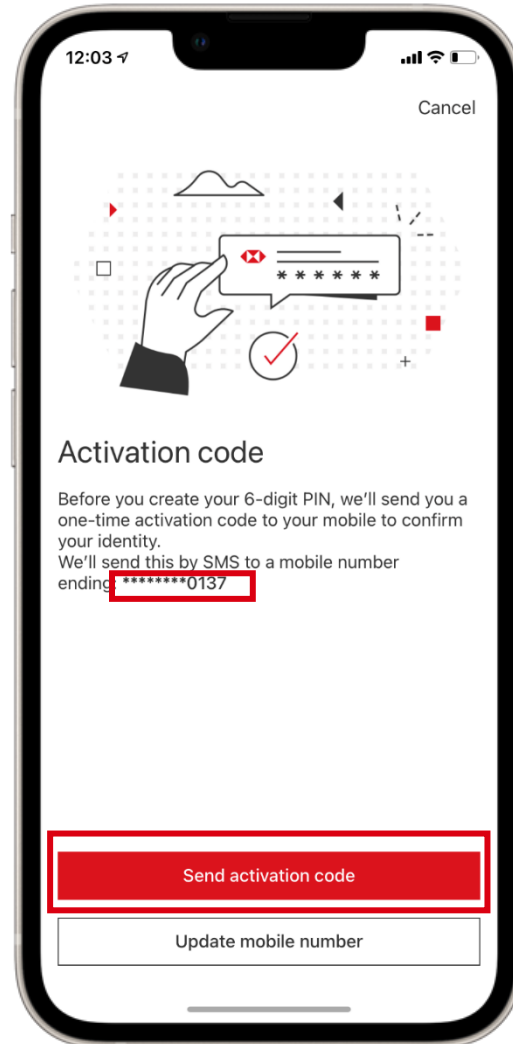
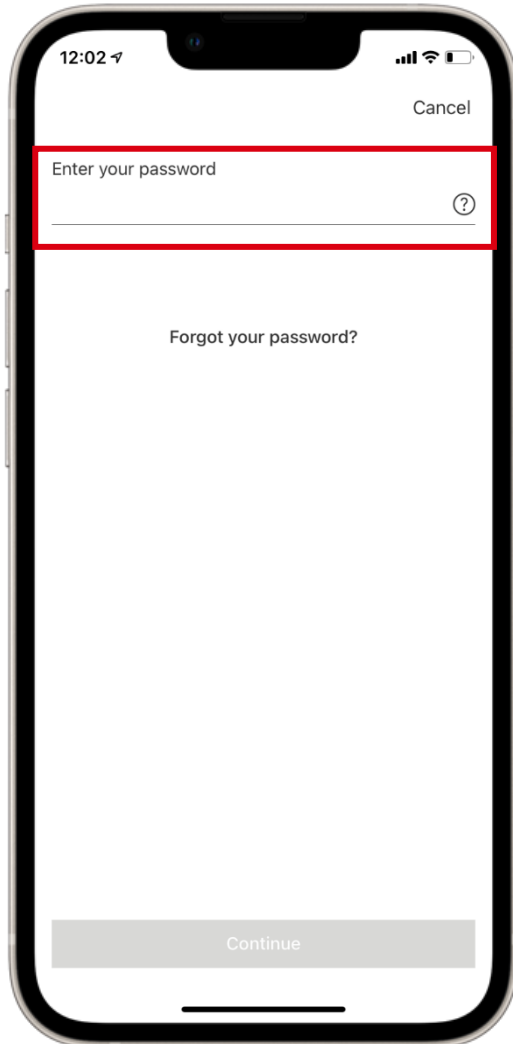
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Setting up HSBC Vietnam app

► Verify your identity



Input your password created during Online Registration and tap on **Continue**

Check the last 4 digits of mobile number showing on App to compare to registered mobile number:

- If it's not matching, tap on **Update mobile number** which direct you to our **Contact us** page.

- If it's matching, tap on **Send activation code** in the Activation code screen and input the **SMS OTP** received to proceed to next screen

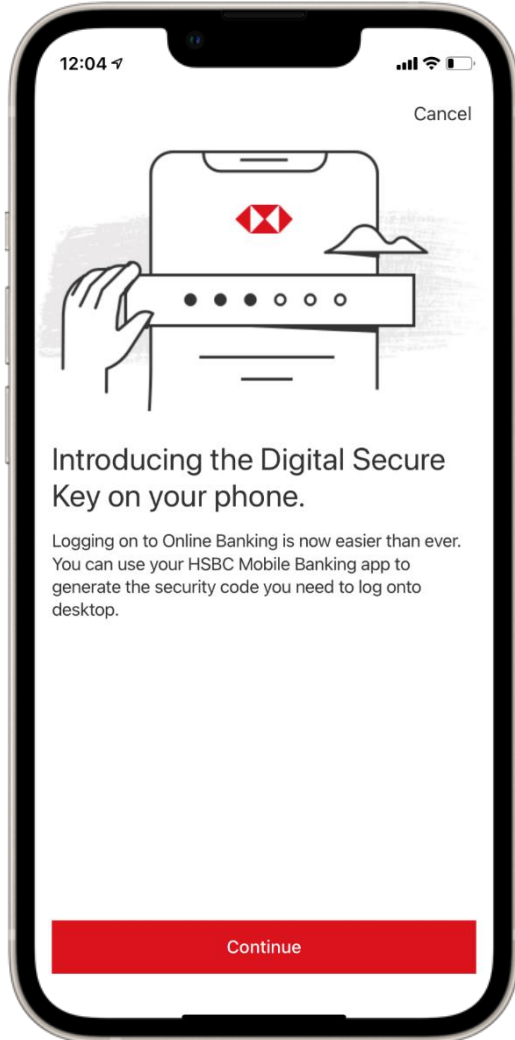
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Setting up HSBC Vietnam app

▶ Activate Digital Secure Key (DSK)



Tap on **Continue** to active Digital Secure Key (DSK)

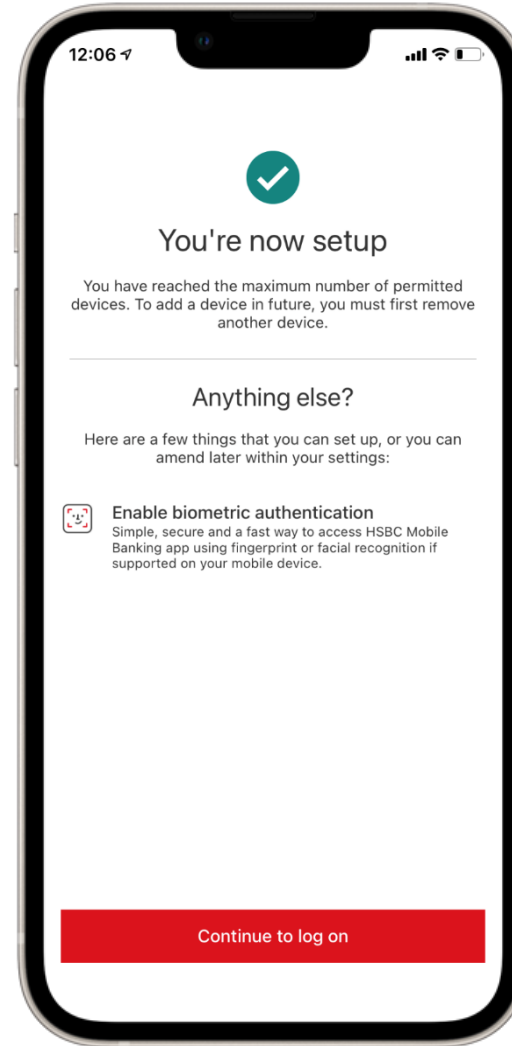
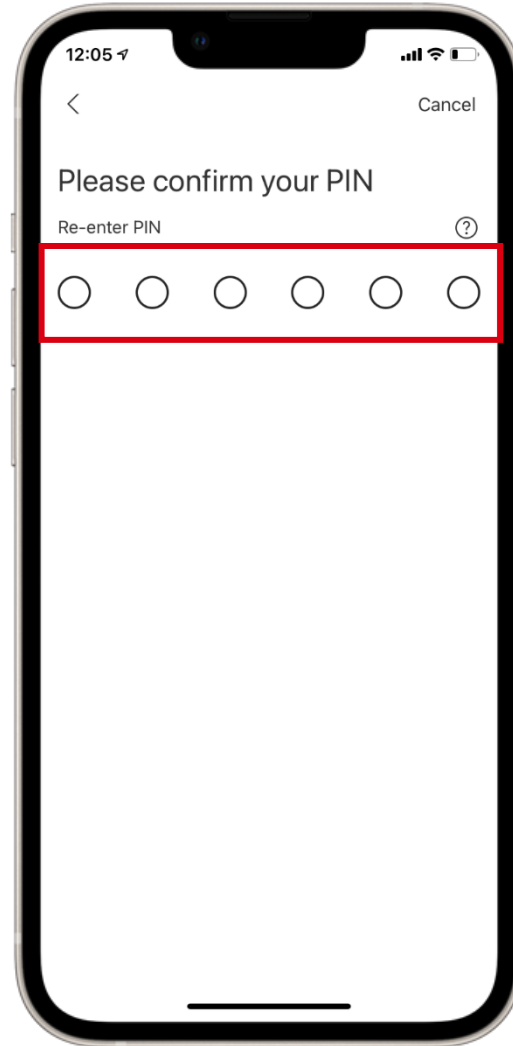
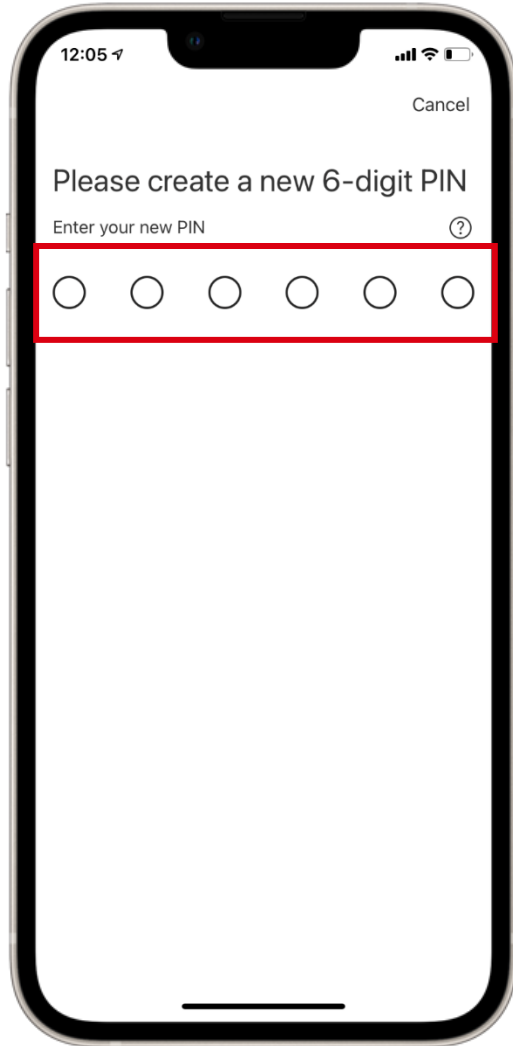
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Setting up HSBC Vietnam app

► Create your 6-digit PIN



Create a 6-digit PIN.

Re-enter your 6-digit PIN.

The app is now set up, tap **Continue to log on** to continue.

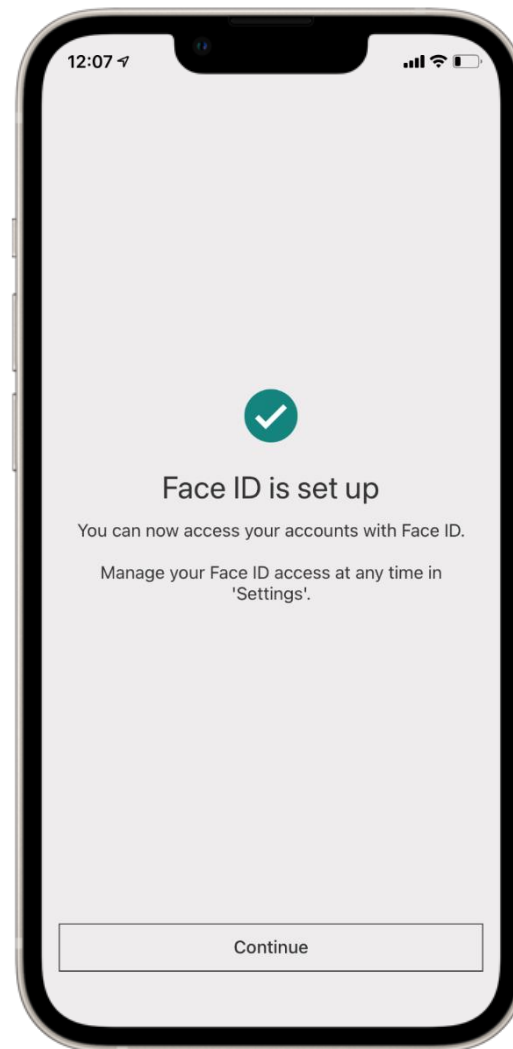
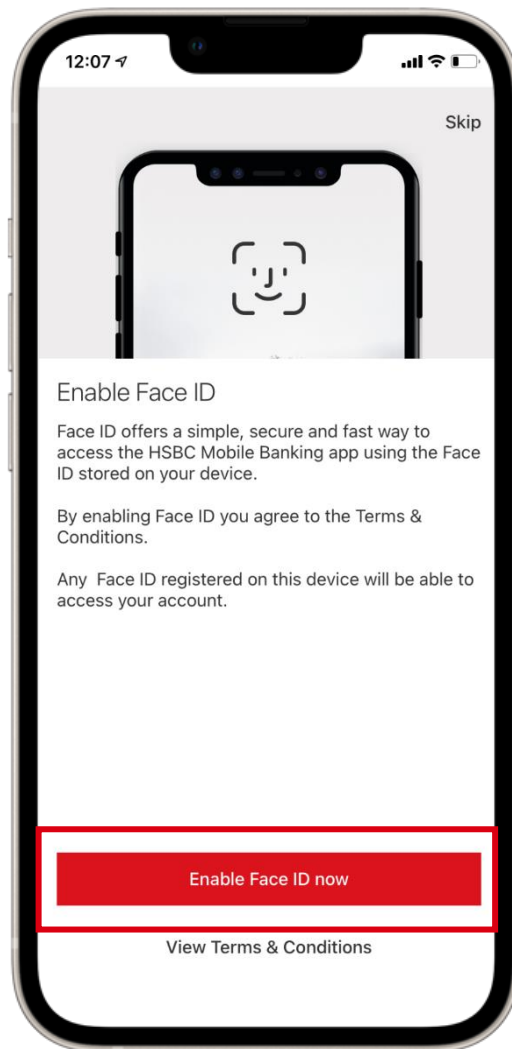
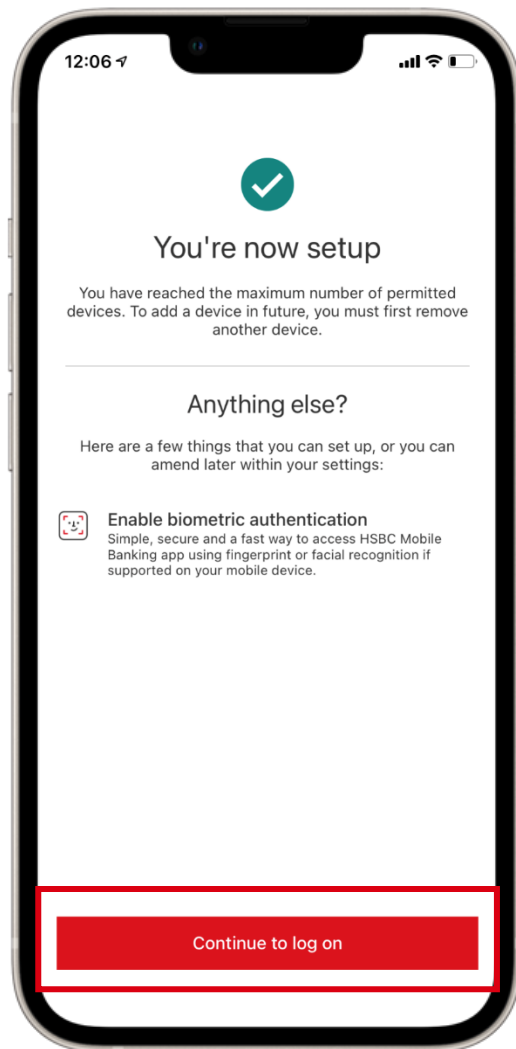
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Setting up HSBC Vietnam app

► Enable Biometrics



After successfully set up the HSBC Vietnam app, you will be invited to set up Touch ID or Face ID for logging on

Once you selects **Set up Touch ID now** or **Enable Face ID now** and finished the set-up process, you will be able to log on to the app using any Biometrics (fingerprints or Face ID) record stored in the device upon next log on.

Tap **Continue** to proceed.

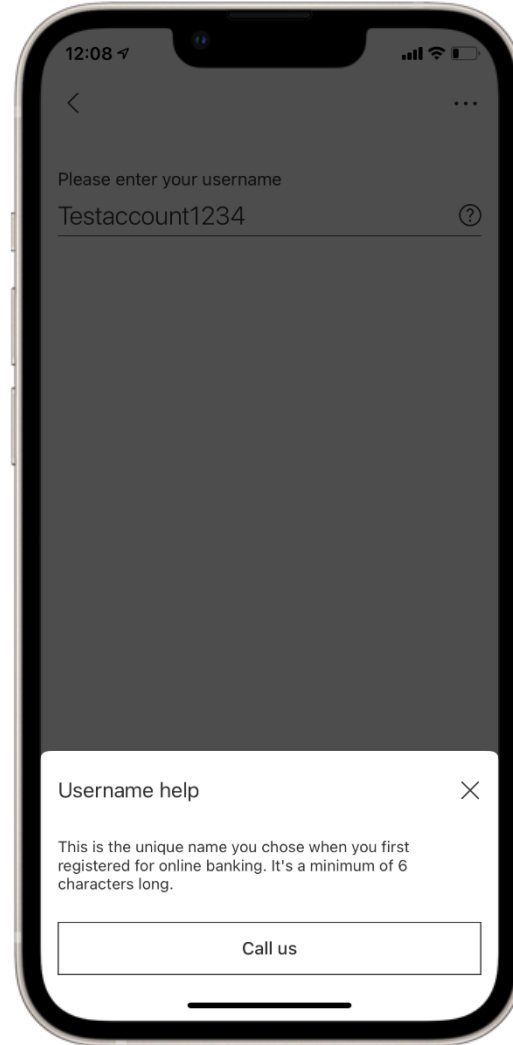
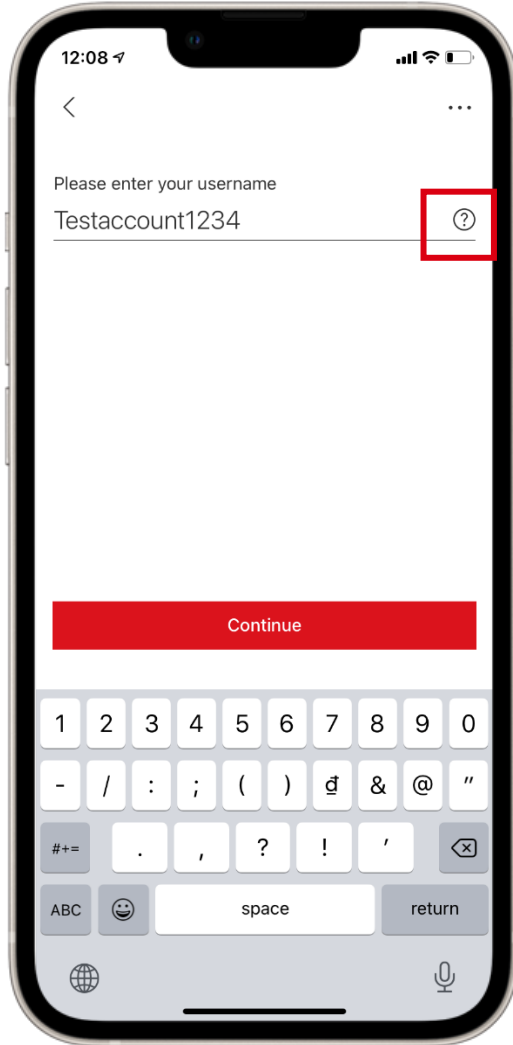
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► Provisioning Troubleshooting - Forgot Username



If you are unable to remember your username:

Just tap the  symbol.

A help dialog is displayed with which you will also have a link to the website's **Call Us** page.

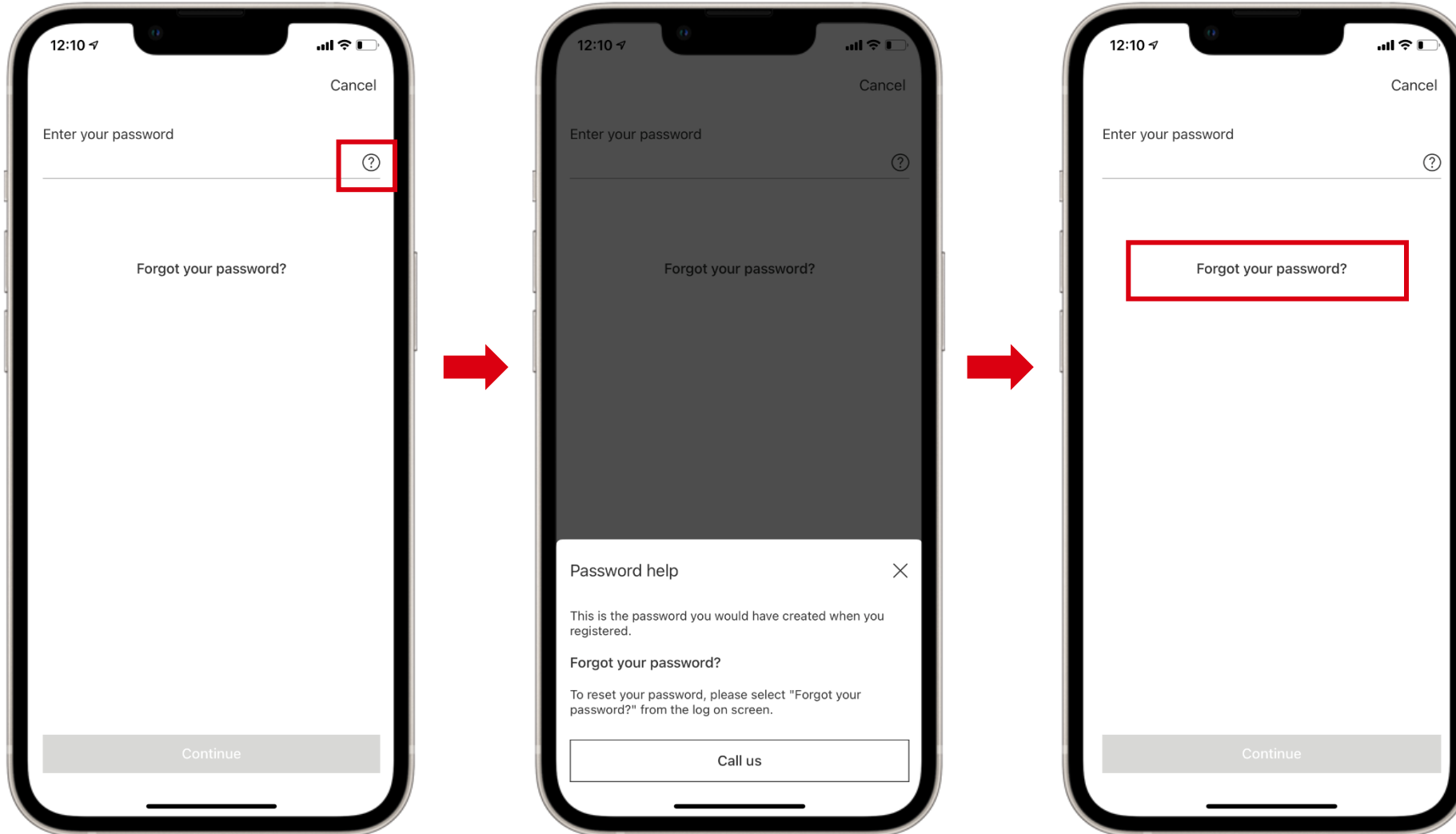
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► Provisioning Troubleshooting - Forgot Password



You can view hint for your password by tapping on the symbol  to open a help dialog.

To reset your password, simply tapping on **Forgot your password?** and follow the instruction.

For more information, you can contact us via the embedded link in the help dialog.

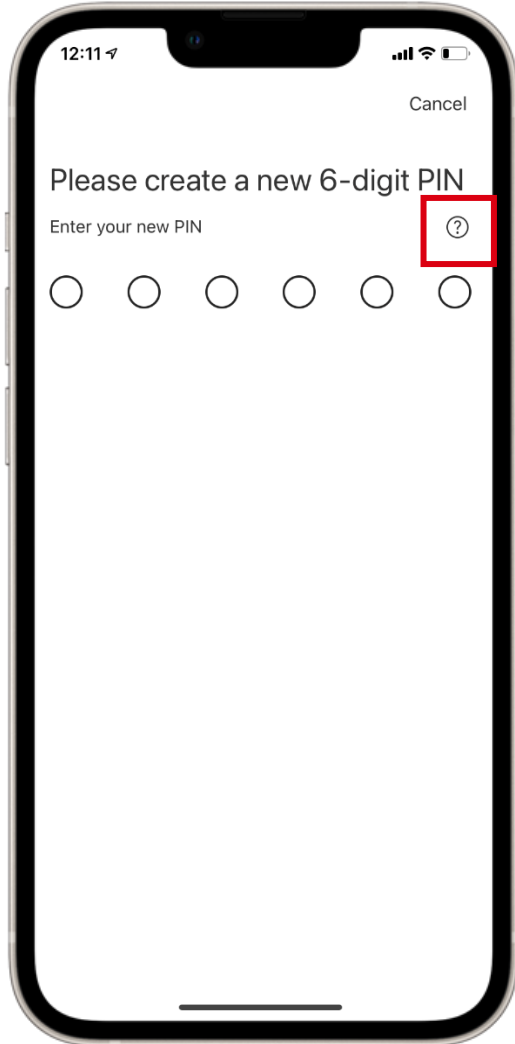
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► Provisioning Troubleshooting – Create PIN



If you need helps for PIN creating

Just tap the  symbol.

A help dialog is displayed advising you on how to create a PIN and its criteria.

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Log On

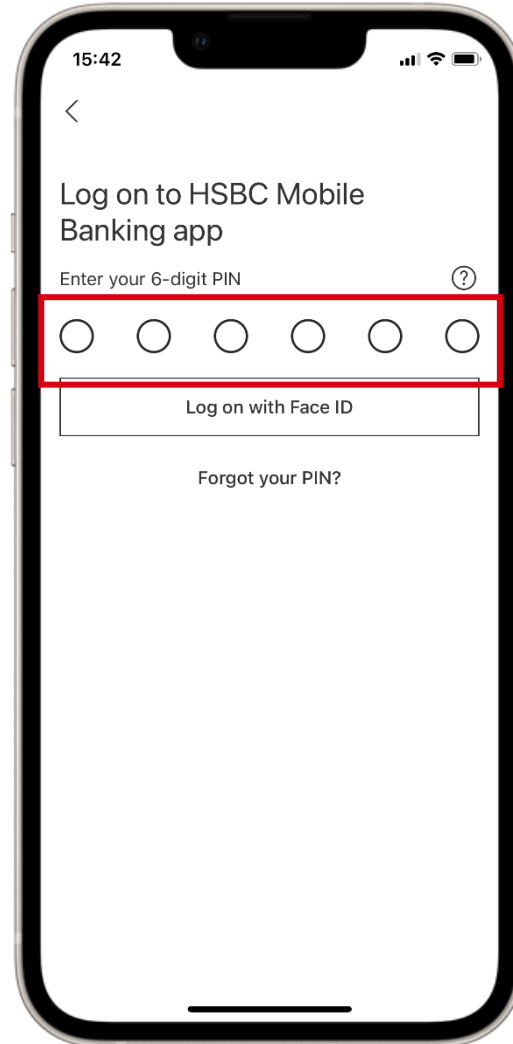
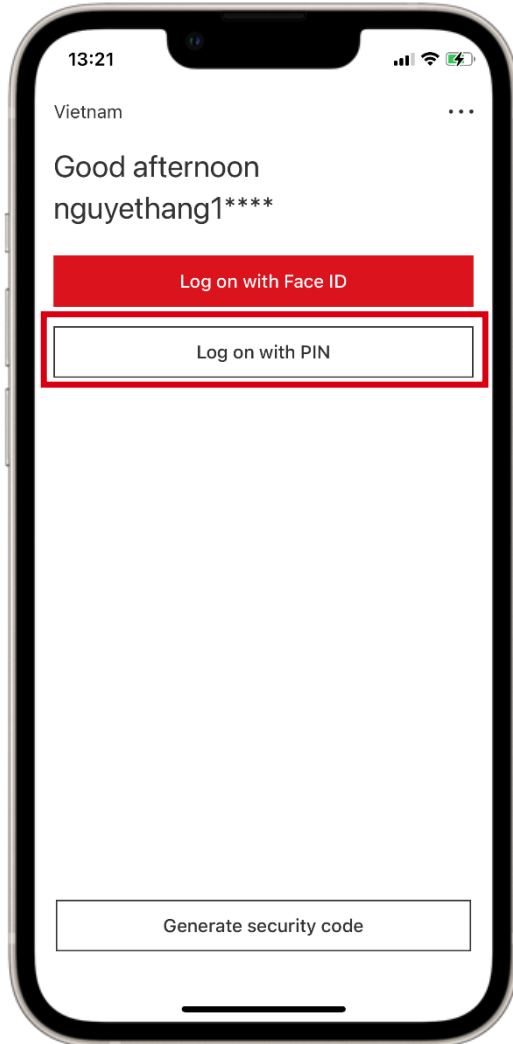


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Log On

▶ Using 6-digit PIN



When you open the app after setting it up, you will need to input the **6-digit PIN** you set up.

Once PIN is entered and validated, you will see your accounts list.

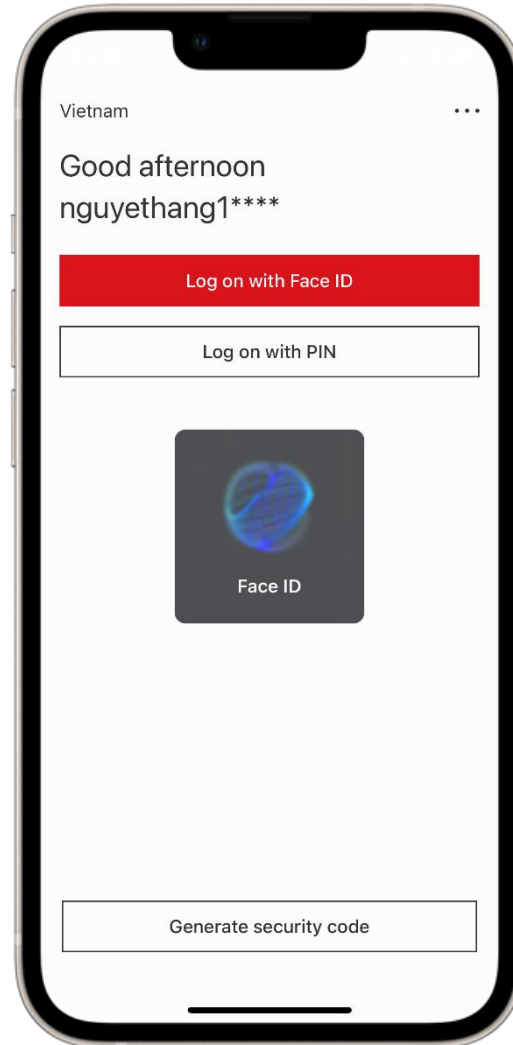
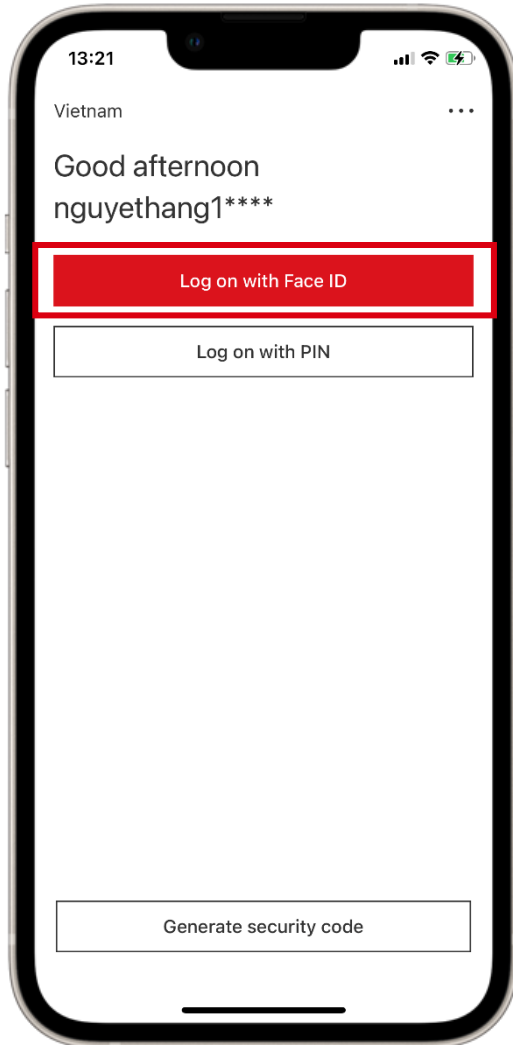
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Log On

► Using Biometrics



If you have set up biometric log on you will see a pop up when you open the app.

Touch a finger to the fingerprint sensor of your device or use your face to log on.

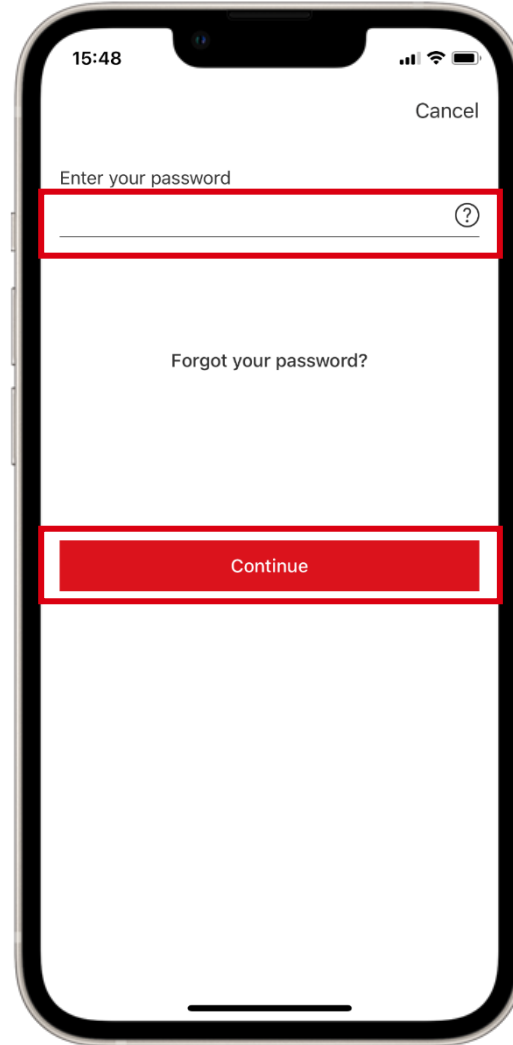
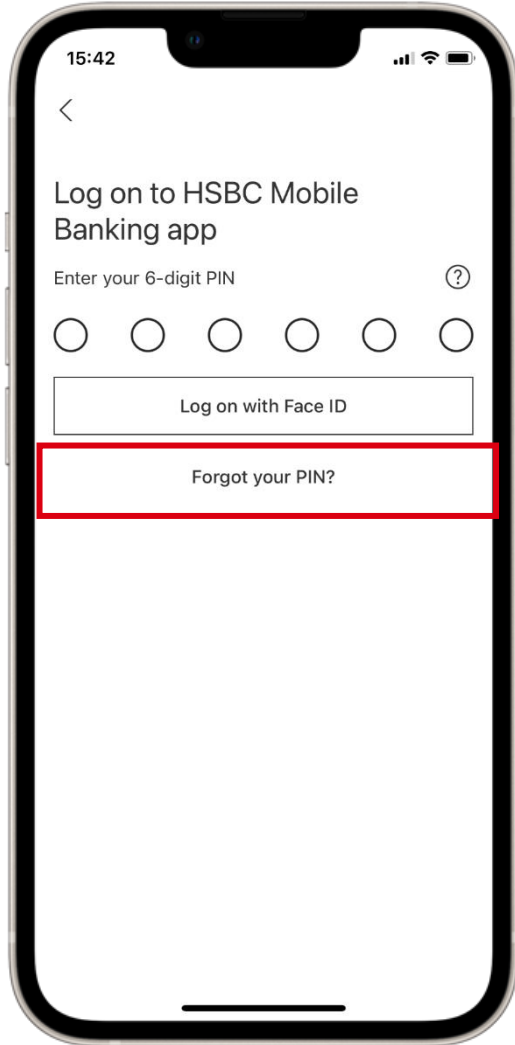
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► Log On Troubleshooting – Reset PIN



If a wrong PIN is entered too many times, you will be instructed to reset your PIN.

