

# Online Banking User Guide

# Daily Banking

In addition to the key transaction functions, HSBC Online Banking also offers extra services to meet your banking needs.

You will learn how to use other banking services by clicking on the instructions below:

**View Account  
Summary**

**Pay and Transfer**

**Manage Future  
Transfer**

**Manage Payees**

**Open Time  
Deposit Account**

**Redeem points**



**Start**

# View Account Summary



View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

\*Click on tabs above for quick access to other sections

The screenshot shows the HSBC website homepage. At the top, there is a navigation bar with links for Personal, Business, and Careers. On the right side of this bar, there are links for VN, English, Register, and Log On. The 'Log On' link is highlighted with a red box, and a red arrow points to it from below. Below the navigation bar, there is a main menu with categories: Everyday Banking (Accounts & Cards), Borrowing (Financing), Insurance (Protection), Investing (Foreign Exchange & Planning), and Offers (Latest campaigns). The main content area features a large banner for 'Save everyday for what matters' with a 'Find out more' button. To the right of the banner, there are two promotional cards: 'Insurance >' and 'Account opening >'. Below the main content area, there are three smaller images: a hand holding an HSBC credit card, a woman and a man smiling next to a large cardboard box, and a classic black convertible car with the number 8 on its side.

## Step 1

**Log on** to Online banking.

\*Click on tabs above for quick access to other sections

The screenshot displays a banking application interface. At the top, there is a dark blue header with the text "Hello" and "Last log on details are unavailable". Below the header is a navigation bar with icons and labels for "Pay and transfer", "Manage payees", "Manage future requests", "Currency converter", "Rename accounts", "Statements", and "Lost or stolen card". A "Quick links" dropdown menu is visible in the top right corner. The main content area shows two account summaries. The first account, "Quan Ho", has a balance of 3,469,249,749 VND and an available balance of 3,469,249,749 VND. Below this is a section titled "Last 3 transactions" with a table of three entries, all dated 03/06/2019 and labeled "TRANSFER". The second account, "Savings Account", has a balance of 10.10 USD and an available balance of 10.10 USD, with a status of "INCLAIMED".

| Last 3 transactions |          |     |
|---------------------|----------|-----|
| 03/06/2019          | TRANSFER | -21 |
| 03/06/2019          | TRANSFER | -21 |
| 03/06/2019          | TRANSFER | -2  |

**Step 2**

Once logged in, navigate through the page to view and the account and its transaction history.

# Pay and Transfer



# Pay and Transfer

This guide provides guideline for users on how to Transfer Money to Other Accounts with our new Personal Online Banking.

Please select the instruction that you would like to view.

**Transfer to  
a Linked Account**

**Transfer to  
an Existing Payee**

**Pay a bill to biller**

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

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



**Start**

The screenshot shows the HSBC online banking interface. At the top, there is a navigation bar with tabs for 'Personal', 'Business', and 'Careers'. On the right side of this bar, there are links for 'VN', 'English', 'Register', and 'Log On'. The 'Log On' link is highlighted with a red box, and a red arrow points to it from the right. Below the navigation bar is the HSBC logo and a menu of services: 'Everyday Banking Accounts & Cards', 'Borrowing Financing', 'Insurance Protection', 'Investing Foreign Exchange & Planning', and 'Offers Latest campaigns'. The main content area features a large banner for 'Save everyday for what matters' with a 'Find out more' button. To the right of this banner are two smaller promotional tiles: 'Insurance >' and 'Account opening >'. Below these are three smaller images: a hand holding a credit card, a woman and a man smiling next to a box, and a classic car with the number 8.

**Step 1**  
**Log on** to Online Banking.



\*Click on tabs for quick access to other sections

Good morning Last logged on 15/08/2019 at 13:47:54

Quick links

- Pay and transfer** (highlighted)
- Manage payees
- Manage future requests
- Currency converter
- Rename accounts
- Statements
- Lost or stolen card

**Savings Account** 38,383 JPY

001-038884-141 Available balance: 38,383 JPY

---

Last 3 transactions

|            |          |    |
|------------|----------|----|
| 05/06/2019 | TRANSFER |    |
| 05/06/2019 | TRANSFER | -2 |
| 05/06/2019 | TRANSFER | -2 |

**Pay and transfer** >

Rename accounts >

**Savings Account** 121,909 JPY

001-038884-142 Available balance: 121,909 JPY

**Step 2**

Once logged in, click on **“Pay and Transfer”** on the Quick links menu at the top or at the side of the account you want to make a transfer from as shown.

*\*Click on tabs for quick access to other sections*

**PAY AND TRANSFER**

## New payments and transfers

From here, you can move money between your accounts or to another person's account, whether at home or overseas. You can also send money to companies.

From

Account

**Current Account**  
001- VND 3,469,250,524

Available balance VND 3,469,250,524

### Step 3

1. In the **“From”** section, select an account you want to use to transfer money from.
2. In the **“To”** section, select option **“Your accounts or someone you’ve paid before”** option.

To

Select an option

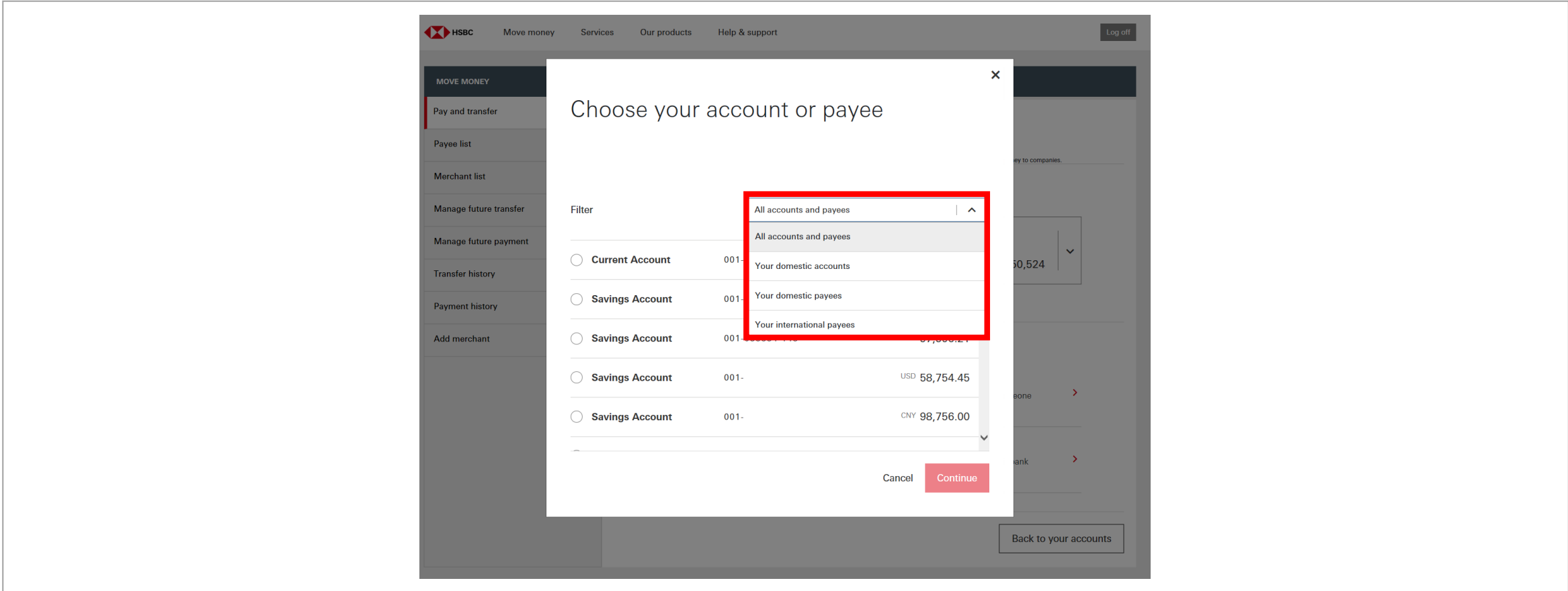
**Your accounts or someone you've paid before** >  
Transfer between your own accounts or send money to someone from your payee list.

**New payment to a person** >  
Send money to someone for the first time. You'll need their bank details for this.

**Step 3**

1. In the "From" section, select an account you want to use to transfer money from.
2. In the "To" section, select option "Your accounts or someone you've paid before" option.

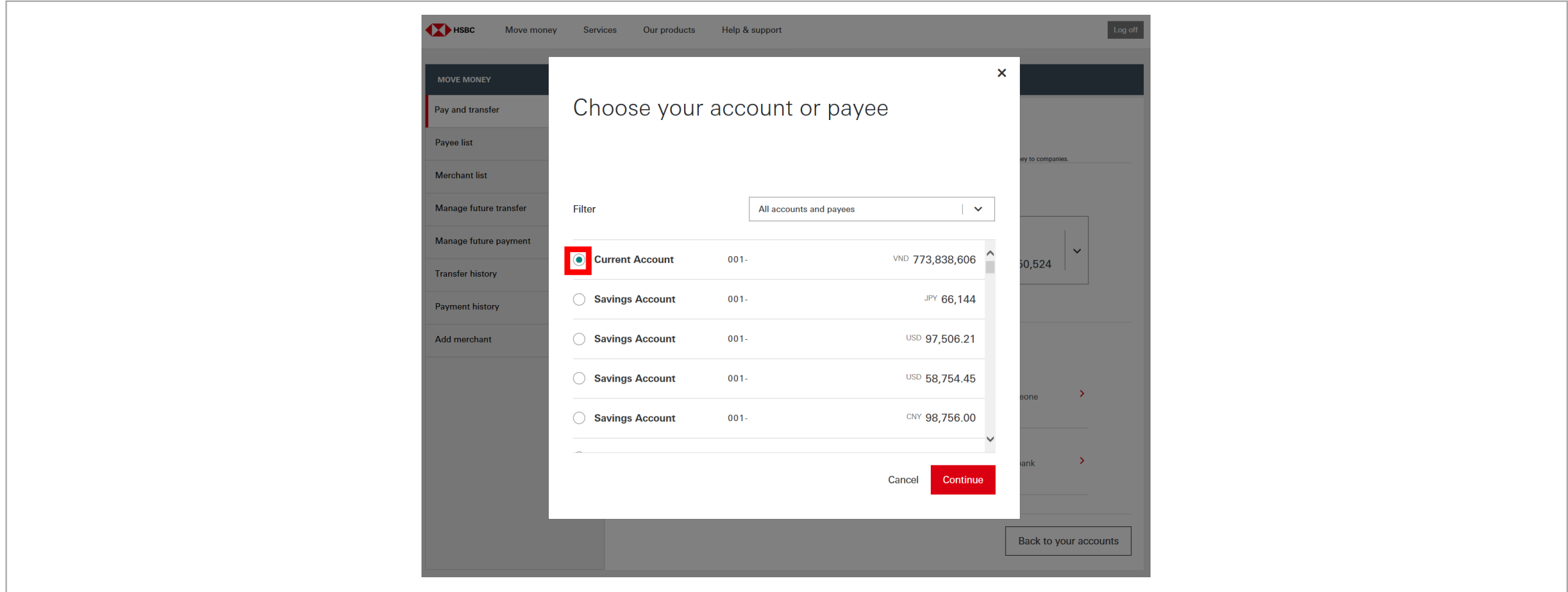
\*Click on tabs for quick access to other sections



**Step 4**

1. A **“Choose your account or payee”** pop-up will show showing the existing payees and linked accounts. You may filter the list from the dropdown at the upper-right as necessary.
2. Select a linked account to transfer money to by clicking on the **radio button** as shown.
3. Click **“Continue”** to proceed.

