

Introduction

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

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









Read, Understand and Accept Terms & Condition





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

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

Menu



Input your Online Banking Username





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

Enter your username then tap **Continue**





Verify your identity





Tùy chọn

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

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

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

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

Tiếp tục

Trở về

Activate Digital Secure Key (DSK)



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



Create your 6-digit PIN



Menu



Enable Biometrics



Trở về

Tùy chọn

Tiếp tục

Provisioning Troubleshooting - Forgot Username





If you are unable to remember your username:

Just tap the **P** symbol.

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

Menu



Provisioning Troubleshooting - Forgot Password



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

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

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

Next

Back

Menu

Provisioning Troubleshooting – Create PIN





If you need helps for PIN creating

Just tap the ? symbol.

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

Menu







Using 6-digit PIN





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

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





• Using Biometrics



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

...

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

Menu



Log On Troubleshooting – Reset PIN



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

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

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

Menu



Log On Troubleshooting – Reset PIN





Tab Send activation code

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





Log On Troubleshooting – Reset PIN



You can create a new 6-digit PIN.

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

Log On – Digital Secure Key

Digital Secure Key for Online Banking







Menu

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

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

Next

Log On – Digital Secure Key

Digital Secure Key for Online Banking





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

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

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





Managing Security





Change PIN





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

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

Then select Security.





Next

Change PIN





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





Change PIN



You are requested to input your current PIN

Input your 6-digit PIN to proceed

?

 \bigcirc

Menu



Change PIN



Menu







Remove Devices





You can set up the app on only 01 device.

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

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

Back

Then select Security.

Menu



Next

Remove Devices





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





Remove Devices





Select Delete.

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

Note:

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

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

Menu



Accounts





Account List



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

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



Global View





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

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

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



Transaction History





14:47	0	al 🗢 🖿
<	Current Account 000-000000-000	
	13,628 vnd	
Transaction I	history	
Aug 02, 2022		
TRANSFER 000-000000-0	00	12,000 VND
Test		
IB1303964 INTERNET BANKI	ING	
Aug 01, 2022		
TRANSFER 000-000000-0	00	-1 VND
TRANSFER		-1,000 VND
LP VNM20TB7	3	
TRANSFER 000-000000-0	00	2,000 VND
TRANSFER		-2,500 VND
RTP TRANSFE	R TO	
_	2	
Accounts	Pay and transfer	Support

Tùy chọn

Tap on an account to go to Account Details view.

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

Tab specific transaction to display its details.

Trở về

Tiếp tục

Transaction History





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



Next

Pay and transfer For Domestic Transfer Only

Transfer to a Linked Account

Transfer to a New Payee (Other HSBC)

Transfer to an Existing Payee

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





Pay and transfer – Transfer to a linked account



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

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

Select account which transfer to be made to proceed.

Back

Next

Menu
Pay and transfer – Transfer to a linked account





Amount 12,000 VND Purpose of payment Savings Transfer date Now Reference Test	13:25		.ıl ≎ 🚱
12,000 VND Purpose of payment Savings Transfer date Now Reference Test 4/2 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 transfer limit for your accound supports all your requests. For foreign currency transfers, we'll process your request within 2 business days. By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers.	<		Cancel
Purpose of payment Savings Transfer date Now Reference Test 4/2 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 transfer limit for your accou supports all your requests. For foreign currency transfers, we'll process your request within 2 business days. By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers.	Amount		
Savings Transfer date Now Reference Test 4/2 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 transfer limit for your accou supports all your requests. For foreign currency transfers, we'll process your request within 2 business days. By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers.	12,000 VND		
Transfer date Now Reference Test 4/2 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 transfer limit for your accou supports all your requests. For foreign currency transfers, we'll process your request within 2 business days. By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers.	Purpose of payn	nent	
Now Reference Test 4/2 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 transfer limit for your accou supports all your requests. For foreign currency transfers, we'll process your request within 2 business days. By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers.	Savings		\sim
Reference Test 4/2 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 transfer limit for your accound supports all your requests. • For foreign currency transfers, we'll process your request within 2 business days. • By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers.	Transfer date		
Test 4/2 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 transfer limit for your accous supports all your requests. • • For foreign currency transfers, we'll process your request within 2 business days. • • By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers.	Now		
 4/2 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 transfer limit for your accous supports all your requests. For foreign currency transfers, we'll process your request within 2 business days. By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers. 	Reference		
 Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily transfer limit for your accousupports all your requests. For foreign currency transfers, we'll process your request within 2 business days. By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers. 	Test		4/24
 account on the dates selected. You will also need to make sure that the daily transfer limit for your accous supports all your requests. For foreign currency transfers, we'll process your request within 2 business days. By using this service, you shall be deemed to agree with the terms and conditions for telegraphic transfers. 	Important info	rmation	
	 account on the make sure the supports all y For foreign concepts withing the sum of the sum	he dates selected. You wat the daily transfer limit your requests. urrency transfers, we'll p n 2 business days. service, you shall be dei ts and conditions for tele	vill also need to for your account process your emed to agree egraphic
Continue		Continue	