You can reset your PIN by clicking on **Forgot your PIN?**

You are requested to input your password created when you registered your Online Banking

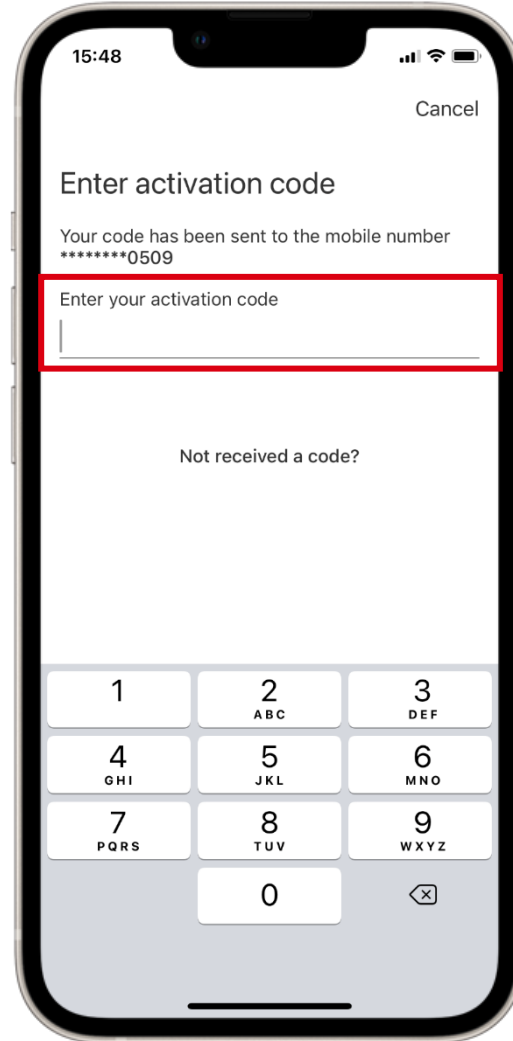
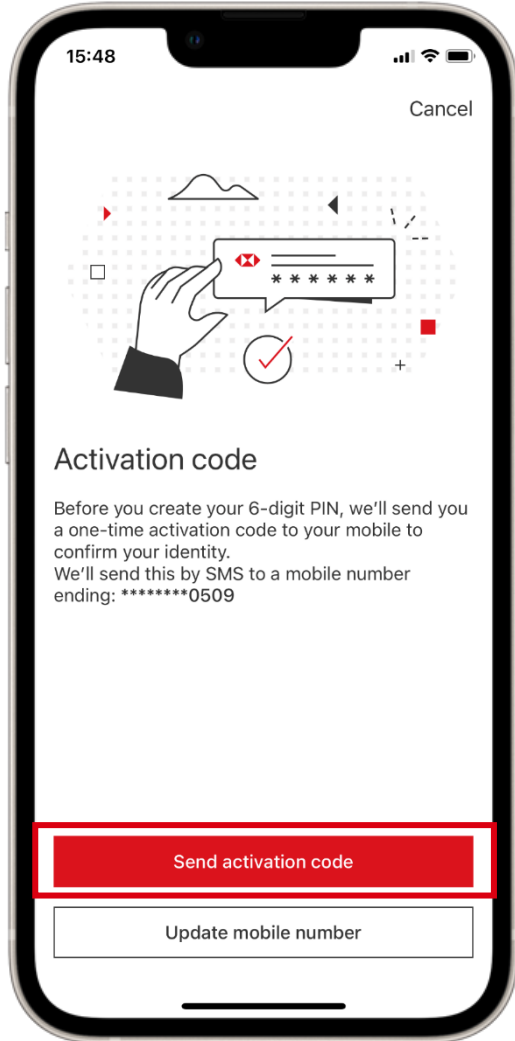
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Log On

► Log On Troubleshooting – Reset PIN



Tab **Send activation code**

An SMS OTP will be sent to your registered mobile number. Input it to proceed

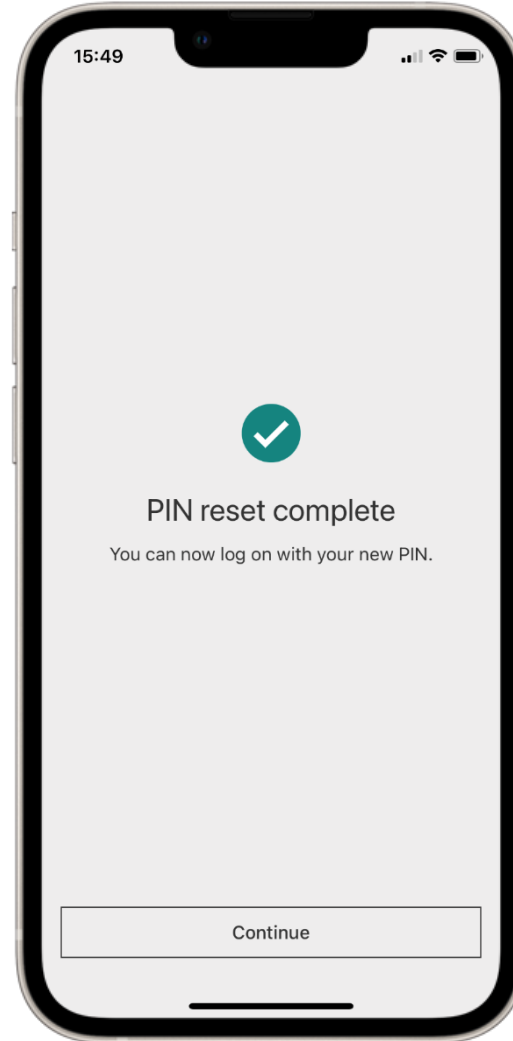
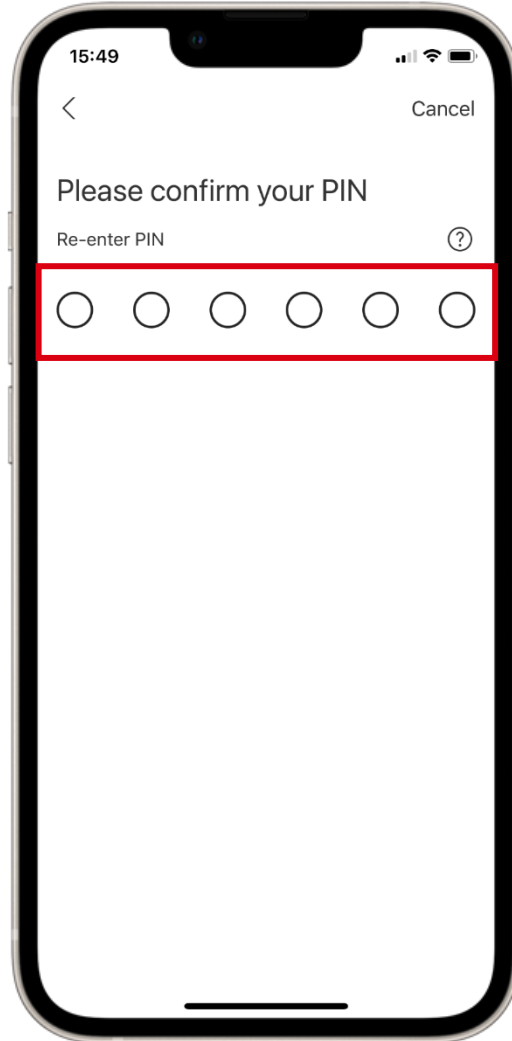
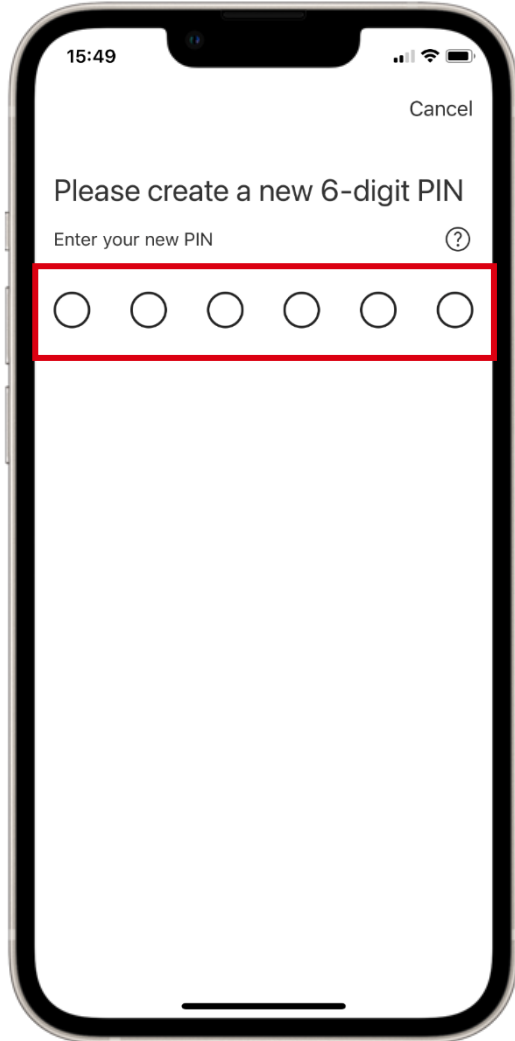
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Log On

► Log On Troubleshooting – Reset PIN



You can **create a new 6-digit PIN**.

You will need to enter the new PIN again to confirm it, then you will see notification that PIN reset has completed successfully.

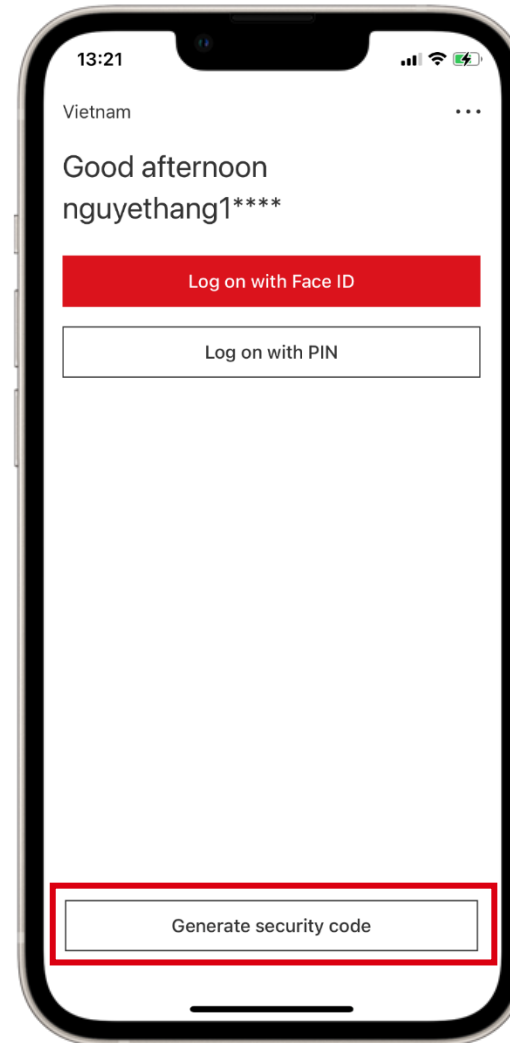
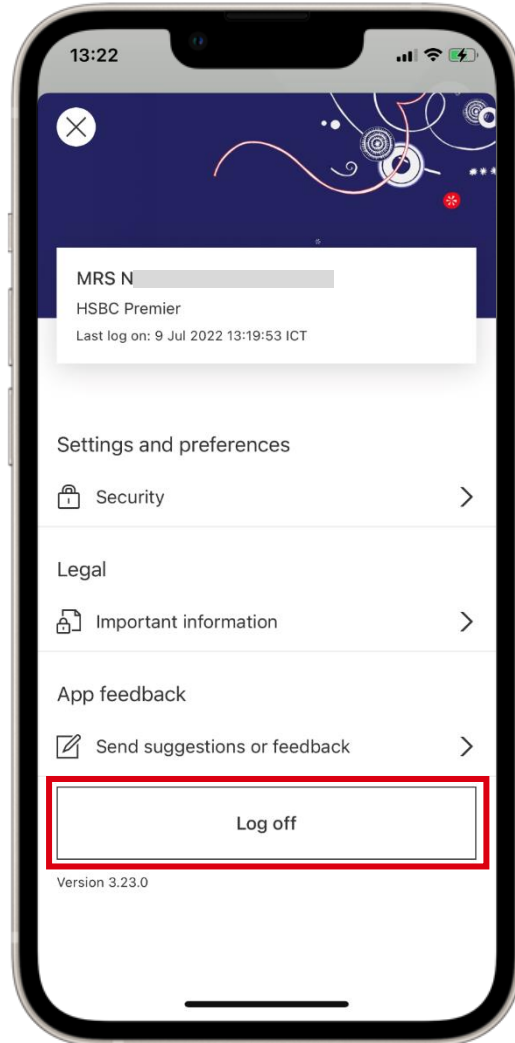
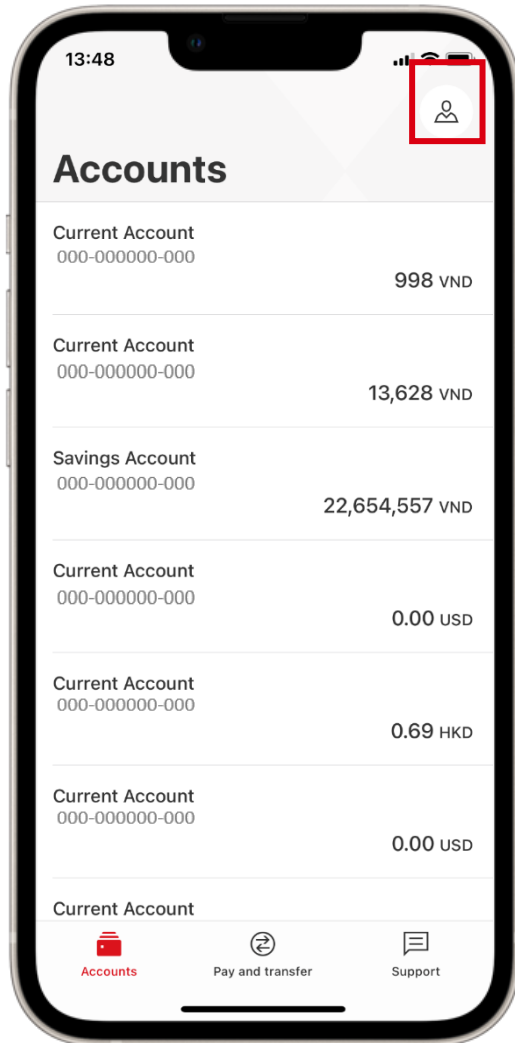
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Log On – Digital Secure Key

► Digital Secure Key for Online Banking

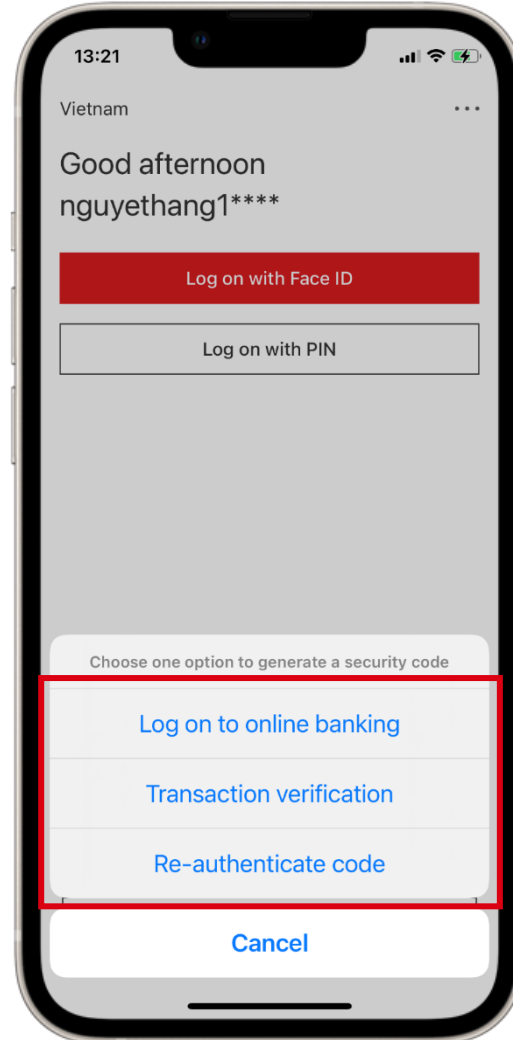
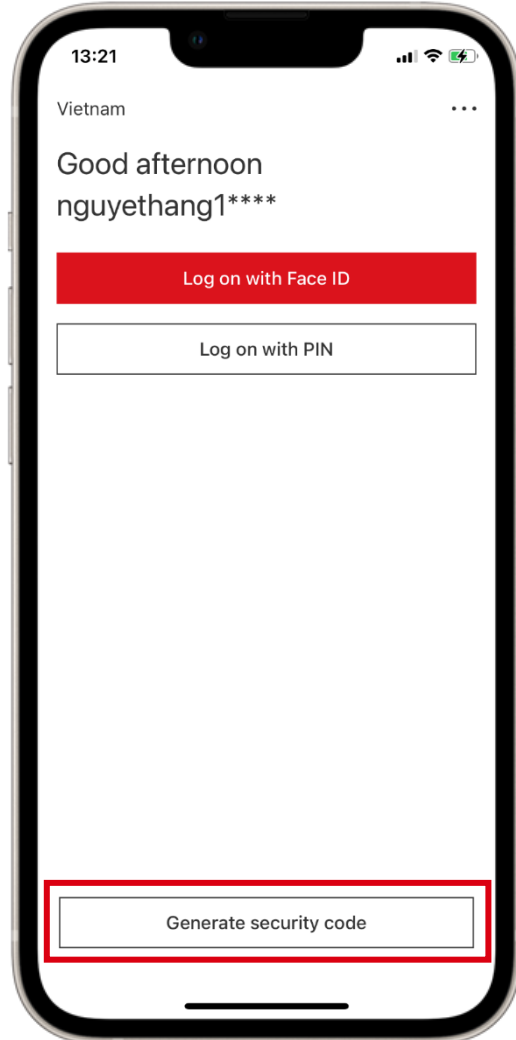


After setting up your HSBC Vietnam app and logging on successfully, your Digital Secure Key will be activated automatically. You will use this feature to generate one-time security codes for your Online Banking (including Online Banking Logon, Transaction Verification, Re-authentication).

To view the options of security code generating of this feature, please tap on **Profile icon** at the right top of the app home screen and tap on **Log off** at the bottom of the screen to log out your app.

Log On – Digital Secure Key

► Digital Secure Key for Online Banking



On the Logon screen, please do not proceed the logon as usual and tap on **Generate security code** located at the bottom of the screen instead.

Three options of security code generating with Digital Secure Key is available for your to use

- ✓ Logon to online banking
- ✓ Transaction verification
- ✓ Re-authenticate code

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Managing Security

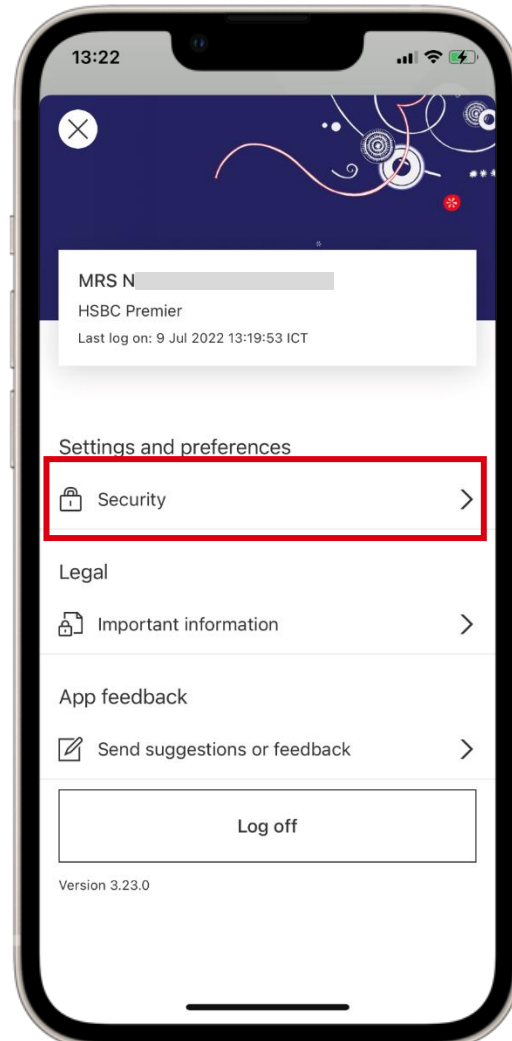
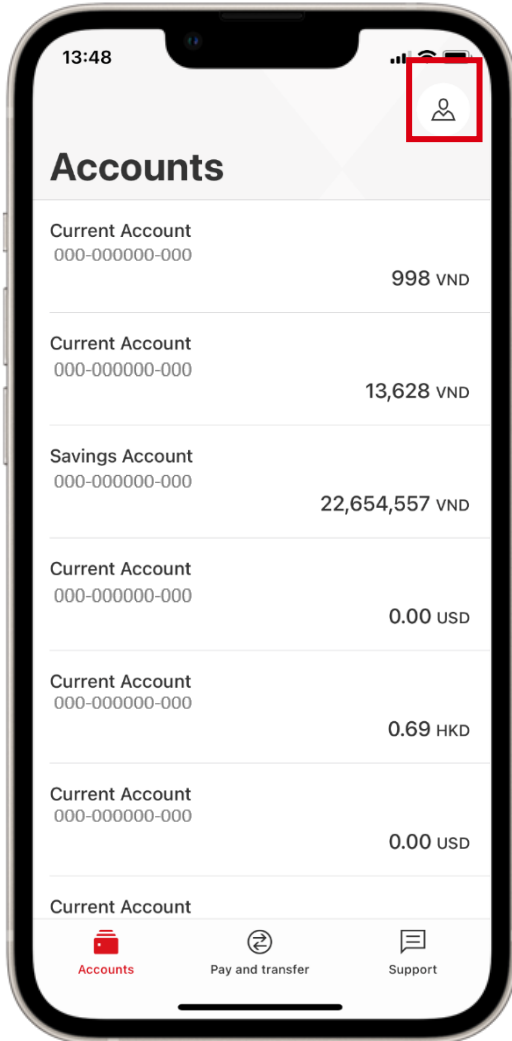


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Manage Security

► Change PIN



You can change the 6-digit PIN at any time after logging on to the app.

Tap the **Profile** icon at the top right corner of Accounts screen

Then select **Security**.

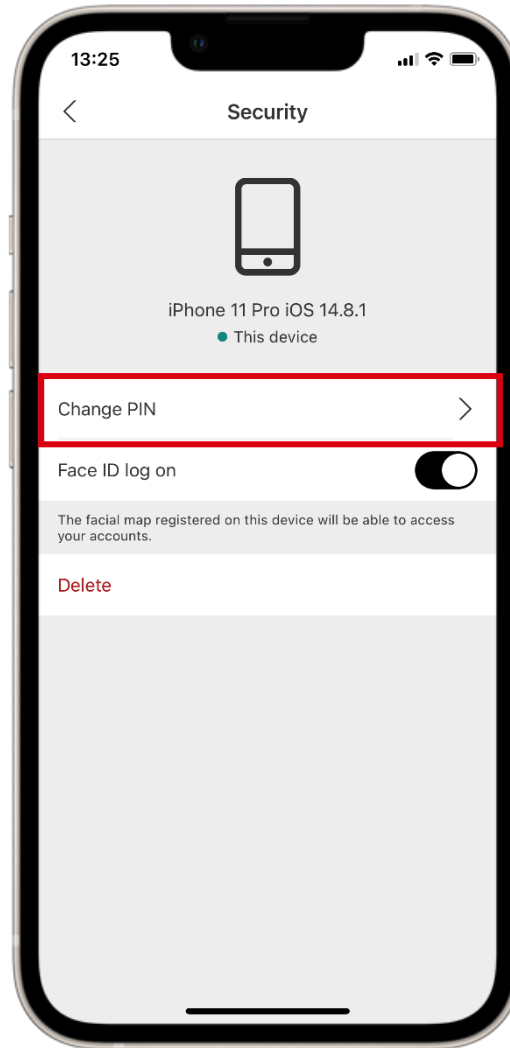
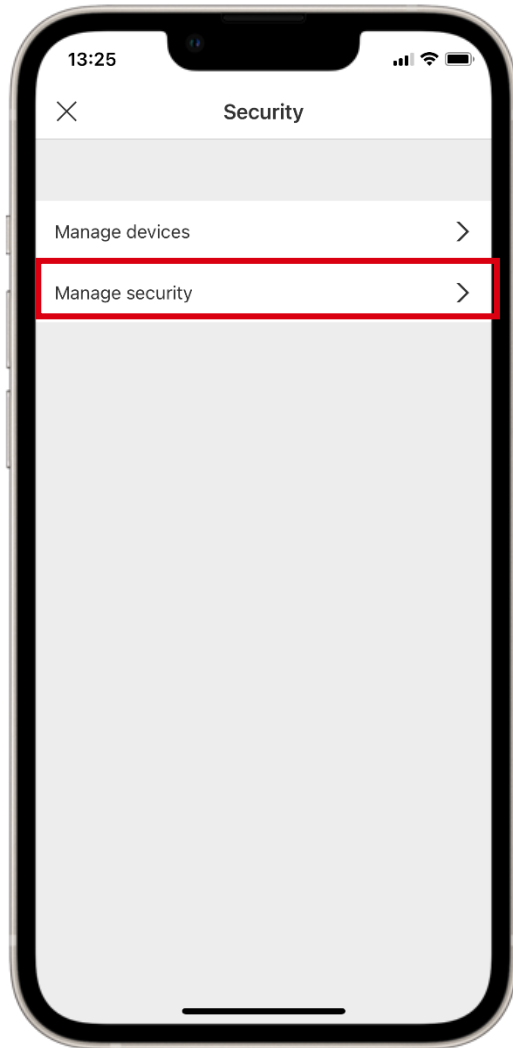
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Manage Security

▶ Change PIN



You should select **Manage security**, then tap **Change PIN**

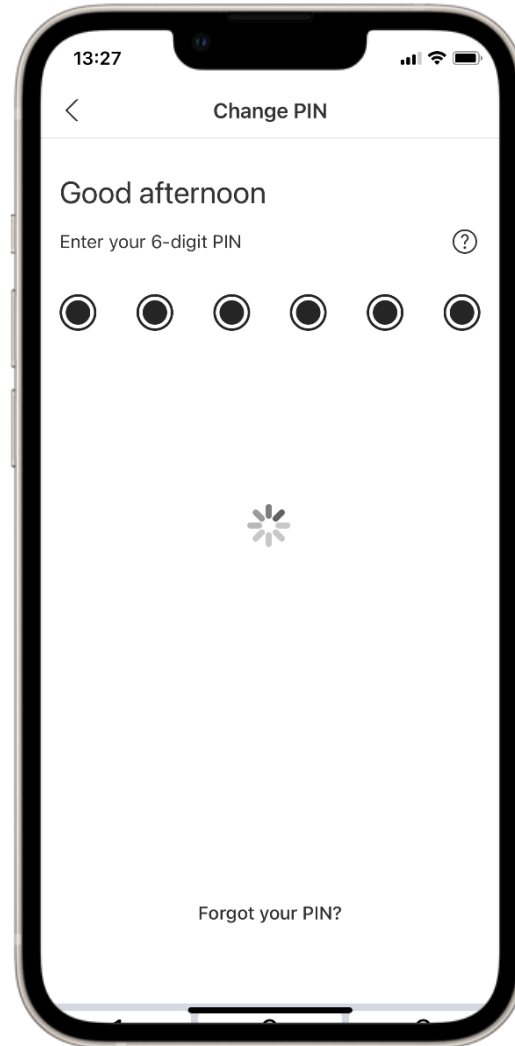
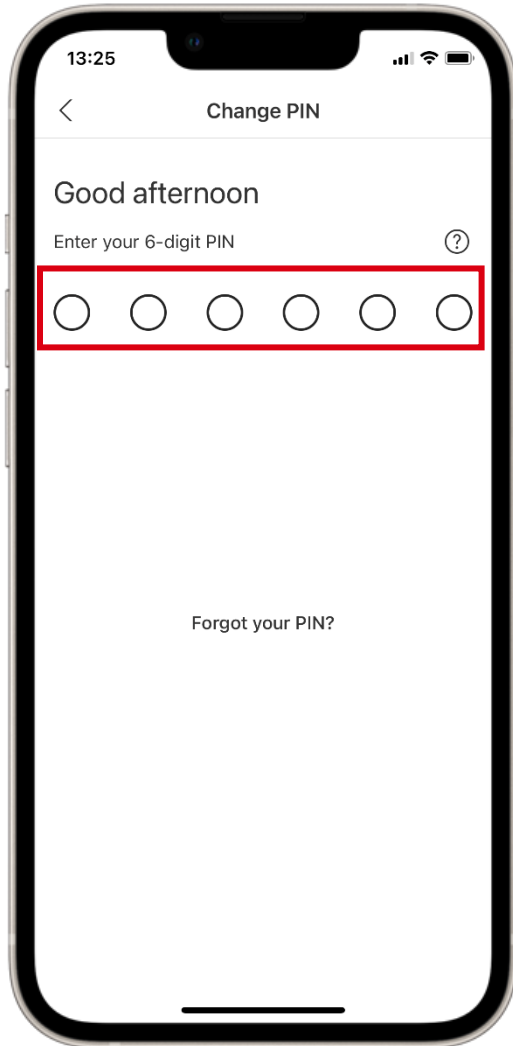
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Manage Security

► Change PIN



You are requested to input your current PIN
Input your **6-digit PIN** to proceed

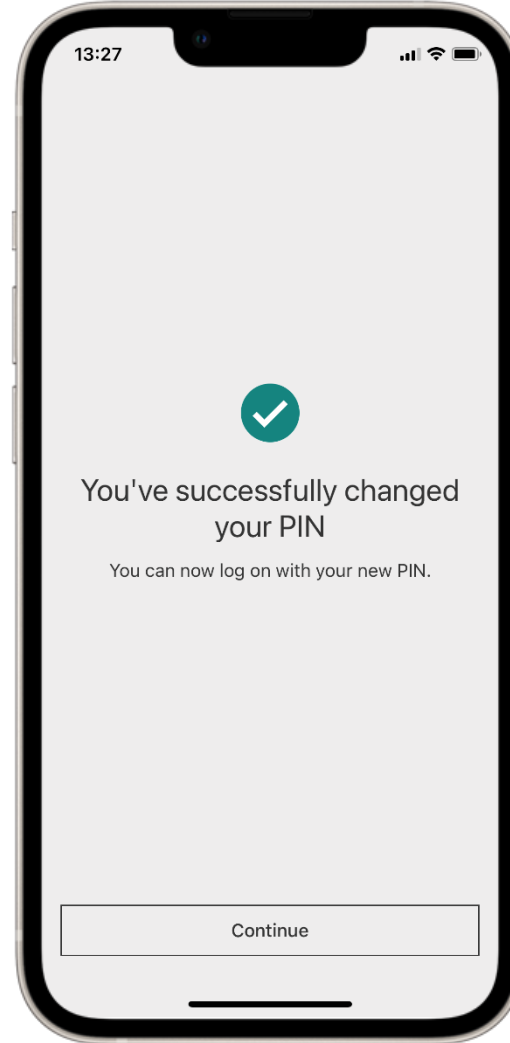
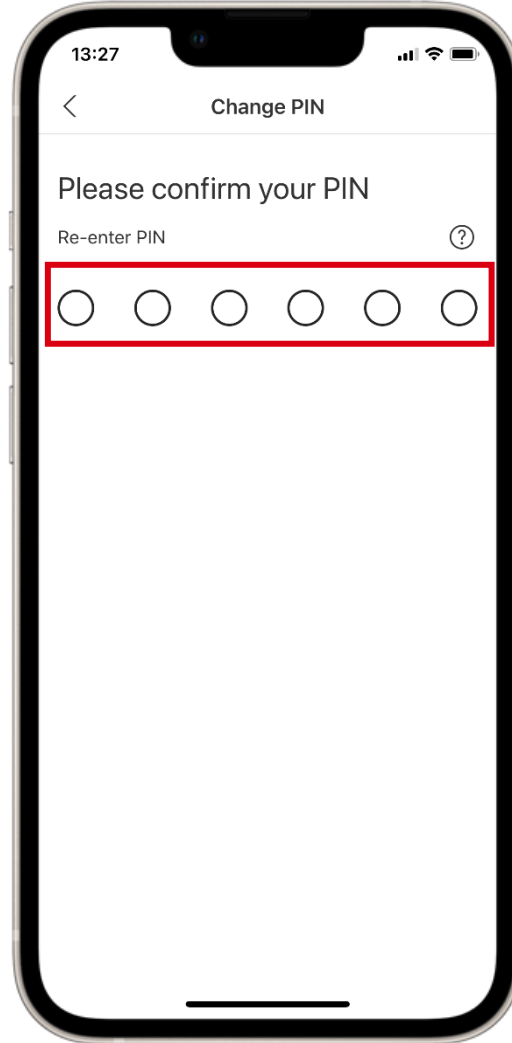
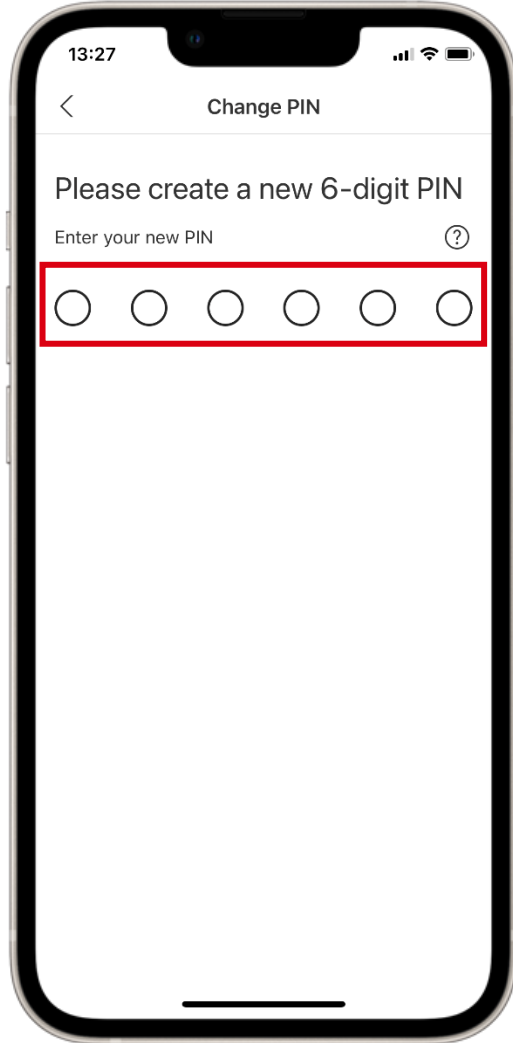
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Manage Security

► Change PIN



You should enter your current PIN.

Create a new 6-digit PIN and enter it again to confirm.

