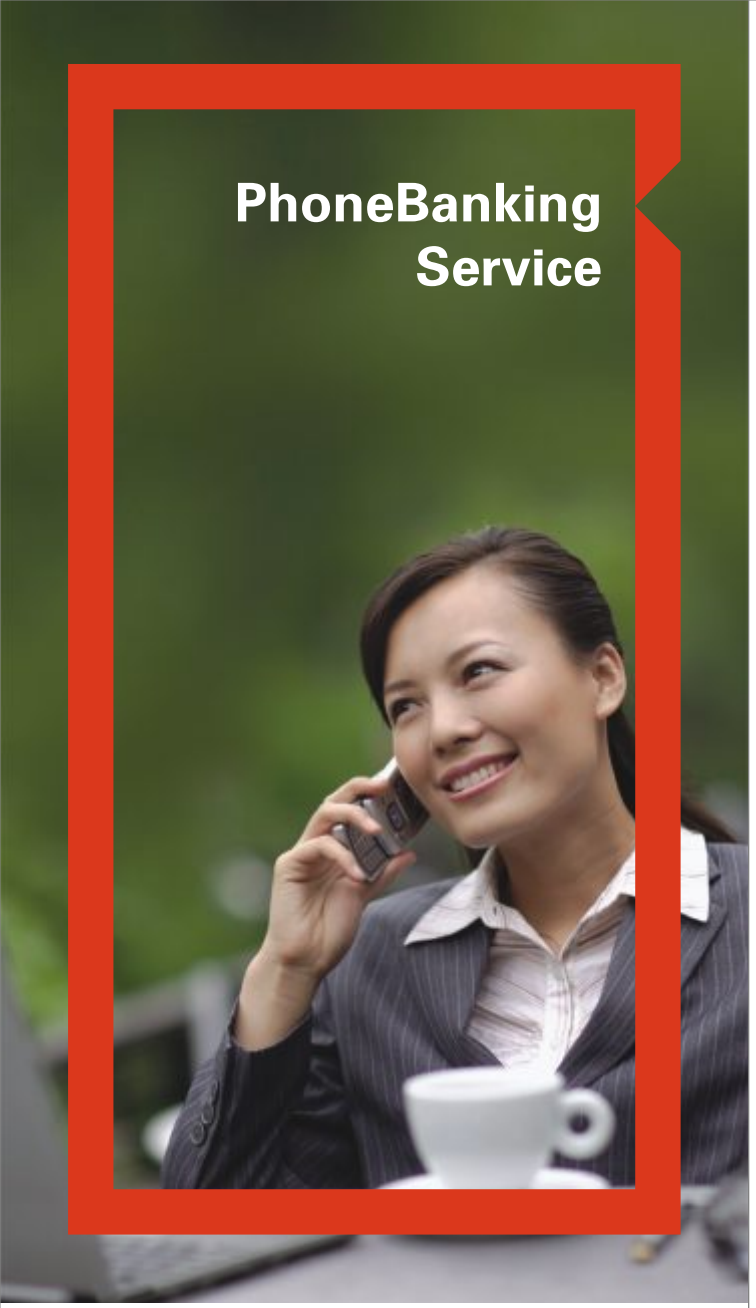
PhoneBanking Service



HSBC

The world's local bank

24/7 - PHONEBANKING AT YOUR FINGERTIPS

You can fulfill your banking needs by using our automated voice banking facility or speak to a PhoneBanker whenever and wherever you are.

SECURITY FOR YOUR TRANSACTIONS

You will be issued a PhoneBanking Number {PIN} and a Personal Identification Number [PIN]. You can change your PIN by yourself as often as you like.

FREE OF CHARGE SERVICE

We are glad to assist you with your requests and enquiries.

RANGE OF USEFUL SERVICES INCLUDING:

Enquiries/ Information

- Check your account balance on bank accounts & credit card accounts
- Details of your recent transactions on bank accounts and credit card accounts
- Details of your time deposit accounts and loan accounts
- Enquiries on exchange rates and interest rates
- Enquiries on internet banking, latest promotion, apply for credit card or personal loans

Transfer and payment

- Pay your HSBC credit card bill
- Transfer between your own accounts

Other services

- Request for a Statement
- Request for ATM PIN
- Change PhoneBanking PIN
- Report lost/stolen card

And many other services you can refer to the attached User Guide.

EASY TO APPLY

- Simply complete and return at any of the HSBC branches in Vietnam OR
- Send to PO Box 981, Sai Gon Central Post Office, Ho Chi Minh City, Vietnam

Issued by HSBC Bank (Vietnam) Ltd.

ATB1009_FO1

PHONEBANKING APPLICATION FORM

This service is eligible for HSBC personal customers. Your request will be processed within 5 working days (excluding the postal delivery time).

Account Type ☐ Joint ☐ Sole

For Joint accounts, please fill in relevant information for first and second applicants:

First Applicant

Name _____

Account No. ☐☐☐ ☐☐☐☐☐☐ ☐☐☐

ID / Passport No. _____

Second Applicant (for Joint accounts only)

Name _____

Account No. ☐☐☐ ☐☐☐☐☐☐ ☐☐☐

ID / Passport No. _____

By using the PhoneBanking service

☐ I would like to have access to all of my accounts

☐ I would like to have access only to the following personal accounts:

Account Number

☐☐☐ ☐☐☐☐☐☐ ☐☐☐
☐☐☐ ☐☐☐☐☐☐ ☐☐☐
☐☐☐ ☐☐☐☐☐☐ ☐☐☐
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Your PBN and PIN will be mailed to your registered address unless instructed otherwise.

Declaration

I hereby confirm that I have read HSBC's PhoneBankingTerms and Conditions and the General Terms and Conditions. I agree to be bound by the terms and conditions.

☐ (S.V.) _____

Signature of First Applicant — Date

☐ (S.V.) _____

Signature of Second Applicant — Date

FOR BANK USE ONLY

Input/Maintained by _____ Date _____

Approved by _____ Date _____