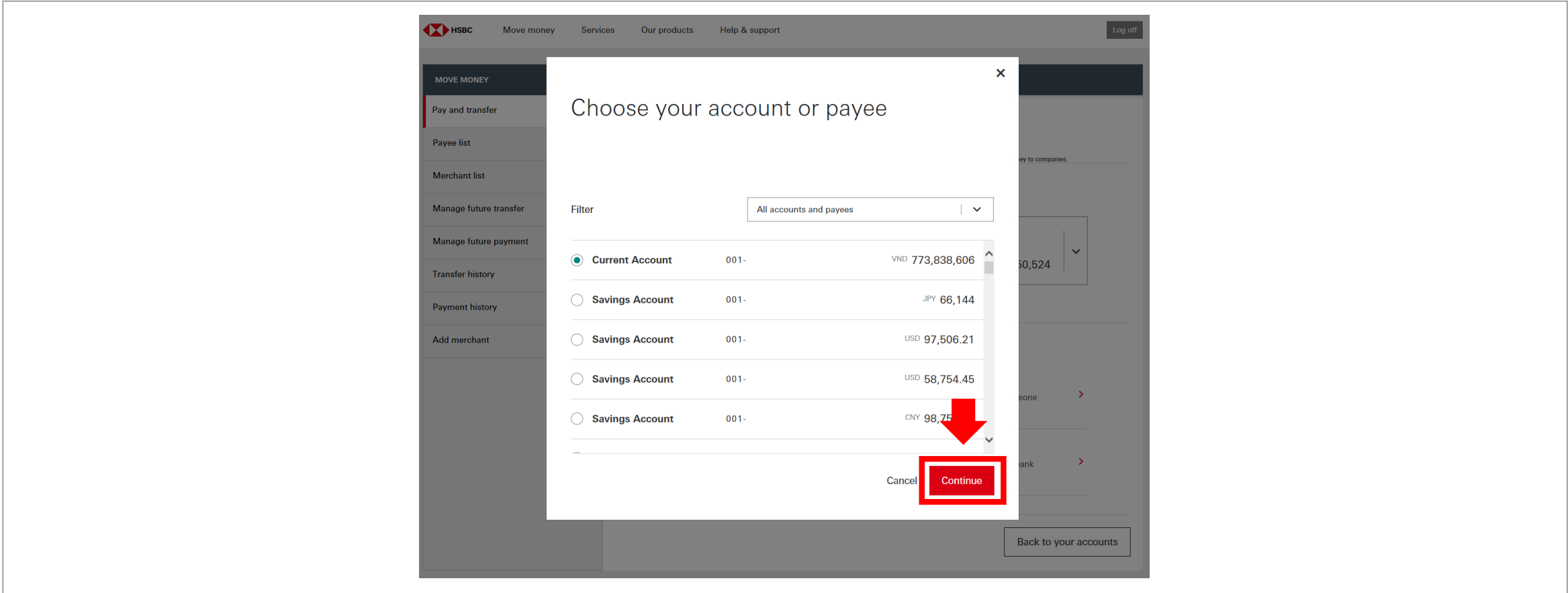
*\*Click on tabs for quick access to other sections*



#### Step 4

1. A **"Choose your account or payee"** pop-up will show showing the existing payees and linked accounts. You may filter the list from the dropdown at the upper-right as necessary.
2. **Select a linked account to transfer money to by clicking on the radio button as shown.**
3. Click **"Continue"** to proceed.

\*Click on tabs for quick access to other sections



**Step 4**

1. A **“Choose your account or payee”** pop-up will show showing the existing payees and linked accounts. You may filter the list from the dropdown at the upper-right as necessary.
2. Select a linked account to transfer money to by clicking on the **radio button** as shown.
3. Click **“Continue”** to proceed.

**Details**

Amount: VND | 1

Transfer narrative: TEst  
Your transfer narrative will appear on your statements and transaction history.

Recurring:  No  Yes

Date: 15/10/2019 This can be today or completed later.

---

**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

By using this service, you shall be deemed to agree with the [Terms & Conditions for Telegraphic Transfers](#).

Cancel **Continue**

**Step 5**

- 1. In the “**Details**” section, input the Amount to be transferred and narrative if necessary.
- 2. Click “**Continue**” to proceed.

**Details**

Amount: VND | 1

Transfer narrative: TEst  
Your transfer narrative will appear on your statements and transaction history.

Recurring:  No  Yes

Date: 15/10/2019  
This can be today or completed later.

---

**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

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Cancel **Continue**

**Step 5**

- 1. In the “**Details**” section, input the Amount to be transferred and narrative if necessary.
- 2. Click “**Continue**” to proceed.



*\*Click on tabs for quick access to other sections*

PAY AND TRANSFER

### Review

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

---

**From**

Account: **Tiet Kiem**  
091-444505-001

---

**To**

Account: **Monthly**  
091-444505-011

---

**Details** Edit

Amount: VND 1

Transfer narrative: TEst

Date: 15/10/2019

ⓘ Please make sure there is enough money in your account on the date selected. You will also need to make sure that the daily limit for your account supports all your requests.

---

**Important information**

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

---

Cancel Confirm

**Step 6**

1. Review the details of the transfer. You may edit it if needed by clicking on the **Edit** option as shown.
2. Please read "Important Information" before click **Confirm** to proceed.

*\*Click on tabs for quick access to other sections*

PAY AND TRANSFER

### Review

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

---

**From**

Account: **Tiet Kiem**  
091-444505-001

---

**To**

Account: **Monthly**  
091-444505-011

---

**Details** Edit ↗

Amount: VND 1  
 Transfer narrative: TEst  
 Date: 15/10/2019

ⓘ Please make sure there is enough money in your account on the date selected. You will also need to make sure that the daily limit for your account supports all your requests.

---

**Important information**

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel Confirm



**Step 6**

1. Review the details of the transfer. You may edit it if needed by clicking on the **Edit** option as shown.
2. Please read **Important Information** before click **Confirm** to proceed.

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PAY AND TRANSFER

### Confirmation

✔ Your transfer has been completed.

#### Our details

|                  |               |
|------------------|---------------|
| Reference number | 477698X315972 |
|------------------|---------------|

#### From

|         |                                    |
|---------|------------------------------------|
| Account | <b>Tiet Klem</b><br>091-444505-001 |
|---------|------------------------------------|

#### To

|         |                                  |
|---------|----------------------------------|
| Account | <b>Monthly</b><br>091-444505-011 |
|---------|----------------------------------|

#### Details

|                    |            |
|--------------------|------------|
| Amount             | VND 1      |
| Transfer narrative | TEST       |
| Effective date     | 15/10/2019 |

#### Important information

Please make sure there is enough money in your account on the date selected. You will also need to be sure that the daily limit for your account supports all your requests.  
If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Print

Back to your accounts

New payment or transfer



**Step 7**

A confirmation page will show once the transfer is confirmed. You may click on **“Back to your accounts”** to go back to your account summary page or **“New Payment or transfer”** to make another transfer.

\*Click on tabs for quick access to other sections

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**Savings Account** 38,383 JPY

001-038884-141 Available balance: 38,383 JPY

---

Last 3 transactions

|            |          |  |
|------------|----------|--|
| 05/06/2019 | TRANSFER |  |
| 05/06/2019 | TRANSFER |  |
| 05/06/2019 | TRANSFER |  |

- Pay and transfer** >
- Rename accounts >

**Savings Account** 121,909 JPY

001-038884-142 Available balance: 121,909 JPY

**Step 2**

Once logged in, click on **“Pay and Transfer”** on the Quick links menu at the top or at the side of the account you want to make a transfer from as shown.

**PAY AND TRANSFER**

## New payments and transfers

From here, you can move money between your accounts or to another person's account, whether at home or overseas. You can also send money to companies.

From

Account

**Current Account**  
001- VND 3,469,250,524

Available balance VND 3,469,250,524

**Step 3**

- 1. In the **“From”** section, select an account you want to use to transfer money from.
- 2. In the **“To”** section, select option **“New payment to a person”** option.

To

Select an option

Your accounts or someone you've paid before  
Transfer between your own accounts or send money to someone from your payee list. >

**New payment to a person**  
Send money to someone for the first time. You'll need their bank details for this. >

- Step 3**
1. In the "From" section, select an account you want to use to transfer money from.
  2. In the "To" section, select option "New payment to a person" option.

To

Payee type

HSBC Account

Cancel **Continue**

**Step 4**

- 1. In the **"To"** section, select **"HSBC Account"** in the Payee type dropdown.
- 2. Click **"Continue"** to proceed.



*\*Click on tabs for quick access to other sections*

To


Payee type  ▼

Cancel



**Step 4**


- 1. In the "To" section, select "HSBC Account" in the Payee type dropdown.
- 2. Click "Continue" to proceed.

To Edit 

Payee type HSBC Account

Name

Account number


Transfer currency VND-Vietnam Dong 

Add to your payees

**Step 5**

- 1. In the **“To”** section, enter the beneficiary account details: *Name, Account Number and Currency (for foreign currency transfers)*. Make sure details entered are correct and is an HSBC account, otherwise, transaction will not proceed.
- 2. In the **“Details”** section, enter the amount and transfer narrative (if necessary).

Note: You have the option to save the payee information by putting a check on **“Add to your payees”** for future transfers.

To Edit 

Payee type: HSBC Account

Name:

Account number:

Transfer currency: VND-Vietnam Dong ▼

Add to your payees

**Step 5**

1. In the **“To”** section, enter the beneficiary account details: *Name, Account Number and Currency (for foreign currency transfers)*. Make sure details entered are correct and is an HSBC account, otherwise, transaction will not proceed.
2. In the **“Details”** section, enter the amount and transfer narrative (if necessary).

*Note: You have the option to save the payee information by putting a check on **“Add to your payees”** for future transfers.*


**Details**

Amount: VND | 1

Transfer narrative: Payment for Food

This transfer narrative will appear on your statements and transaction history.

Recurring:  No  Yes

Date: 04/06/2019 

This can be today or completed later.

**Step 5**

1. In the **“To”** section, enter the beneficiary account details: *Name, Account Number and Currency (for foreign currency transfers)*. Make sure details entered are correct and is an HSBC account, otherwise, transaction will not proceed.
2. In the **“Details”** section, enter the amount and transfer narrative (if necessary).

Note: You have the option to save the payee information by putting a check on **“Add to your payees”** for future transfers.

❖ For customer using the physical security device

Additional security required



Step 1

Press and hold to turn on your Security Device, then enter your Security Device PIN.

Step 2

When HSBC displays, press and hold until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

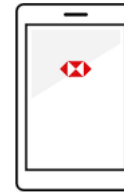
Step 3

Press and use the 6 numbers shown on your Security Device to continue.

Security code

❖ For customer using the Digital Secure Key

Additional security required



Step 1

Open the HSBC Mobile Banking app and select Generate security code.

Step 2

Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3

Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

Step 6

1. Press and hold to boost the Security Device then enter your Security Device PIN number.
2. When the device screen displays "HSBC", press until the entry screen appears.

Step 6

1. Open the HSBC Mobile Banking app and select "Generate security code"
2. Select "Transaction verification" option and follow the step on HSBC Mobile Banking app

❖ For customer using the physical security device

Additional security required



- Step 1**  
Press and hold to turn on your Security Device, then enter your Security Device PIN.
- Step 2**  
When HSBC displays, press and hold until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.
- Step 3**  
Press and use the 6 numbers shown on your Security Device to continue.

Security code

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Security code

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**Step 6**

1. Open the HSBC Mobile Banking app and select "Generate security code"
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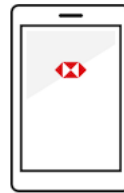
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Security code

❖ For customer using the Digital Secure Key

Additional security required



Step 1

Open the HSBC Mobile Banking app and select Generate security code.

Step 2

Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3

Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

**Step 7**


Enter the last 8 digits of the Beneficiary Account number in the Security Device and press (Example: If the account number is 12345678910, enter **"45678910"** Into your Security Device)


- If there are fewer than 8 digits, e.g. 2345678, enter **"02345678"**.
- If there are characters and figures, e.g. 123A4570BE2, enter **"12345702"**


**Step 7**


Enter the last 8 digits of the Beneficiary Account number in the HSBC Mobile Banking app and press "Authorise". (Example: If the account number is 12345678910, enter **"45678910"** into your HSBC Vietnam app)

- If there are fewer than 8 digits, e.g. 2345678, enter **"02345678"**.
- If there are characters and figures, e.g. 123A4570BE2, enter **"12345702"**



**Step 1**  
Press and hold  to turn on your Security Device, then enter your Security Device PIN.

**Step 2**  
When HSBC displays, press and hold  until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

**Step 3**  
Press  and use the 6 numbers shown on your Security Device to continue.

Security code


**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel **Continue**

**Additional security required**



**Step 1**  
Open the HSBC Mobile Banking app and select Generate security code.

**Step 2**  
Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

**Step 3**  
Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

**Important information**

If we receive your transfer request or supporting documentation after 3pm, your transfer will be processed the next working day.

