

Transfer to a Linked Account transcript

Onscreen text reads: "Transfer to a Linked Account"

Screen transitions to Online Banking Dashboard

Bottom onscreen text reads: "Once logged in, click on "Pay and Transfer" on the Quick links menu to make a transfer"

At the top-left corner, onscreen text reads "Hello"

Under "Hello", onscreen text reads: "You have 43 new messages"

Onscreen text reads: "Quick links" on the middle left part of the screen.

Under "Quick links", on screen text reads "Update Time Deposit Maturity".

Beside "Update Time Deposit Maturity", on screen text reads from right to left, Onscreen text reads: "Open Time Deposit", "Online banking limits", "Personal Details", "Lost or Stolen cards", "Statements", "Pay and Transfer"

Onscreen text reads: "Saving Account"

Onscreen text reads: "127,142,035 VND"

Under "127,142,035 VND", onscreen text reads: "Available balance: 127,142,035 VND"

Onscreen text reads: "Last 3 transactions"

Onscreen text reads: 01/11/2019 TRANSFER - 1

Onscreen text reads: 01/11/2019 TRANSFER - 1

Onscreen text reads: 08/10/2019 TRANSFER - 223

Onscreen text reads: "Saving Account"

Onscreen text reads: "29,144,266 VND"

Under "29,144,266 VND", onscreen text reads: "Available balance: 29,144,266 VND"

Onscreen text reads: "Current Account"

Onscreen text reads: "-642,086 VND"

Bottom onscreen text remains.

Screen fades to transparent black.

Cursor moves to "Pay and transfer"

Screen transition to next screen

At the top-left corner of the screen, onscreen text reads: "Move Money"

Under "Move Money", onscreen text reads "Pay and transfer"

Screen Loading, then screen is divided into two parts

At the top-left corner of the left screen, onscreen text reads: "Move Money"

Under "Move Money", onscreen text reads "Pay and transfer"

At the top-left corner of the right screen, onscreen text reads "Pay and transfer"

Onscreen text reads: "New Payments and Transfers"

Onscreen text reads: "From here, you can move money between your accounts or to another person account, whether at home or oversea. You can also send money to companies."

Onscreen text reads: "From"

Onscreen text reads: "Account"

In the rectangle box in the same line of "Account", onscreen text reads: "Choose an account"

At the bottom-right corner of the right screen, onscreen text reads: "Back to your account"

Cursor moves to "Choose an account"

Bottom onscreen text reads: "In the "From" section, select an account you want to use to transfer money from"

Screen fades to transparent black.

After clicking on "Choose an account", a drop-down list appears.

Cursor moves to the top field of the drop-down list.

Onscreen text reads: "Saving Account"

At the bottom-right corner of the same field in the drop-down list, onscreen text reads: "VND 127,142,035"

Onscreen text reads: "Saving Account"

At the bottom-right corner of the same field in the drop-down list, onscreen text reads: "VND 29,144,266"

Onscreen text reads: "Current Account"

At the bottom-right corner of the same field in the drop-down list, onscreen text reads: "VND -642,086"

Onscreen text reads: "Overdraft Account"

After clicking on "Saving Account - VND 127,142,035", onscreen text reads: "Loading your available balance"

After loading complete, onscreen text reads: "Available balance: VND 127,142,035"

Onscreen text reads: "To"

Bottom onscreen reads: "In the "To" section, select "Your accounts or someone you've paid before"

Onscreen text reads: "Select an option"

Onscreen text reads: "Your accounts or someone you've paid before"

Onscreen text reads: "Transfer between your own accounts or send money to someone from your payee list"

Onscreen text reads: "New payment to a person"

Onscreen text reads: "Send money to someone for the first time. You'll need your bank details for this"

Cursor moves to the "Your accounts or someone you've paid before"

Screen fades to transparent black.

Overlay Screen appears

At the top-right corner of the overlay screen, there is an "x" button for closing the overlay screen

On the overlay screen, onscreen text reads: "Choose your account or payee"

Under the loading circle, onscreen text reads: "Please wait ..."

