

Frequently Asked Questions

Account Email Statement Service

1. Why is the Bank* providing Account Email Statement service?

To provide you with best-in-class products and services, the Bank is pleased to offer "Account Email Statement" with effect from 01 September 2015.

Benefits of Account Email Statement:

- **Fast:** Receive your Account Email Statement instantly via e-mail at the moment it is generated.
- **Convenient:** View your Account Email Statement anywhere, anytime by accessing your personal email address.
- **Safe and secure:** Your Account Email Statement will be sent directly to your e-mail in the form of an encrypted PDF attachment, which can be only viewed by using a unique password

2. How do I register for Account Email-Statement service?

If you have provided your personal e-mail address to the Bank* (in HSBC Account Opening Form or Personal Update Information Form), starting from 01 September 2015 the Bank will automatically send your Account Email Statement to your email address. If you are currently using Personal Internet Banking service, you will not receive the Email Statement via e-mail as this statement will be sent directly to your internet banking profile.

If you have not provided your personal e-mail address, please:

- Update it by logging into your Personal Internet Banking and select "Services -> Update personal information"
- Visit your nearest HSBC Branch or Transaction Office
- Call our Contact Centre at (84 8) 37 247 247 (the South) or (84 4) 62 707 707 (the North) from 8:00am to 10:00pm daily for support

3. Can I receive both the Email Statement and Paper Statement for account?

No, when you have registered email address with us, you will automatically receive Account Email Statement after 01 September 2015 and the Bank will stop providing paper statement from this date.

4. Can I receive my statement via e-mail, in addition to the Personal Internet Banking statement?

If you are currently using Personal Internet Banking service, you will receive the Account Statement sent directly to your internet banking profile, and not via email.

5. I currently receive paper statements for my account and have registered my e-mail address with the Bank. Would I still receive paper statements?

No, when you have provided your personal e-mail address to the Bank (in HSBC Account Opening Form or Personal Update Information Form), starting from 01 September 2015 the Bank will

automatically send your Account Email Statement to your email address. The Bank also ceases to provide paper statement from this date.

6. Do I have to pay any fee to register my personal email and receive Account Email-Statement?

No, these services are free of charge.

7. Is HSBC Account Email-Statement service safe and secure?

Yes, the Account Email Statement is a PDF file and encrypted with password. Format of the password will be sent to you in the e-mail when the Account Email-Statement is sent to your registered e-mail address.

8. I have registered email with the Bank, why have I not received my HSBC Account Email Statement?

There are a number of reasons:

- Your statement is issued every cycle which you have registered the Bank. You should wait until issued date of next cycle.
- If you are currently using Personal Internet Banking service, you will not receive the Email Statement via e-mail as this statement will be sent directly to your internet banking profile.
- If you have not used this service, the e-mail containing your Account Email Statement may be sent to your "Junk Mail", therefore please check this folder
- If you still not receive Account Email Statement, please contact us to update your e-mail address at any Branch/Transaction Office or by calling Customer Service Center at (84 8) 37 247 247 (the South) or (84 4) 62 707 707 (the North) from 8:00am to 10:00pm daily for support

9. Which channel can I update/change my email address?

You can update/change your email address by:

- Logging into your Personal Internet Banking and select "Services -> Update personal information"
- Visiting your nearest HSBC Branch or Transaction Office
- Calling our Contact Centre at (84 8) 37 247 247 (the South) or (84 4) 62 707 707 (the North) from 8:00am to 10:00pm daily for support

10. Can I register multiple e-mail addresses to receive my Account Email Statement?

No, the Account Email-Statement will only be sent to one email that has been registered with the Bank.

*"The Bank" means HSBC Bank (Vietnam) Ltd. and its branches, transaction offices and deposit office.