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Manage Devices

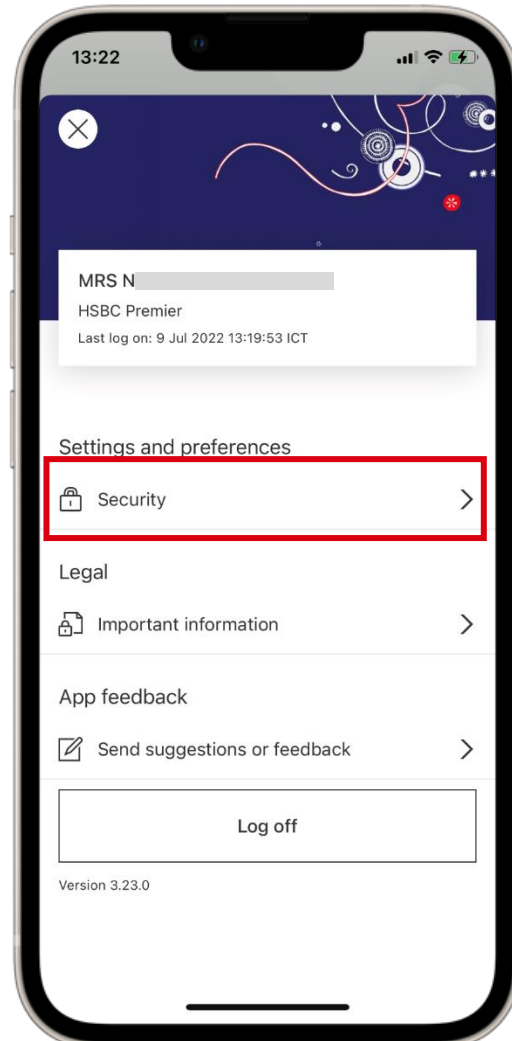
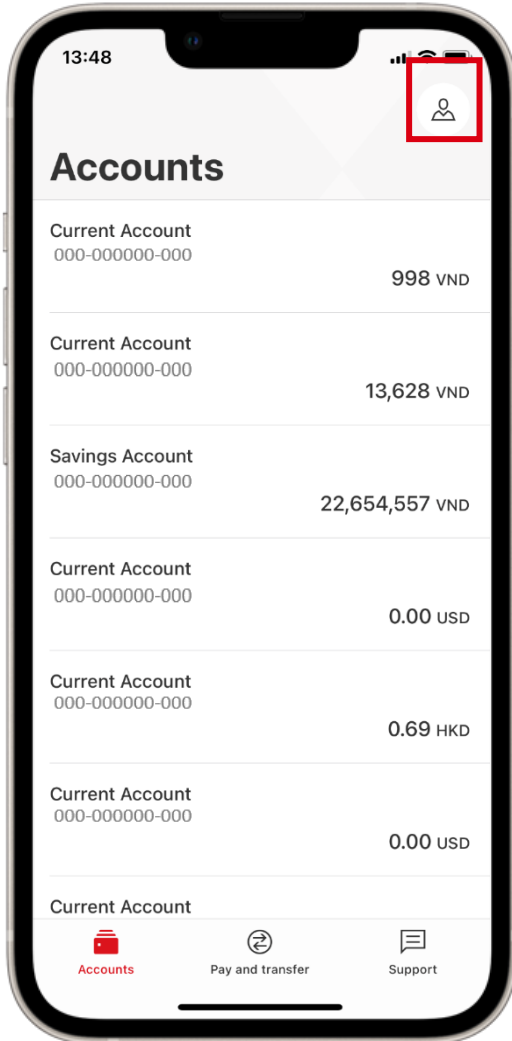


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Manage Devices

► Remove Devices



You can set up the app on only 01 device.

To remove a device if you no longer want to use that device to log on to HSBC Vietnam app:

Tab the **Profile** icon at the top right corner of account screen

Then select **Security**.

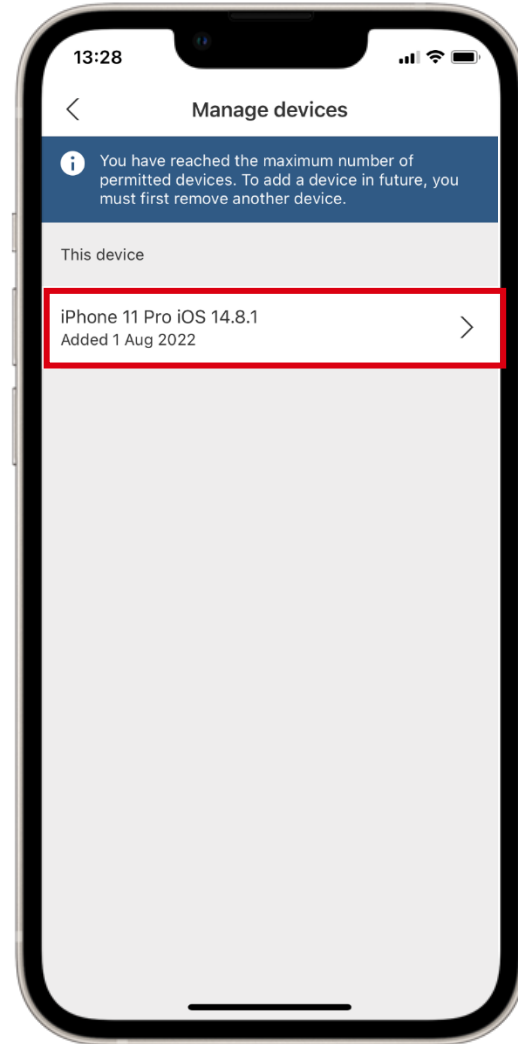
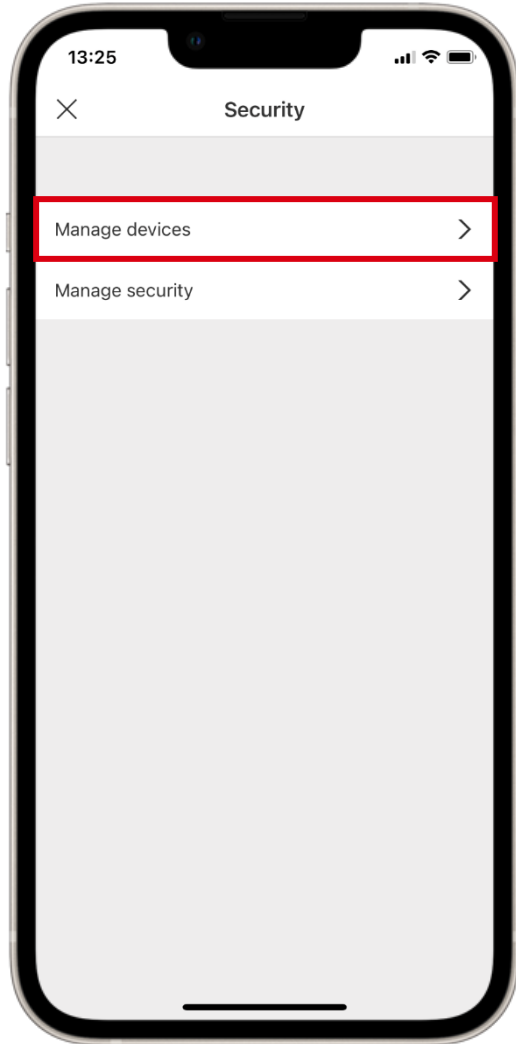
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Manage Devices

► Remove Devices



Select **Manage Devices** then tap the device that you would like to remove

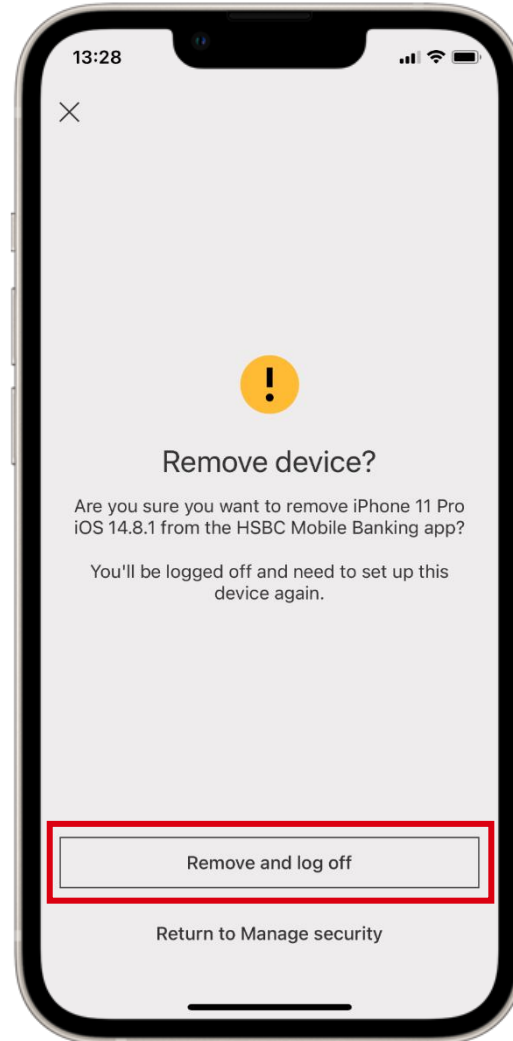
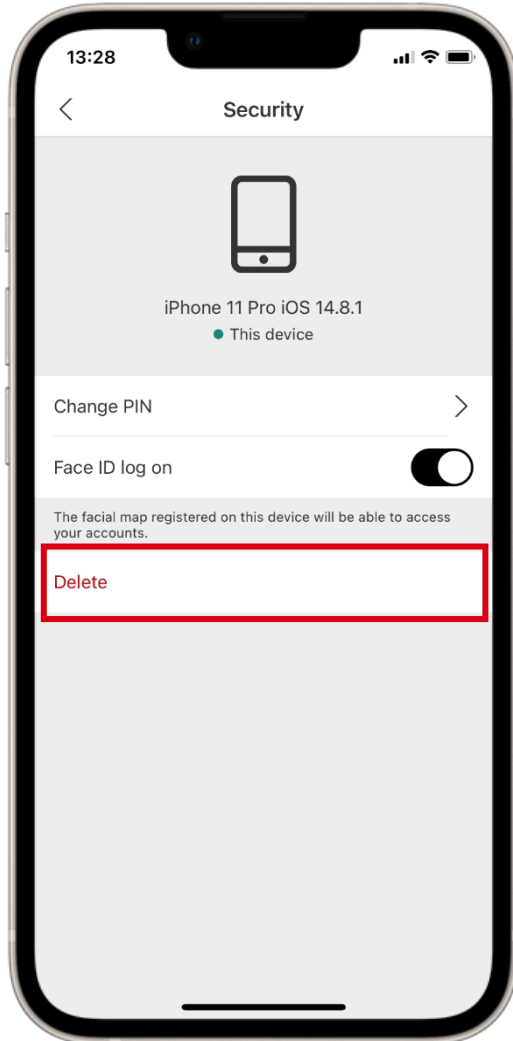
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Manage Devices

▶ Remove Devices



Select **Delete**.

If you choose to remove the device currently using, tab **Remove and log off**.

Note:

If you remove the current device, you will be logged off; however, HSBC Vietnam app is still installed on this device.

You need to set up this device again if you still use it for HSBC Vietnam app

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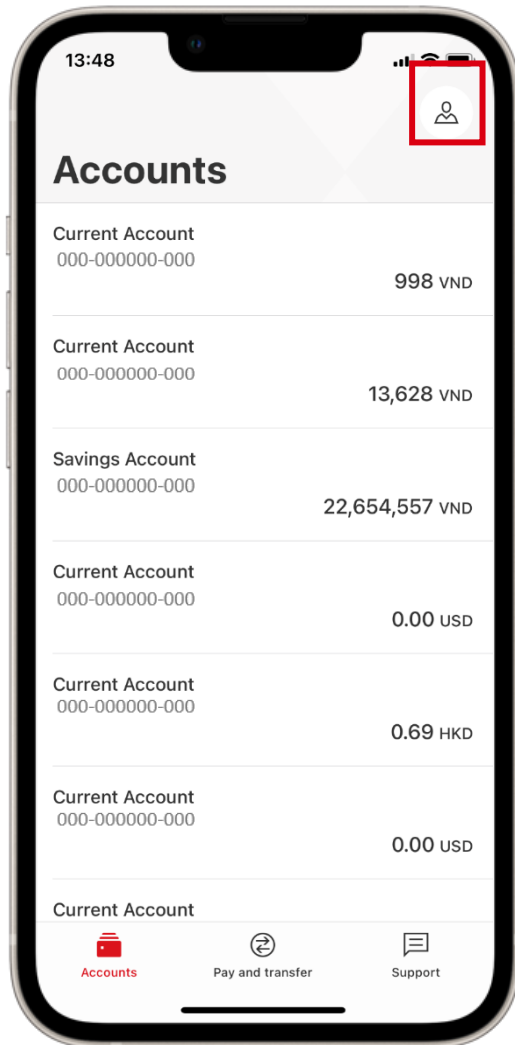
Accounts



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Account List



Accounts held will be displayed within the **Accounts** section of the app which is the first page you will see after successful Log On.

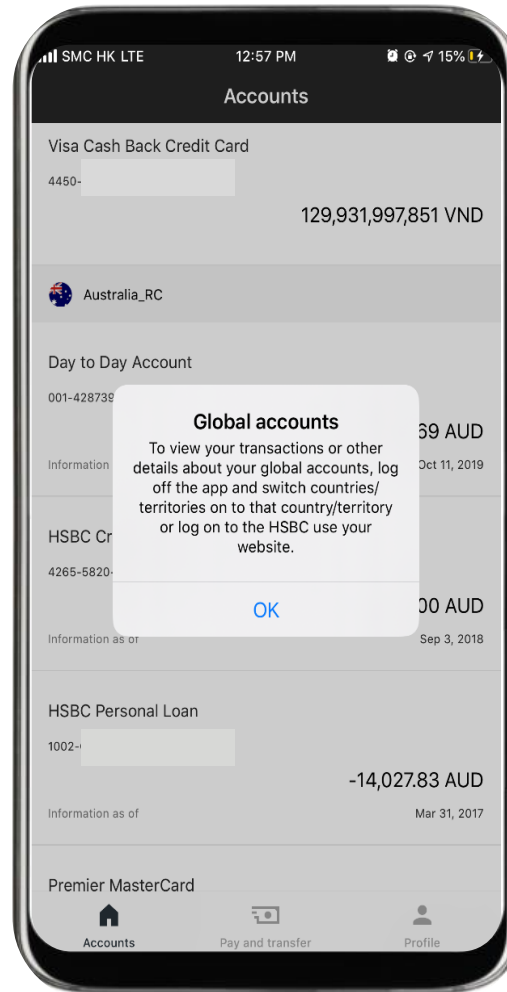
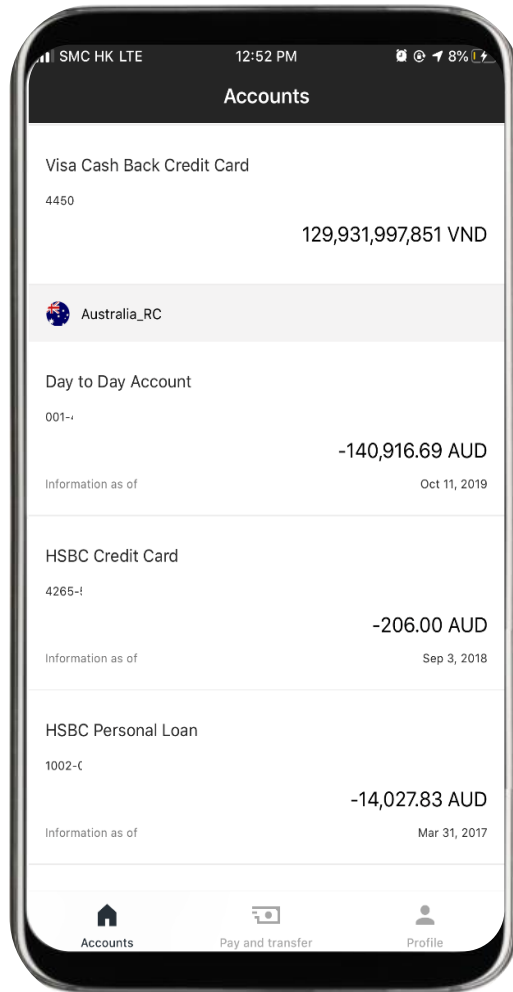
The accounts will be listed by account name and account number. If you have renamed an account with a nickname, the nickname will be displayed.

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Global View



Globally-linked accounts are grouped together to indicate which country these accounts belong to as indicated by the flag of that account.

Account balances can be viewed, including aggregated balances for bundled accounts.

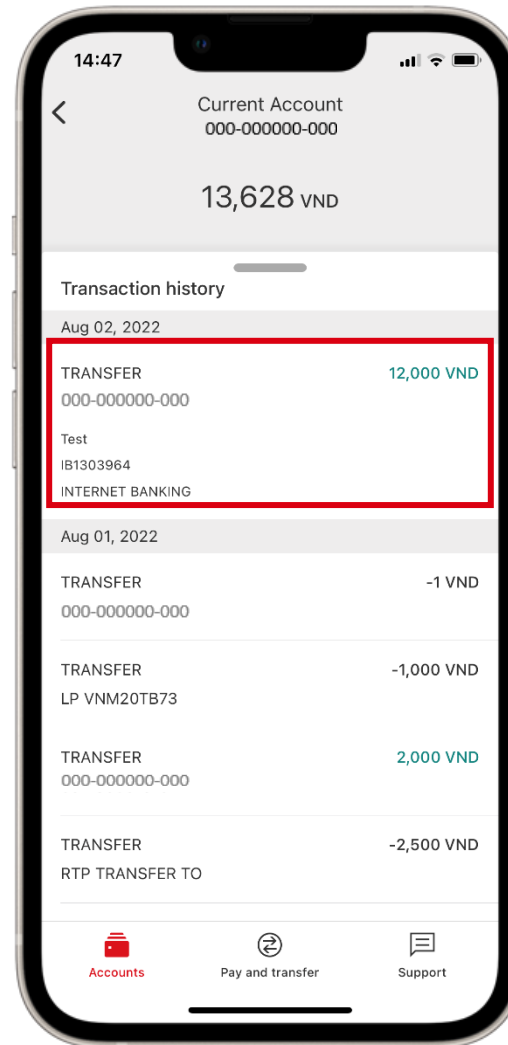
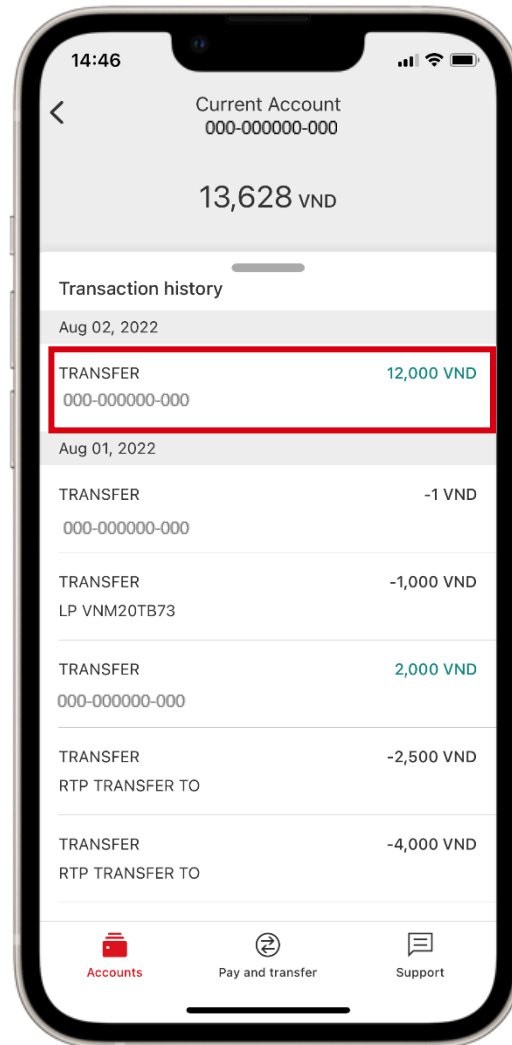
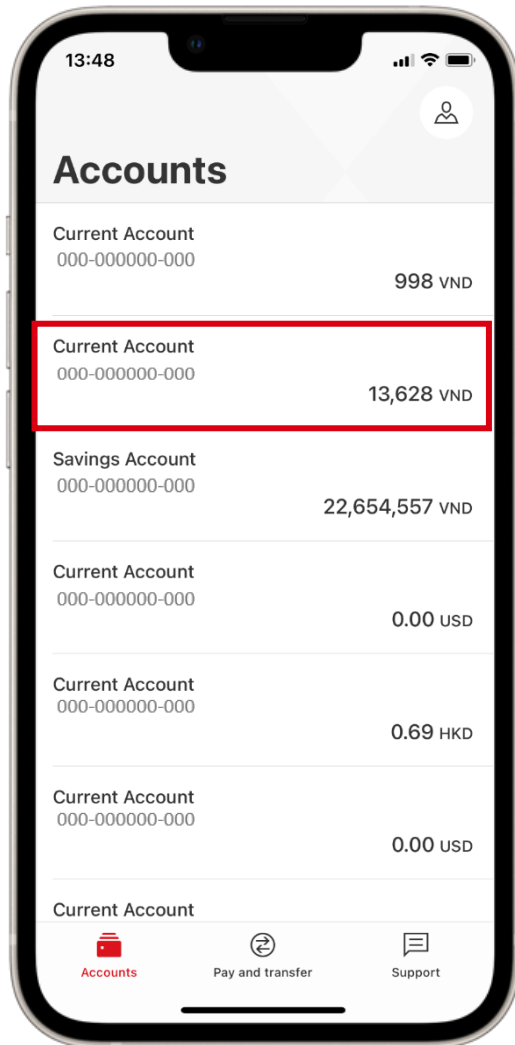
The transactions and account details of that globally-linked account can be viewed by accessing its own country mobile banking app.

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Transaction History



Tap on an account to go to Account Details view.

There is a **Transaction history** window landing on account details view

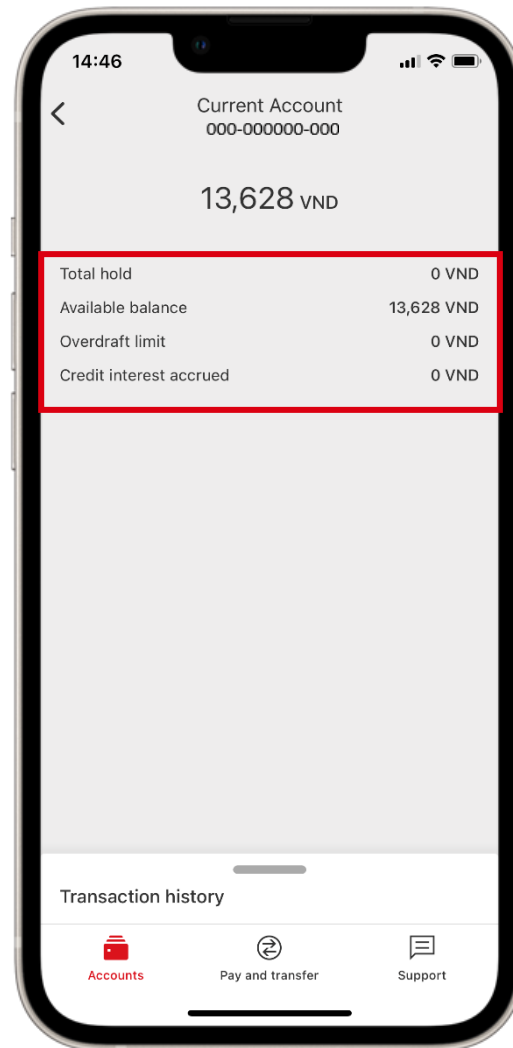
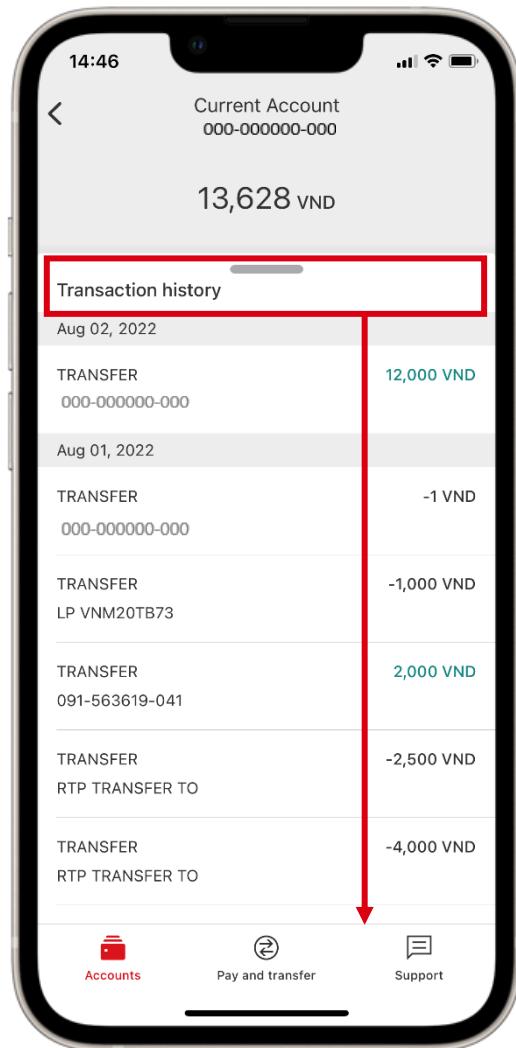
Tap specific transaction to display its details.

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Transaction History



The **Details** tab provide specific account information.

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Pay and transfer

For Domestic Transfer Only

**Transfer to
a Linked Account**

**Transfer to a New
Payee
(Other HSBC)**

**Transfer to
an Existing Payee**

**Transfer to a New Payee
(Non HSBC)
Instant transfer NAPAS 247**

**Scan QR code
Instant transfer NAPAS 247**

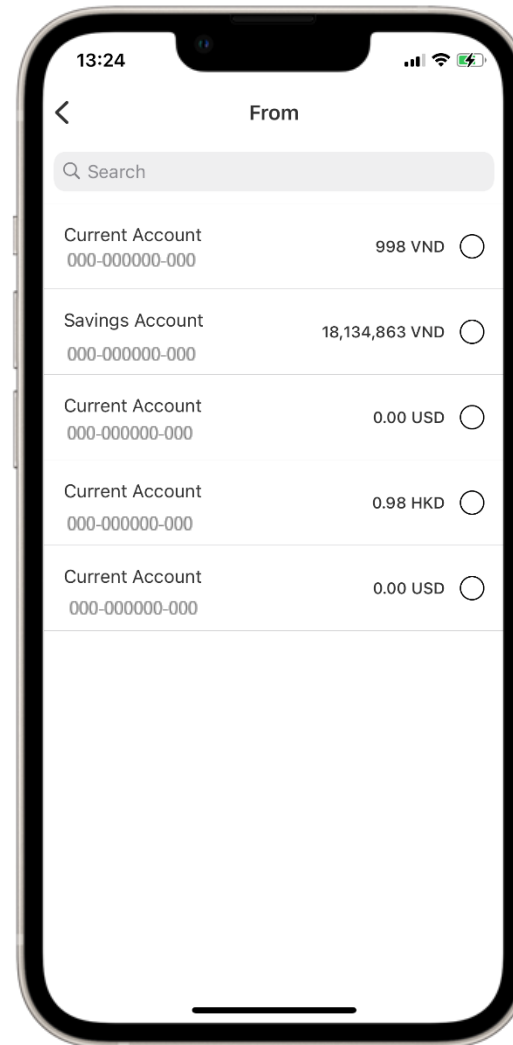
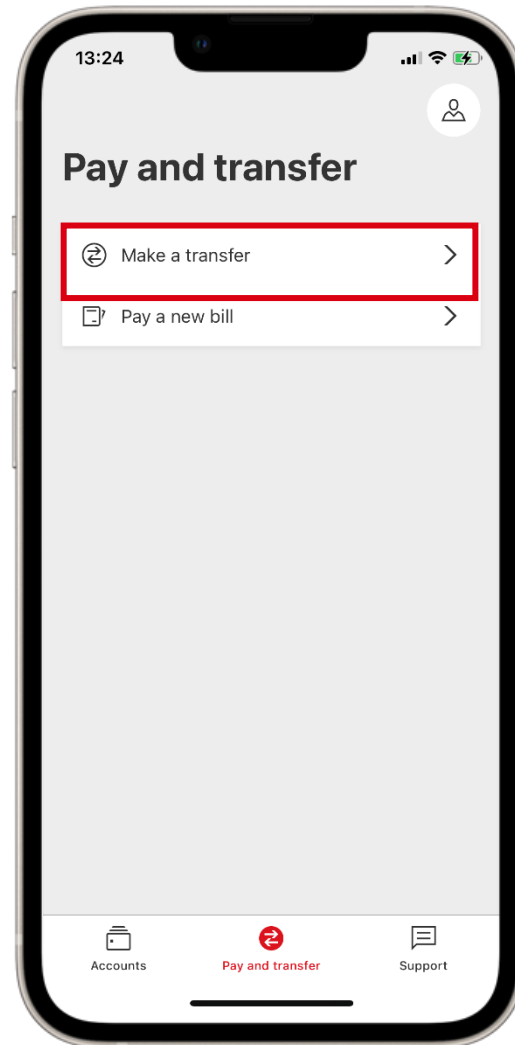
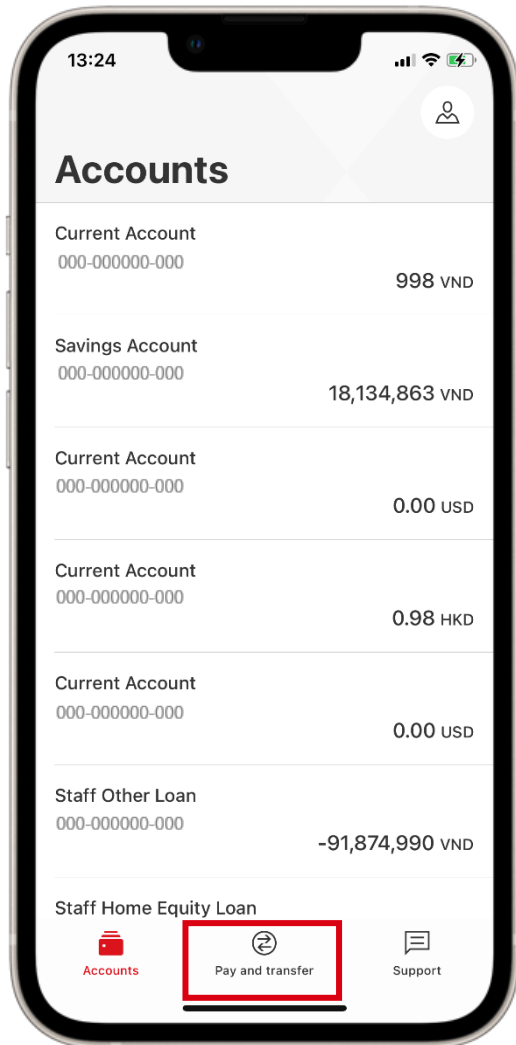
**Transfer to a New Payee
(Non HSBC)
Normal transfer**



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Pay and transfer – Transfer to a linked account



Tap the **Pay and Transfer** icon at the bottom of the app to begin the journey

In the next screen, tap the **Make a transfer**.

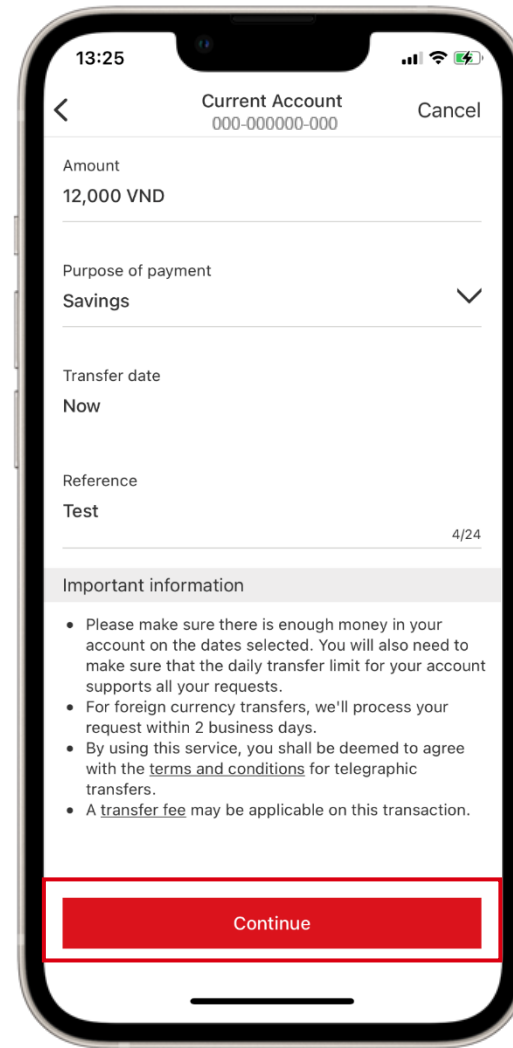
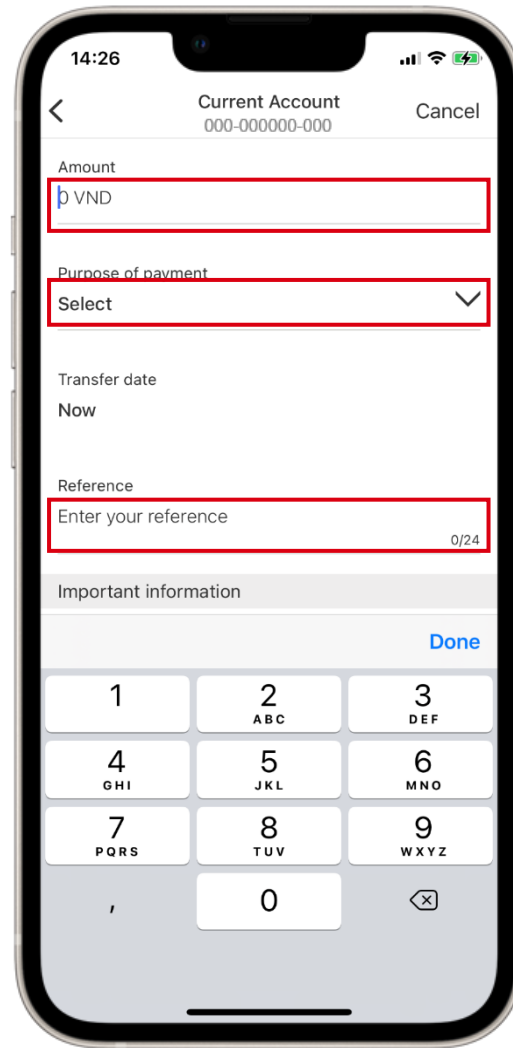
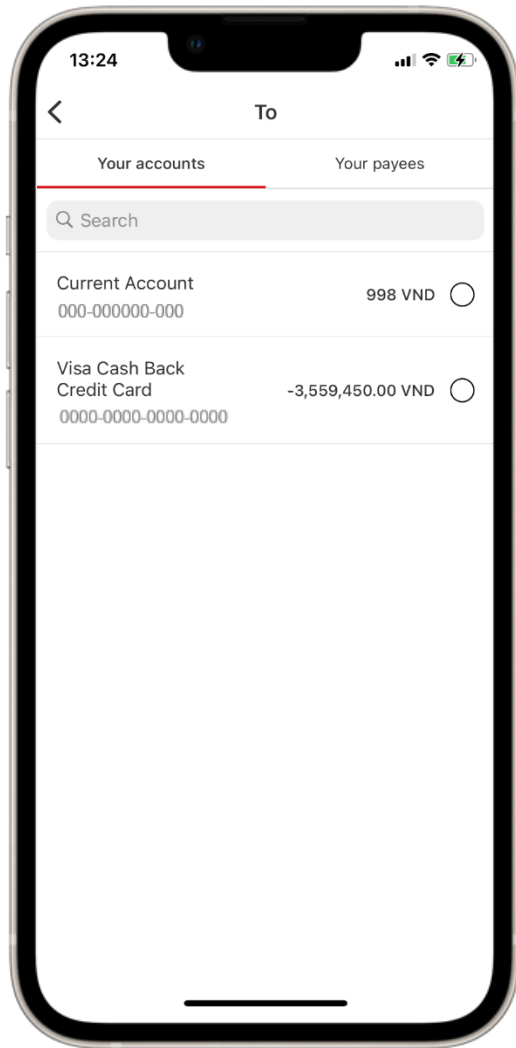
Select account which transfer to be made to proceed.