Under "Please wait ...", onscreen text reads: "Loading your option"

At the bottom-right corner of the overlay screen, onscreen text reads from right to left: "Continue", "Cancel"

After loading completed, on the overlay screen, onscreen text reads: "Filter"

Under "Filter", there is a scroll-down list in which onscreen text reads from the top to the bottom: "JatR", "IfYo", "ONE FORTUNE STREET", "ntest less than 7 digits", "TT ONE FORTUNE STREET"

Cursor moves to the drop-down list in small rectangle box on the overlay screen reads

Onscreen text in the drop-down list reads: "All accounts and payees"

Bottom onscreen text reads: "You can filter the list to show only "Your domestic accounts"

After clicking the drop-down list, there are 4 fields of filter appears

Bottom onscreen text reads: "Select a linked account to transfer money to"

In the drop-down list, onscreen text from the top to the bottom reads: "All accounts and payees", "Your domestic accounts", "Your domestic payees", "Your international payees"

After choosing the filter "Your domestic accounts", the onscreen text in the scroll-down list below changes

Onscreen text reads: "Saving account"

Onscreen text reads: "VND 29,144,266"

Onscreen text reads: "Current account"

Onscreen text reads: "VND -642,086"

Onscreen text reads: "Overdraft Account"

Onscreen text reads: "VND "-456,547"

Onscreen text reads: "Current account"

Onscreen text reads: "USD 14,603.71"

Onscreen text reads: "Saving account"

Onscreen text reads: "EUR 23,077.26"

At the bottom-right corner of the overlay screen, onscreen text reads from left to right: "Cancel", "Continue".

Bottom onscreen text remains

Cursor clicks on the second field of the scroll-down list so-called "Current Account", then moves to "Continue"

Bottom onscreen text reads: "Click "Continue" to proceed"

Screen transitions to the next screen

At the top-left corner of the left screen, onscreen text reads: "Move Money"

Under "Move Money", onscreen text reads "Pay and transfer"

At the top-left corner of the right screen, onscreen text reads "Pay and transfer"

Onscreen text reads: "Transfer between your HSBC accounts"

Onscreen text reads: "From here, you can transfer between your own accounts"

Onscreen text reads: "From"

Onscreen text reads: "Edit"

Onscreen text reads: "Account"

Onscreen text reads: "Saving Account"

Onscreen text reads: "VND 127,142,035"

Onscreen text reads: "Available balance VND 127,142,035"

Onscreen text reads: "To"

Onscreen text reads: "Edit"

Onscreen text reads: "Account"

Onscreen text reads: "Current Account"

Onscreen text reads: "VND -642,086"

Onscreen text reads: "Available balance VND 357,914"

Onscreen text reads: "Details"

Onscreen text reads: "Amount"

Onscreen text reads: "VND"

Bottom onscreen text reads: "In the "Details" section, fill in transfer Amount and any Transfer narrative."

Onscreen text reads: "Account"

Onscreen text reads: "Saving Account"

Onscreen text reads: "VND 127,142,035"

Onscreen text reads: "Available balance VND 127,142,035"

Onscreen text reads: "To"

Onscreen text reads: "Edit"

Onscreen text reads: "Account"

Onscreen text reads: "Current Account"

Onscreen text reads: "VND -642,086"

Onscreen text reads: "Available balance VND 357,914"

Onscreen text reads: "Details"

Onscreen text reads: "Amount"

Onscreen text reads: "VND"

Onscreen text reads: "Transfer Narrative"

Onscreen text reads: "Your transfer narrative will appear on your statements and transaction history"

Onscreen text reads: "Recurring"

From left to right, onscreen text reads: "No", "Yes"

Onscreen text reads: "Date - 12/12/2019"

Onscreen text reads: "This can be today or completed later"

Bottom onscreen text remains

In the rectangle box in the right of "Amount", onscreen text reads: "VND 10.000"

Cursor moves to the rectangle box below which in same line of "Transfer Narrative"

Screen fades into transparent black

Censored text is input into the rectangle box

Screen scrolls down

Bottom onscreen text reads: "Choose when you want to make a transfer"

Onscreen text reads: "Important Information"

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

Onscreen text reads: "If your request falls on the weekend, public holiday or bank holiday, it will be processed the next working day"

Onscreen text reads: "By using this service, you shall be deemed to agree with the Terms & Conditions for Telegraphic Transfers"

Onscreen text reads: "Cancel", "Continue".