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.


By using this service, you shall be deemed to agree with the [Terms & Conditions for Telegraphic Transfers](#).


Cancel **Continue**


- Step 8**
- The device will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
  - Click "**Continue**" to proceed.


- Step 8**
- The Digital Secure Key will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
  - Click "**Continue**" to proceed.





**Step 1**  
Press and hold  to turn on your Security Device, then enter your Security Device PIN.

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When HSBC displays, press and hold  until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

**Step 3**  
Press  and use the 6 numbers shown on your Security Device to continue.

Security code


**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel **Continue**

**Additional security required**



**Step 1**  
Open the HSBC Mobile Banking app and select Generate security code.

**Step 2**  
Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

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Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

**Important information**

If we receive your transfer request or supporting documentation after 3pm, your transfer will be processed the next working day.

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

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Cancel **Continue**

**Step 8**

- The device will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
- Click **Continue** to proceed.

**Step 8**

- The Digital Secure Key will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
- Click **Continue** to proceed.

\*Click on tabs for quick access to other sections

PAY AND TRANSFER

### Review

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

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**From**

|         |                        |
|---------|------------------------|
| Account | Current Account<br>001 |
|---------|------------------------|

---

**To** Edit ↗

|                   |                  |
|-------------------|------------------|
| Payee type        | HSBC Account     |
| Name              | Quin Hi          |
| Account number    | 001              |
| Transfer currency | VND-Vietnam Dong |

---

**Details** Edit ↗

|                    |                 |
|--------------------|-----------------|
| Amount             | VND 1           |
| Transfer narrative | Payment to Food |
| Recurring          | No              |
| Date               | 04/06/2019      |

---

**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel
Confirm

**Step 9**

1. Review the details of the transfer. You may edit it if needed by clicking on the **Edit** option as shown.
2. Please read "Important Information" before click **Confirm** to proceed.

\*Click on tabs for quick access to other sections

PAY AND TRANSFER

### Review

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

---

**From**

|         |                        |
|---------|------------------------|
| Account | Current Account<br>001 |
|---------|------------------------|

---

**To** Edit ↗

|                   |                  |
|-------------------|------------------|
| Payee type        | HSBC Account     |
| Name              | Quin Hi          |
| Account number    | 001              |
| Transfer currency | VND-Vietnam Dong |

---

**Details** Edit ↗

|                    |                 |
|--------------------|-----------------|
| Amount             | VND 1           |
| Transfer narrative | Payment to Food |
| Recurring          | No              |
| Date               | 04/06/2019      |

---

**Important information**

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Cancel
Confirm



**Step 9**

1. Review the details of the transfer. You may edit it if needed by clicking on the **"Edit"** option as shown.
2. Please read **"Important Information"** before click **"Confirm"** to proceed.

*\*Click on tabs for quick access to other sections*

**PAY AND TRANSFER**

Confirmation

✔ We've added your payee and your transfer request has been received.

Our details

Reference number: 880928X444184

From

Account: Current Account 001

To

Payee type: HSBC Account

Name: Quin Hi

Account number: 001

Transfer currency: VND-Vietnam Dong

Details

Amount: VND 1

Transfer narrative: Payment to Food

Recurring: No

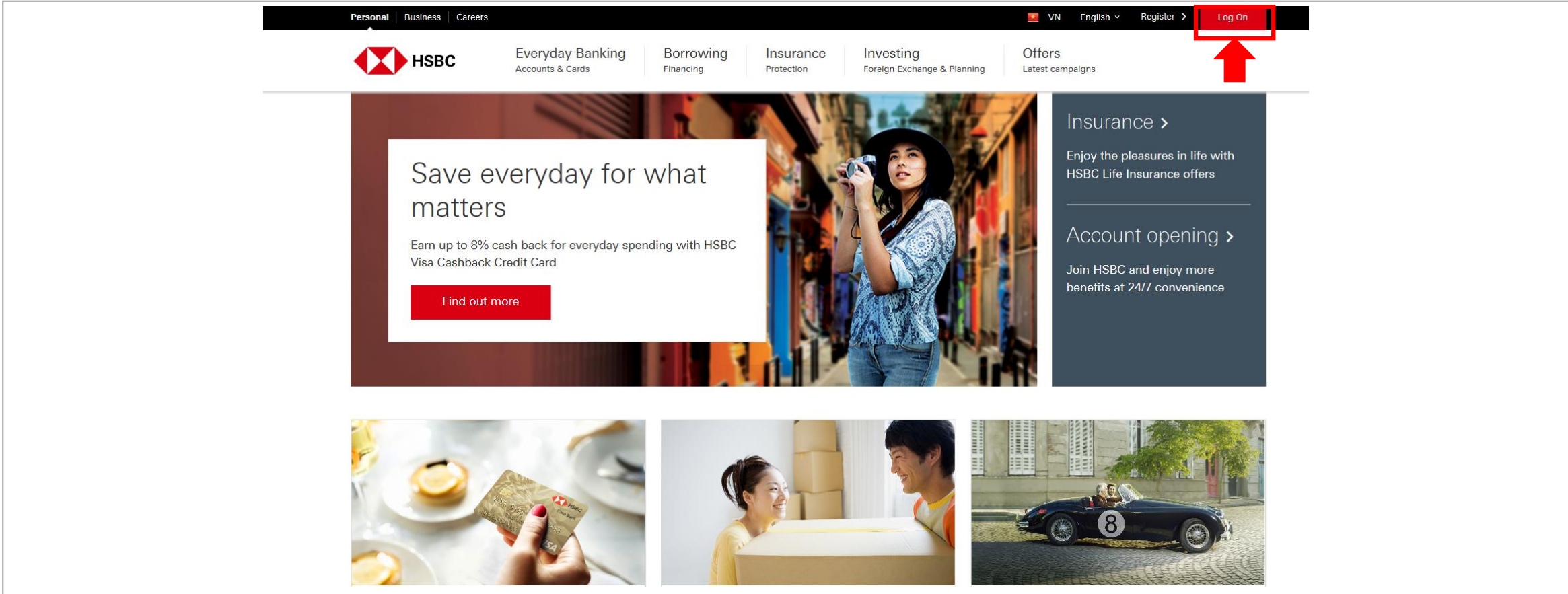
Effective date: 03/06/2019

Print | **Back to your accounts** | **New payment or transfer**

**Step 10**

A confirmation page will show once the transfer is confirmed. You may click on **“Back to your accounts”** to go back to your account summary page or **“New Payment or transfer”** to make another transfer.

\*Click on tabs for quick access to other sections



**Step 1**  
**Log on** to Online banking.

\*Click on tabs for quick access to other sections

Good morning

Last logged on 15/08/2019 at 13:47:54

Quick links

- Pay and transfer
- Manage payees
- Manage future requests
- Currency converter
- Rename accounts
- Statements
- Lost or stolen card

**Savings Account** 38,383 JPY  
001-038884-141  
Available balance: 38,383 JPY

Last 3 transactions

|            |          |    |
|------------|----------|----|
| 05/06/2019 | TRANSFER |    |
| 05/06/2019 | TRANSFER | -2 |
| 05/06/2019 | TRANSFER | -2 |

**Savings Account** 121,909 JPY  
001-038884-142  
Available balance: 121,909 JPY

**Step 2**

Once logged in, click on **“Pay and Transfer”** on the Quick links menu at the top or at the side of the account you want to make a transfer from as shown.

*\*Click on tabs for quick access to other sections*

**PAY AND TRANSFER**

### New payments and transfers

From here, you can move money between your accounts or to another person's account, whether at home or overseas. You can also send money to companies.

---

**From**

Account

Overdraft Account  
001- -999 VND 17,087,756

Available balance VND 17,087,756

**Step 3**

- 1. In the **“From”** section, select an account you want to use to transfer money from.
- 2. In the **“To”** section, select **“New payment to a person”** option.

To

Select an option

Your accounts or someone you've paid before  
Transfer between your own accounts or send money to someone from your payee list. >

**New payment to a person**  
Send money to someone for the first time. You'll need their bank details for this. >

**Step 3**

1. In the "From" section, select an account you want to use to transfer money from.
2. In the "To" section, select "New payment to a person" option.



To

Payee type

Cancel **Continue**

**Step 4**


- 1. In the **"To"** section, select **"Non-HSBC Account"** in the Payee type dropdown.
- 2. Click **"Continue"** to proceed.

*\*Click on tabs for quick access to other sections*

To


Payee type

Cancel



**Step 4**

- 1. In the "To" section, select "Non-HSBC Account" in the Payee type dropdown.
- 2. Click "Continue" to proceed.

To Edit 

Payee type: Non-HSBC

Name:


Account number:

Bank search:  Bank name and address  Bank code

Add to your payees

**Step 5**

- 1. In the "To" section, enter the beneficiary account details: *Name and Account Number*.  
Make sure details entered are correct and is a Non-HSBC account, otherwise, transaction will not proceed.
- 2. In the Bank Search option locate the Bank by selecting either **Bank name and address** or **Bank code** radio button.

**To** Edit 

Payee type: Non-HSBC

Name:

Account number:

Bank search:  Bank name and address  Bank code

Add to your payees

**Step 5**

1. In the **“To”** section, enter the beneficiary account details: *Name* and *Account Number*.  
Make sure details entered are correct and is a Non-HSBC account, otherwise, transaction will not proceed.
2. In the **Bank Search** option locate the Bank by selecting either **Bank name and address** or **Bank code** radio button.

Payee type: Non-HSBC

Name: James

Account number: [Empty]

Bank search:  Bank name and address  Bank code

Bank name and address: [Dropdown menu showing ACB CAN THO, ACB DANANG, ACB HAI PHONG DUYEN HAI, ACB HANOI]


Details

Amount: VND [Input field]

**Step 5**

Notes:

- If you select the **"Bank name and address"** option, you will have a drop-down menu showing the different local banks in Vietnam.
- If you select the **"Bank code"** option, you will be prompted to input the bank code of the bank. If you don't know the code, you can also click on bank search which will open a list of Vietnam Bank Codes.

To Edit 

Payee type: Non-HSBC

Name:

Account number:

Bank search:  Bank name and address  Bank code

Bank Code:

If you don't know this, please use our [bank search](#)

Add to your payees

**Step 5**

Notes:

- If you select the **“Bank name and address”** option, you will have a drop-down menu showing the different local banks in Vietnam.
- If you select the **“Bank code”** option, you will be prompted to input the bank code of the bank. If you don't know the code, you can also click on bank search which will open a list of Vietnam Bank Codes.

**Details**

Amount: VND 1

Transfer narrative: Payment for Food  
This transfer narrative will appear on your statements and transaction history.

Payee transfer narrative: [Empty text boxes]

This transfer narrative will appear on your payee's statements and transaction history.

Recurring:  No  Yes

Date: 13/08/2019  
This can be today or completed later.

**Step 6**

1. In the “**Details**” section, enter the amount and transfer narrative (if necessary).

*Note: You may also update the timing of the transfer whether it is a recurring transfer and the date schedule.*

**Details**

Amount: VND | 1

Transfer narrative: Payment for Food  
This transfer narrative will appear on your statements and transaction history.

Payee transfer narrative: [Empty field]  
[Empty field]  
[Empty field]  
[Empty field]  
This transfer narrative will appear on your payee's statements and transaction history.

Recurring:  No  Yes

Date: 13/08/2019   
This can be today or completed later.


**Step 6**

1. In the “**Details**” section, enter the amount and transfer narrative (if necessary).

*Note: You may also update the timing of the transfer whether it is a recurring transfer and the date schedule.*



*\*Click on tabs for quick access to other sections*


To Edit 

Payee type: Non-HSBC

Name:

Account number:

Bank search:  Bank name and address  Bank code

Bank name and address:  

Add to your payees

**Step 7**

*Note: You have the option to save the payee information by putting a check on **"Add to your payees"** for future transfers.*

❖ For customer using the physical security device

Additional security required



Step 1

Press and hold to turn on your Security Device, then enter your Security Device PIN.

Step 2

When HSBC displays, press and hold until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

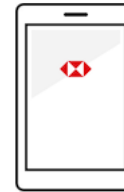
Step 3

Press and use the 6 numbers shown on your Security Device to continue.

Security code

❖ For customer using the Digital Secure Key

Additional security required



Step 1

Open the HSBC Mobile Banking app and select Generate security code.