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Pay and transfer – Transfer to a linked account

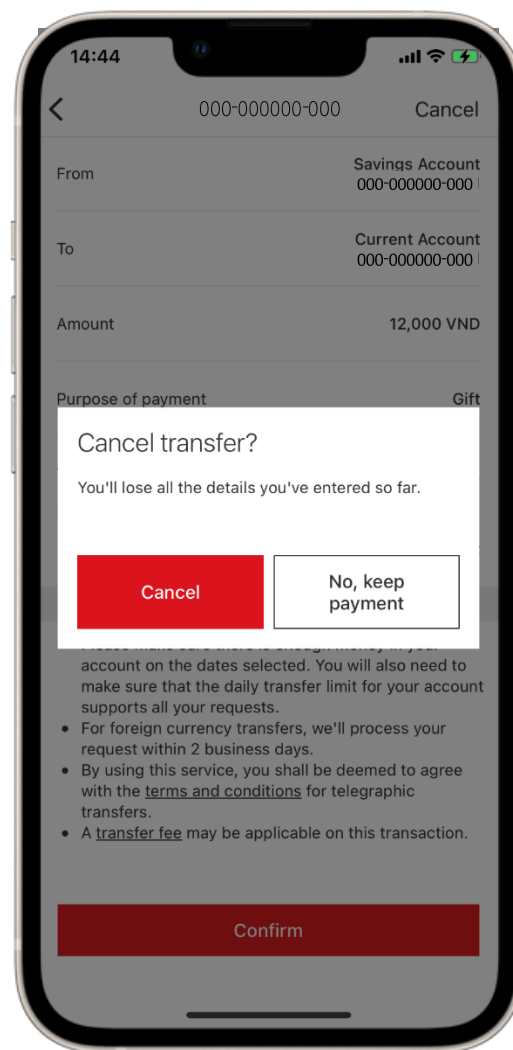
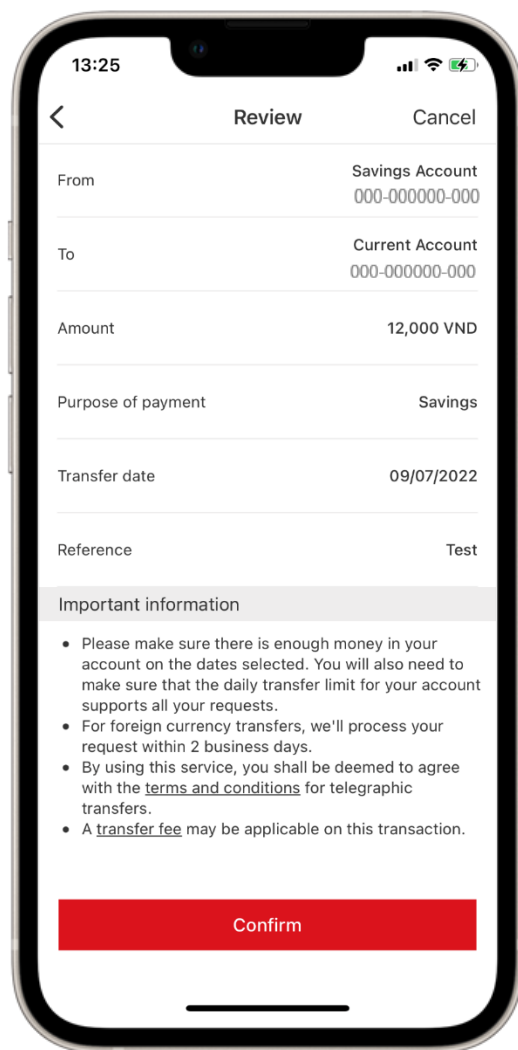


Select an account to transfer fund in **Your accounts** list

Enter **Amount** and then select **Purpose of payment** from drop down.

Enter **reference** and then click on **Continue**

Pay and transfer – Transfer to a linked account



Review the details of the transfer in the **Review** screen.

If all details are correct, tap **Confirm**.

If you choose **Cancel**, you will be asked to re-confirm by:

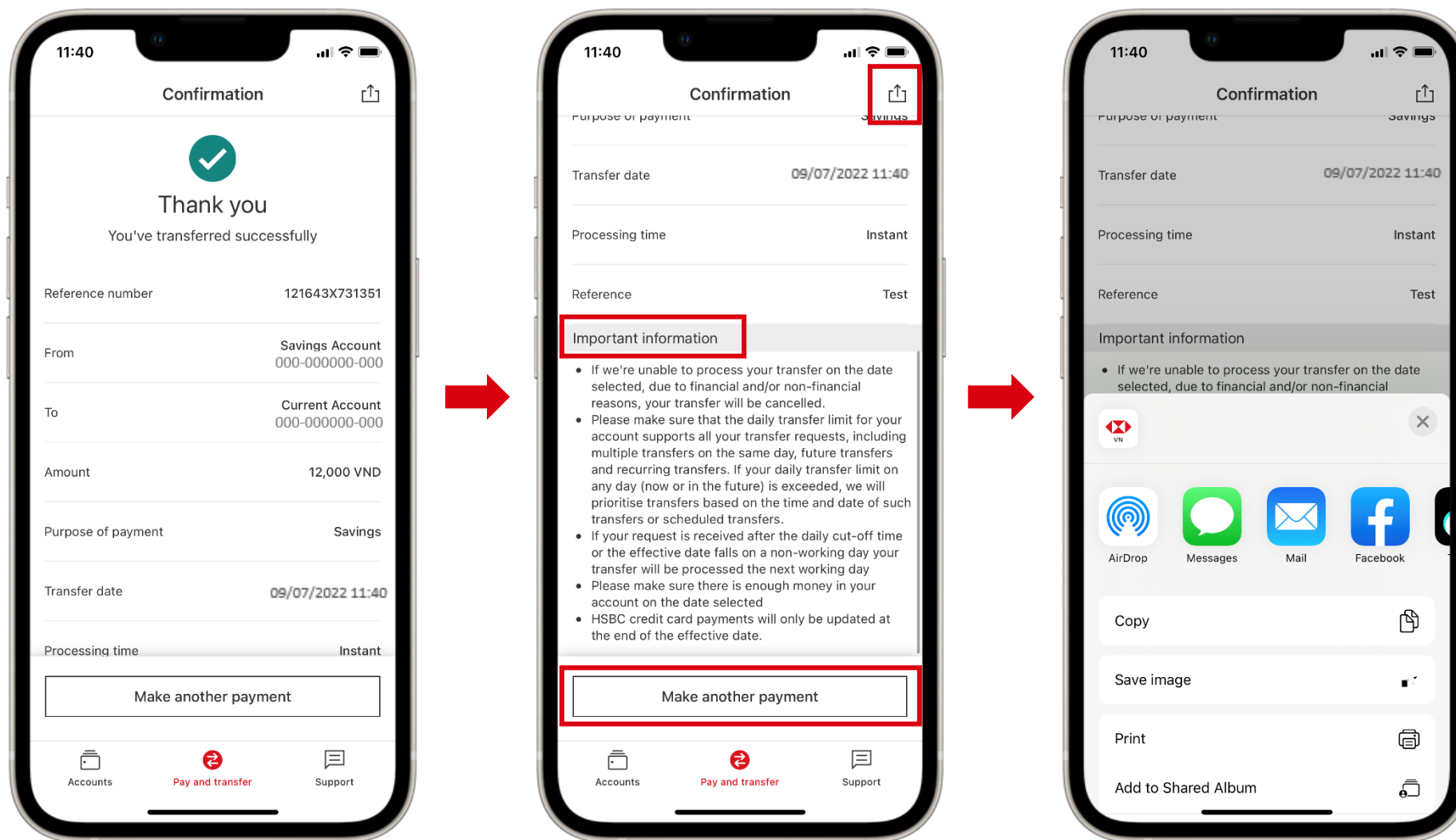
- Tapping **Cancel** to Cancel the transfer, it will go back to the beginning of the transfer process.
- Tapping **No, keep payment** to continue your transfer.

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Pay and transfer – Transfer to a linked account



Upon tapping Confirm on the transfer details, you will be directed to the **Confirmation** showing the details of the completed transfer.

Scroll down to go through **Important information**.

Tap **Share** icon on the top right to share the transfer receipt

Choose the channel which you would like to share the receipt or tap **Save image** to save the receipt your device to share later.

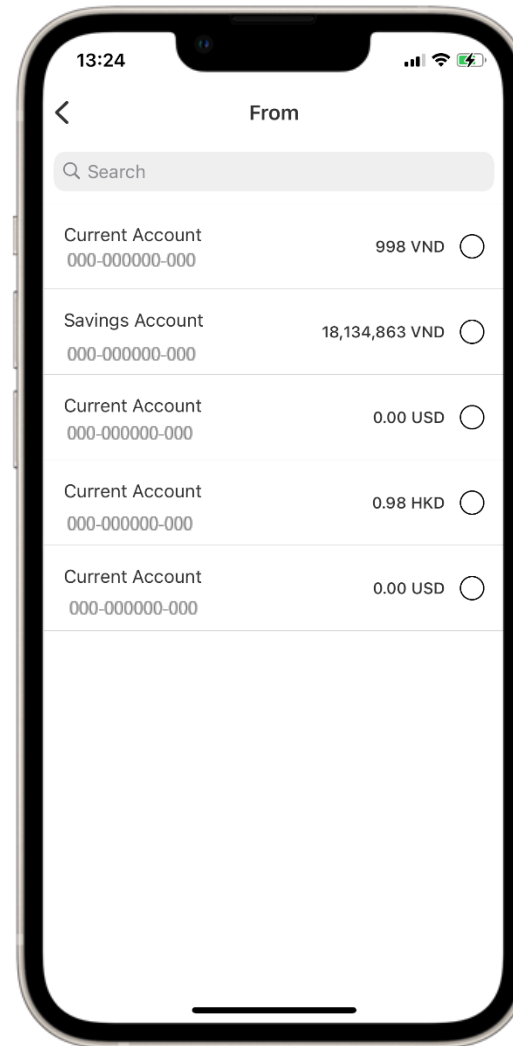
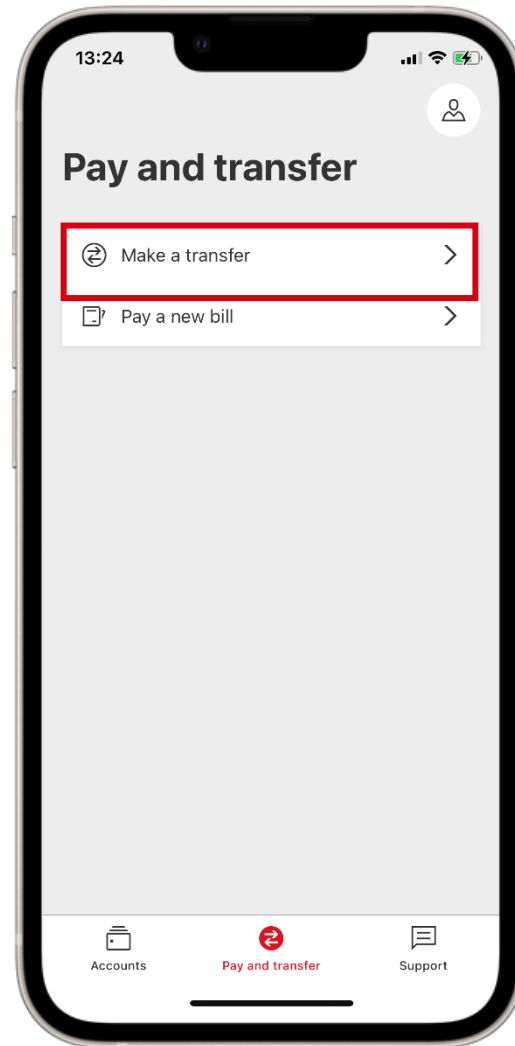
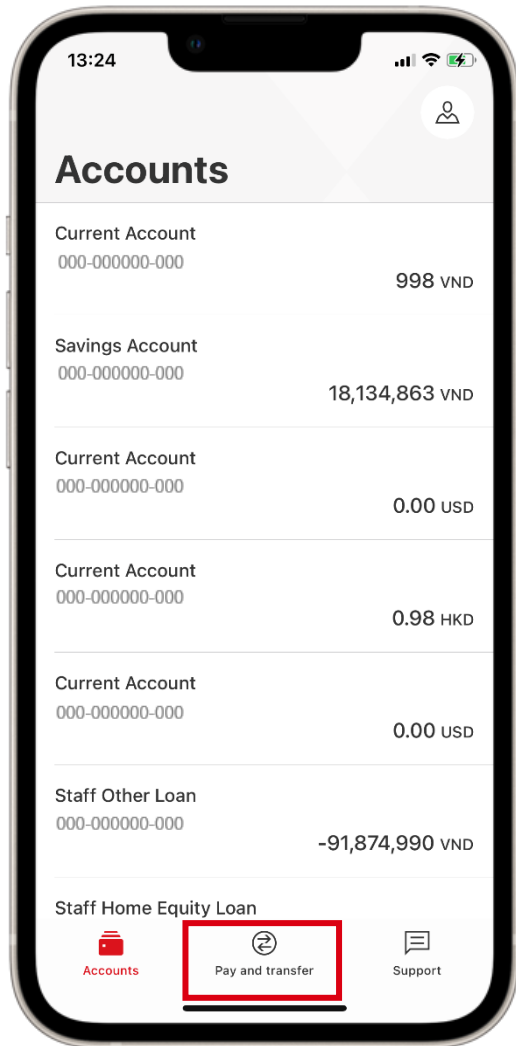
To initiate new transfer, tap **Make another payment**

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Pay and transfer – Transfer to a new payee (other HSBC account)



Tap the **Pay and Transfer** icon at the bottom of the to begin the journey

In the next screen, tap the **Make a transfer**.

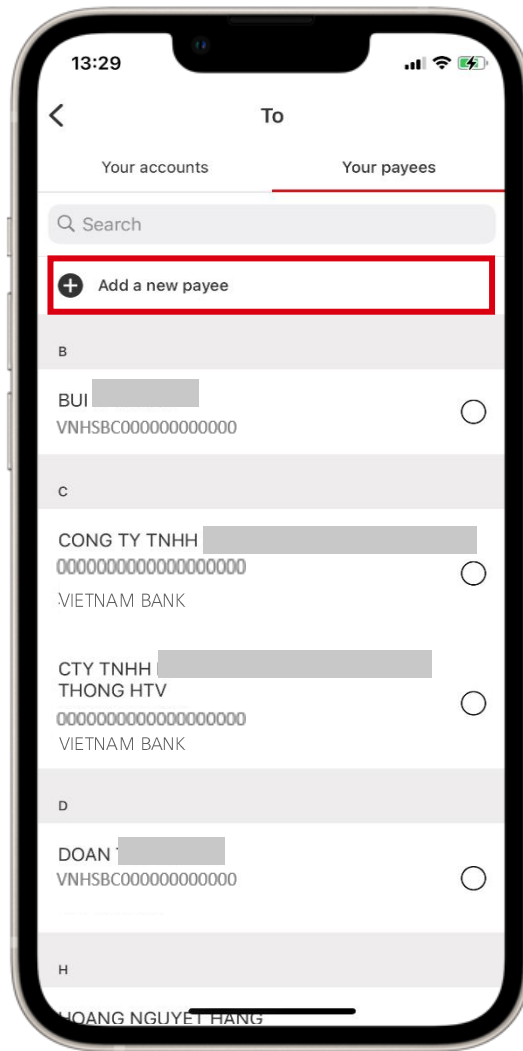
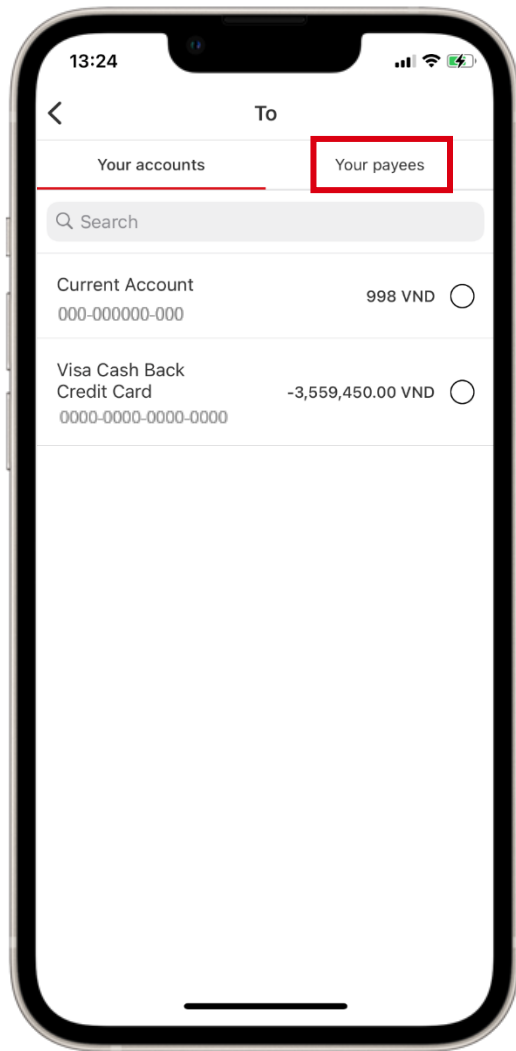
Select account from which transfer to be made to proceed.

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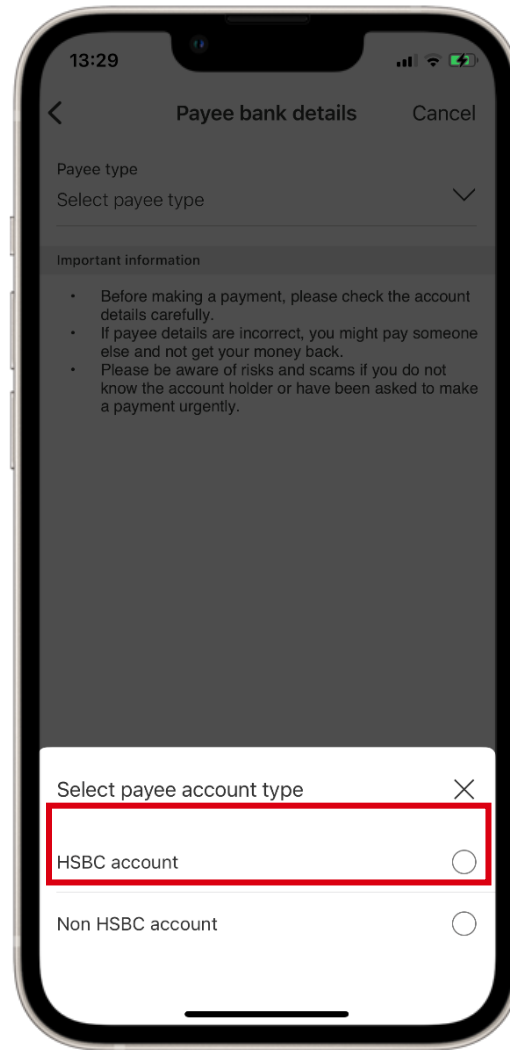
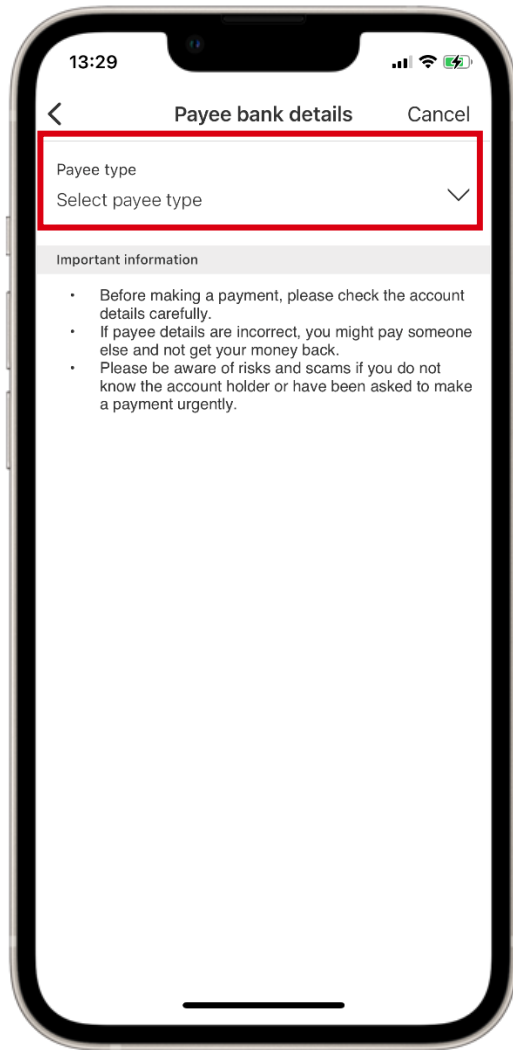
Pay and transfer – Transfer to a new payee (other HSBC account)



Tap Your payees – the list will include all of your saved domestic payees.

Tap **Add a new payee** icon

Pay and transfer – Transfer to a new payee (other HSBC account)



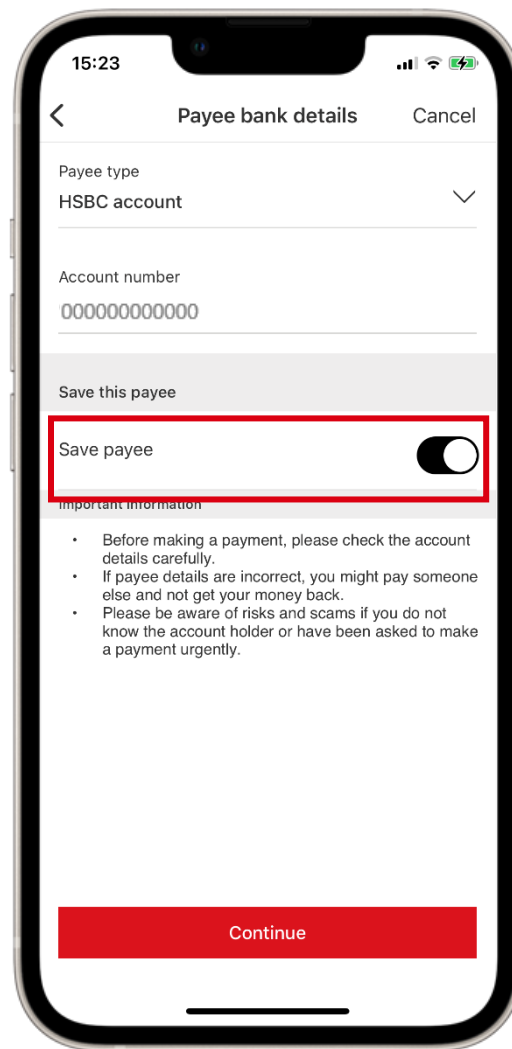
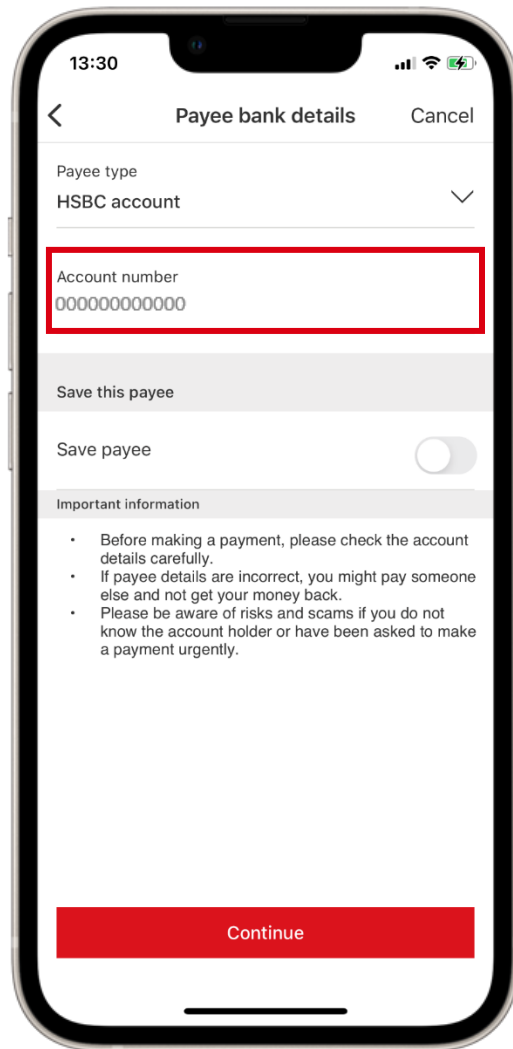
Tap on **Select payee type**
Select **HSBC Account**

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Pay and transfer – Transfer to a new payee (other HSBC account)



Enter **account number** of beneficiary person

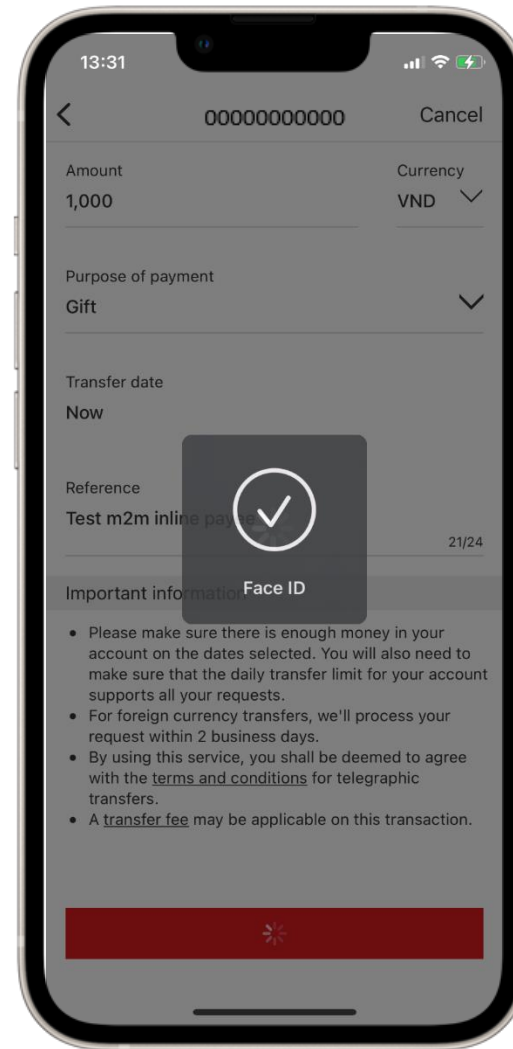
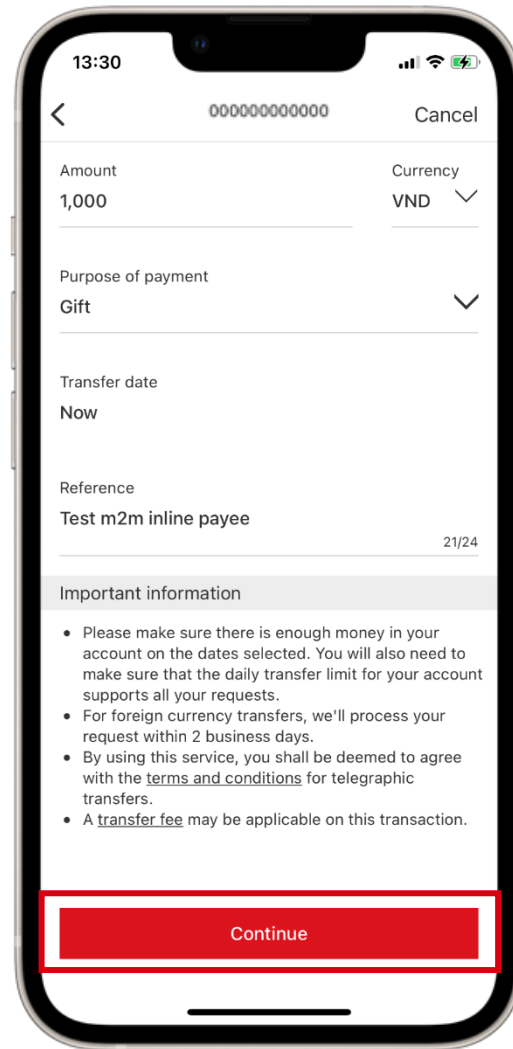
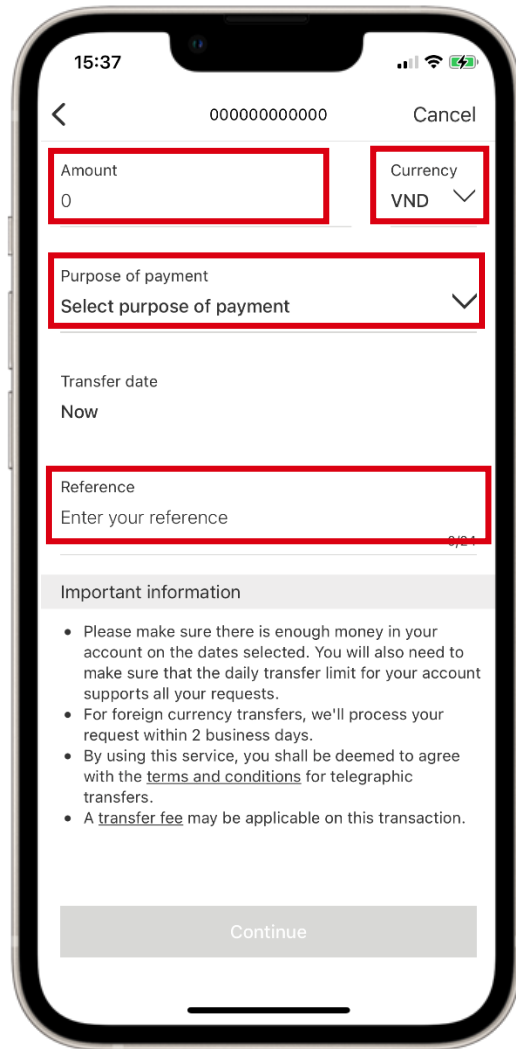
Tap **Save payee** button if you want to save the payee details.

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Pay and transfer – Transfer to a new payee (other HSBC account)



Enter the transfer details:
Amount, **Currency** (for foreign currency transfers),
Purpose of payment,
Reference.

Tab **Continue** to proceed.

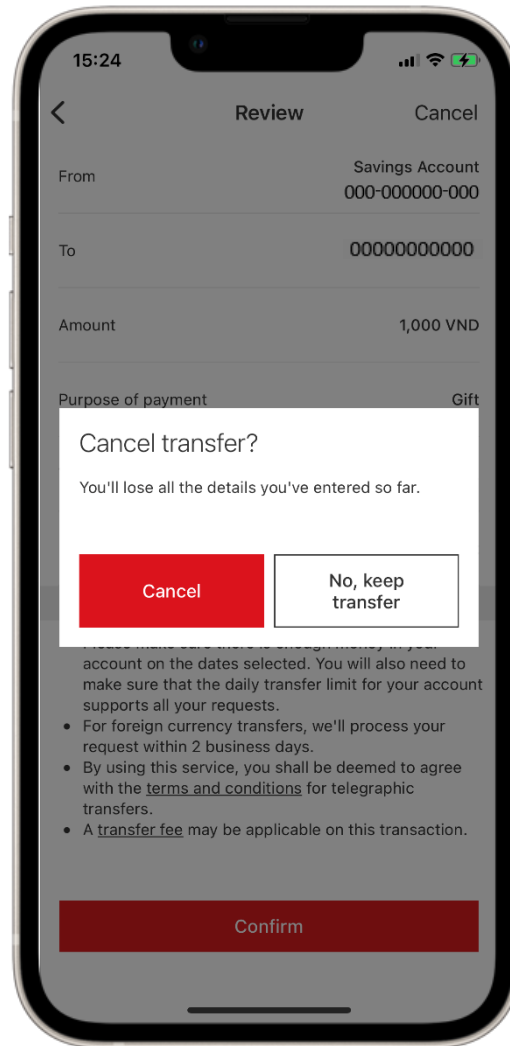
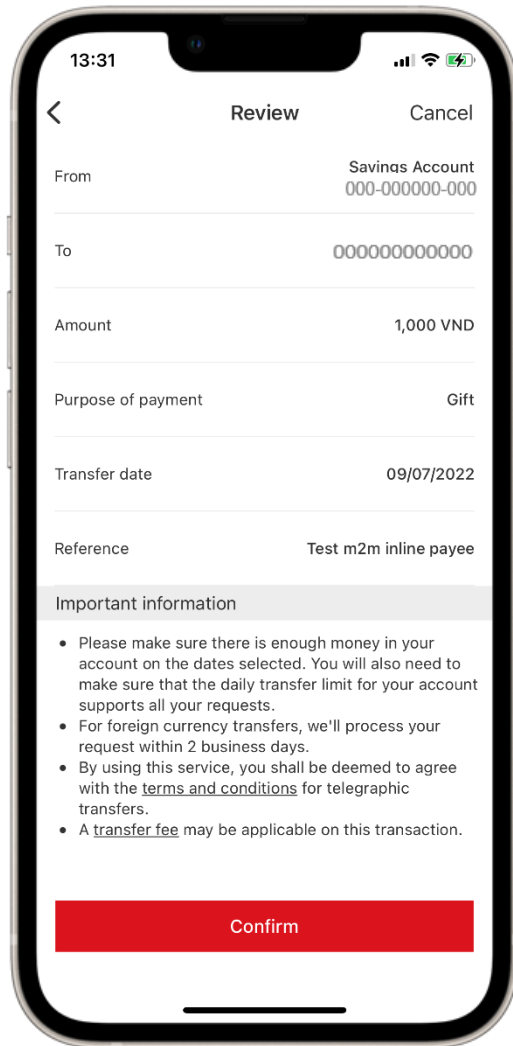
Verify the transaction by face ID/ finger print or enter 6 digits PIN

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Pay and transfer – Transfer to a new payee (other HSBC account)



Review the details of the transfer in the **Review** screen.

If all details are correct, tap **Confirm**.