Cursor moves to the small calendar symbol on the right of the rectangle box in the same line of "Date"

Cursor moves to "Yes" which in the same line of the "Recurring"

After clicking into "Yes", the below onscreen text changes

Onscreen text reads: "Frequency"

In the rectangle box in the same line of "Frequency", onscreen text reads "Please Select"

Onscreen text reads: "Date - DD/MM/YYYY"

Onscreen text reads: "This is the start dated for a recurring transfer"

Onscreen text reads: "Number of transfers"

Onscreen text reads: "Final Amount (Optional) - VND"

Onscreen text reads: "Please complete if your final amount differs"

Cursor moves to "No" which in the same line of the "Recurring"

After clicking into "No", the below onscreen text changes

Cursor moves to the small calendar symbol on the right of the rectangle box in the same line of "Date"

A small rectangle box appears right below, on which there are dates to choose. The day marked with greenish blue is time for making transfer.

Bottom onscreen text remains

Bottom onscreen text reads: "Click "Continue" to proceed"

Cursor moves to "Continue"

Screen transitions to next screen

Bottom onscreen text reads: "Review the details of the transfer. You can change the Dtails by choosing "Edit""

Onscreen text reads: "Pay and transfer"

Onscreen text reads: "Review"

Onscreen text reads: "Please check these details carefully before continuing. Once completed, your transfer cannot be recalled"

Onscreen text reads: "From"

Onscreen text reads: "Account"

Onscreen text reads: "Saving Account"

Onscreen text reads: "To"

Onscreen text reads: "Account"

Onscreen text reads: "Current Account"

Onscreen text reads: "Details"

Onscreen text reads: "Edit"

Onscreen text reads: "Amount"

Onscreen text reads: "VND 10.000"

Onscreen text reads: "Transfer Narrative"

Onscreen text reads: "Date - 12/12/2019"

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

The "Edit" is marked by red circle

Bottom onscreen text remains

Screen scrolls down

Onscreen text reads: "Important information"

Onscreen text reads: "If your request falls on the weekend, public holiday or bank holiday, it will be processed the next working day"

Bottom onscreen text reads: "Read the Important information before selecting "Confirm" to proceed"

Screen fades into transparent black

Onscreen text reads from left to right: "Cancel", "Confirm"

Screen transitions to next screen

Bottom onscreen text reads: "A Confirmation page will display to confirm"

Green rectangle box at the top of page, onscreen text read: "Your transfer has been completed"

Onscreen text reads: "Our details"

Onscreen text reads: "Reference number -"

Onscreen text reads: "From"

Onscreen text reads: "Account"

Onscreen text reads: "Saving Account"

Onscreen text reads: "To"

Onscreen text reads: "Account"

Onscreen text reads: "Current Account"

Onscreen text reads: "Details"

Onscreen text reads: "Amount"

Onscreen text reads: "VND 10.000"

Onscreen text reads: "Transfer narrative"

Onscreen text reads: "Effective date - 04/11/2019"

Onscreen text reads: "Important information"

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

Onscreen text reads: "If your request falls on the weekend, public holiday or bank holiday, it will be processed the next working day"

Onscreen text reads: "Print"

Onscreen text reads: "Back to your accounts"

Onscreen text reads: "New payment or transfer"

Bottom onscreen text reads: "Select "back to your accounts" to go back to Account summary page"

Screen fades into transparent black

Bottom onscreen text reads: "Select "New payment or transfer" to make another transfer"

Screen fade in to transparent black

Hexagon logo of HSBC appears. End.