Step 2

Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3

Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

Step 6

1. Press and hold to boost the Security Device then enter your Security Device PIN number.
2. When the device screen displays "HSBC", press until the entry screen appears.

Step 6

1. Open the HSBC Mobile Banking app and select "Generate security code"
2. Select "Transaction verification" option and follow the step on HSBC Mobile Banking app

❖ For customer using the physical security device

Additional security required



Step 1

Press and hold to turn on your Security Device, then enter your Security Device PIN.

Step 2

When HSBC displays, press and hold until the entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

Step 3

Press and use the 6 numbers shown on your Security Device to continue.

Security code

❖ For customer using the Digital Secure Key

Additional security required



Step 1

Open the HSBC Mobile Banking app and select Generate security code.

Step 2

Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3

Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

Step 6

1. Press and hold to boost the Security Device then enter your Security Device PIN number.
2. When the device screen displays "HSBC", press until the entry screen appears.

Step 6

1. Open the HSBC Mobile Banking app and select "Generate security code"
2. Select "Transaction verification" option and follow the step on HSBC Mobile Banking app

Transfer to a Linked Account

Transfer to a New Payee (Other HSBC)

Transfer to a New Payee (Non HSBC)

Transfer to an Existing Payee

Pay a bill to biller

\*Click on tabs for quick access to other sections

❖ For customer using the physical security device

Additional security required



Step 1

Press and hold to turn on your Security Device, then enter your Security Device PIN.

Step 2

When HSBC displays, press and hold until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

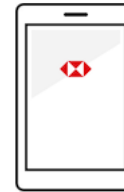
Step 3

Press and use the 6 numbers shown on your Security Device to continue.

Security code

❖ For customer using the Digital Secure Key

Additional security required



Step 1

Open the HSBC Mobile Banking app and select Generate security code.

Step 2

Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3

Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

**Step 7**


Enter the last 8 digits of the Beneficiary Account number in the Security Device and press (Example: If the account is 12345678910, enter "**45678910**" into your Security Device)


- If there are fewer than 8 digits, e.g. 2345678, enter "**02345678**".
- If there are characters and figures, e.g. 123A4570BE2, enter "**12345702**".


**Step 7**


Enter the last 8 digits of the Beneficiary Account number in the HSBC Mobile Banking app and press "Authorise". (Example: If the account is 12345678910, enter "**45678910**" into your HSBC Vietnam app.)

- If there are fewer than 8 digits, e.g. 2345678, enter "**02345678**".
- If there are characters and figures, e.g. 123A4570BE2, enter "**12345702**".



**Step 1**  
Press and hold  to turn on your Security Device, then enter your Security Device PIN.

**Step 2**  
When HSBC displays, press and hold  until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

**Step 3**  
Press  and use the 6 numbers shown on your Security Device to continue.

Security code

**Important information**


Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel **Continue**

- Step 8**
1. The device will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
  2. Click "**Continue**" to proceed.

**Additional security required**



**Step 1**  
Open the HSBC Mobile Banking app and select Generate security code.

**Step 2**  
Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

**Step 3**  
Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

**Important information**

If we receive your transfer request or supporting documentation after 3pm, your transfer will be processed the next working day.


Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.


If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.


By using this service, you shall be deemed to agree with the [Terms & Conditions for Telegraphic Transfers](#).


Cancel **Continue**

- Step 8**
1. The Digital Secure Key will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
  2. Click "**Continue**" to proceed.



**Step 1**  
Press and hold  to turn on your Security Device, then enter your Security Device PIN.

**Step 2**  
When HSBC displays, press and hold  until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

**Step 3**  
Press  and use the 6 numbers shown on your Security Device to continue.

Security code


**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel

**Additional security required**



**Step 1**  
Open the HSBC Mobile Banking app and select Generate security code.

**Step 2**  
Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

**Step 3**  
Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

**Important information**

If we receive your transfer request or supporting documentation after 3pm, your transfer will be processed the next working day.

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

By using this service, you shall be deemed to agree with the [Terms & Conditions for Telegraphic Transfers](#).

Cancel

- Step 8**
1. The device will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
  2. Click **Continue** to proceed.

View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

Transfer to a Linked Account

Transfer to a New Payee (Other HSBC)

Transfer to a New Payee (Non HSBC)

Transfer to an Existing Payee

Pay a bill to biller

*\*Click on tabs for quick access to other sections*

### Review

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

#### From

Account **Current Account**  
001- -001

#### To

Payee type Non-HSBC  
Name James  
Account number 1234567890000  
Bank name and address ACB CAN THO

Edit ↗

#### Details

Amount VND 1  
Transfer narrative Payment for Food  
Payee transfer narrative Payment for Food  
Recurring No  
Date 15/08/2019

Edit ↗

#### Important information

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel

Confirm

## Step 11

1. Review the details of the transfer. You may edit it if needed by clicking on the **Edit** option as shown.
2. Click **Confirm** to proceed.

\*Click on tabs for quick access to other sections

**Review**

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

---

**From**

Account: Current Account  
001- -001

---

**To** Edit

Payee type: Non-HSBC  
Name: James  
Account number: 1234567890000  
Bank name and address: ACB CAN THO

---

**Details** Edit

Amount: VND 1  
Transfer narrative: Payment for Food  
Payee transfer narrative: Payment for Food  
Recurring: No  
Date: 15/08/2019

---

**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the date you select for your account supports all your requests.  
If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel **Confirm**

**Step 11**

1. Review the details of the transfer. You may edit it if needed by clicking on the "Edit" option as shown.
2. Click "Confirm" to proceed.



*\*Click on tabs for quick access to other sections*

Confirmation

---

Our details

Reference number: 981678X79899

---

From

Account: **Current Account**  
001- -001

---

To

Type: Non-HSBC  
Name: James  
Account number: 1234567890000  
Bank name and address: ACB CAN THO

---

Details

Amount: VND 1  
Transfer Narrative: Payment for Food  
Payee transfer narrative: Payment for Food  
Recurring: No  
Date: 05/06/2019



**Step 12**

A confirmation page will show once the transfer is confirmed. You may click on **“Back to your accounts”** to go back to your account summary page or **“New Payment or transfer”** to make another transfer.

\*Click on tabs for quick access to other sections

**Step 1**  
**Log on** to Online banking.

Good morning

Last logged on 15/08/2019 at 13:47:54

Quick links

- Pay and transfer
- Manage payees
- Manage future requests
- Currency converter
- Rename accounts
- Statements
- Lost or stolen card

**Savings Account** 38,383 JPY  
 Available balance: 38,383 JPY

001-038884-141

Last 3 transactions

|            |          |  |
|------------|----------|--|
| 05/06/2019 | TRANSFER |  |
| 05/06/2019 | TRANSFER |  |
| 05/06/2019 | TRANSFER |  |

Pay and transfer

Rename accounts

**Savings Account** 121,909 JPY  
 Available balance: 121,909 JPY

001-038884-142

**Step 2**

Once logged in, click on **“Pay and Transfer”** on the Quick links menu at the top or at the side of the account you want to make a transfer from as shown.

**PAY AND TRANSFER**

## New payments and transfers

From here, you can move money between your accounts or to another person's account, whether at home or overseas. You can also send money to companies.

From

Account

**Current Account**  
001- VND 3,469,250,524

Available balance VND 3,469,250,524

**Step 3**

- 1. In the **“From”** section, select an account you want to use to transfer money from.
- 2. In the **“To”** section, select option **“Your accounts or someone you’ve paid before”** option.

To

Select an option

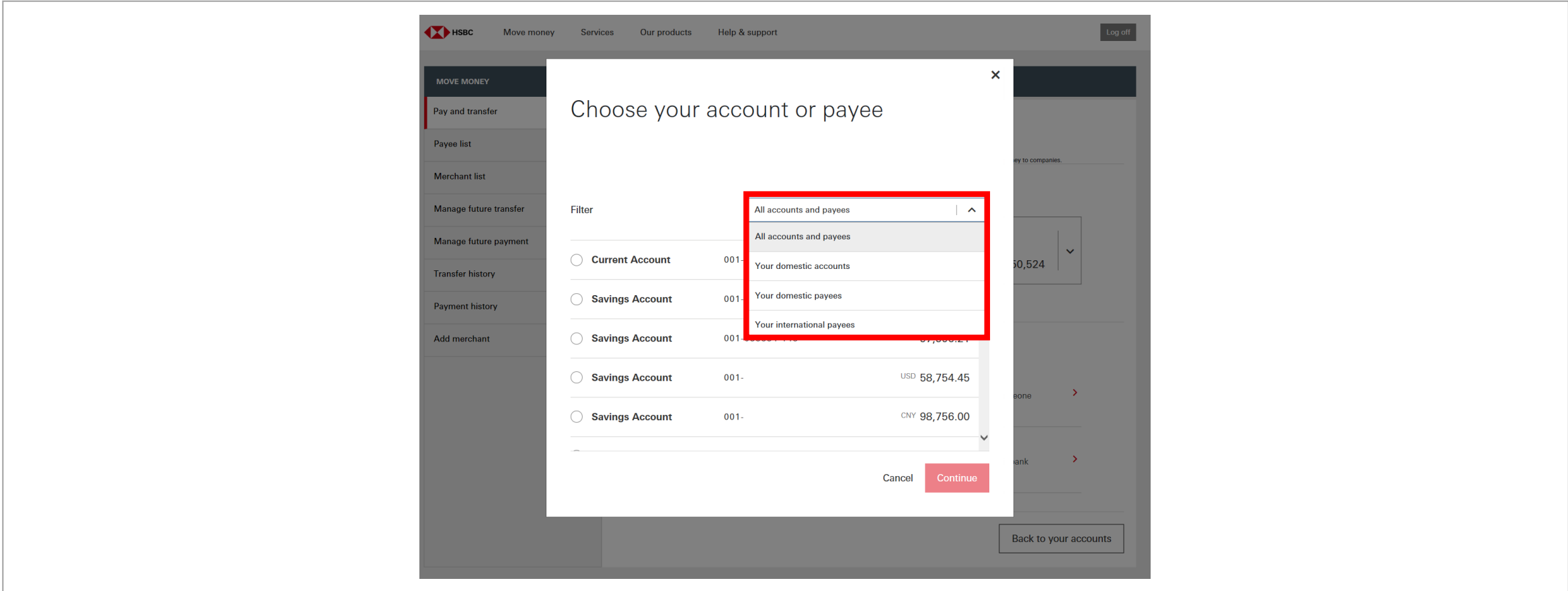
**Your accounts or someone you've paid before** >  
Transfer between your own accounts or send money to someone from your payee list.

**New payment to a person** >  
Send money to someone for the first time. You'll need their bank details for this.

**Step 3**

1. In the "From" section, select an account you want to use to transfer money from.
2. In the "To" section, select option "Your accounts or someone you've paid before" option.