If you choose **Cancel**, you will be asked to re-confirm by:

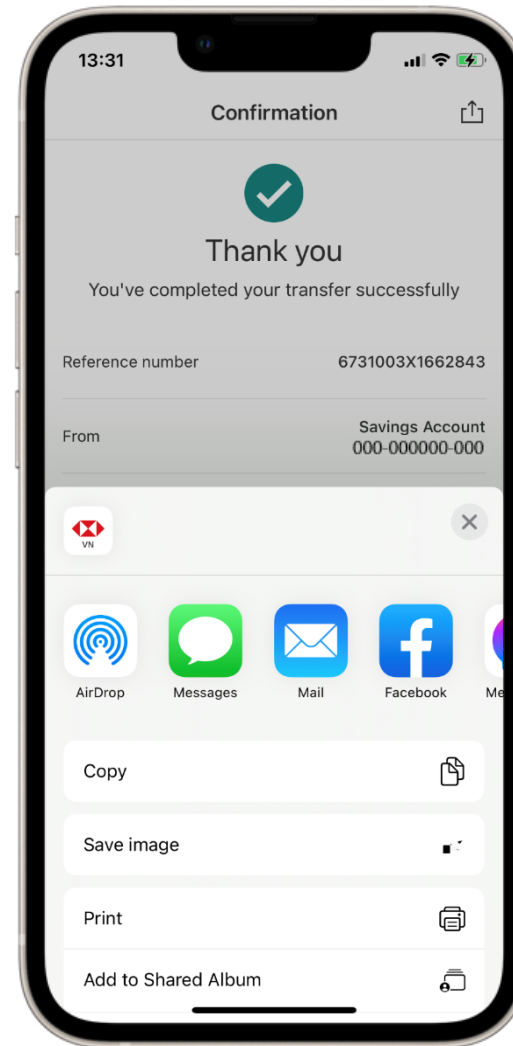
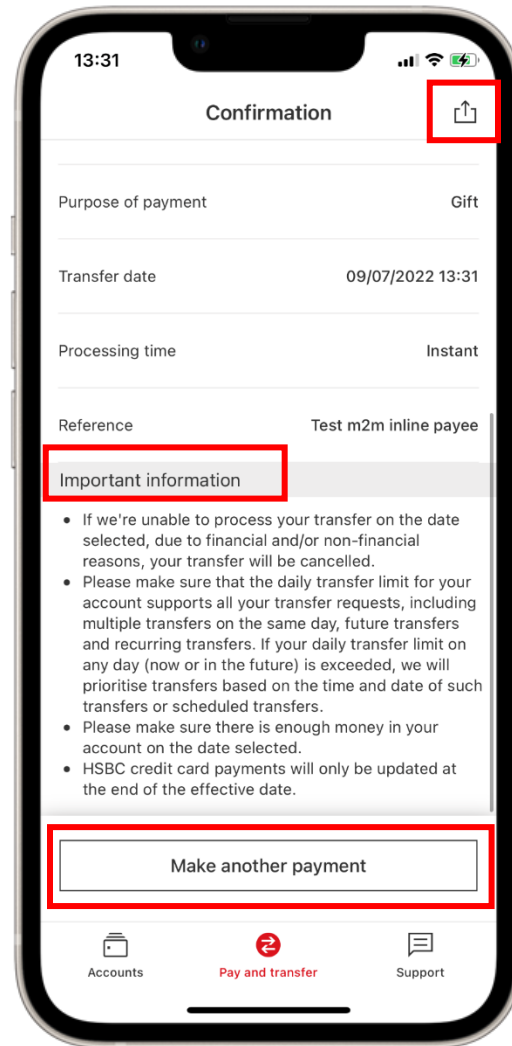
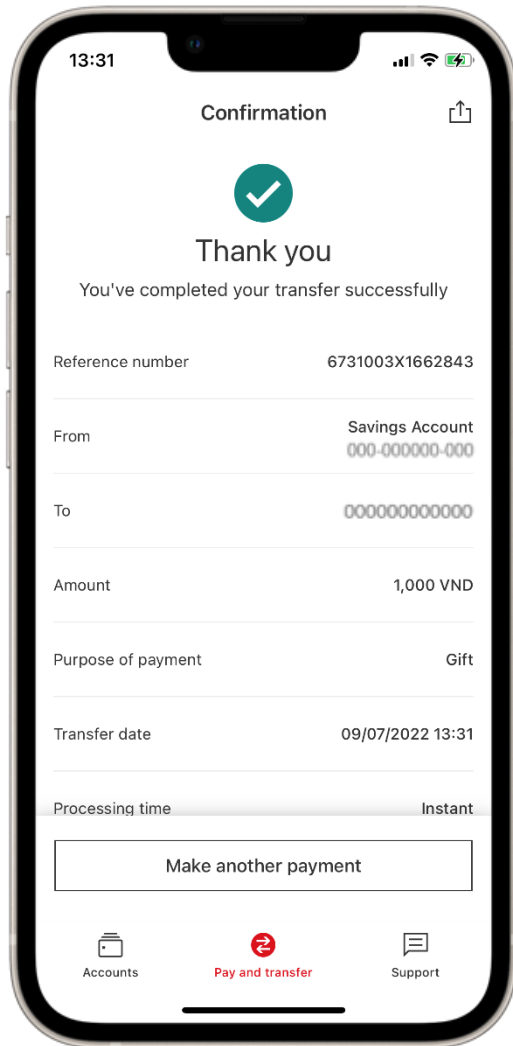
- Tapping **Cancel** to Cancel the transfer, it will go back to the beginning of the transfer process.
- Tapping **No, keep payment** to continue your transfer.

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Pay and transfer – Transfer to a new payee (other HSBC account)



Upon tapping Confirm on the transfer details, you will be directed to the **Confirmation** showing the details of the completed transfer.

Scroll down to go through **Important information**.

Tap **Share** icon on the top right to share the transfer receipt

Choose the channel which you would like to share the receipt or tap **Save image** to save the receipt your device to share later.

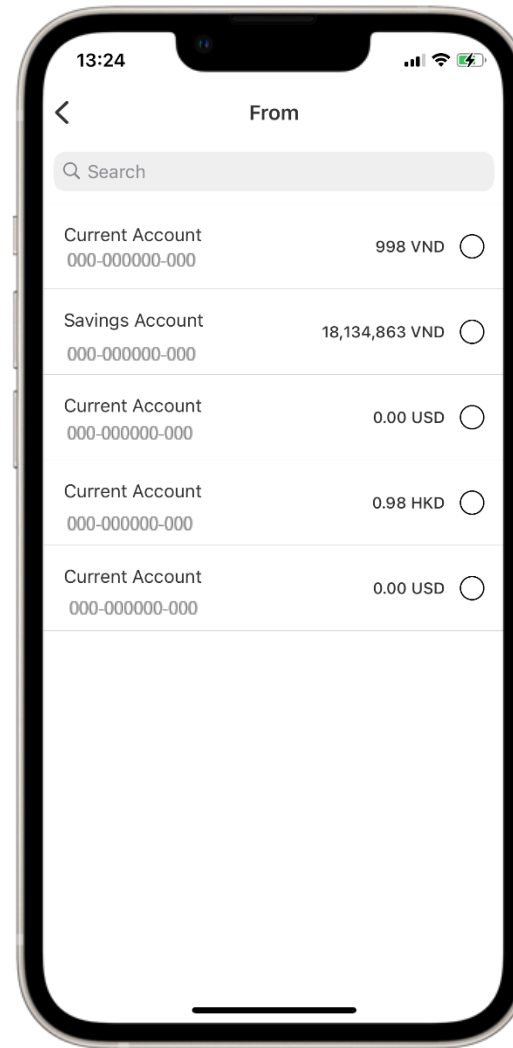
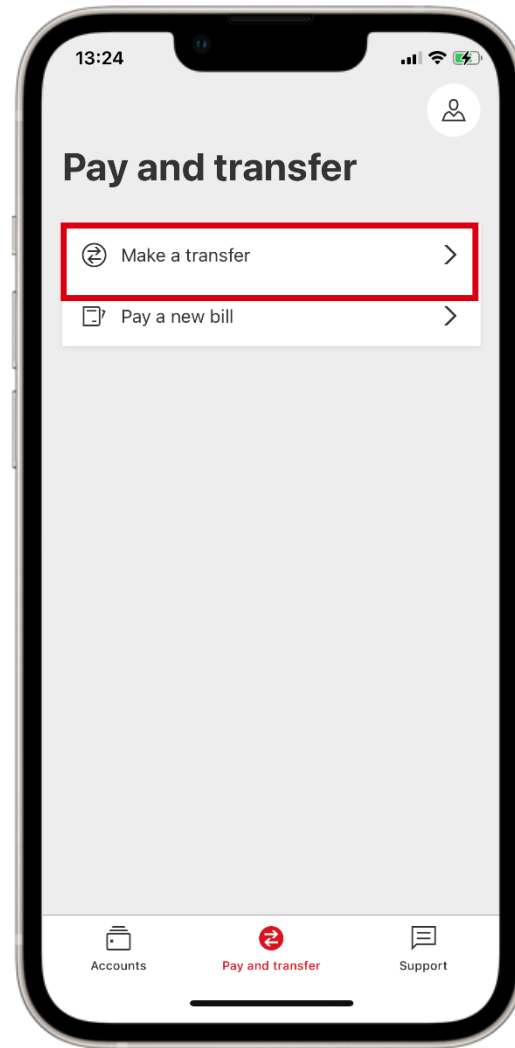
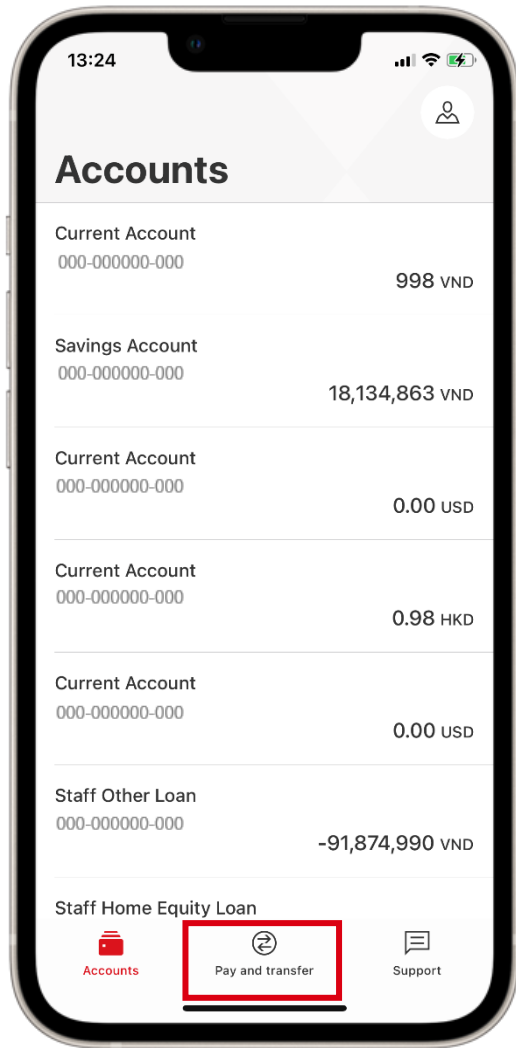
To initiate new transfer, tap **Make another payment**

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Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247



Tap the **Pay and Transfer** icon at the bottom of the to begin the journey

In the next screen, tap the **Make a transfer**.

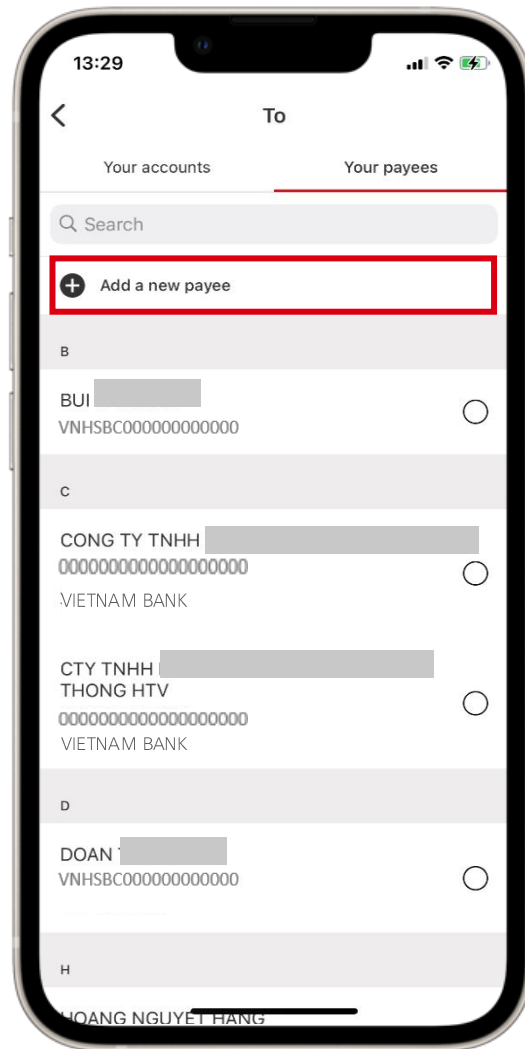
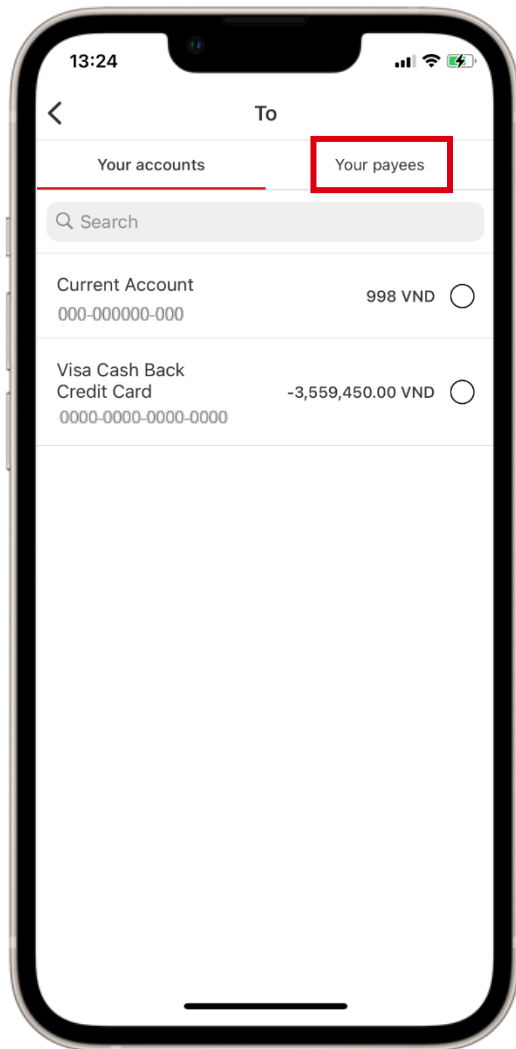
Select account from which transfer to be made to proceed.

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Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247



Tap Your payees – the list will include all of your saved domestic payees.

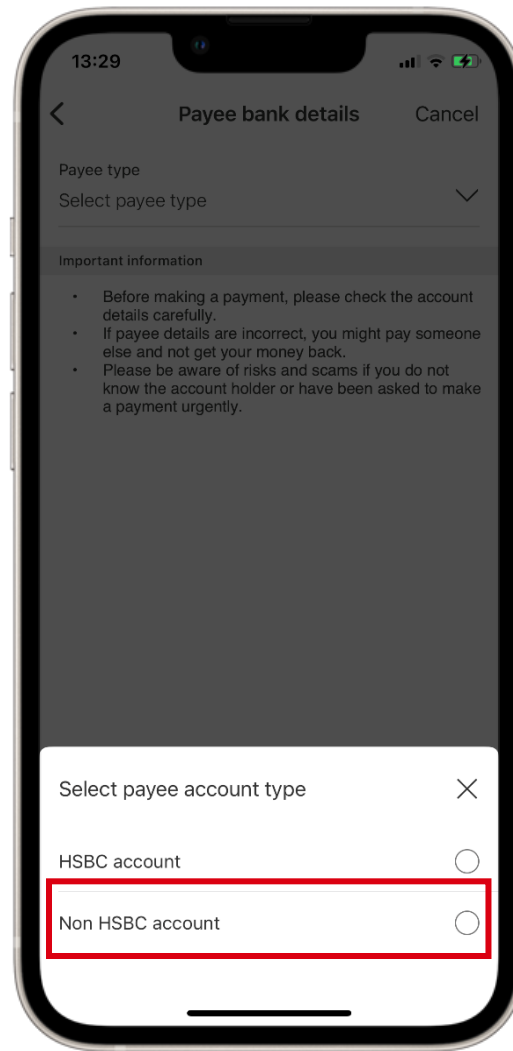
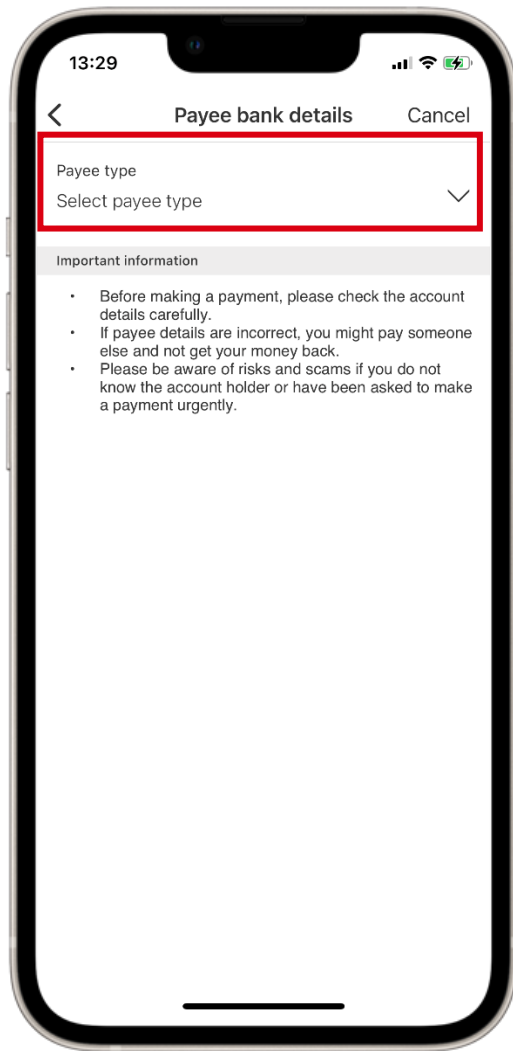
Tap **Add a new payee** icon

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Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247



Tap on **Select payee type**

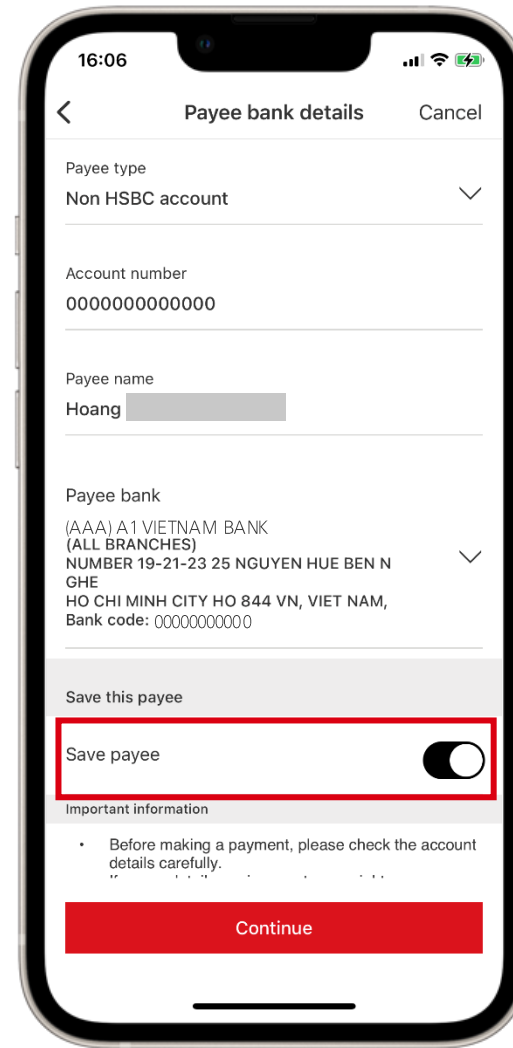
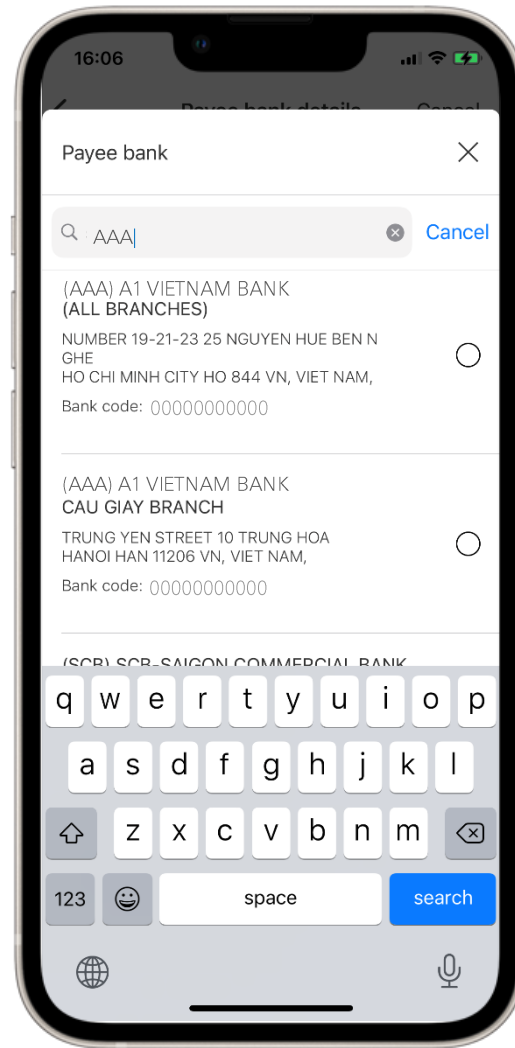
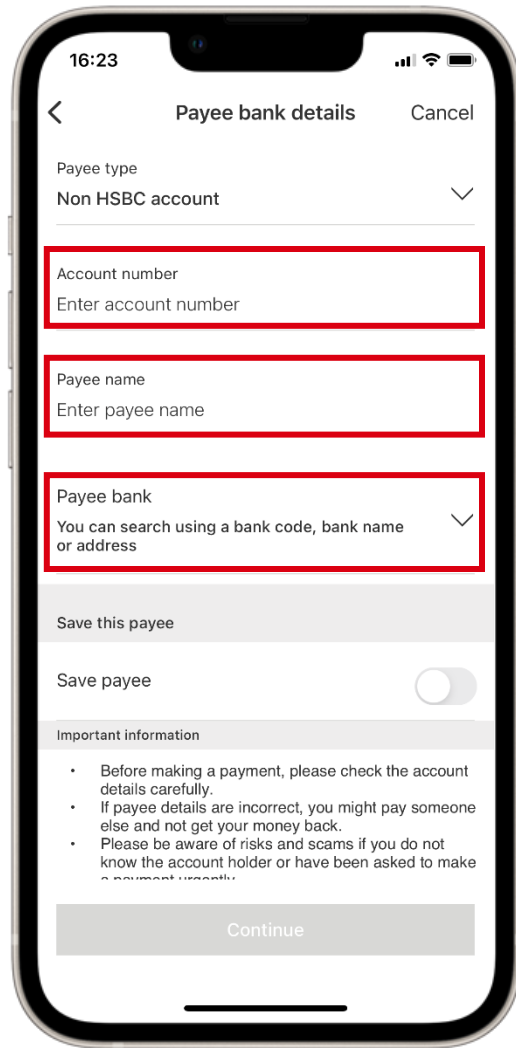
Select **Non HSBC Account**

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Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247

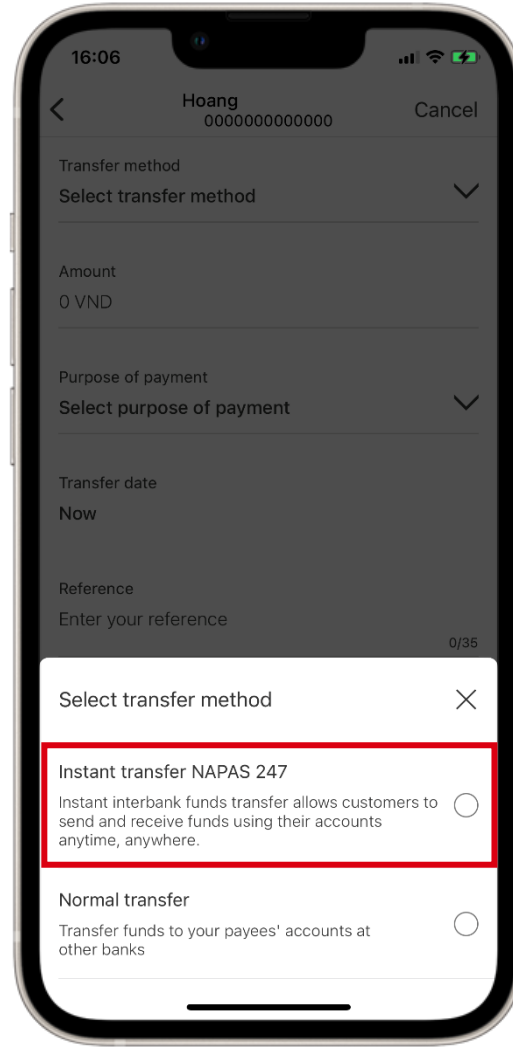
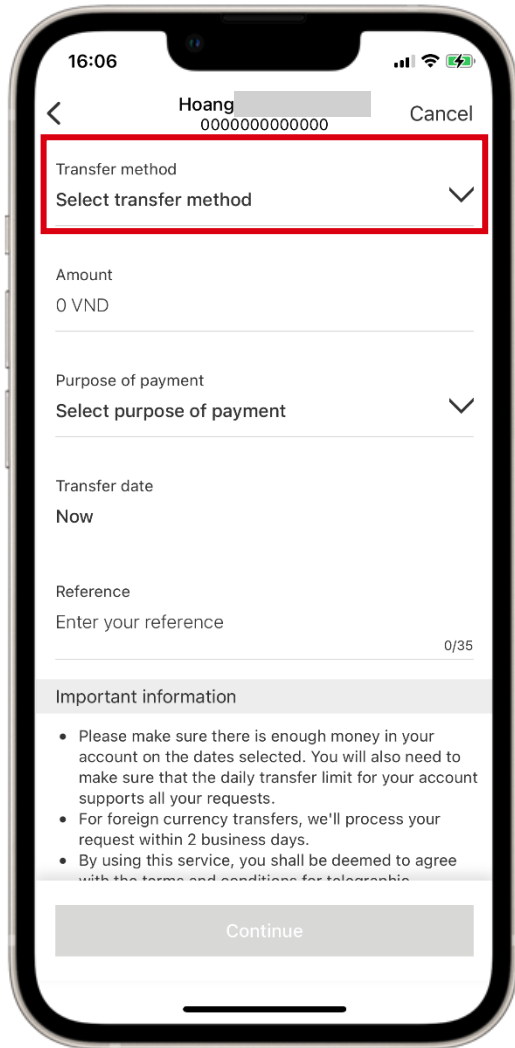


Enter payee details: **Account number, Payee name, Payee bank**

Note: Account number with letters has not been supported on HSBC Vietnam app. Please use Online Banking instead.

Tap **Save payee** button if you want to save the payee details.

Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247



Tap **Select transfer method** from the **Transfer method field**

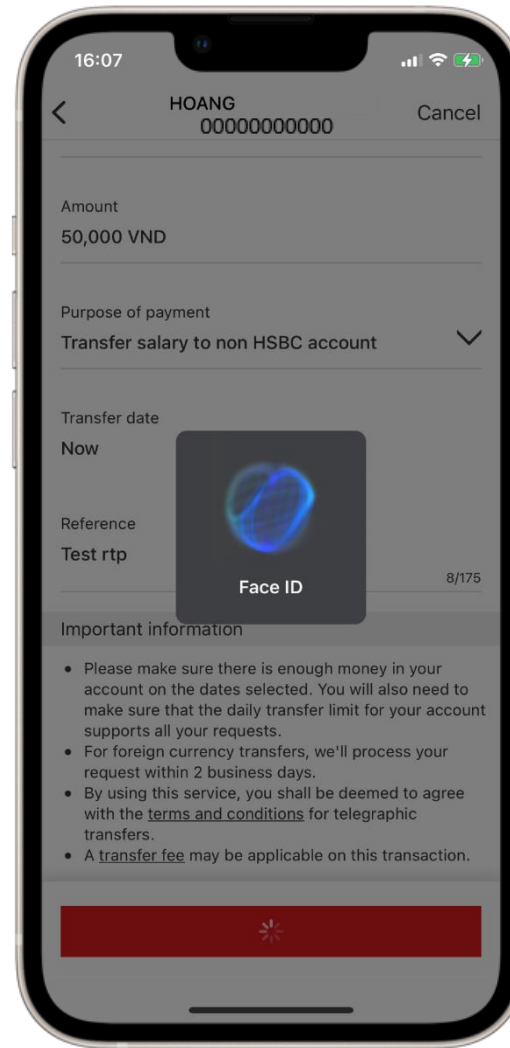
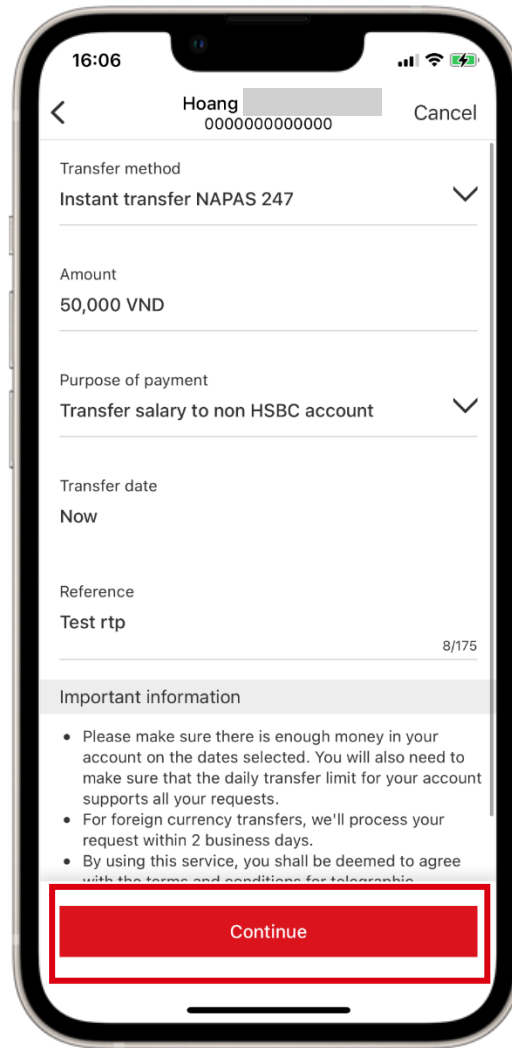
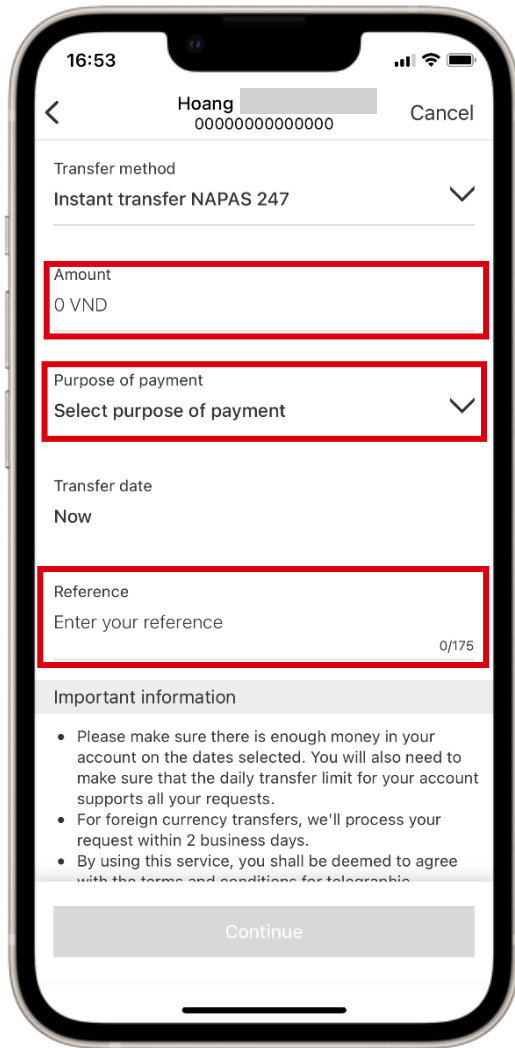
Select **Instant transfer NAPAS 247**

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Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247



Enter the transfer details:
Amount, Purpose of payment, Reference.

Tab **Continue** to proceed.

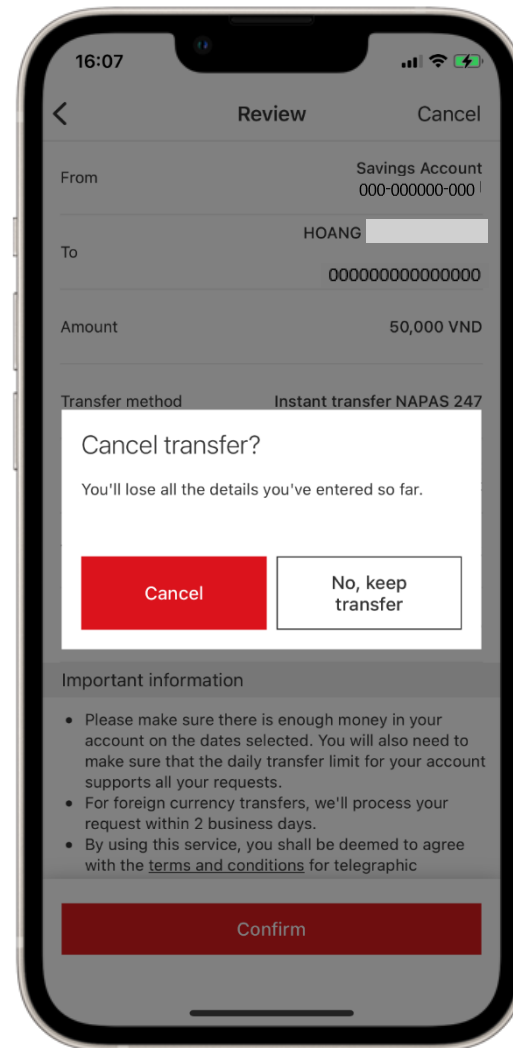
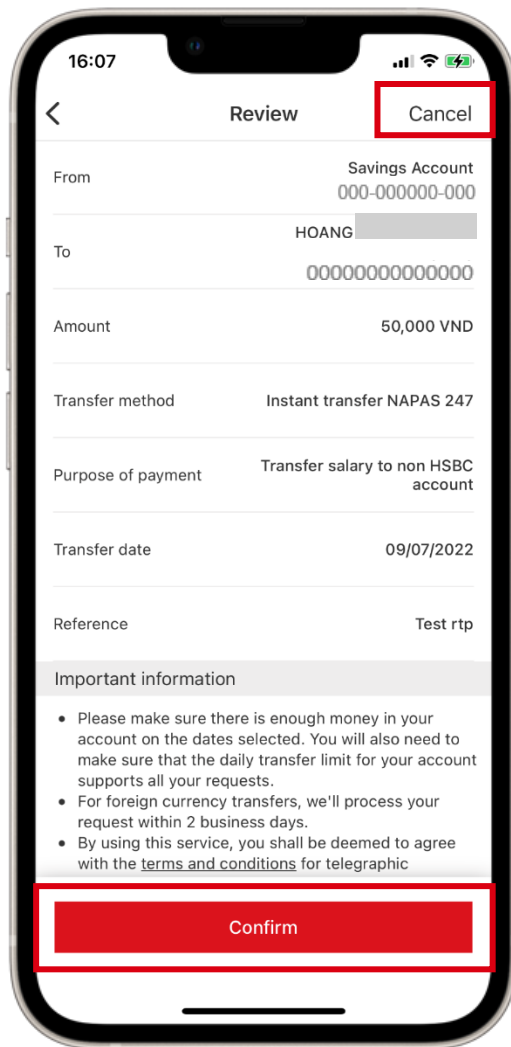
Verify the transaction by face ID/
finger print or enter 6 digits PIN

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Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247



Review the details of the transfer in the **Review** screen.

If all details are correct, tap **Confirm**.