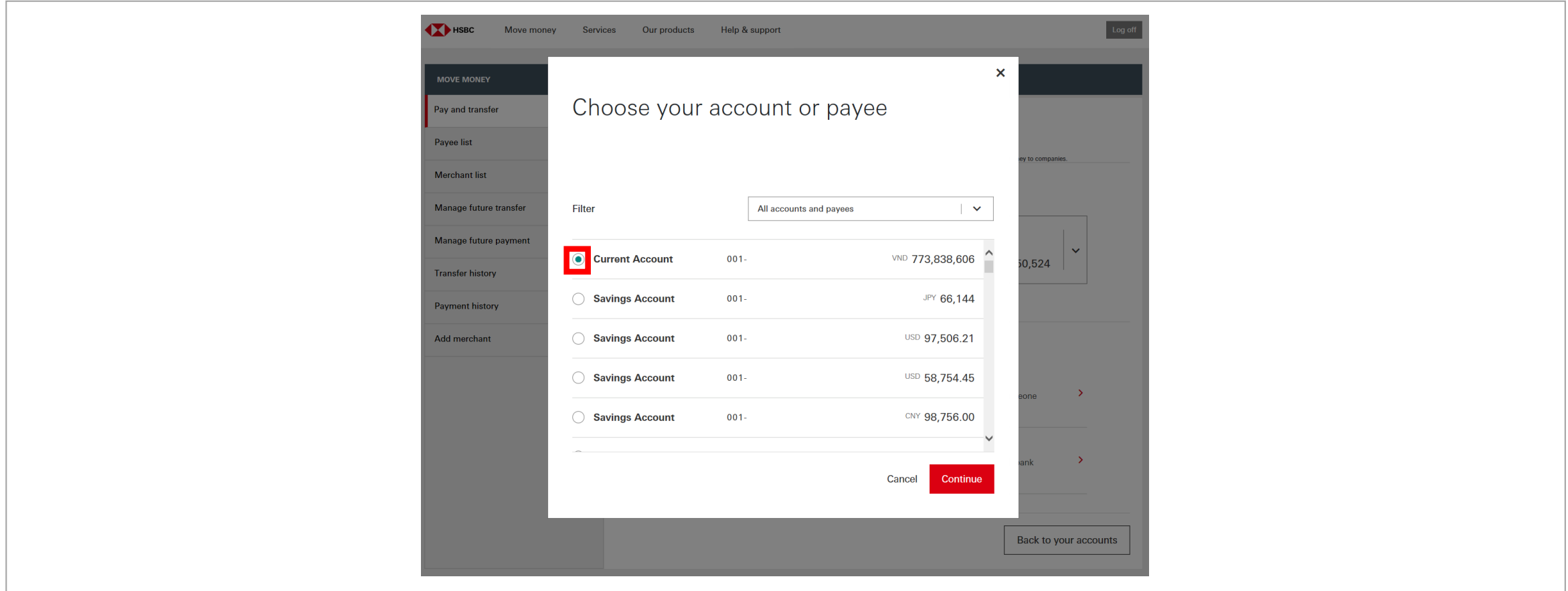
\*Click on tabs for quick access to other sections



**Step 4**

1. A **“Choose your account or payee”** pop-up will show showing the existing payees and linked accounts. You may filter the list from the dropdown at the upper-right as necessary.
2. Select a linked account to transfer money to by clicking on the **radio button** as shown.
3. Click **“Continue”** to proceed.

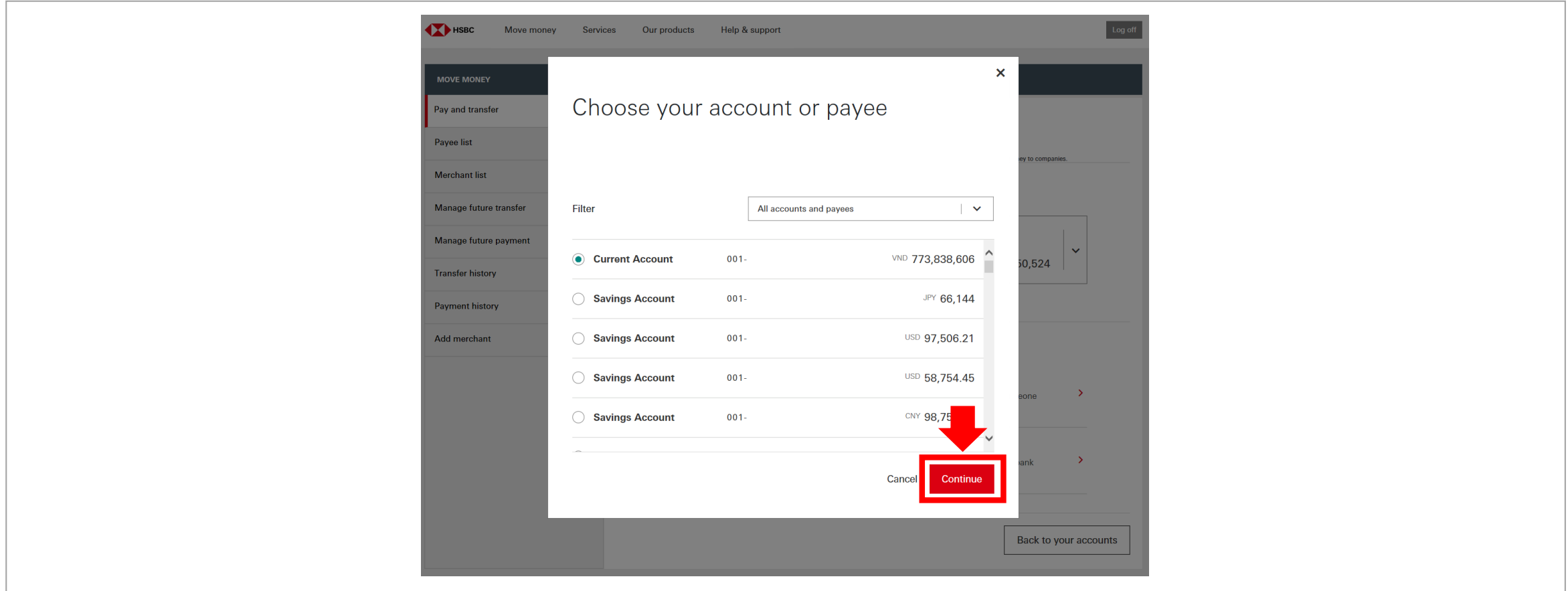
\*Click on tabs for quick access to other sections



**Step 4**

1. A **“Choose your account or payee”** pop-up will show showing the existing payees and linked accounts. You may filter the list from the dropdown at the upper-right as necessary.
2. **Select a linked account to transfer money to by clicking on the radio button as shown.**
3. Click **“Continue”** to proceed.

\*Click on tabs for quick access to other sections



**Step 4**

1. A **"Choose your account or payee"** pop-up will show showing the existing payees and linked accounts. You may filter the list from the dropdown at the upper-right as necessary.
2. Select a linked account to transfer money to by clicking on the **radio button** as shown.
3. Click **"Continue"** to proceed.



**Details**

Amount: VND | 1

Transfer narrative: Payment for Food

Your transfer narrative will appear on your statements and transaction history.

Recurring:  No  Yes

Date: 15/08/2019

This can be today or completed later.

---

**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel **Continue**

**Step 5**

- 1. In the “**Details**” section, input the Amount to be transferred and narrative if necessary.
- 2. Please read “Important Information” before click “**Continue**” to proceed.

**Details**

Amount: VND | 1

Transfer narrative: Payment for Food  
Your transfer narrative will appear on your statements and transaction history.

Recurring:  No  Yes

Date: 15/08/2019 This can be today or completed later.

---

**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel **Continue**

**Step 5**

- 1. In the “**Details**” section, input the Amount to be transferred and narrative if necessary.
- 2. Please read “**Important Information**” before click “**Continue**” to proceed.

**Review**

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

---

**From**


Account: **Savings Account**  
001 -041

---

**To**

Account: **Savings Account**  
001 -041

---

**Details** Edit 

Amount: VND 1

Transfer narrative: Payment for Food

Date: 15/08/2019

ⓘ Please make sure there is enough money in your account on the date selected. You will also need to make sure that the daily limit for your account supports all your requests.

---

**Important information**

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

---

Cancel Confirm

**Step 6**

1. Review the details of the transfer. You may edit it if needed by clicking on the **Edit** option as shown.
2. Click **Confirm** to proceed.

**Review**

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

---

**From**

Account: **Savings Account**  
001 -041

---

**To**

Account: **Savings Account**  
001 -041

---

**Details** Edit

Amount: VND 1

Transfer narrative: Payment for Food

Date: 15/08/2019

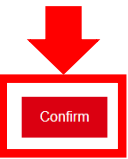
ⓘ Please make sure there is enough money in your account on the date selected. You will also need to make sure that the daily limit for your account supports all your requests.

---

**Important information**

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel **Confirm**



**Step 6**

- 1. Review the details of the transfer. You may edit it if needed by clicking on the **“Edit”** option as shown.
- 2. Click **“Confirm”** to proceed.

\*Click on tabs for quick access to other sections

**Confirmation**

✔ Your transfer has been completed.

---

**Our details**

Reference number: 269592X259001

---

**From**

Account: **Savings Account**  
001-041417-041

---

**To**

Account: **Savings Account**  
001-041508-041

---

**Details**

Amount: VND 1  
 Transfer narrative: Payment for Food  
 Effective date: 05/06/2019

---

**Important information**

Please make sure there is enough money in your account on the date selected. You will also need to be sure that the daily limit for your account supports all your requests.  
 If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Print | **Back to your accounts** | **New payment or transfer**

**Step 7**

A confirmation page will show once the transfer is confirmed. You may click on **“Back to your accounts”** to go back to your account summary page or **“New Payment or transfer”** to make another transfer.

**Step 1**  
**Log on** to Online banking.

The screenshot shows a banking dashboard with a dark header. At the top, there are navigation tabs: 'View Account Summary', 'Pay and Transfer' (highlighted in red), 'Manage Future Transfer', 'Manage Payees', 'Open Time Deposit Account', and 'Redeem points'. Below these are sub-tabs for transfer options: 'Transfer to a Linked Account', 'Transfer to a New Payee (Other HSBC)', 'Transfer to a New Payee (Non HSBC)', 'Transfer to an Existing Payee', and 'Pay a bill to biller' (highlighted in red). A note on the right says '\*Click on tabs for quick access to other sections'. The main content area shows a 'Good morning' greeting, the user's last login time (15/08/2019 at 13:47:54), and a 'Quick links' menu. The 'Pay and transfer' link in the menu is highlighted with a red box. Below the menu, two account cards are visible. The first card is for a 'Savings Account' with ID 001-038884-141, a balance of 38,383 JPY, and an available balance of 38,383 JPY. A 'Pay and transfer' link with a right arrow is highlighted with a red box. Below this link is a 'Rename accounts' link with a right arrow. The second card is for another 'Savings Account' with ID 001-038884-142, a balance of 121,909 JPY, and an available balance of 121,909 JPY. Below the account cards, there is a table for 'Last 3 transactions'.

| Date       | Description | Amount |
|------------|-------------|--------|
| 05/06/2019 | TRANSFER    |        |
| 05/06/2019 | TRANSFER    |        |
| 05/06/2019 | TRANSFER    |        |

**Step 2**

Once logged in, click on **“Pay and Transfer”** on the Quick links menu at the top or at the side of the account you want to make a transfer from as shown.

**PAY AND TRANSFER**

## New payments and transfers

From here, you can move money between your accounts or to another person's account, whether at home or overseas. You can also send money to companies.

From

Account

**Current Account**  
001- VND 3,469,250,524

Available balance VND 3,469,250,524

**Step 3**

- 1. In the **“From”** section, select an account you want to use to transfer money from.
- 2. In the **“To”** section, select option **“New payment to a biller”** option.



To

Select an option

- Your accounts or someone you've paid before  
Transfer between your own accounts or send money to someone from your payee list. >
- New payment to a person  
Send money to someone for the first time. You'll need their bank details for this. >
- New payment to a biller**  
Pay a bill to your biller. We have a predefined list for you to choose from. >

**Step 3**

1. In the "From" section, select an account you want to use to transfer money from.
2. In the "To" section, select option "New payment to a biller" option.

To

→ Service

→ Biller name

→ Client code

Client code is a unique identifier for your biller. It appears on your billing statements.

---

**Important information**

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms and Conditions](#) for bill payment.

---

Cancel

**Step 4**

- 1. Select the Utilities Service, Biller Name and Client Code that you want to pay your bills.
- 2. If your biller details are correct, click "Continue" to proceed.

To

➡ Service: Internet

➡ Biller name: FPT Telecom

➡ Client code: PExxxxxx54866

Client code is a unique identifier for your biller. It appears on your billing statements.

---

**Important information**

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

By using this service, you agree with our [Terms and Conditions](#) for bill payment.

---

Cancel | **Continue**

**Step 4**

- 1. Select the Utilities Service, Biller Name and Client Code that you want to pay your bills.
- 2. If your biller details are correct, click "Continue" to proceed.

|               |                  |
|---------------|------------------|
| Bill name     | EVN HCMC         |
| Client code   | PE03001905113    |
| Customer name | Long Pham        |
| Address       | 35 Nguyen Hue... |

**My bills**

My oldest outstanding bill

| Bill cycle | Amount (VND) |
|------------|--------------|
| 2020-05    | 115,000      |

*You'll need to pay your oldest outstanding bill before you can pay more recent ones or pay all outstanding bills according to the biller's policy.*

Bills you can pay later

| Bill cycle | Amount (VND) |
|------------|--------------|
| 2020-06    | 131,000      |

**Step 5**

System will pull out the customer's information from the biller's data. If you selected the wrong biller details, you can click on **Edit** option. (If there are more than one bill required to be paid, you need to pay all your oldest outstanding bills before making the recent bill payment)

Transfer to a Linked Account

Transfer to a New Payee (Other HSBC)

Transfer to a New Payee (Non HSBC)

Transfer to an Existing Payee

Pay a bill to biller

\*Click on tabs for quick access to other sections

❖ For customer using the physical security device

Additional security required



Step 1

Press and hold to turn on your Security Device, then enter your Security Device PIN.