If you choose **Cancel**, you will be asked to re-confirm by:

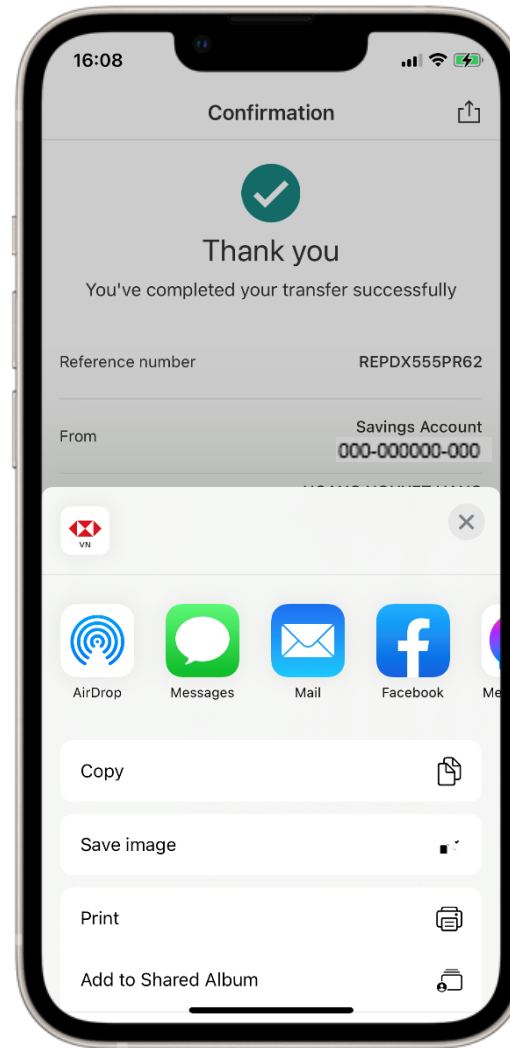
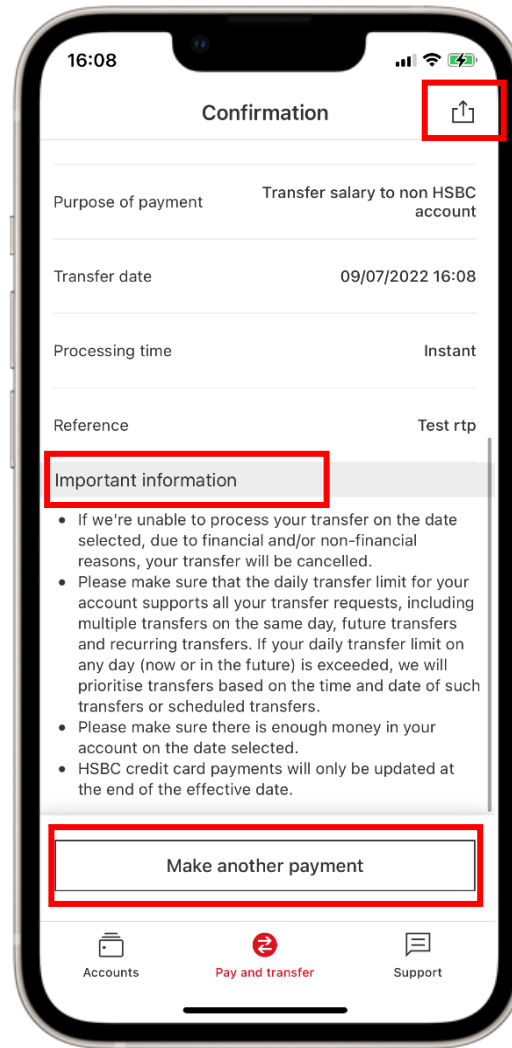
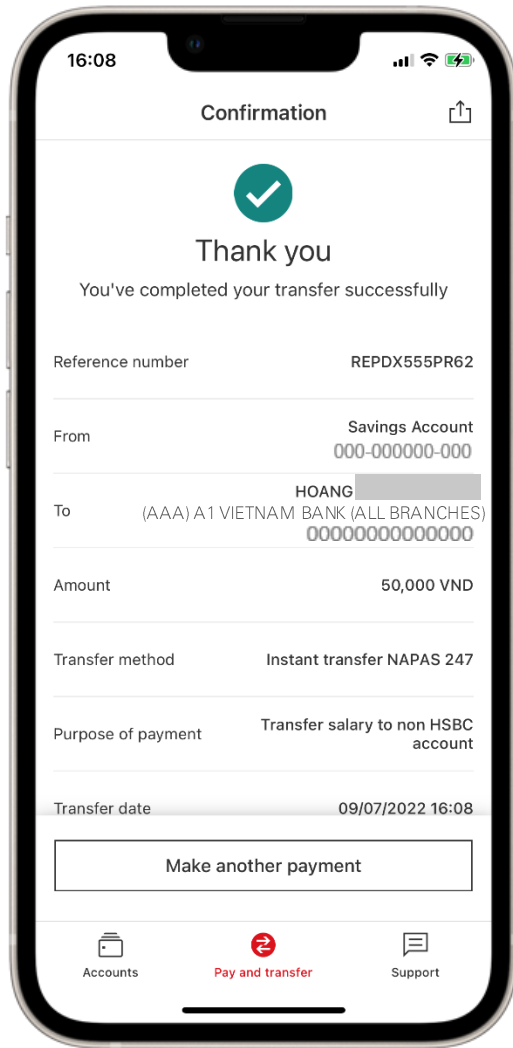
- Tapping **Cancel** to Cancel the transfer, it will go back to the beginning of the transfer process.
- Tapping **No, keep payment** to continue your transfer.

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Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247



Upon tapping Confirm on the transfer details, you will be directed to the **Confirmation** showing the details of the completed transfer.

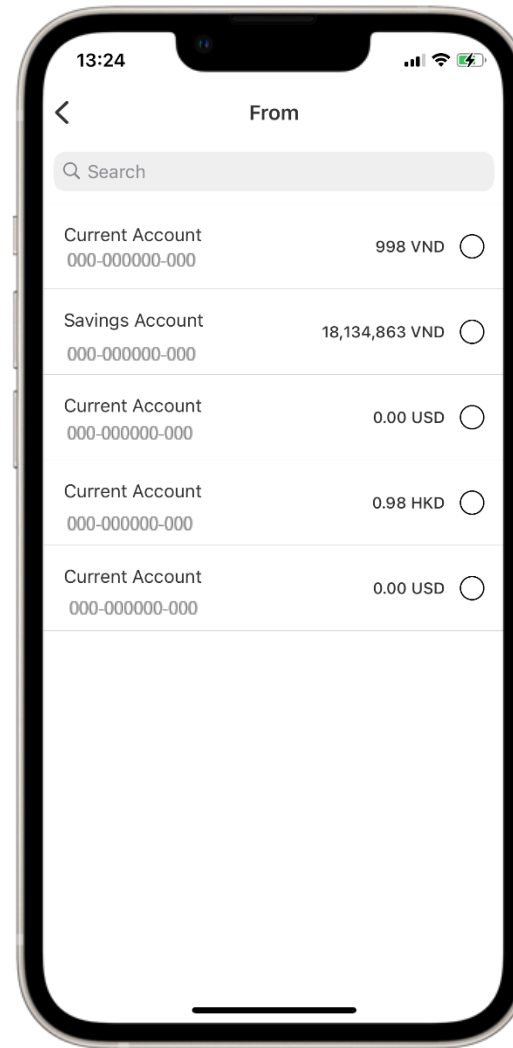
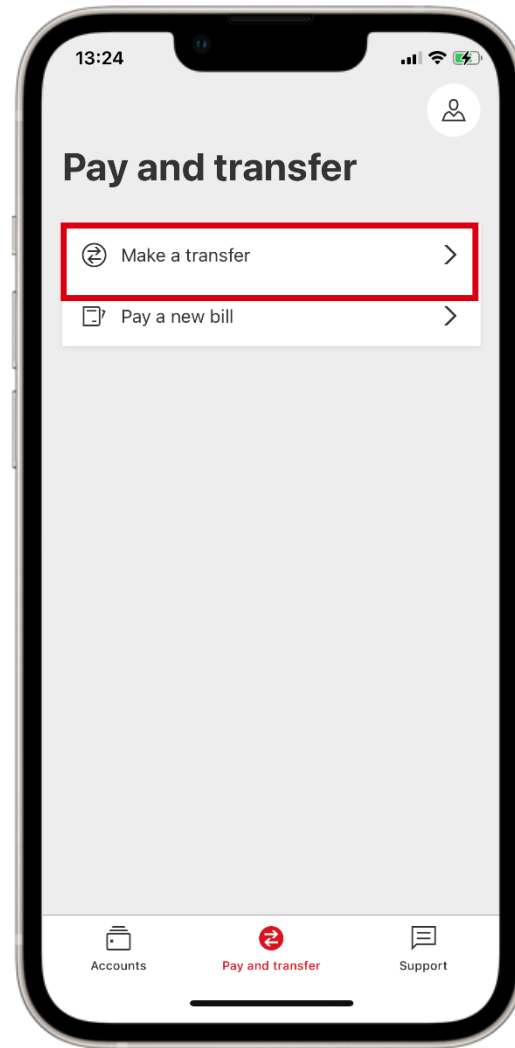
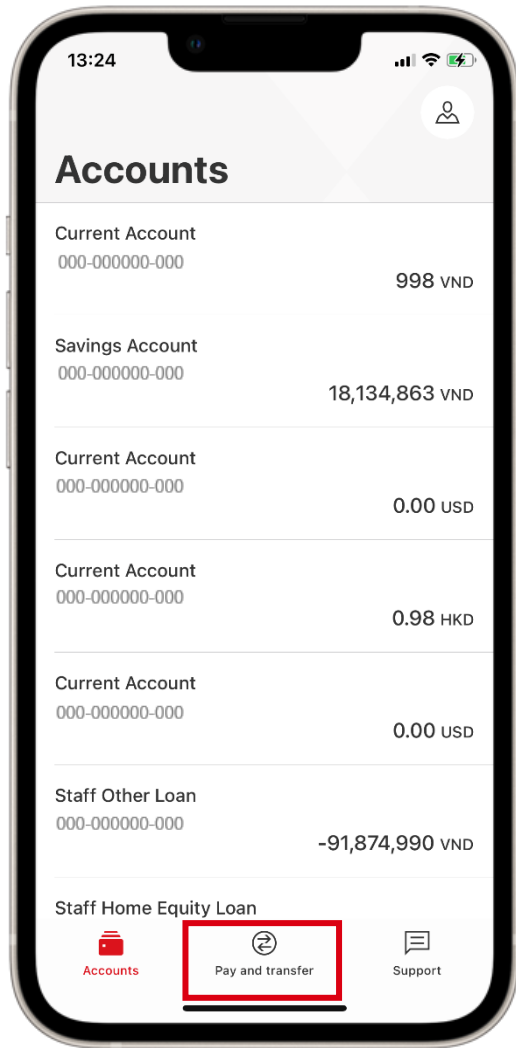
Scroll down to go through **Important information**.

Tap **Share** icon on the top right to share the transfer receipt

Choose the channel which you would like to share the receipt or tap **Save image** to save the receipt your device to share later.

To initiate new transfer, tap **Make another payment**

Pay and Transfer – Transfer to a new payee (non HSBC account) - Normal transfer



Tap the **Pay and Transfer** icon at the bottom of the to begin the journey

In the next screen, tap the **Make a transfer**.

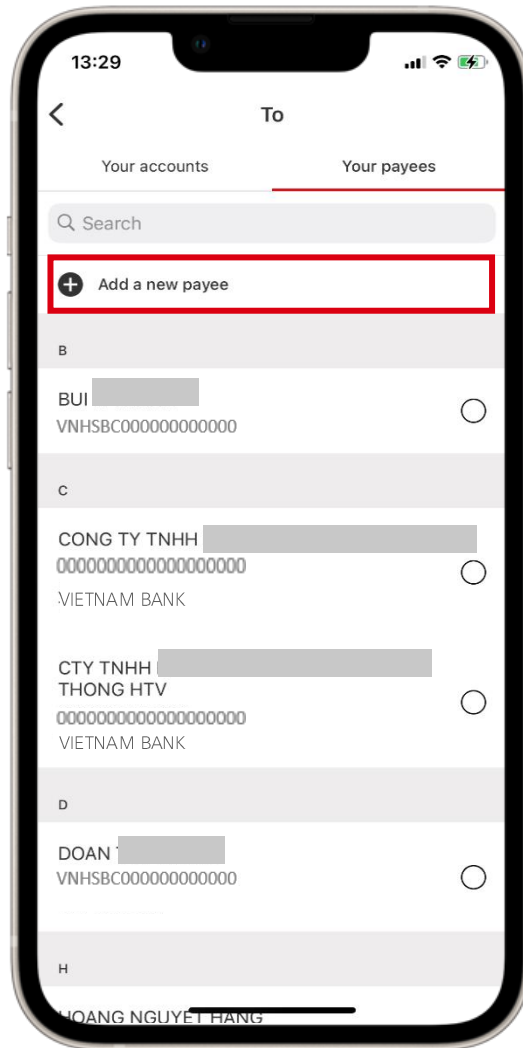
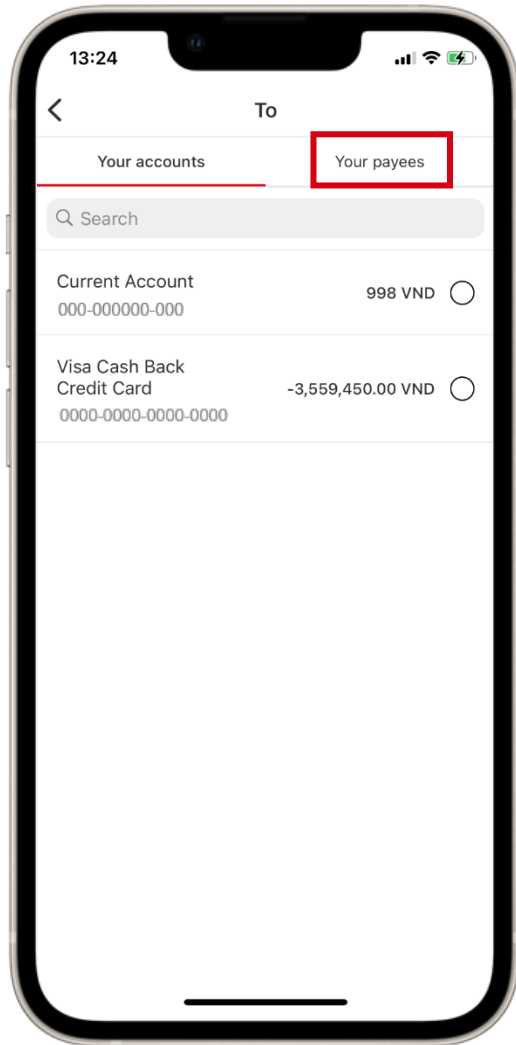
Select account from which transfer to be made to proceed.

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Pay and Transfer – Transfer to a new payee (non HSBC account) - Normal transfer



Tap **Your payees** – the list will include all of your saved domestic payees.

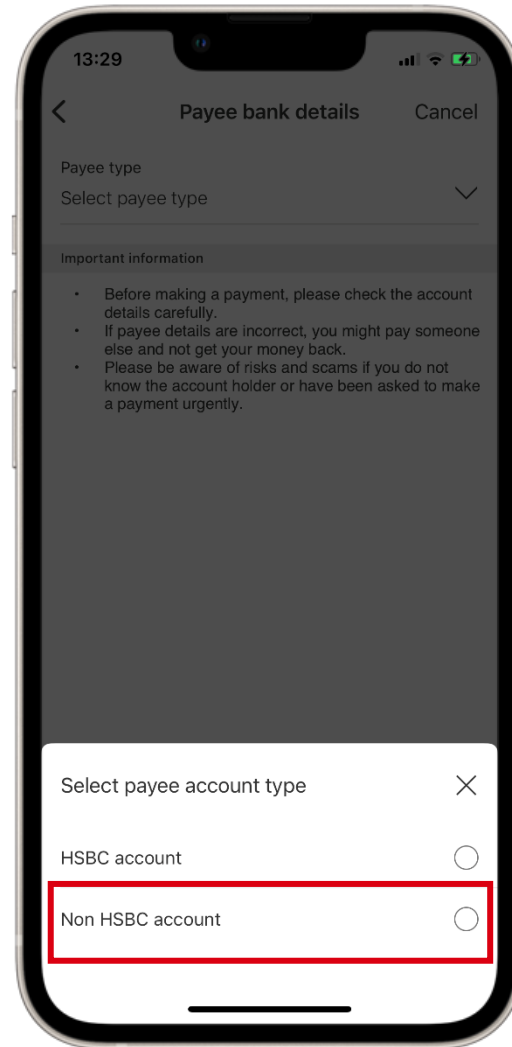
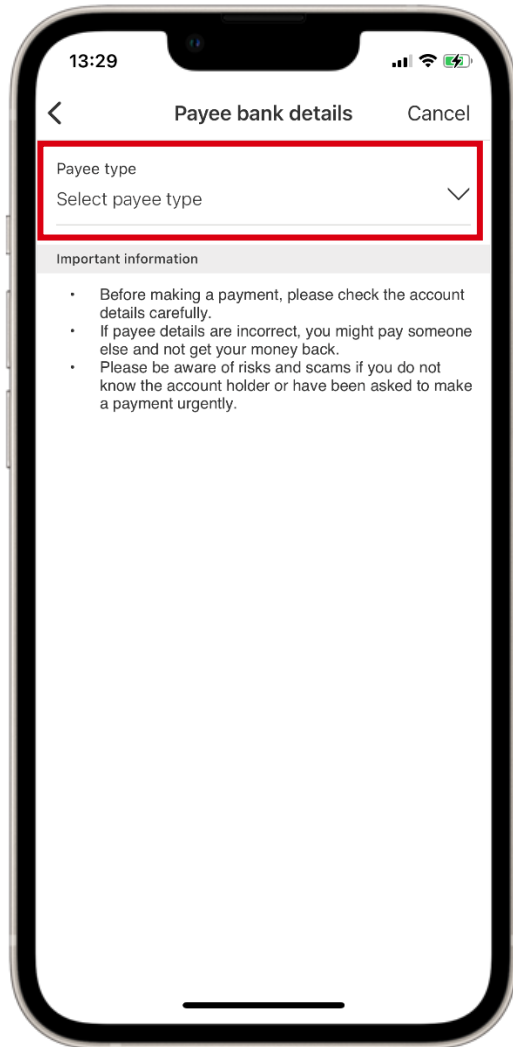
Tap **Add a new payee** icon

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Pay and Transfer – Transfer to a new payee (non HSBC account) - Normal transfer



Tap on **Select payee type**

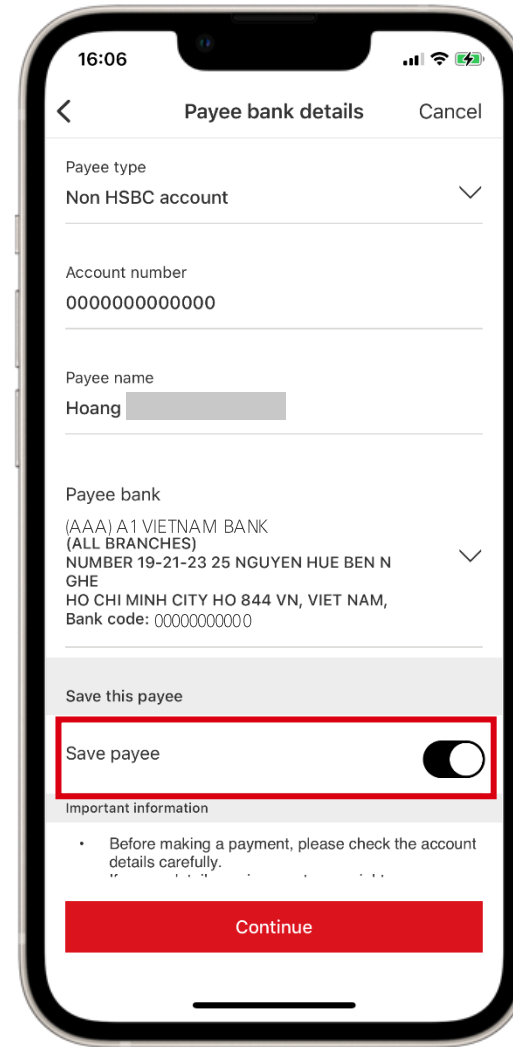
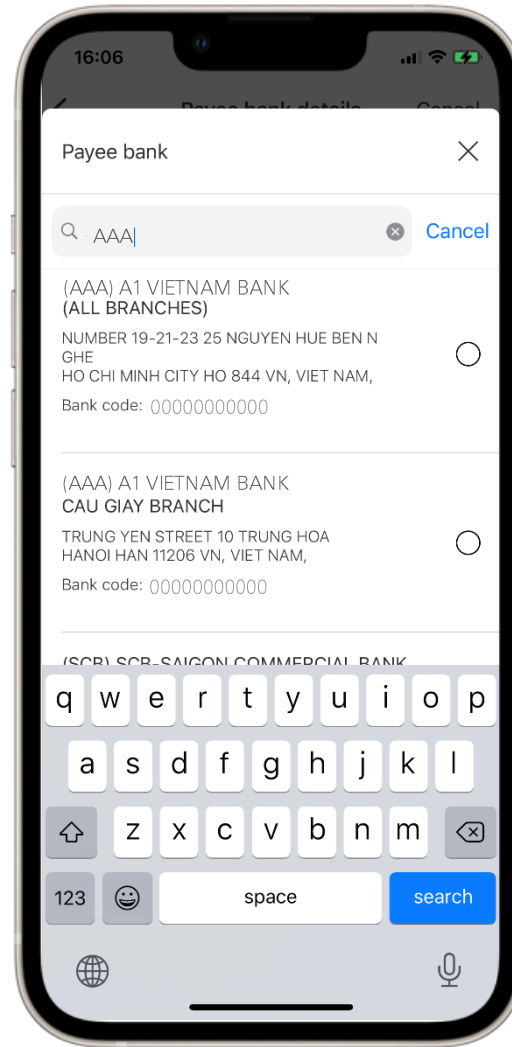
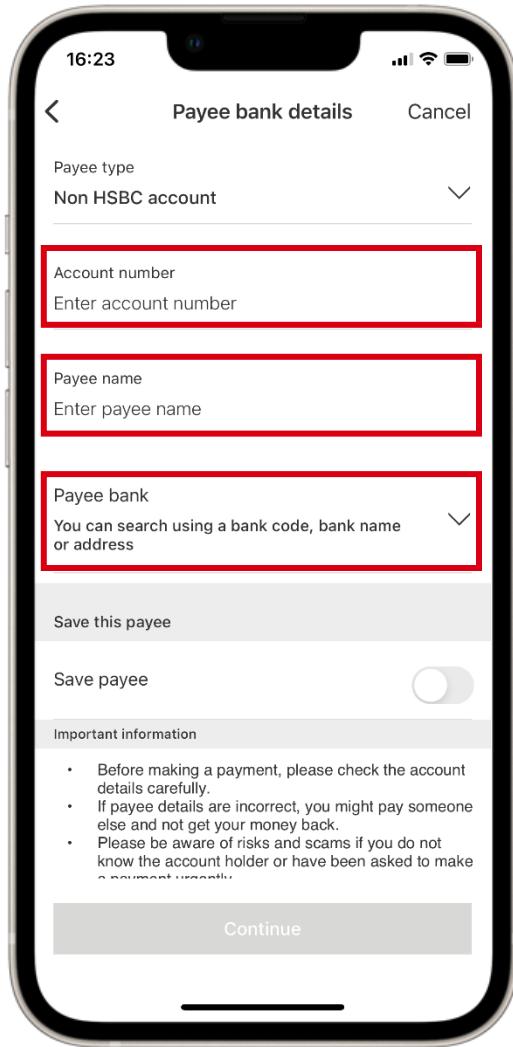
Select **Non HSBC account**

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Pay and Transfer – Transfer to a new payee (non HSBC account) - Normal transfer

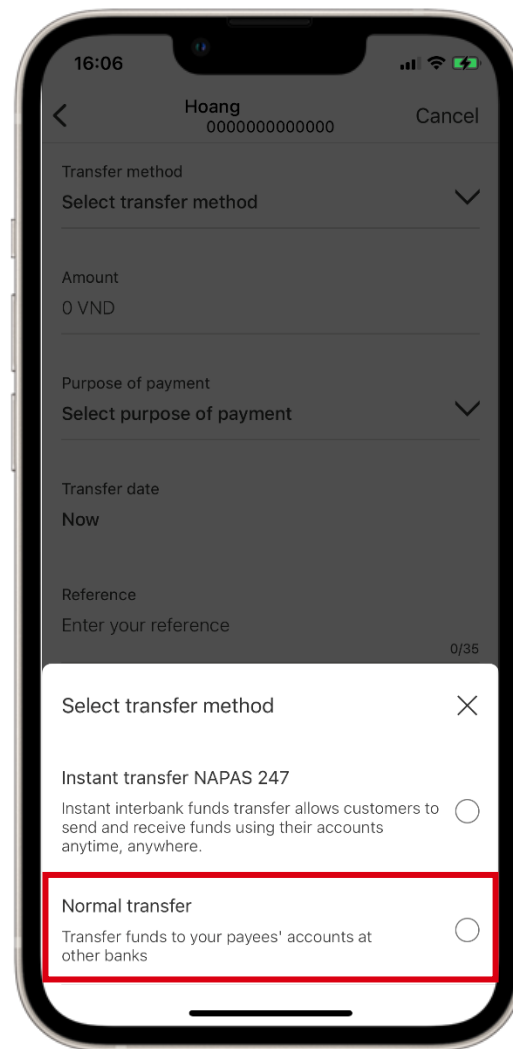
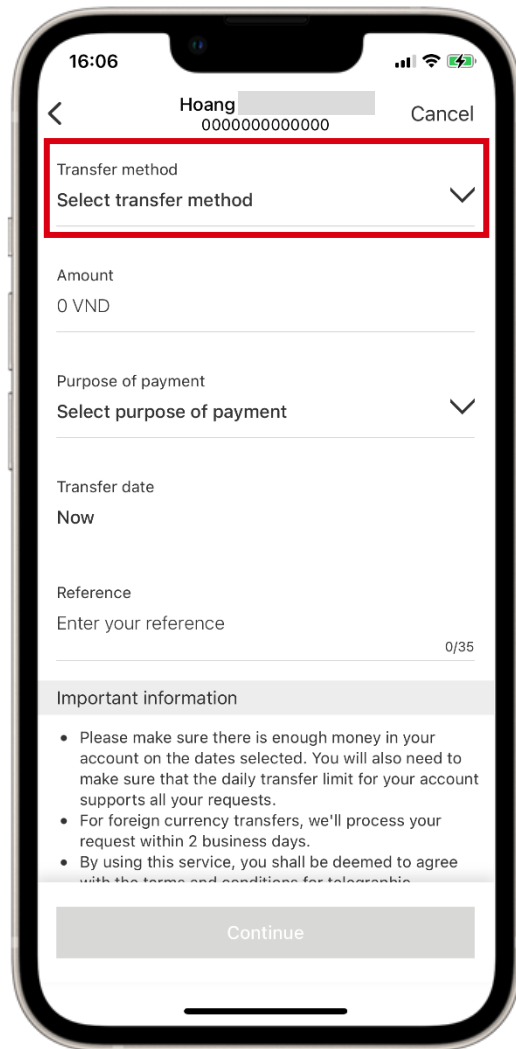


Enter payee details: **Account number, Payee name, Payee bank**

Note: Account number with letters has not been supported on HSBC Vietnam app. Please use Online Banking instead.

Tap **Save payee** button if you want to save the payee details.

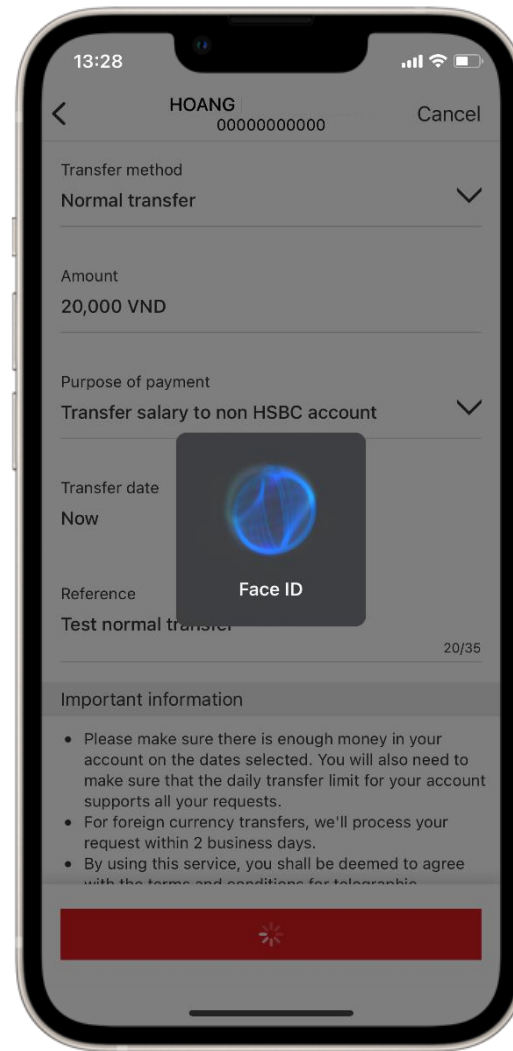
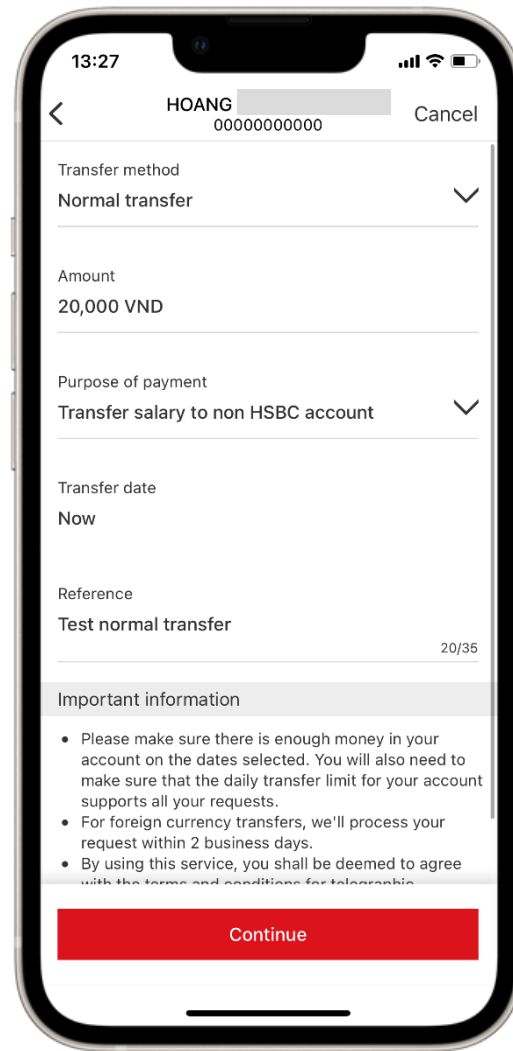
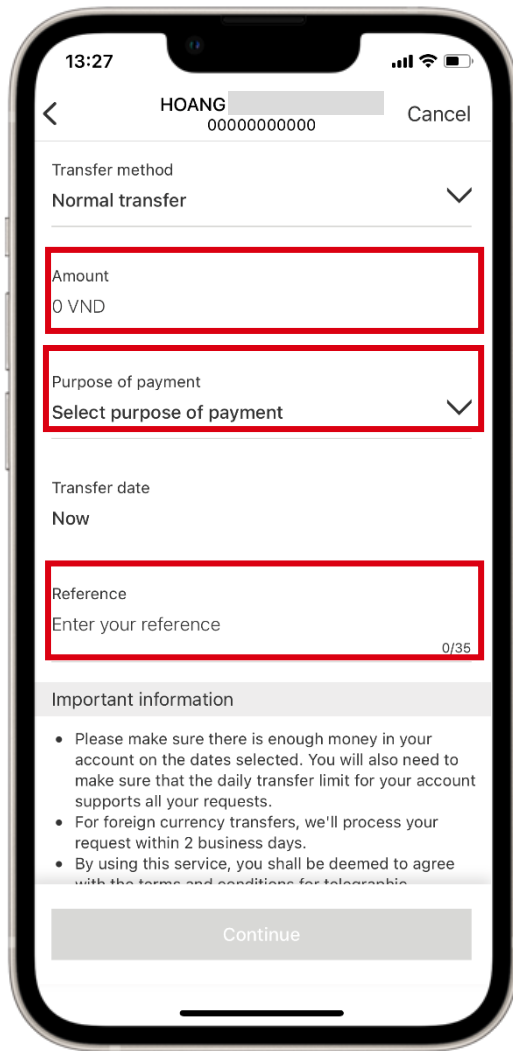
Pay and Transfer – Transfer to a new payee (non HSBC account) - Normal transfer



Tap **Select transfer method** from the **Transfer method field**

Select **Normal transfer**

Pay and Transfer – Transfer to a new payee (non HSBC account) - Normal transfer

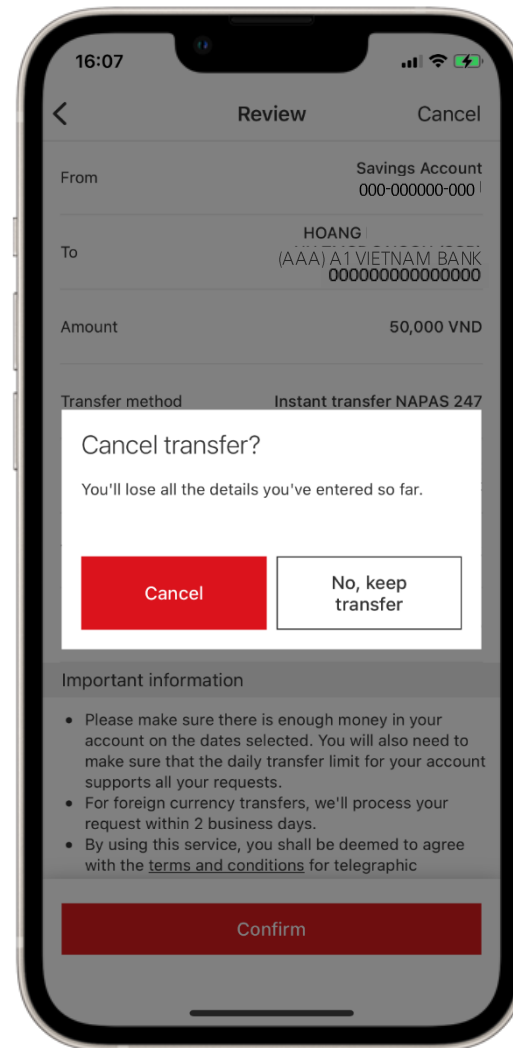
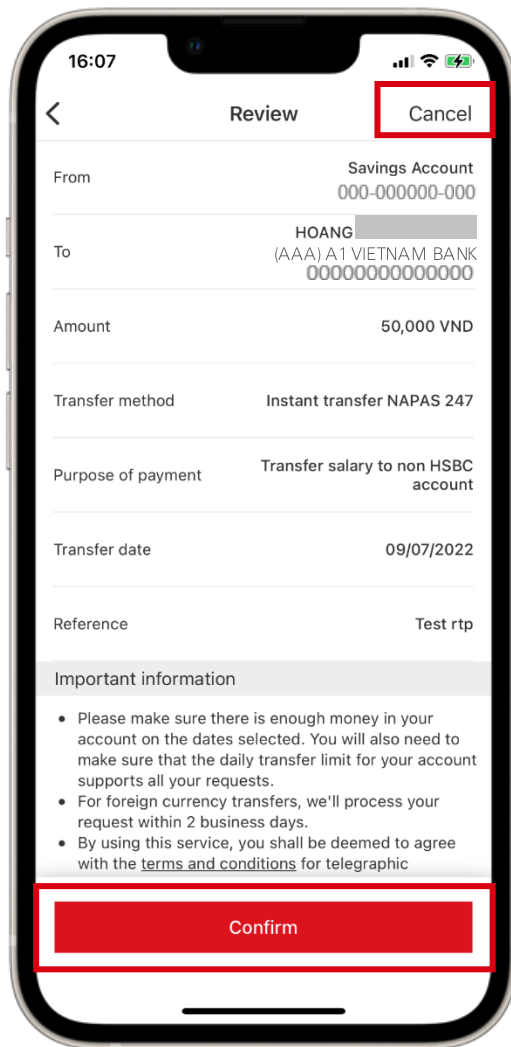


Enter the transfer details:
Amount, Purpose of payment, Reference.

Tab **Continue** to proceed.

Verify the transaction by face ID/ finger print or enter 6 digits PIN

Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247



Review the details of the transfer in the **Review** screen.

If all details are correct, tap **Confirm**.