Step 2

When HSBC displays, press and hold until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

Step 3

Press and use the 6 numbers shown on your Security Device to continue.

Security code

❖ For customer using the Digital Secure Key

Additional security required



Step 1

Open the HSBC Mobile Banking app and select Generate security code.

Step 2

Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3

Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

Step 6

1. Press and hold to boost the Security Device then enter your Security Device PIN number.
2. When the device screen displays "HSBC", press until the entry screen appears.

Step 6

1. Open the HSBC Mobile Banking app and select "Generate security code"
2. Select "Transaction verification" option and follow the step on HSBC Mobile Banking app

Transfer to a Linked Account

Transfer to a New Payee (Other HSBC)

Transfer to a New Payee (Non HSBC)

Transfer to an Existing Payee

Pay a bill to biller

\*Click on tabs for quick access to other sections

❖ For customer using the physical security device

Additional security required



Step 1

Press and hold to turn on your Security Device, then enter your Security Device PIN.

Step 2

When HSBC displays, press and hold until the entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

Step 3

Press and use the 6 numbers shown on your Security Device to continue.

Security code

❖ For customer using the Digital Secure Key

Additional security required



Step 1

Open the HSBC Mobile Banking app and select Generate security code.

Step 2

Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3

Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

Step 6

1. Press and hold to boost the Security Device then enter your Security Device PIN number.
2. When the device screen displays "HSBC", press until the entry screen appears.

Step 6

1. Open the HSBC Mobile Banking app and select "Generate security code"
2. Select "Transaction verification" option and follow the step on HSBC Mobile Banking app

Transfer to a Linked Account

Transfer to a New Payee (Other HSBC)

Transfer to a New Payee (Non HSBC)

Transfer to an Existing Payee

Pay a bill to biller

\*Click on tabs for quick access to other sections

❖ For customer using the physical security device

Additional security required



Step 1

Press and hold to turn on your Security Device, then enter your Security Device PIN.

Step 2

When HSBC displays, press and hold until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

Step 3

Press and use the 6 numbers shown on your Security Device to continue.

Security code

❖ For customer using the Digital Secure Key

Additional security required



Step 1

Open the HSBC Mobile Banking app and select Generate security code.

Step 2

Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3

Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

Step 7


Enter the last 8 digits of the Beneficiary Account number in the Security Device and press (Example: If the account is 12345678910, enter "**45678910**" into your Security Device)


- If there are fewer than 8 digits, e.g. 2345678, enter "**02345678**".
- If there are characters and figures, e.g. 123A4570BE2, enter "**12345702**".


Step 7


Enter the last 8 digits of the Beneficiary Account number in the HSBC Mobile Banking app and press "Authorise". (Example: If the account is 12345678910, enter "**45678910**" into your HSBC Vietnam app)

- If there are fewer than 8 digits, e.g. 2345678, enter "**02345678**".
- If there are characters and figures, e.g. 123A4570BE2, enter "**12345702**".



**Step 1**  
Press and hold  to turn on your Security Device, then enter your Security Device PIN.

**Step 2**  
When HSBC displays, press and hold  until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

**Step 3**  
Press  and use the 6 numbers shown on your Security Device to continue.

Security code

**Important information**


Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel **Continue**

- Step 8**
1. The device will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
  2. Click "**Continue**" to proceed.

**Additional security required**



**Step 1**  
Open the HSBC Mobile Banking app and select Generate security code.

**Step 2**  
Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

**Step 3**  
Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

**Important information**

If we receive your transfer request or supporting documentation after 3pm, your transfer will be processed the next working day.

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.


If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.


By using this service, you shall be deemed to agree with the [Terms & Conditions for Telegraphic Transfers](#).


Cancel **Continue**


- Step 8**
1. The Digital Secure Key will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
  2. Click "**Continue**" to proceed.





**Step 1**  
Press and hold  to turn on your Security Device, then enter your Security Device PIN.

**Step 2**  
When HSBC displays, press and hold  until entry screen appears. Please check and enter the last 8 digits of the account number you're adding.

**Step 3**  
Press  and use the 6 numbers shown on your Security Device to continue.

Security code


**Important information**

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

Cancel **Continue**

**Additional security required**



**Step 1**  
Open the HSBC Mobile Banking app and select Generate security code.

**Step 2**  
Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

**Step 3**  
Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

**Important information**

If we receive your transfer request or supporting documentation after 3pm, your transfer will be processed the next working day.

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

By using this service, you shall be deemed to agree with the [Terms & Conditions for Telegraphic Transfers](#).

Cancel **Continue**

- Step 8**
1. The device will generate the 6-digit **Transaction Signing** code. Enter the code in the required field.
  2. Click **Continue** to proceed.

**MOVE MONEY** **BILL PAY**

Pay and transfer

**Review**

Please check your details carefully before continuing. Once confirmed, your transfer cannot be recalled.

**From**

Account: Current Account 001-085745-001

**To**

Service: Electricity  
 Biller name: EVN HCMC  
 Client code: PE03001905113  
 Customer name: Long Pham  
 Address: 35 Nguyen Hue...

**My bills**

Bill cycle: 2020-05  
 Total amount: VND 115,000

**Important information**

Please make sure there is enough money in your account or available limit in your credit card on the dates selected. You also need to make sure that the daily limit for your account supports all your requests.

Cancel **Confirm**

**Confirmation**

✔ Your payment is successfully completed.

**Our reference**

Confirmation number: 179971X784836  
 Biller Confirmation number: PY20200831144159\_1059

**From**

Account: Current Account 001-085745-001

**To**

Service: Electricity  
 Biller name: EVN HCMC  
 Client code: PE03001905113  
 Customer name: Long Pham  
 Address: 35 Nguyen Hue...

**My bills**

Bill cycle: 2020-06  
 Total amount: VND 131,000

**Important information**

This total amount includes the amount you're paying for selected bill(s) and the transaction fee (if any).

Print | Back to your accounts | **Pay another bill**

**Step 9**

1. Review the details of the bill payment. You may edit it if needed by clicking on the **"Edit"** option as shown.
2. Click **"Confirm"** to proceed.

# Manage Future Transfer



View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

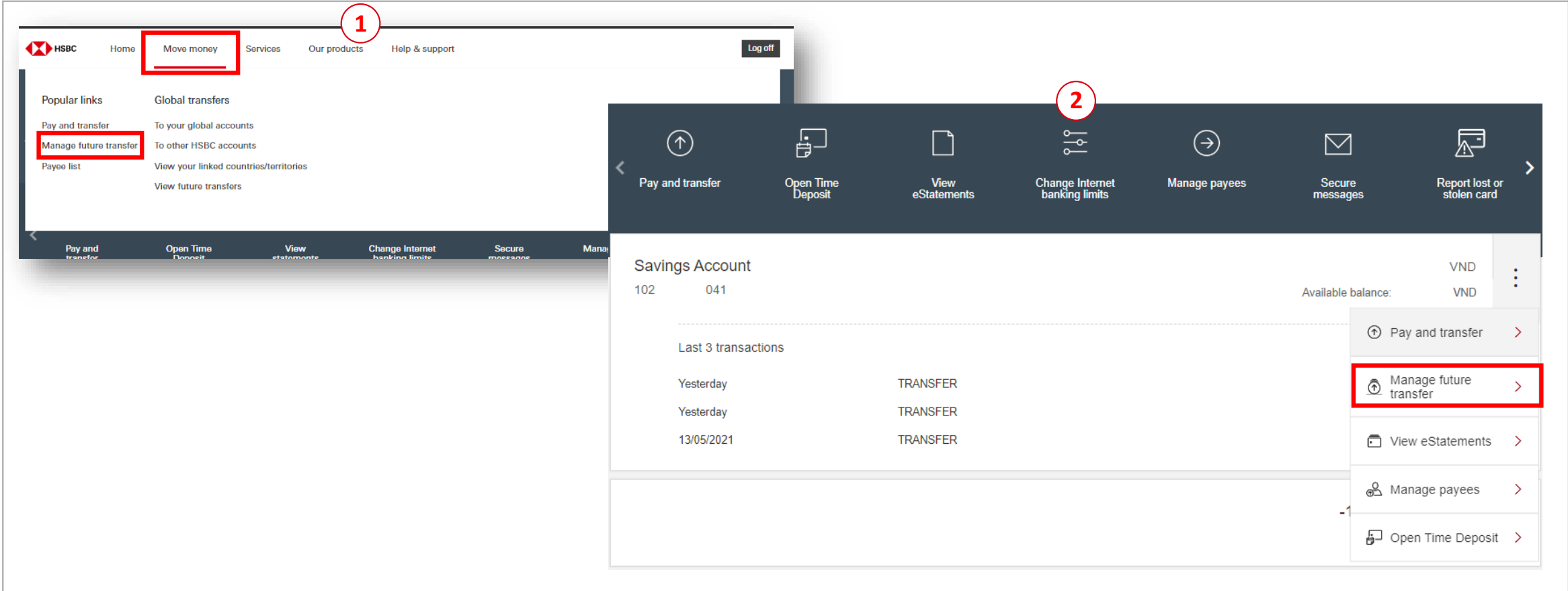
\*Click on tabs for quick access to other sections

The screenshot shows the HSBC website homepage. At the top, there is a navigation bar with links for Personal, Business, and Careers. On the right side of this bar, there are links for VN, English, Register, and Log On. The 'Log On' link is highlighted with a red box, and a red arrow points to it from below. Below the navigation bar, the HSBC logo is followed by several service categories: Everyday Banking (Accounts & Cards), Borrowing (Financing), Insurance (Protection), Investing (Foreign Exchange & Planning), and Offers (Latest campaigns). The main content area features a large banner for the HSBC Visa Cashback Credit Card with the headline 'Save everyday for what matters' and a 'Find out more' button. To the right of the banner are two promotional cards: 'Insurance >' and 'Account opening >'. Below the main banner, there are three smaller images: a hand holding a credit card, a woman and a man smiling next to a cardboard box, and a classic black convertible car with the number 8 on its side.

### Step 1

**Log on** to Online banking.

\*Click on tabs for quick access to other sections



**Step 2**

From the Move Money links on the top of the page, click on **Manage Future Transfer** or

From the  button on the right of the page, click on **Manage Future Transfer**

View Account Summary

Pay and Transfer

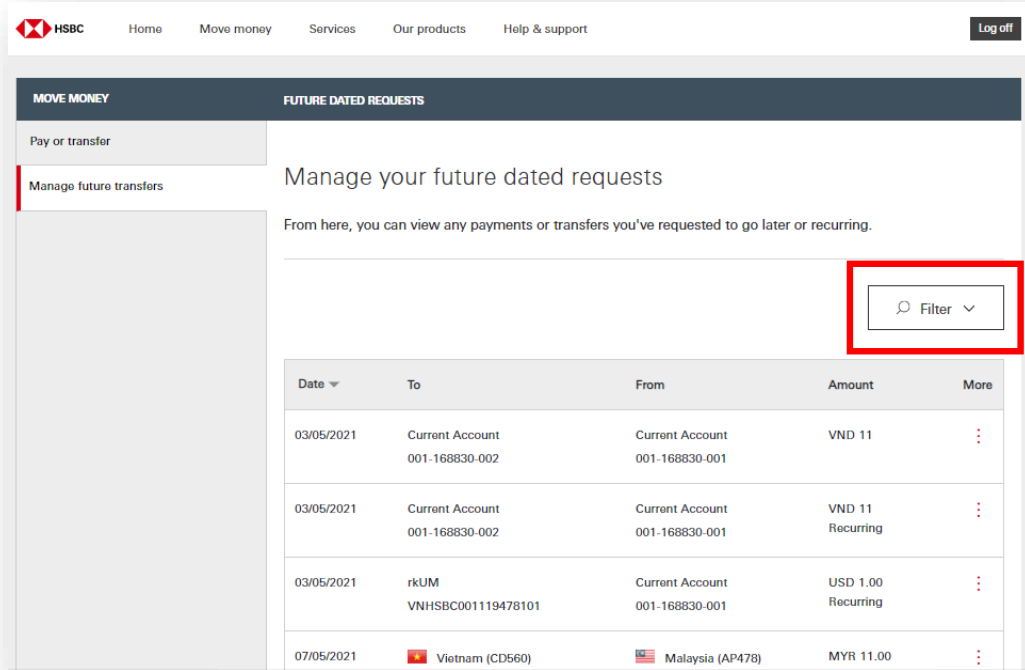
Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

\*Click on tabs for quick access to other sections



The screenshot shows the HSBC 'Future Dated Requests' page. A red box highlights a 'Filter' button with a magnifying glass icon and a dropdown arrow. A red arrow points from this button to a detailed view of the filter options.

| Date       | To                                | From                              | Amount                | More |
|------------|-----------------------------------|-----------------------------------|-----------------------|------|
| 03/05/2021 | Current Account<br>001-168830-002 | Current Account<br>001-168830-001 | VND 11                | ⋮    |
| 03/05/2021 | Current Account<br>001-168830-002 | Current Account<br>001-168830-001 | VND 11<br>Recurring   | ⋮    |
| 03/05/2021 | rkUM<br>VNHSBC001119478101        | Current Account<br>001-168830-001 | USD 1.00<br>Recurring | ⋮    |
| 07/05/2021 | Vietnam (CD560)                   | Malaysia (AP478)                  | MYR 11.00             | ⋮    |

**FUTURE DATED REQUESTS**

### Manage your future dated requests

From here, you can view any payments or transfers you've requested to go later or recurring.