If you choose **Cancel**, you will be asked to re-confirm by:

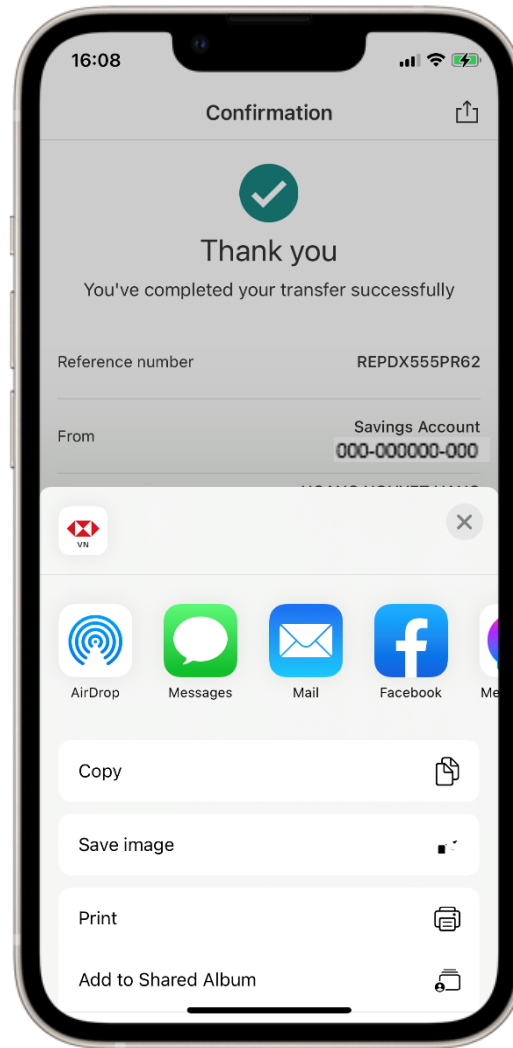
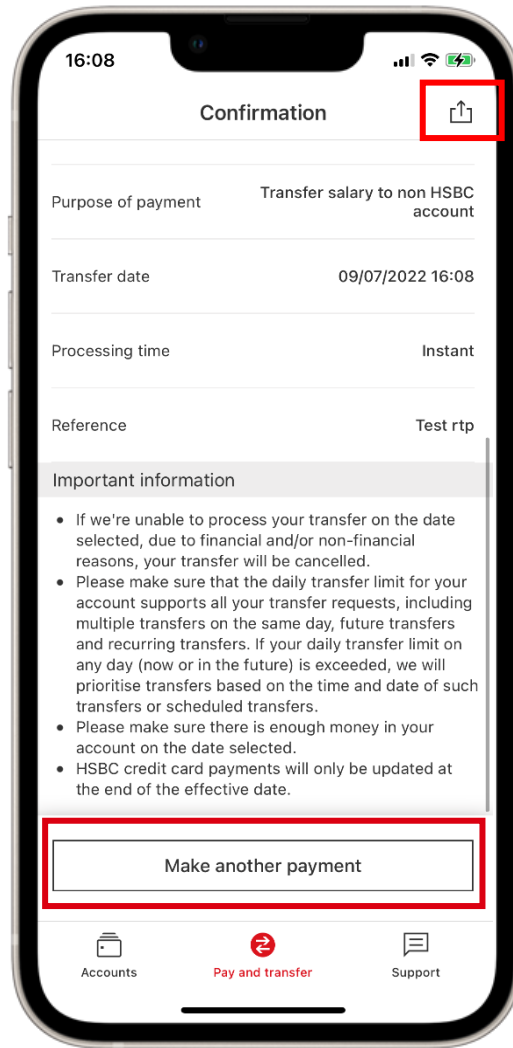
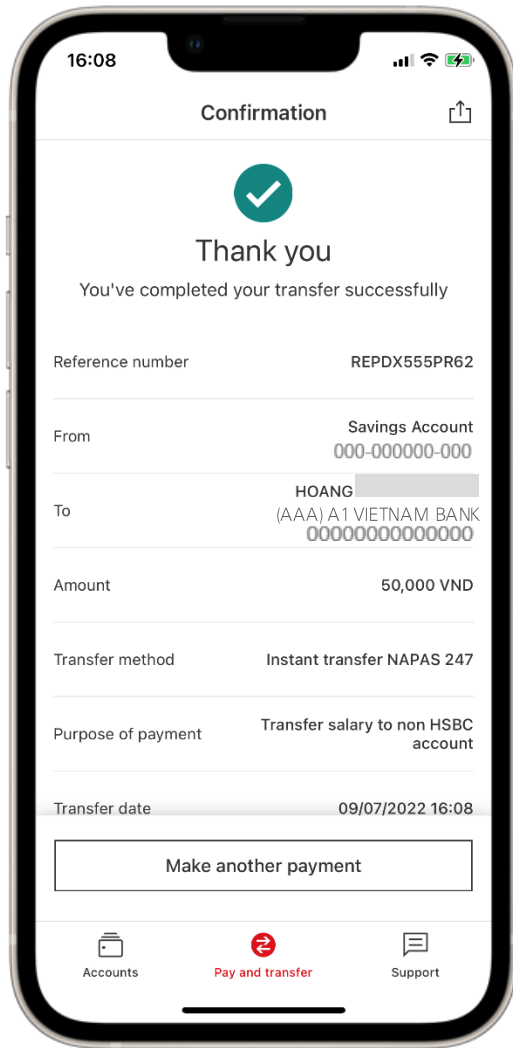
- Tapping **Cancel** to Cancel the transfer, it will go back to the beginning of the transfer process.
- Tapping **No, keep payment** to continue your transfer.

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Pay and Transfer – Transfer to a new payee (non HSBC account) Instant transfer NAPAS 247



Upon tapping Confirm on the transfer details, you will be directed to the **Confirmation** showing the details of the completed transfer.

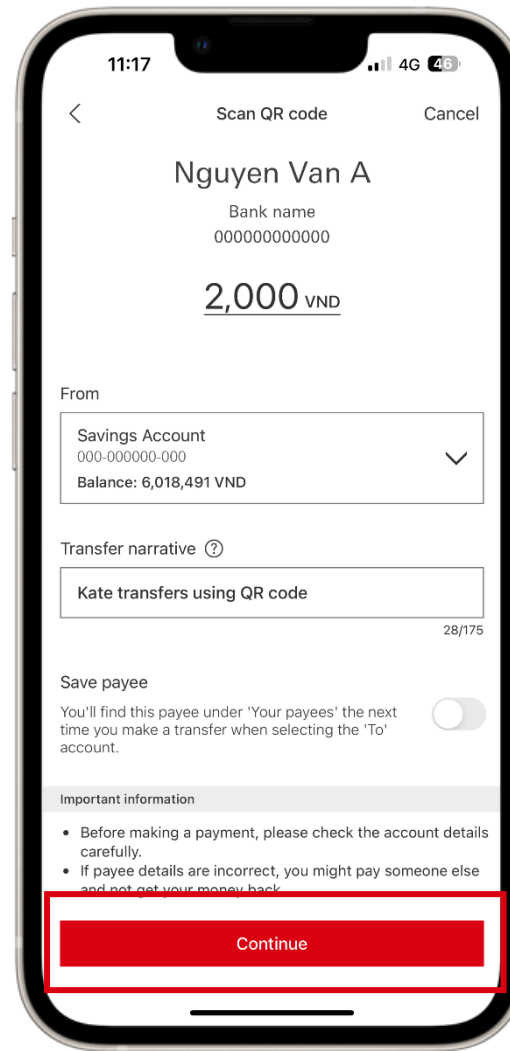
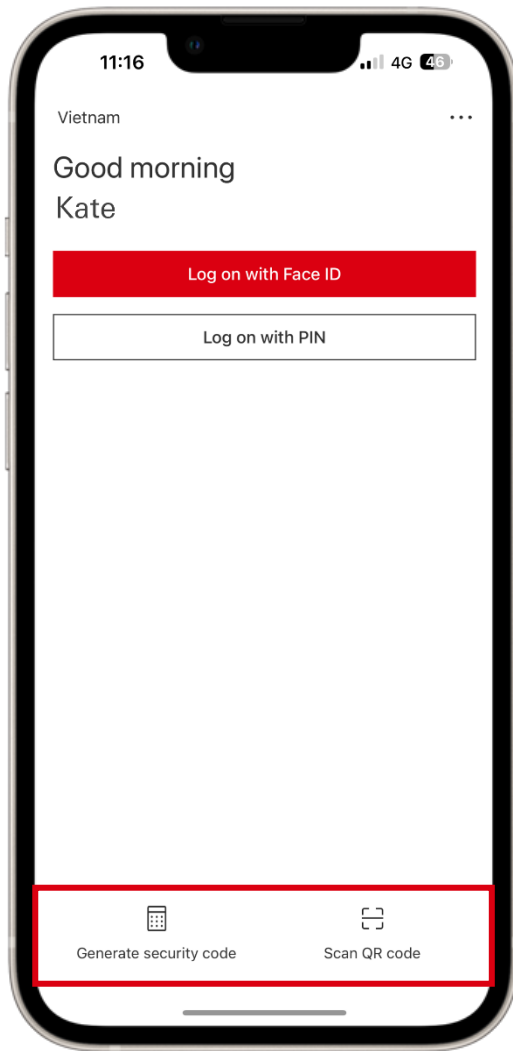
Scroll down to go through **Important information**.

Tap **Share** icon on the top right to share the transfer receipt

Choose the channel which you would like to share the receipt or tap **Save image** to save the receipt your device to share later.

To initiate new transfer, tap **Make another payment**

Pay and Transfer – Scan QR code - Instant transfer NAPAS 247

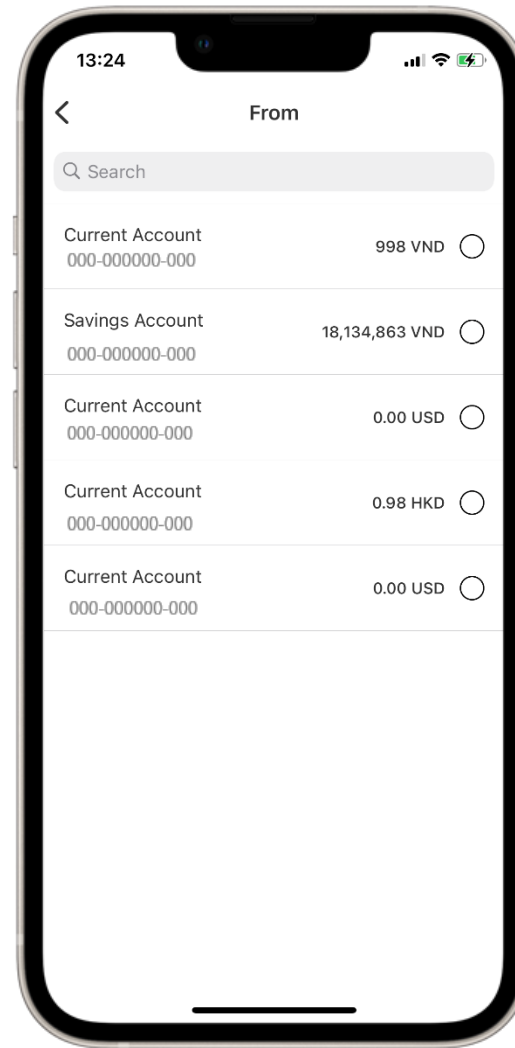
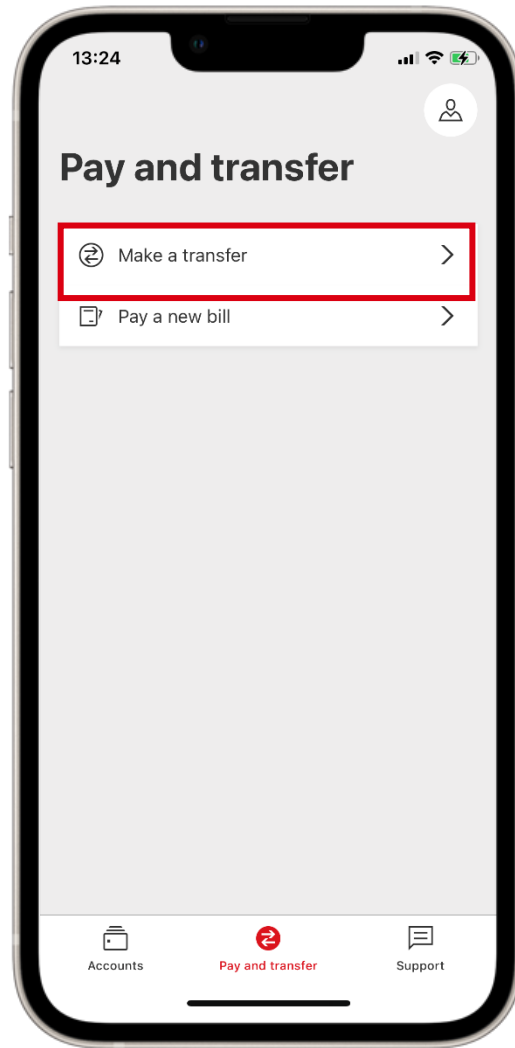
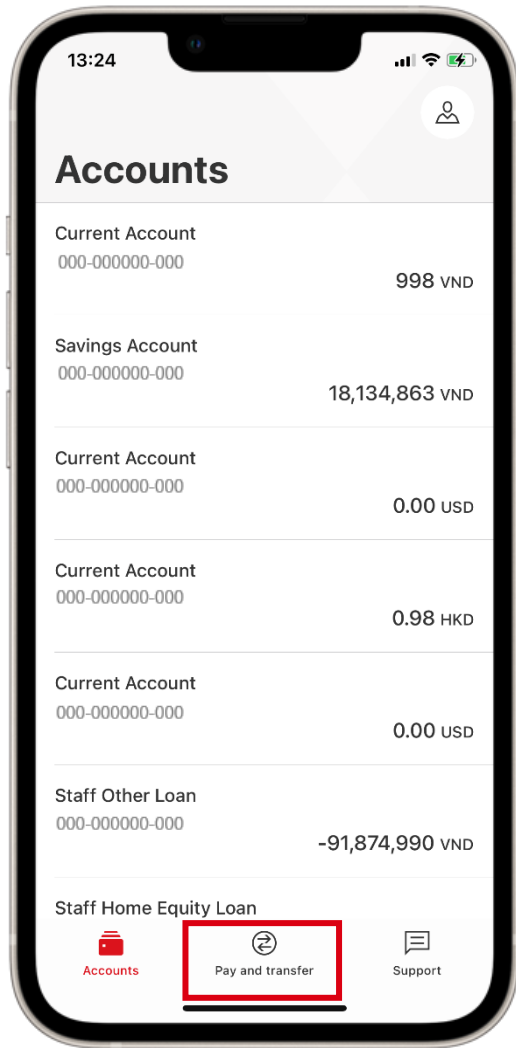


Tab **Scan QR code** at pre-log on screen or in Pay and transfer screen.

Move camera to QR code or upload QR code image from photo gallery.

Enter payment details. Check the review screen & tap **Confirm** to complete the transfer.

Pay and Transfer – Transfer to an existing payee



Tap the **Pay and Transfer** icon at the bottom of the to begin the journey

In the next screen, tap the **Make a transfer**.

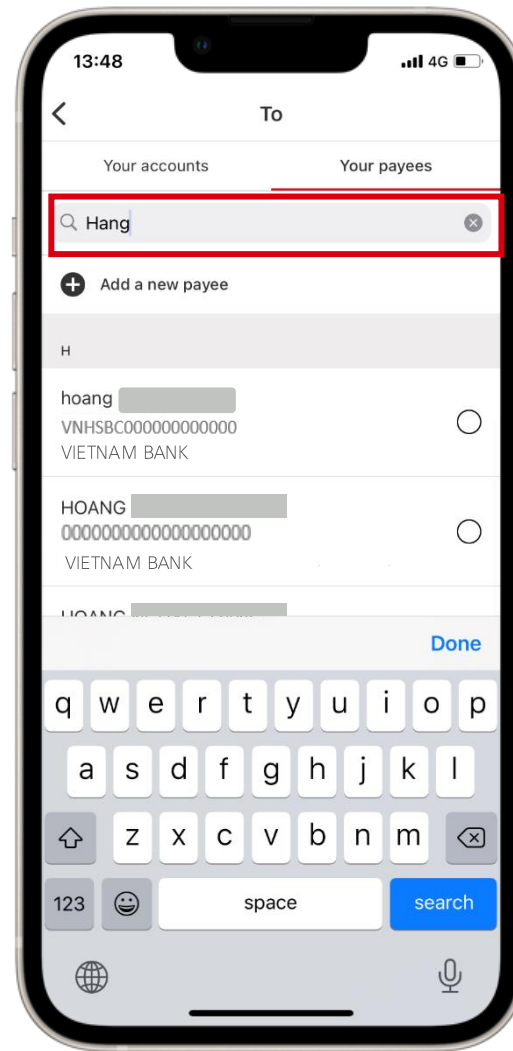
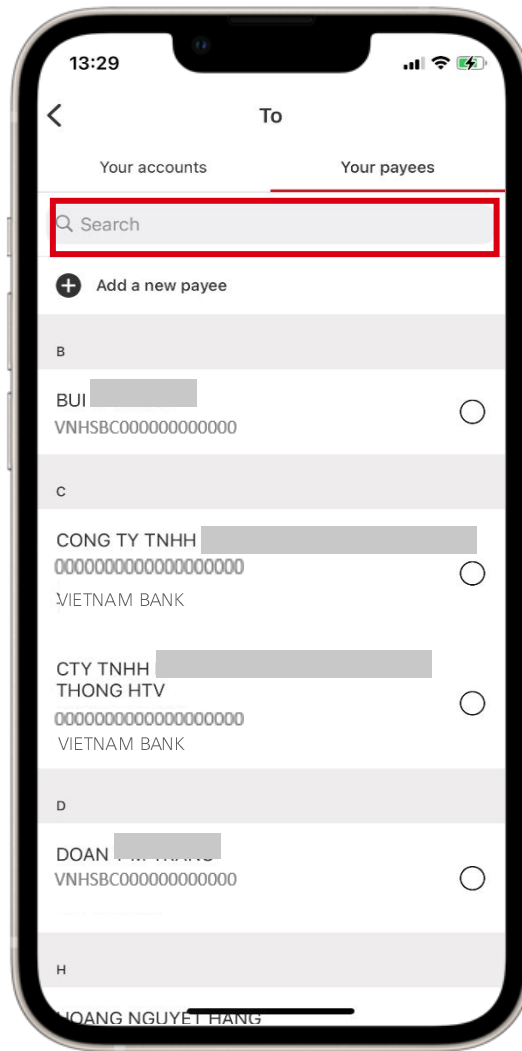
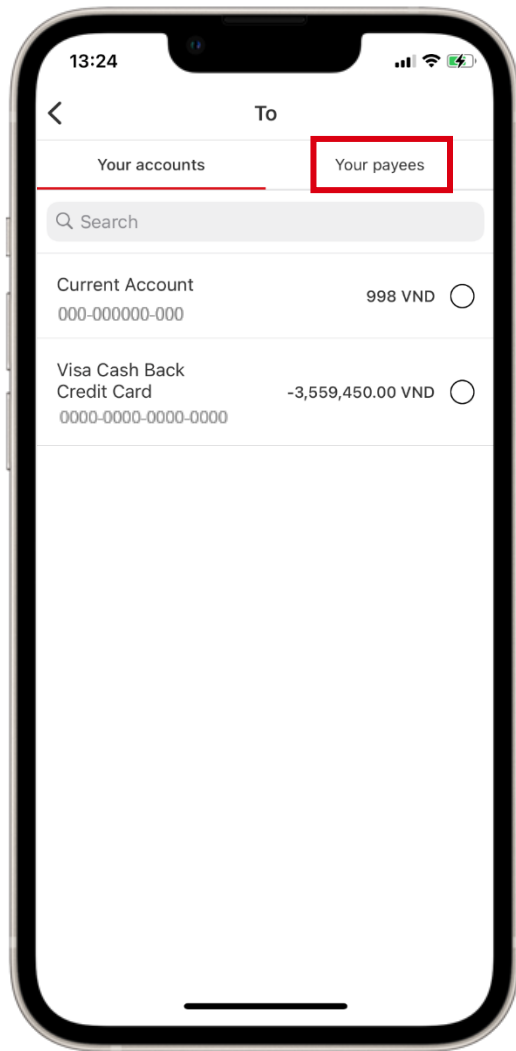
Select account from which transfer to be made to proceed.

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Pay and Transfer – Transfer to an existing payee

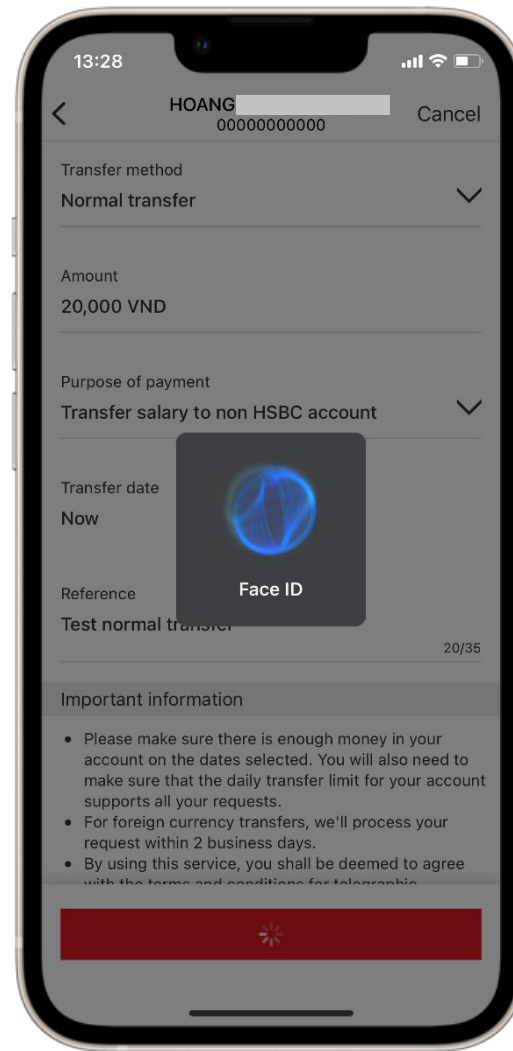
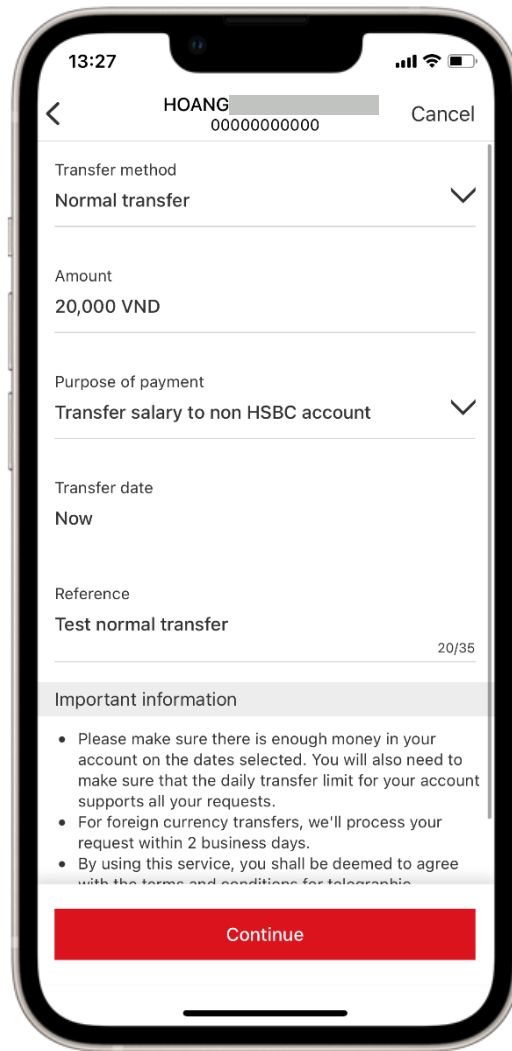
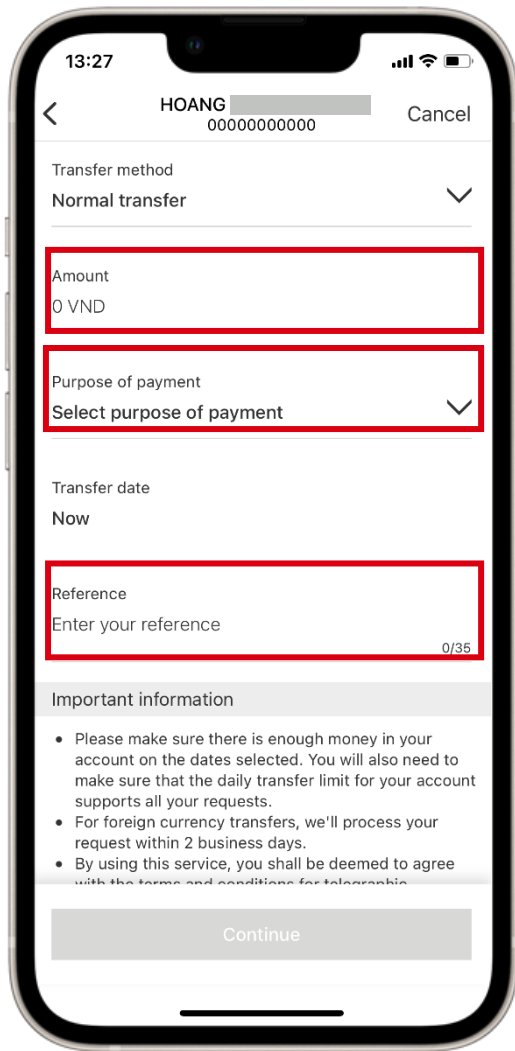


Tap **Your payees** – the list will include all of your saved domestic payees.

You can enter the payee name in the **Search** box to find the payee.

Tap the existing payee to transfer the money

Pay and Transfer – Transfer to an existing payee



Enter the transfer details:
Amount, Purpose of payment, Reference.

Tab **Continue** to proceed.

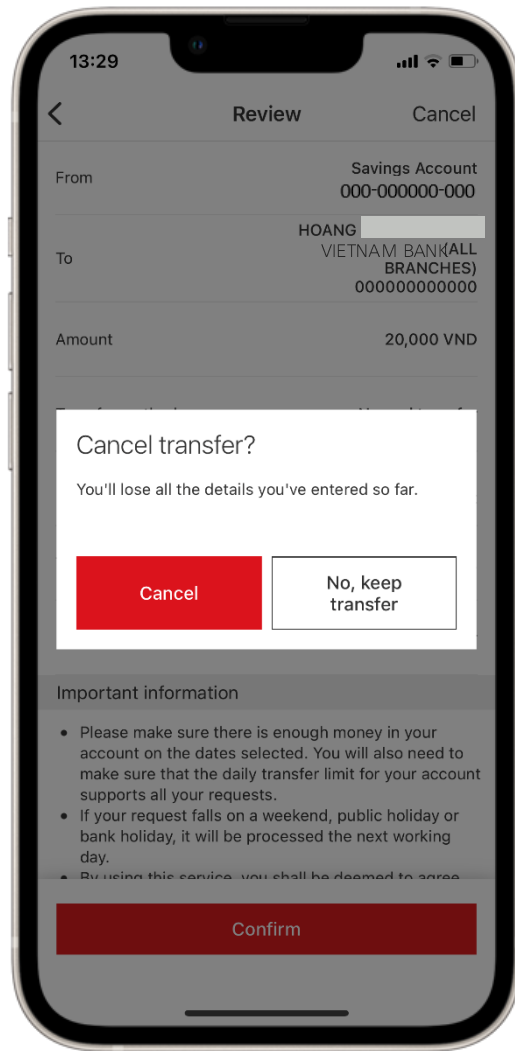
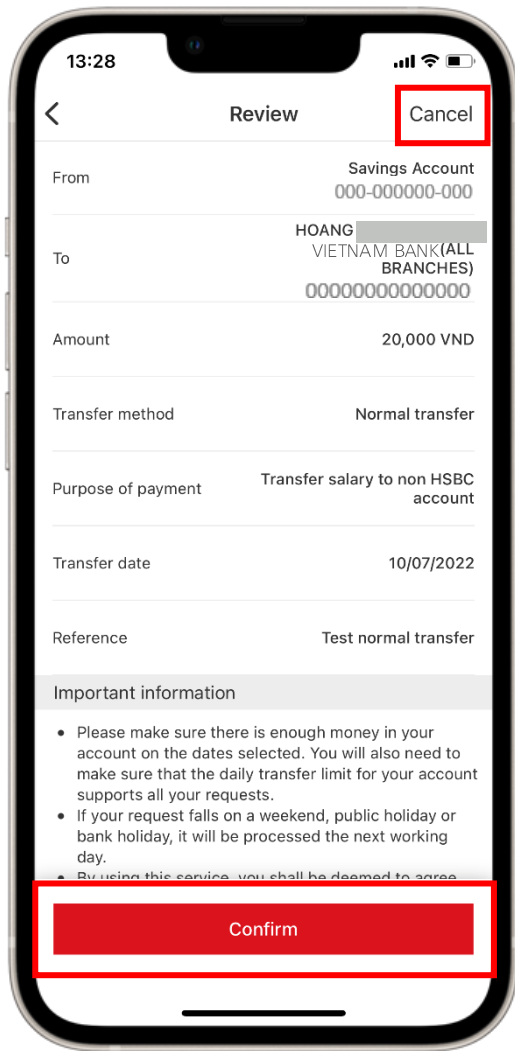
Verify the transaction by face ID/ finger print or enter 6 digits PIN

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Pay and Transfer – Transfer to an existing payee



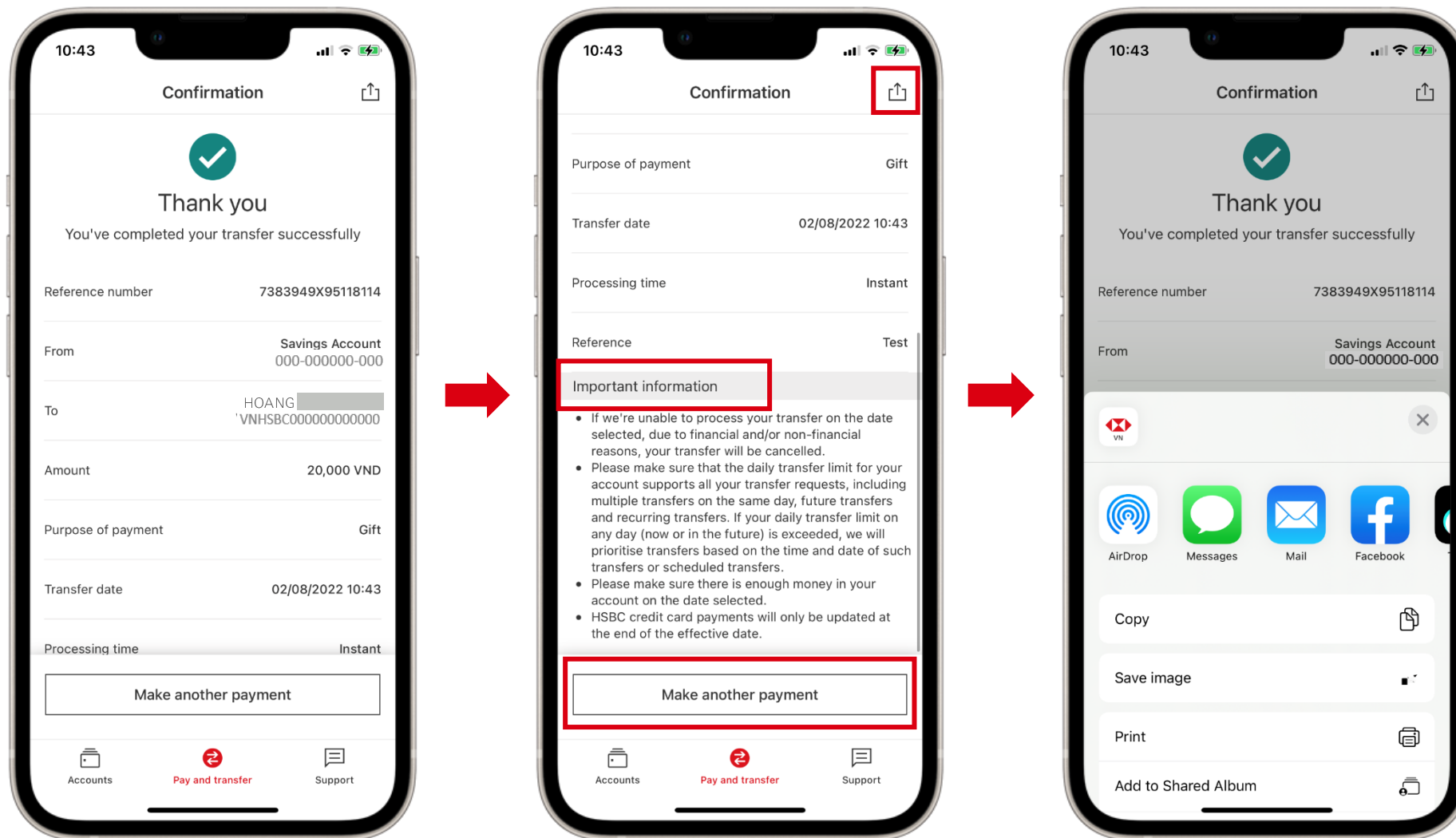
Review the details of the transfer in the **Review** screen.

If all details are correct, tap **Confirm**.

If you choose **Cancel**, you will be asked to re-confirm by:

- Tapping **Cancel** to Cancel the transfer, it will go back to the beginning of the transfer process.
- Tapping **No, keep payment** to continue your transfer.

Pay and Transfer – Transfer to an existing payee



Upon tapping Confirm on the transfer details, you will be directed to the **Confirmation** showing the details of the completed transfer.

Scroll down to go through **Important information**.

Tap **Share** icon on the top right to share the transfer receipt

Choose the channel which you would like to share the receipt or tap **Save image** to save the receipt your device to share later.

To initiate new transfer, tap **Make another payment**

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Other In-App Features

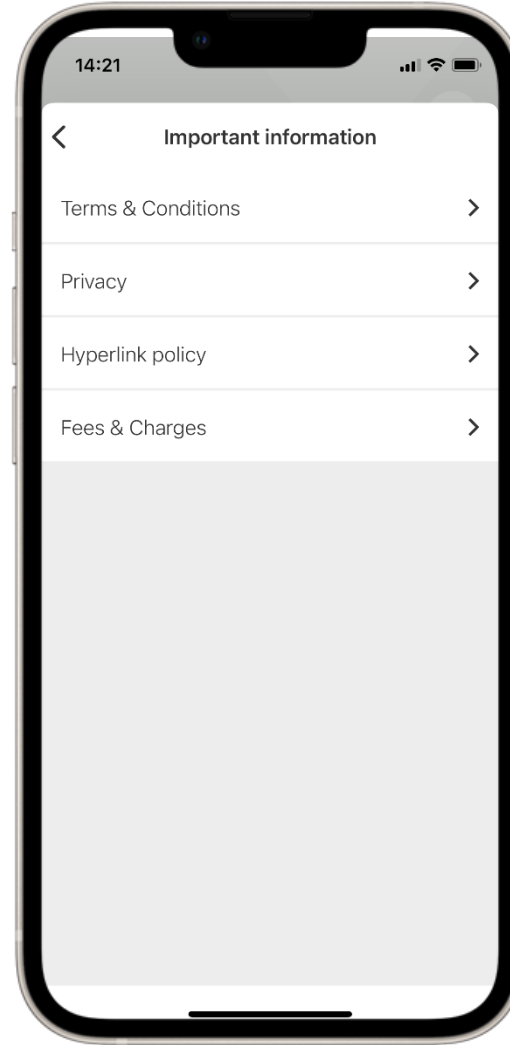
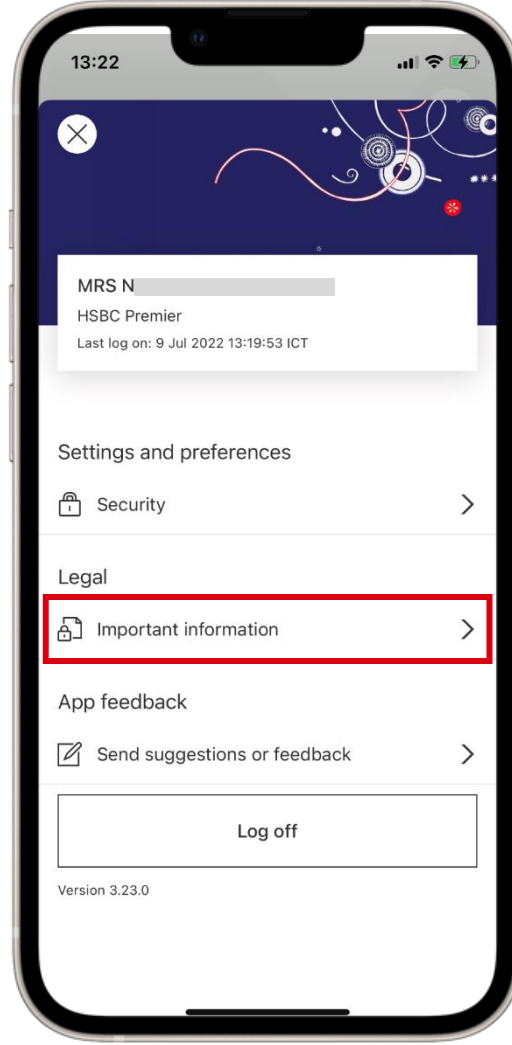
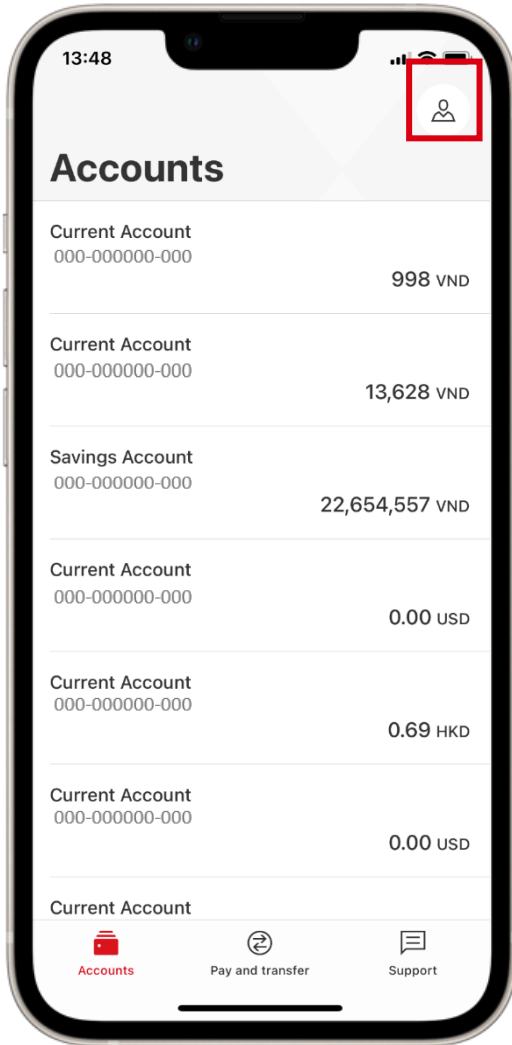


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Other In-App Features

▶ Important Information

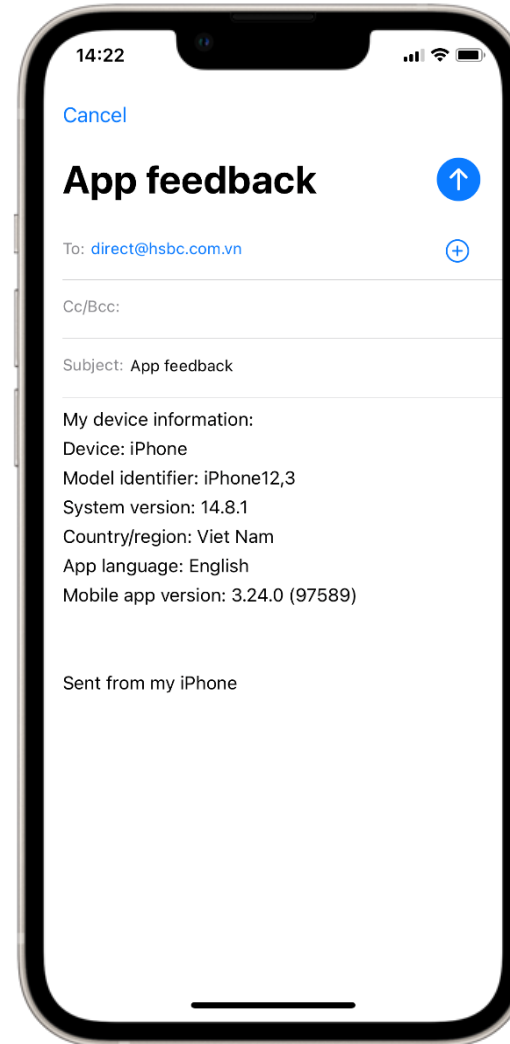
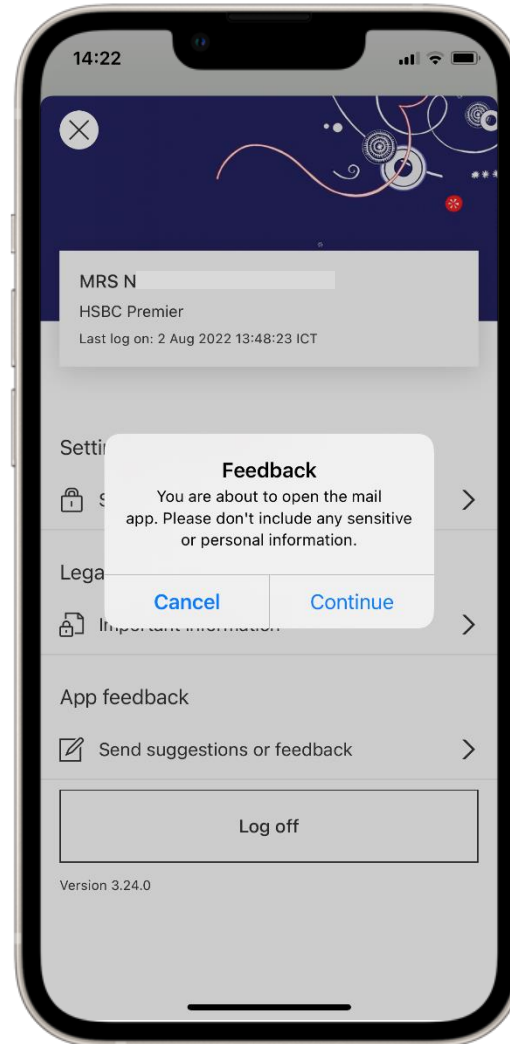
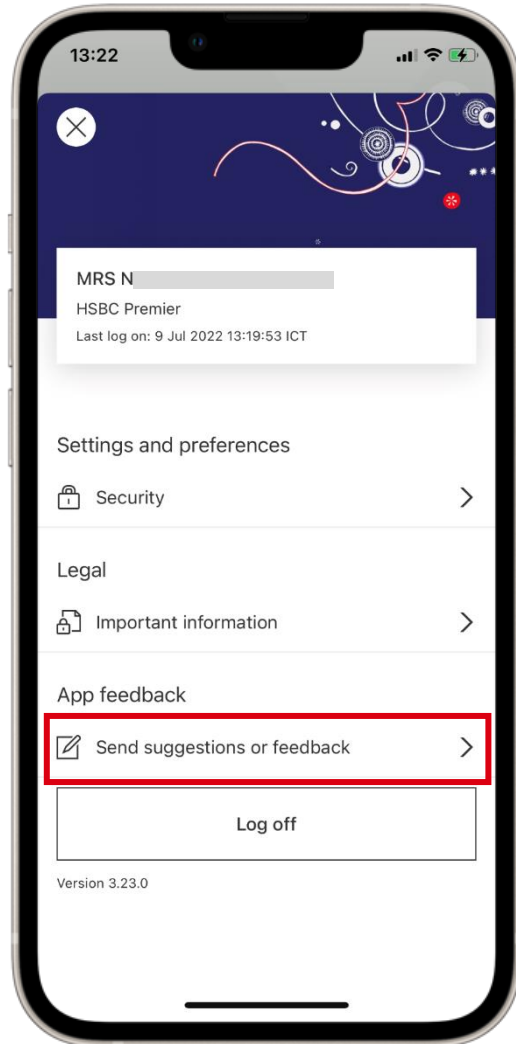


In the Profile section, a couple of other features are also visible. **Important Information** feature allows you to view the **Terms & Conditions** of HSBC Vietnam app, **Privacy Policy** and **Hyperlink Policy** of HSBC Vietnam as well as the latest posted **Fees & Charges**.

Tapping on any of these features will open a new screen containing the relevant information as noted.

Other In-App Features

► In App Feedback



App Feedback is also feature accessible via Profile to which you can report any issues you may have of the mobile banking app which will open your already set-up mail app in the device.

Please note that if the email client is not set-up, this in-app feedback will prompt you to set-up your mail app.

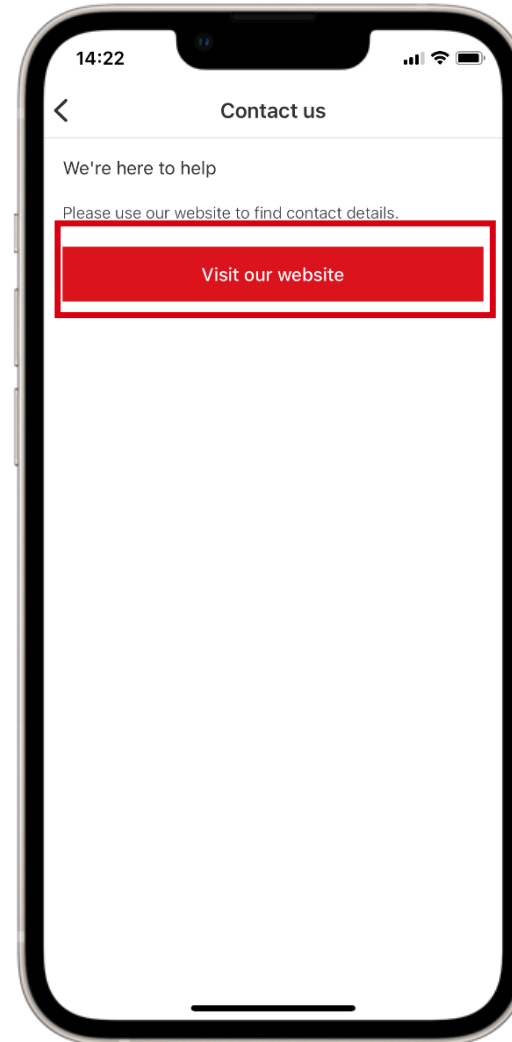
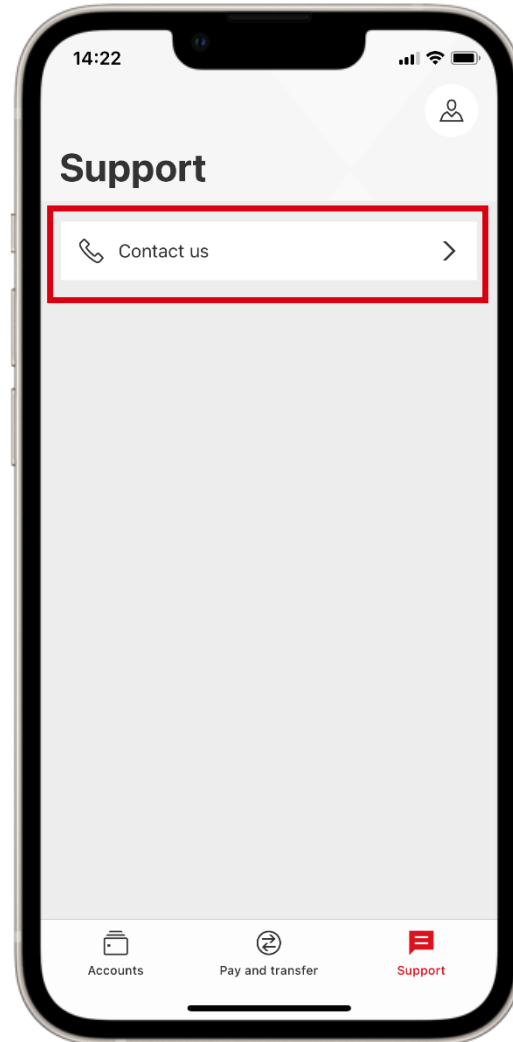
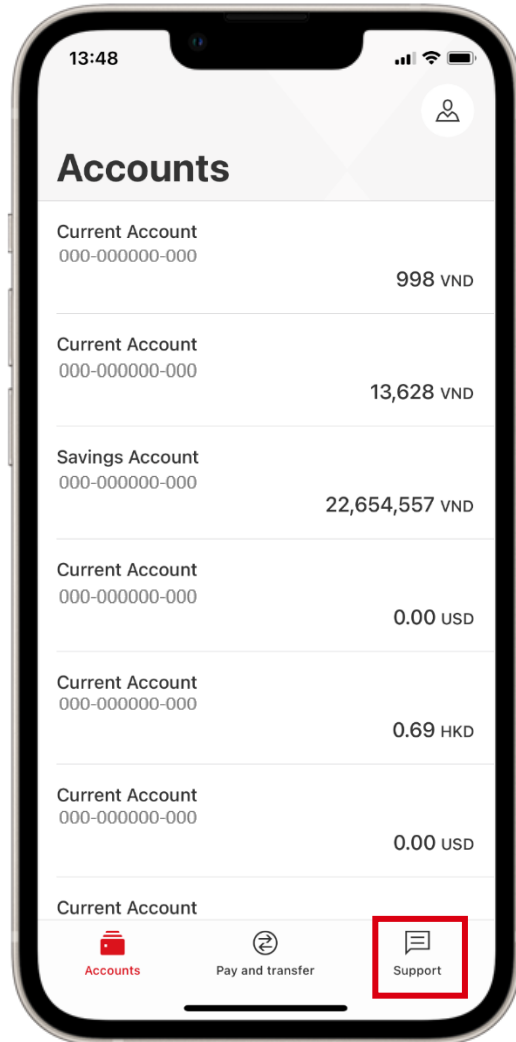
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Other In-App Features

► Contact Us



Contact Us feature can be accessible via **Support** tab of HSBC Vietnam app. If you tap on this, it will open a screen with a button to which you can click on and visit the website for further help needed.

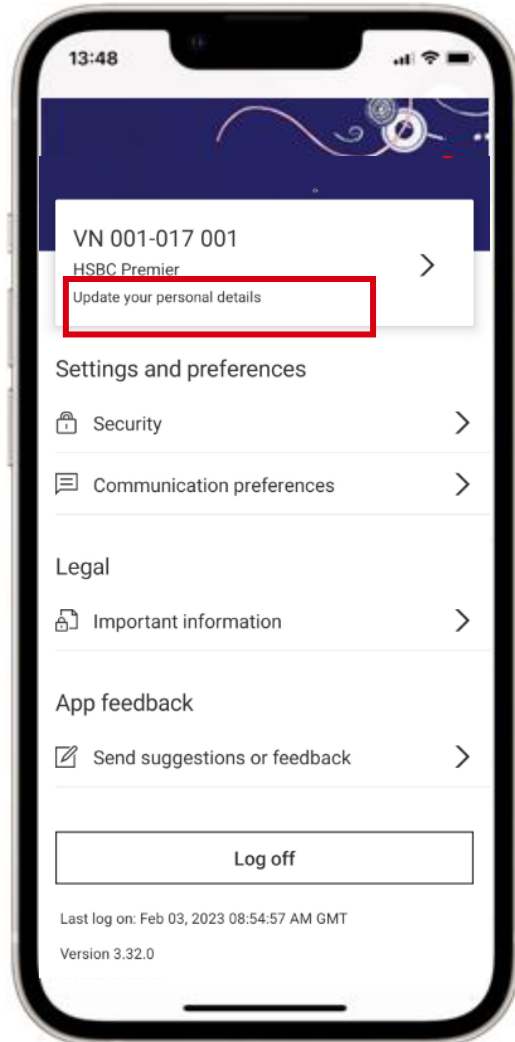
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Other In-App Features

► Change Contact Details



Change Contact Details feature can be accessible via **Profile icon** of HSBC Vietnam app.

If you tap on **update your personal details**, it will take you to **About me** screen where the option to view contact details is made available.

The contact details screen will display existing phone number & email address with an option to edit it.

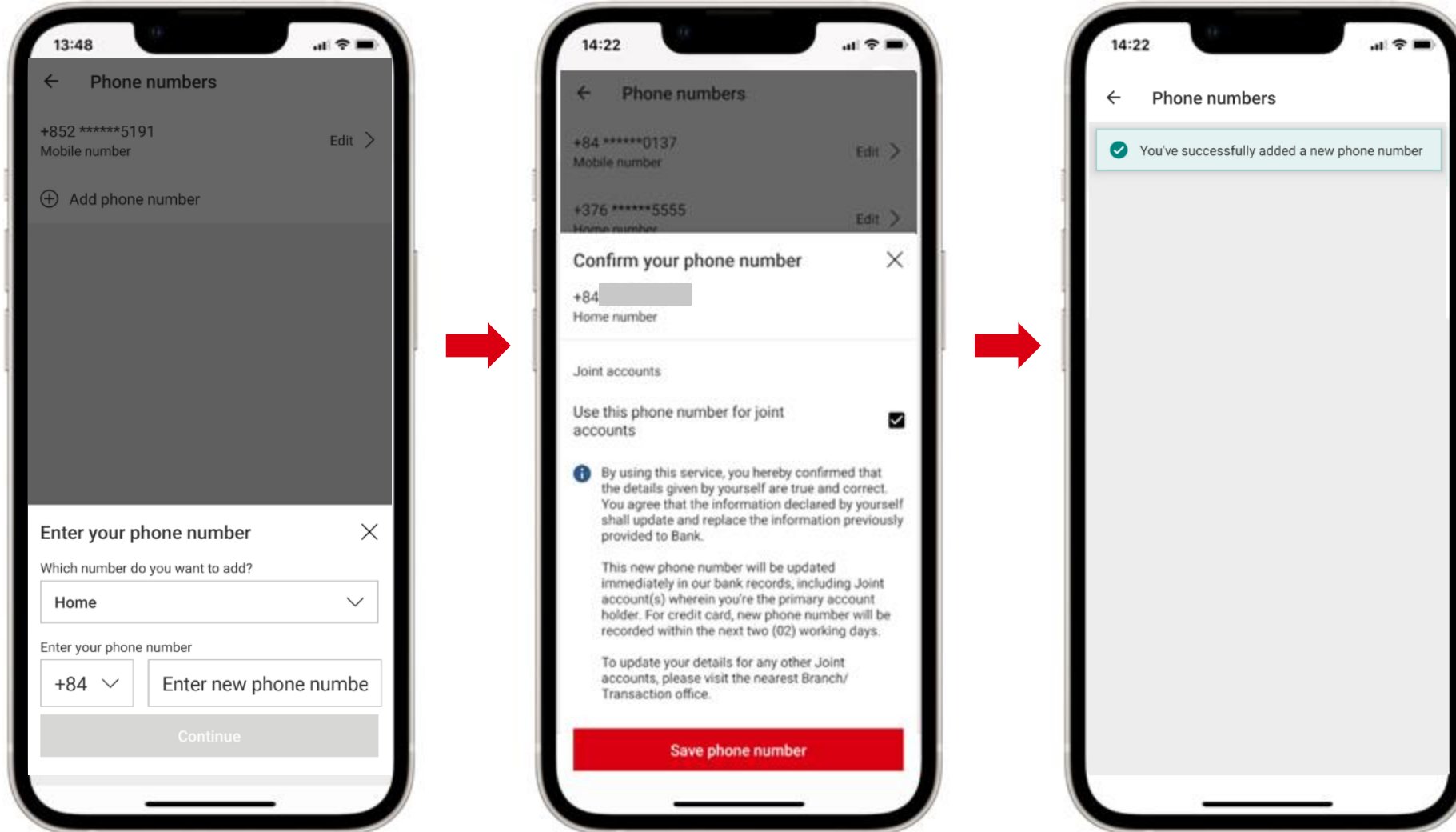
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Other In-App Features

► Change Contact Details – update mobile number



Click on **Edit / add phone number** button to enter new mobile number and confirm by clicking on **save phone number** to update your phone number in the system.

Verify the update by face ID/ finger print or entering 6 digits PIN

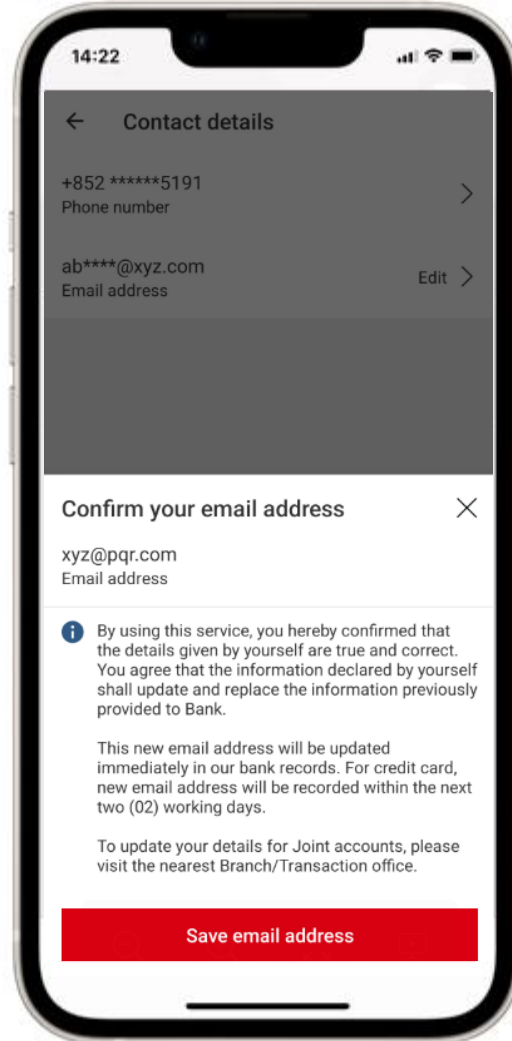
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Other In-App Features

► Change Contact Details – update email ID



Click on **Edit / add new email address** button to enter new email address and confirm by clicking on **save email address** to update your email address in the system.

Verify the update by face ID/ finger print or entering 6 digits PIN

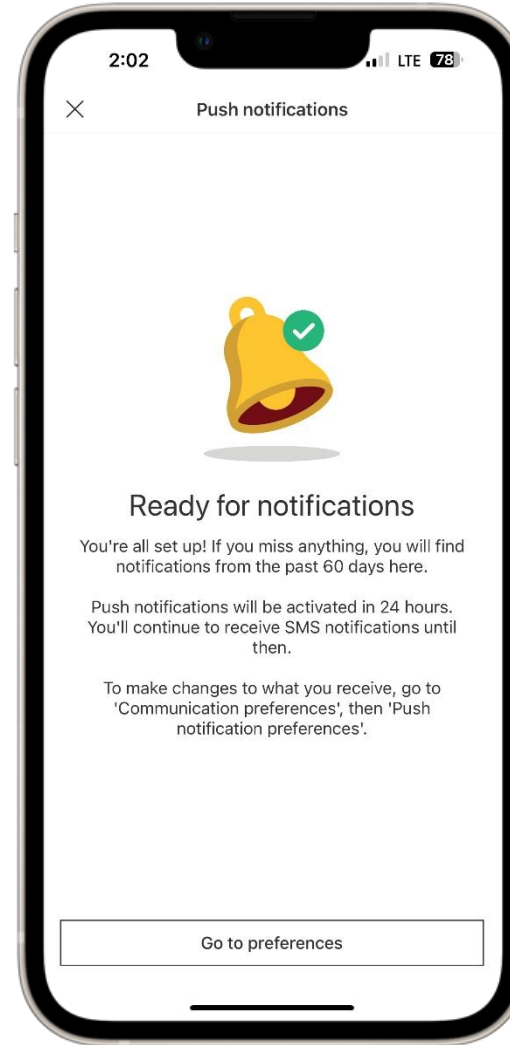
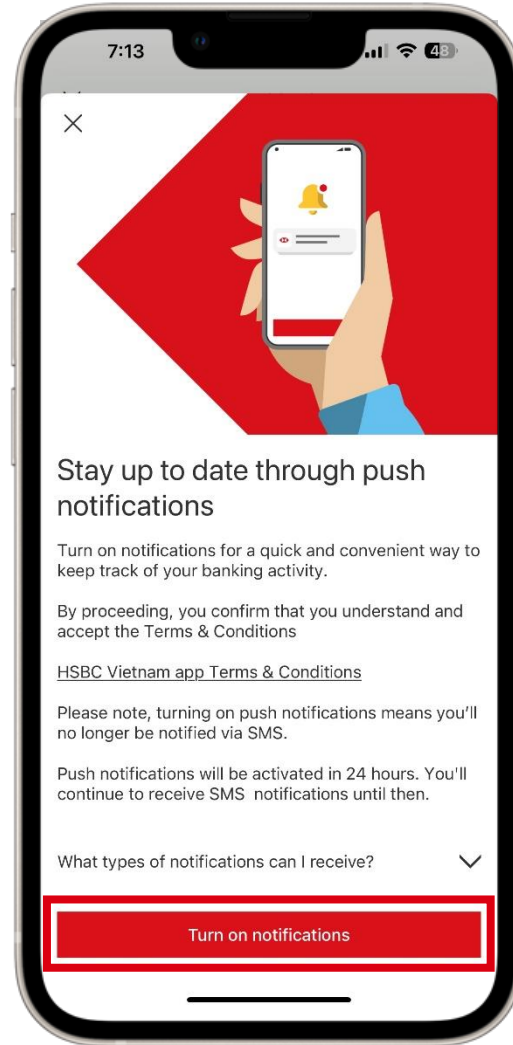
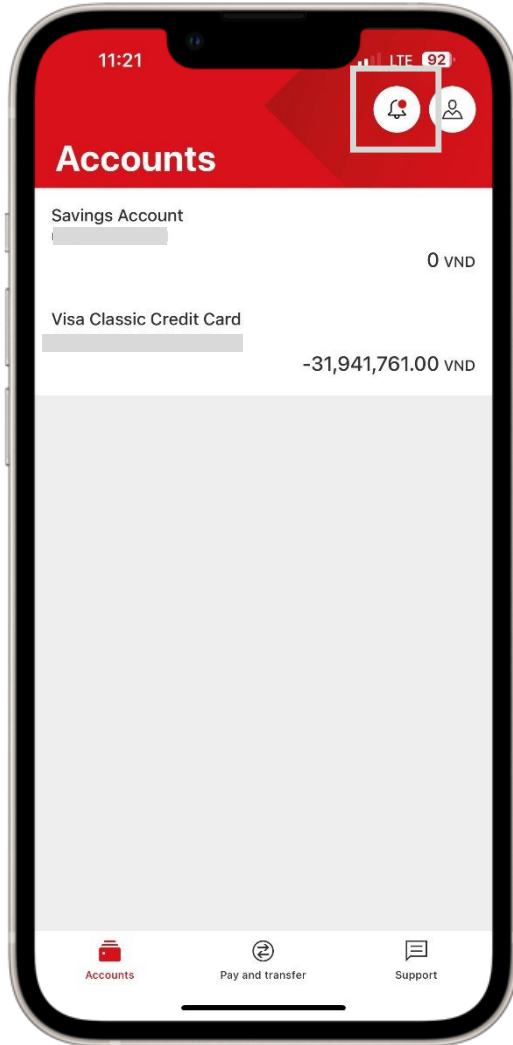
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Other In-App Features

► Push Notifications for credit card transactions – turn on Push notifications



Turn on the push notifications to get instant updates on your Credit card spending activities

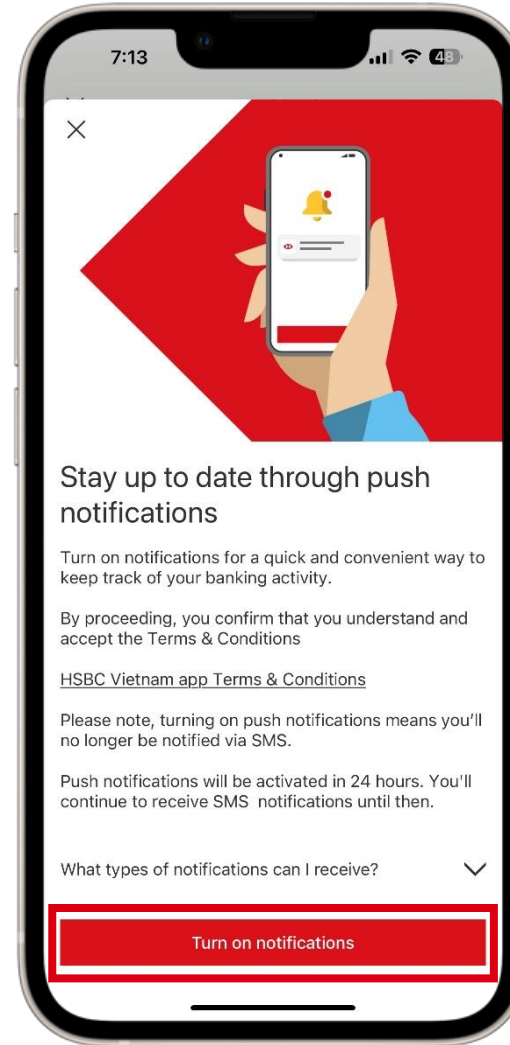
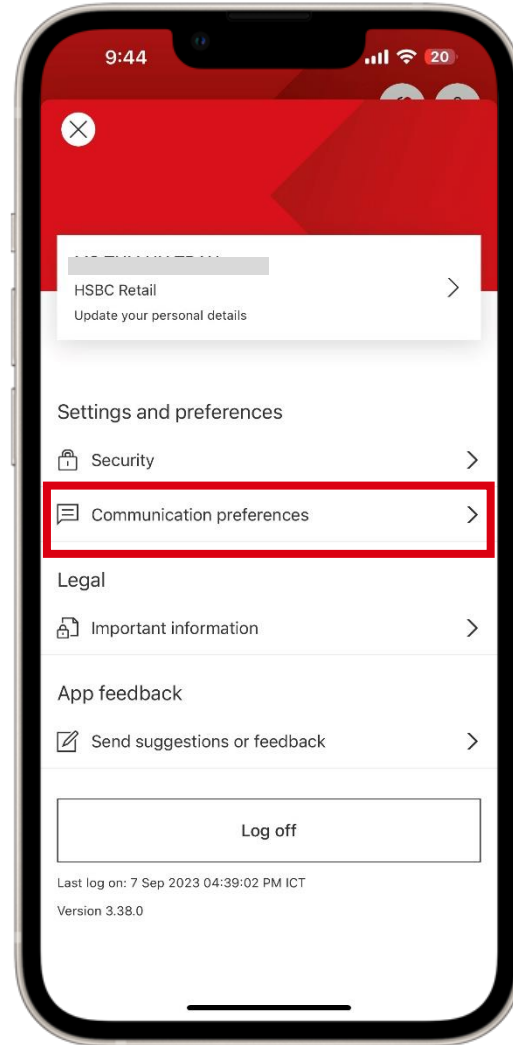
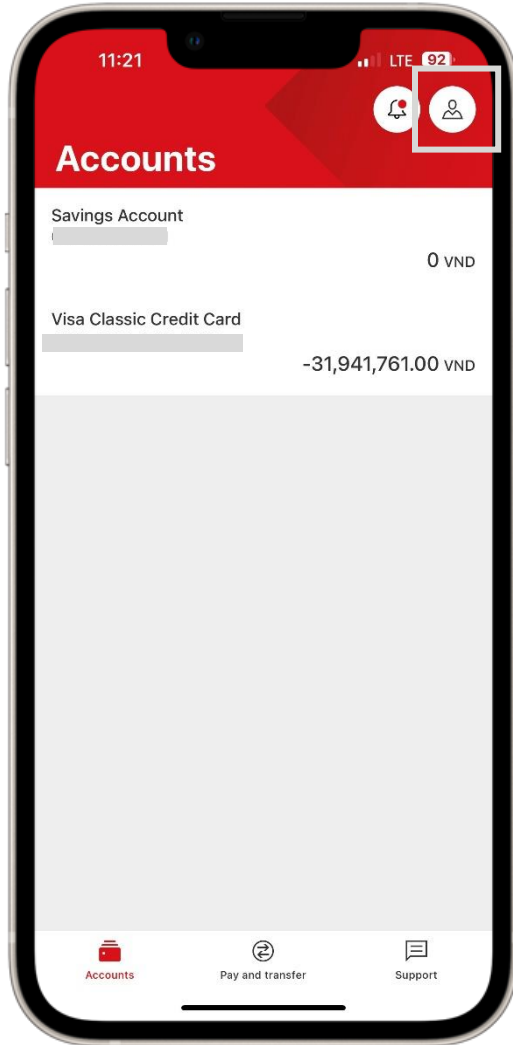
There're 2 entry point to Opt-in Push notifications:

Entry point 1: Bell icon

- Select **Bell icon** at the top right corner of Accounts page
- Select **'Turn on notifications'**

Other In-App Features

► Push Notifications for credit card transactions - turn on Push notifications

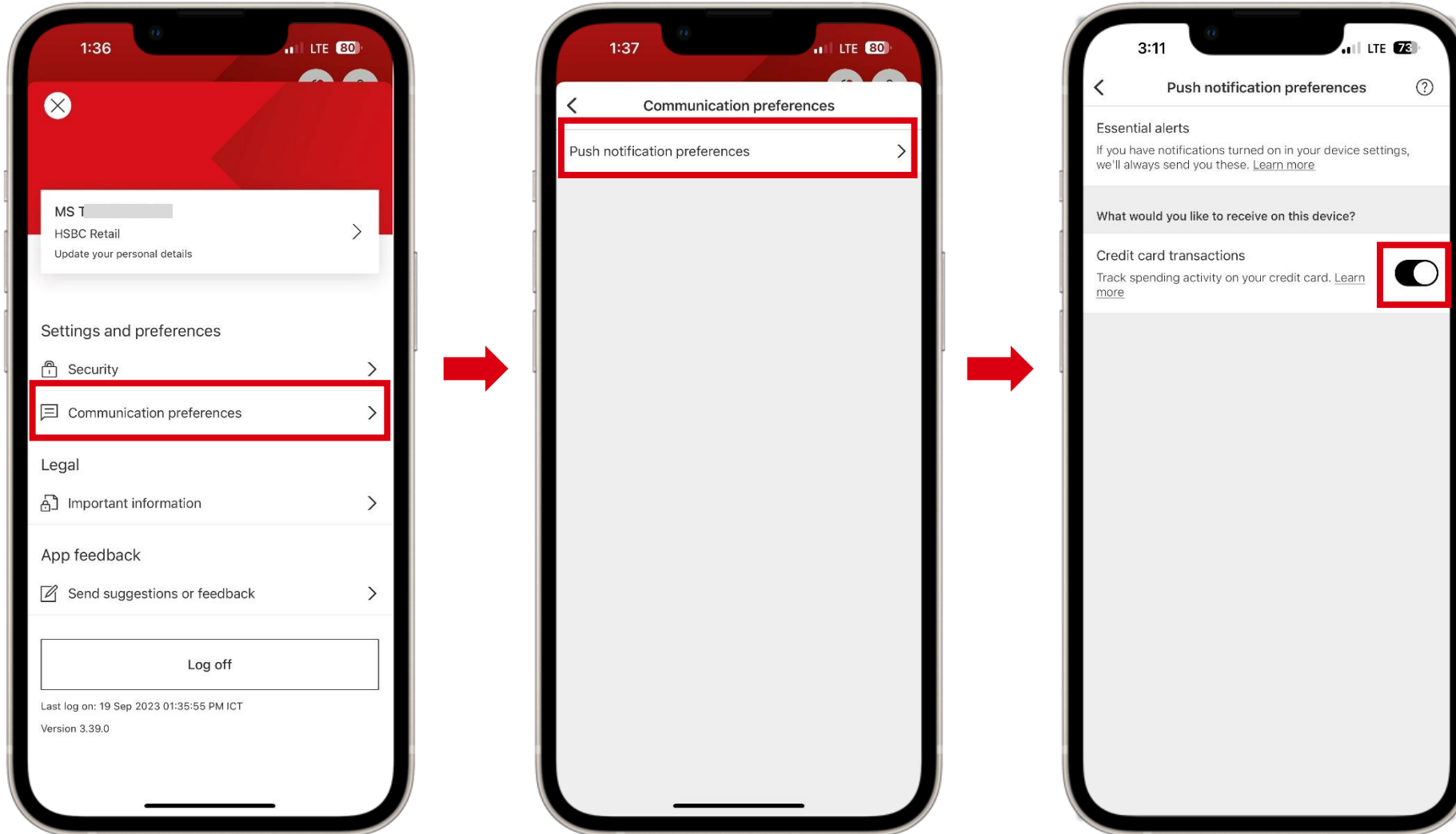


Entry point 2: Profile icon

- Select **Profile icon** at the top right corner of Accounts page
- Select '**Communication preferences**' then choose '**Push notification preferences**'.
- Select '**Turn on notification**'

Other In-App Features

► Push Notifications for credit card transactions - turn off Push notifications



You can turn off notifications at any time in 'Communication preferences'.

- Select **Profile icon** on the right corner of the 'Accounts' page.
- Select '**Communication preferences**'.
- Select '**Push notification preferences**'.
- **Tap the toggle switch of** for the notifications category you'd like to turn off.

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