Search results Cancel Filter

**Account**: All accounts

**Type of request**: All requests

**Date**: 03/05/2021 | 27/01/2024

**Amount**: Minimum | Maximum

**Search**

### Step 3

Click "Filter" to find your future transfers quickly

View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

*\*Click on tabs for quick access to other sections*

| Date ▼     | To | From                                | Amount   | More           |
|------------|----|-------------------------------------|----------|----------------|
| 02/01/2023 |    | Current Account<br>141-697979-005   | SGD 2.00 | ⋮              |
| 02/01/2023 |    | Statement Savings<br>156-531691-060 | SGD 3.00 | View<br>Delete |



### Future dated request

Transaction reference number: 13908X892710

From: Current Account 001-168830-001

To: Current Account 001-168830-002

Request type: later

Payment type: Domestic payees (HSBC)



Amount: VND 11

Date: 03/05/2021

Transfer narrative: 1

Close

#### Step 4

1. Click  to view the future transfer
2. Click on either of the "Close" buttons or  to return back to the previous page.

*\*Click on tabs for quick access to other sections*

| Date ▼     | To | From                                | Amount   | More           |
|------------|----|-------------------------------------|----------|----------------|
| 02/01/2023 |    | Current Account<br>141-697979-005   | SGD 2.00 | ⋮              |
| 02/01/2023 |    | Statement Savings<br>156-531691-060 | SGD 3.00 | View<br>Delete |



Are you sure you want to delete this request?

Please check these details carefully before deleting.

|                              |                                   |
|------------------------------|-----------------------------------|
| Transaction reference number | 13908X892710                      |
| From                         | Current Account<br>001-168830-001 |
| To                           | Current Account<br>001-168830-002 |
| Request type                 | later                             |
| Payment type                 | Domestic payees (HSBC)            |
| Amount                       | VND 11                            |
| Date                         | 03/05/2021                        |
| Transfer narrative           | 1                                 |

Don't delete

#### Step 4

1. Click  to delete the future transfer
2. Click on either Delete to proceed with the deletion or Don't Delete to cancel the deletion process.



*\*Click on tabs for quick access to other sections*

### Manage your future dated requests

From here, you can view any payments or transfers you've requested to go later or recurring.

✔ Your request has been completed.  
Reference number 335153713XRVXX0TZCA

Search results [Cancel](#)

[Filter](#) ^

Account

All accounts

## Step 5

A confirmation page will show once the request is confirmed

# Manage Payees



View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

*\*Click on tabs for quick access to other sections*

The screenshot shows the HSBC website homepage. At the top, there is a navigation bar with links for Personal, Business, and Careers. On the right side of this bar, there are links for VN, English, Register, and Log On. The 'Log On' link is highlighted with a red box, and a red arrow points to it from below. Below the navigation bar, there is a main menu with categories: Everyday Banking (Accounts & Cards), Borrowing (Financing), Insurance (Protection), Investing (Foreign Exchange & Planning), and Offers (Latest campaigns). The main content area features a large banner for the HSBC Visa Cashback Credit Card with the text 'Save everyday for what matters' and a 'Find out more' button. To the right of the banner, there are two promotional cards: 'Insurance >' and 'Account opening >'. Below the main content area, there are three smaller images: a hand holding a credit card, a woman and a man smiling next to a cardboard box, and a classic car with the number 8 on its side.

## Step 1

**Log on** to Online banking.

\*Click on tabs for quick access to other sections

The screenshot shows the HSBC mobile banking interface with three numbered steps:

- Step 1:** A red box highlights the 'Services' tab in the top navigation bar.
- Step 2:** A red box highlights the 'Manage payees' link in the 'Popular links' section on the left side of the page.
- Step 3:** A red box highlights the 'Manage payees' link in a dropdown menu that appears when the 'More' (three dots) button is clicked on the right side of the account card.

Other visible elements include the 'Secure messages' icon in the quick links bar, a 'Good morning' greeting, and account details for a Current Account with a balance of -60,167,313 VND.

**Step 2**

From the **Services** links on the top of the page, click on **Manage Payees** or

From the **Quick links**, click on **Manage Payees** or

From the **More** button on the right of the page, click on **Manage Payees**

*\*Click on tabs for quick access to other sections*

**YOUR PAYEES**

### Manage your existing payees

From here, you can view and search through your payee list for people or companies. You can also delete from your payee list.

Payees

Search

Filter

| Payee name | add reference |                    |
|------------|---------------|--------------------|
| ABC TEST   | 1234          | Payee saved by you |

### Step 3

Select the payee category from **the drop-down menu** to filter the specific payees or Search the payee via **the Search bar** on top of the filter.

*\*Click on tabs for quick access to other sections*

### YOUR PAYEES

## Manage your existing payees

From here, you can view and search through your payee list for people or companies. You can also delete from your payee list.




### Payees

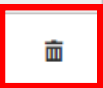
Search

Filter

All payees



| Payee name                   | Account details  | Payee type         |   |
|------------------------------|------------------|--------------------|---|
| ABC TEST                     | 1234567887654321 | Payee saved by you |    |
| add reference                | 1234             | Payee saved by you |   |
| CK'S VNHSBC001057850001 DDT2 | 001-057850-001   | Registered payee   |  |



### Step 4

Click  to delete the payee from your account

View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

*\*Click on tabs for quick access to other sections*

Are you sure you want to delete this payee?

This will permanently delete your payee.

ⓘ Any outstanding future dated payments or recurring payments will still debit your account and need to be cancelled separately.

Payee details

|                 |                    |
|-----------------|--------------------|
| Payee name      | ABC TEST           |
| Account details | 1234567887654321   |
| Payee type      | Payee saved by you |

Don't delete Delete

Confirmation

✔ Your payee has been successfully deleted.

Payee details

|                     |                    |
|---------------------|--------------------|
| Confirmation number | 948378X732050      |
| Payee name          | ABC TEST           |
| Account details     | 1234567887654321   |
| Payee type          | Payee saved by you |

Back to your payee list

## Step 5

Click on **Delete** or **Don't Delete** button in the lower-right of the screen to proceed.

# Open Time Deposit Account





View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

\*Click on tabs for quick access to other sections

The screenshot shows the HSBC website homepage. At the top, there is a navigation bar with links for Personal, Business, and Careers. On the right side of the navigation bar, there are links for VN, English, Register, and Log On. The Log On link is highlighted with a red box, and a red arrow points to it from below. Below the navigation bar, there is a main menu with categories: Everyday Banking (Accounts & Cards), Borrowing (Financing), Insurance (Protection), Investing (Foreign Exchange & Planning), and Offers (Latest campaigns). The main content area features a large banner for the HSBC Visa Cashback Credit Card with the text "Save everyday for what matters" and a "Find out more" button. To the right of the banner, there are two promotional cards: "Insurance" and "Account opening". Below the main content area, there are three smaller images: a hand holding a credit card, a woman and a man smiling next to a cardboard box, and a classic car with the number 8 on its side.

## Step 1

**Log on** to Online banking.

View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

\*Click on tabs for quick access to other sections

The screenshot displays the HSBC mobile app interface. At the top, there are navigation tabs: 'Move money', 'Services' (highlighted with a red box and circled '1'), 'Our products', and 'Help & support'. Below these, a grid of service links is shown, with 'Open time deposit' highlighted by a red box. A 'Savings Account' section is visible below the grid, showing a balance of 38,383 J. An inset window shows a 'Good morning' greeting with a notification for 5 new messages. A red arrow points to the 'Open Time Deposit' icon in the 'Quick links' section, which is also highlighted with a red box and circled '2'. Below the inset, the 'Savings Account' balance is shown as 715,331,072 VND.

## Step 2

From **the Services links** on the top of the page, click on **Open Time Deposit** or  
From **the Quick links**, click on **Open Time Deposit**

*\*Click on tabs for quick access to other sections*

### TIME DEPOSIT

## Open a Time Deposit

Use this form to open a Time Deposit.

---

### New account

Type

Choose your Time Deposit | ^

Time deposit

Time deposit with interim interest

---

### Important information

We're sorry, FCY term deposit accounts cannot be opened through Internet Banking. If you want to open a FCY term deposit, please follow the instructions [here](#).

Updates on Savings Deposits and Time Deposit Account(s) take effect from July 5th, 2019. The Bank will check the opening eligibility on the following working date of the Bank. You are advised to read the Online Time Deposit [Terms and Conditions](#) before opening the account. By clicking the Open button, you confirm that you have read the Terms and Conditions, that you understand them and that you agree to be bound by them.

---

Cancel Continue

### Step 3

Select the type of Deposit from the dropdown.

*\*Click on tabs for quick access to other sections*

The screenshot shows a web form titled "TIME DEPOSIT" with the main heading "Open a Time Deposit". Below the heading is the instruction "Use this form to open a Time Deposit." The form is divided into sections: "New account", "Deposit details", and "From account". In the "New account" section, the "Type" dropdown is set to "Time deposit". The "Term" dropdown menu is open, showing options: "21 Days", "7 Days", "14 Days", "21 Days" (highlighted), "100 Days", "200 Days", and "300 Days". The "Deposit details" section is currently empty. The "From account" section has a dropdown menu. At the bottom of the form, there are two informational icons: one for early withdrawal and one for joint accounts.

#### Step 4

Select the terms of the Time Deposit according to your choice.

View Account  
Summary

Pay and Transfer

Manage Future  
Transfer

Manage Payees

Open Time Deposit  
Account

Redeem points

*\*Click on tabs for quick access to other sections*

TIME DEPOSIT

### Open a Time Deposit

Use this form to open a Time Deposit.

**New account**

Type:

Term:

**Deposit details**

From account:

Available balance VND 2,979,999,999  
[View interest rates](#)

**Important information**

For early Time Deposit withdrawal, please contact our branches or transaction offices for assistance, or send us a secure message via Online Banking by referring to the [service instructions](#).

We're sorry, you can't open a foreign currency Time Deposit through Online Banking. To open a foreign currency Time Deposit, please follow these [instructions](#).

Updates on Savings Deposits and Time Deposit Account(s) take effect from July 5th, 2019. We will check the opening eligibility on the following working day. Please read the Online Time Deposit [Terms and Conditions](#) before opening the account. By proceeding, you confirm that you have read and understand the Terms and Conditions and you agree to be bound by them.

Cancel

## Step 5

Select **the source account** and input **the amount** to be deposited.  
*The minimum deposit amount is VND 10,000,000.*

View Account  
Summary

Pay and Transfer

Manage Future  
Transfer

Manage Payees

Open Time Deposit  
Account

Redeem points

*\*Click on tabs for quick access to other sections*

## Terms and Conditions

1. The Customer can perform transactions in respect of the Time Deposit and Savings Deposit within the network of HSBC Bank (Vietnam) Ltd. (the "Bank").
2. The Customer can verify the information of Time Deposit Account and Savings Deposit Account at the Bank's Branches/ Transaction Offices, via Personal Internet Banking or Contact Center.
3. The Customer is responsible for the maintenance of, and shall not tear, erase or change information on the Time Deposit Advice/ Savings Card. Upon withdrawing/ closing Time Deposit Account/ Savings Deposit, the Customer must notify the Bank in writing in case where the Time Deposit Advice/ Savings Card is crumpled, wrinkled, torn, lost. Upon the completion by the Customer of all necessary verification procedures as required by the Bank, the Bank shall proceed to the withdrawing/ closing of Time Deposit Account and Savings Deposit Account.
4. The Time Deposit Advice/ Savings Card is only valid for the account holder and joint account holders named herein.
5. The Customer must present the Time Deposit Advice/ Savings Card, valid Citizen Card or ID or passport, valid visa, or other documents accepted by the Bank and must use the same signature as registered with the Bank when performing transactions relating to the Time Deposit Account/ Savings Deposit, including but not limited to withdrawal or update of deposit instructions.
6. Deposit Interest
  - 6.1 Components for Interest Calculation
    - a. Interest Period: From and including the deposit placement date and not including maturity date.
    - b. Actual Balance: Principal amount to be maintained during the Interest Period.

You have read and agree to the Terms and Conditions

Cancel

Continue

### Step 6

Click to accept the Terms and Conditions and then click on Continue to proceed.

\*Click on tabs for quick access to other sections

**TIME DEPOSIT**

### Review

Please check the information you've given is correct.

---

#### Term Deposit account Edit

|               |              |
|---------------|--------------|
| Type          | Time deposit |
| Term          | 21 Days      |
| Interest rate | 0.35%        |

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#### Your deposit details Edit

|                |                                   |
|----------------|-----------------------------------|
| From account   | Current Account<br>001-062199-003 |
| Amount         | VND 10,000,000                    |
| Effective date | Deposit now                       |

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#### Important information

We're sorry, you can't open a foreign currency Time Deposit through Online Banking. To open a foreign currency Time Deposit, please follow these [instructions](#).

Updates on Savings Deposits and Time Deposit Account(s) take effect from July 5th, 2019. We will check the opening eligibility the following working day. Please read the Online Time Deposit [Terms and Conditions](#) before opening the account. By proceeding, you confirm that you have read and understand the Terms and Conditions and you agree to be bound by them.

Cancel **Confirm**

**TIME DEPOSIT**

### Confirmation

✔ Your Time Deposit has been opened.

---

#### Our details

|                     |                     |
|---------------------|---------------------|
| Confirmation number | 458833950XV8USXG8QA |
|---------------------|---------------------|

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#### Account number

|                 |                |
|-----------------|----------------|
| Type            | Time deposit   |
| Term            | 21 Days        |
| Interest rate   | 0.35%          |
| Account number  | 001-062199-206 |
| Interest amount | VND 2,781      |
| Maturity date   | 08/10/2020     |

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#### Your deposit details

|                |                                   |
|----------------|-----------------------------------|
| From account   | Current Account<br>001-062199-003 |
| Amount         | VND 10,000,000                    |
| Effective Date | 09/09/2020                        |

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#### Important information

We're sorry, you can't open a foreign currency Time Deposit through Online Banking. To open a foreign currency Time Deposit, please follow these [instructions](#).

Updates on Savings Deposits and Time Deposit Account(s) take effect from July 5th, 2019. We will check the opening eligibility on the following working day. Please read the Online Time Deposit [Terms and Conditions](#) before opening the account. By proceeding, you confirm that you have read and understand the Terms and Conditions and you agree to be bound by them.

Print Back to your accounts

## Step 7

Review and then click on Confirm to proceed.

# Redeem points





View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

*\*Click on tabs for quick access to other sections*

Ways to bank >

Discover all the ways you can bank with us.



Bill payment >

Enjoy hassle free and secure online bill payment.

Important notices >

Information relating to our services, terms and conditions and other updates.



Mobile Banking >

Conveniently manage your daily banking anytime, anywhere.

Online security information >

Find out how to protect your money, privacy and personal details from digital fraud.



Digital Secure Key >

Activate your Digital Secure Key today to log on and verify transactions faster.

Common questions >

Find answers to all of your questions about banking with us.



Reward programme >

Earn reward points and redeem for attractive gifts and mileage with HSBC Credit Card.

Home > Credit Cards > Rewards catalogue > Cash Back rebate



VND 50,000 Cash back

Redeem cash rebate with your HSBC Rewards Points

HSBC Visa Classic  
Points: 25,000  
Code: 9001

Redeem now

Step 1

Access to **the Rewards Catalogue** via the HSBC Website and click **Redeem now** with your choice.

View Account Summary

Pay and Transfer

Manage Future Transfer

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Redeem points

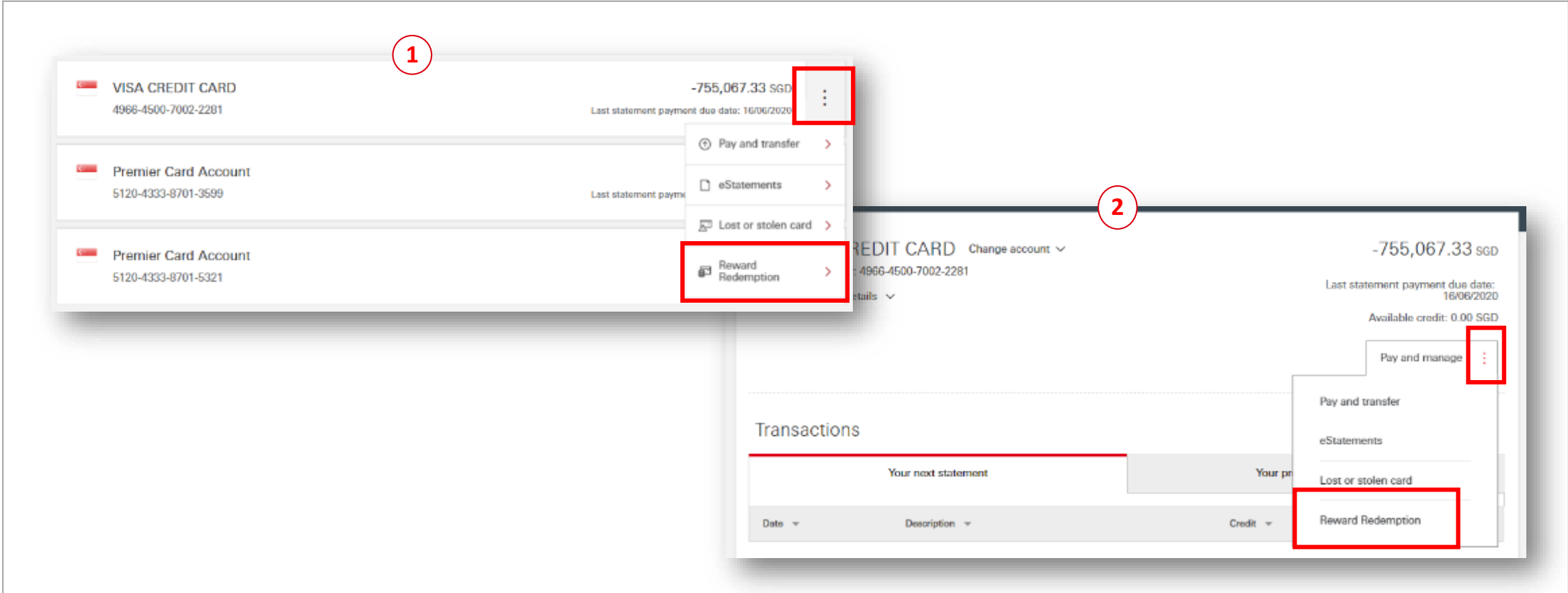
\*Click on tabs for quick access to other sections

The screenshot shows the HSBC website homepage. At the top, there is a navigation bar with links for Personal, Business, and Careers. On the right side of this bar, there are links for VN, English, Register, and Log On. The 'Log On' link is highlighted with a red box, and a red arrow points to it from below. Below the navigation bar is the HSBC logo and several service categories: Everyday Banking (Accounts & Cards), Borrowing (Financing), Insurance (Protection), Investing (Foreign Exchange & Planning), and Offers (Latest campaigns). The main content area features a large banner for the HSBC Visa Cashback Credit Card with the headline 'Save everyday for what matters' and a 'Find out more' button. To the right of the banner are two promotional cards: 'Insurance' and 'Account opening'. Below the main banner are three smaller images: a hand holding a credit card, a woman and a man smiling next to a cardboard box, and a classic car with the number 8 on its side.

### Step 1

**Log on** to Online banking.

\*Click on tabs for quick access to other sections



## Step 2

From the  button on the right of the homepage, click on **Reward Redemption** or

From the  button on the right of credit card page, click on **Reward Redemption**

\*Click on tabs for quick access to other sections

HSBC Home Move money Services Our products Help & support Log off

INVESTMENTS CREDIT CARD REWARD POINTS

Redeem points

Redeem points

From here, you can select the credit card you want to redeem reward points from, using your card list.

Redemption items

| Item code | Description                   | Required points | Quantity                       | Total points |
|-----------|-------------------------------|-----------------|--------------------------------|--------------|
| P1021     | Pizza hut voucher vnd 100,000 | 10              | <input type="text" value="1"/> | 10           |

Available credit card list

| Select                           | Credit card details            | Credit card number  | Available points |
|----------------------------------|--------------------------------|---------------------|------------------|
| <input type="radio"/>            | Visa Platinum Credit Card      | 4378-4100-0117-3472 | 1487             |
| <input checked="" type="radio"/> | MasterCard Premier Credit Card | 5460-2200-0505-8686 | 312399           |
| <input type="radio"/>            | MasterCard Premier Credit Card | 5460-2200-0511-9389 | 335060           |

Important information

Your redemption will be processed within 7 working days.

For further queries or assistance, please call our Contact Center using the following phone numbers:

Personal Banking customers - This service is available 24/7 for lost or stolen card or token, transactions disputes or card related complaints. For all other matters the service is available from 8:00 am to 10:00 pm daily.

84 28 37 247 247 the South

84 24 62 707 707 the North

Platinum Credit Card holder 24/7:

84 28 37 247 248

Premier customers 24/7:

84 28 37 247 666

Cancel

### Step 3

Input **the quantity of the item** and then select **the appropriate credit card** to which such points will be redeemed  
Click on Continue to proceed.

View Account Summary

Pay and Transfer

Manage Future Transfer

Manage Payees

Open Time Deposit Account

Redeem points

*\*Click on tabs for quick access to other sections*

The image displays two screenshots of the HSBC mobile app interface for redeeming credit card reward points. The left screenshot shows the 'Review' step, and the right screenshot shows the 'Confirmation' step.

**Review Step:**

- Section: INVESTMENTS > CREDIT CARD REWARD POINTS > Redeem points
- Section: Review
- Text: Please check these details carefully before continuing.
- Section: Redemption items (with Edit icon)
- Table:

|                 |                               |
|-----------------|-------------------------------|
| Item code       | P1021                         |
| Description     | Pizza hut voucher vnd 100,000 |
| Required points | 10                            |
| Quantity        | 1                             |
| Total points    | 10                            |
- Section: Available credit card list (with Edit icon)
- Table:

|                     |                                |
|---------------------|--------------------------------|
| Credit card details | MasterCard Premier Credit Card |
| Credit card number  | 5460-2200-0505-8686            |
| Available points    | 282399                         |
- Section: Important information

**Confirmation Step:**

- Section: INVESTMENTS > CREDIT CARD REWARD POINTS > Redeem points
- Section: Confirmation
- Message: Thank you. You've successfully redeemed your credit card reward points for the below items.
- Section: Redemption items
- Table:

|                     |                               |
|---------------------|-------------------------------|
| Confirmation number | 202105401502300               |
| Item code           | P1021                         |
| Description         | Pizza hut voucher vnd 100,000 |
| Required points     | 10                            |
| Quantity            | 1                             |
| Total points        | 10                            |
- Section: Available credit card list

## Step 4

Review and then click on Confirm to proceed.