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

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

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

Pay and transfer – Transfer to a linked account





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

If all details are correct, tap Confirm.

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

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

Back

Next

Pay and transfer – Transfer to a linked account





11:40			? ■
Рагрозе ог раутег	Confirmati	on	C ⊃aviiiyə
Transfer date		09/07/20	22 11:40
Processing time			Instant
Reference			Test
Important inform	ation		
 If we're unable to selected, due to 			
VN			×
AirDrop Mess	sages Ma	il Faceb	ook
Сору			¢
Save image			•
Print			ē

Menu

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

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

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

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

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

Back



13:24		.ıl ≎	\$
<	From		
Q Search			
Current Account 000-000000-000		998 VND	0
Savings Account		18,134,863 VND	0
Current Account 000-000000-000		0.00 USD	0
Current Account 000-000000-000		0.98 HKD	0
Current Account 000-000000-000		0.00 USD	0
_		_	

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

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

Select account from which transfer to be made to proceed.







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

Tap Add a new payee icon







Tap on Select payee type

Select HSBC Account





P	ayee bank details	Cancel	
Payee type			
HSBC account		\sim	
Account number 0000000000000			1
Save this payee			
Save payee			-
Important informatio	n		
 details careful If payee details else and not Please be av 	ills are incorrect, you might get your money back. vare of risks and scams if y count holder or have been	t pay someone you do not	
	Continue		



Enter account number of beneficiary person

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











Menu

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

Tab Continue to proceed.

Back

Next

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





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

If all details are correct, tap Confirm.

If you choose **Cancel**, you will be asked to reconfirm by:

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

Menu









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

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

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

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

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

Back

Menu



13:24	.at 🗢 💽
<	From
Q Search	
Current Account 000-000000-000	998 VND
Savings Account 000-000000-000	18,134,863 VND
Current Account 000-000000-000	0.00 USD
Current Account 000-000000-000	0.98 НКД 🔵
Current Account 000-000000-000	0.00 USD

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

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

Select account from which transfer to be made to proceed.







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

Tap Add a new payee icon









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





16:23	0	''II 🕹 🔲
<	Payee bank details	Cancel
Payee type Non HSBC	Caccount	\sim
Account nu Enter acco	mber punt number	
Payee name Enter paye		
or address	arch using a bank code, bank na	ame 🗸
Save this p Save paye	-	
• If pay- else a • Pleas know	ormation e making a payment, please chec s carefully. ee details are incorrect, you might ind not get your money back. e be aware of risks and scams if y the account holder or have been a most unconthe	pay someone you do not



<	Payee bank	details	Cance
Payee type			
Non HSBC	caccount		\sim
Account nu	mber		
0000000	000000		
Payee name	2		
Hoang			
Davia a la co	1.		
Payee ban			
(ALL BRAN			
NUMBER 19 GHE	9-21-23 25 NGUYE	N HUE BEN N	\sim
	NH CITY HO 844 VN 000000000000	I, VIET NAM,	
Save this pa	ayee		
Save paye	е		C
Important inf	ormation		
	e making a payment, s carefully.	please check the	e account
	Continu	ue	

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

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

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

Back







Tap Select transfer method from the Transfer method field

Select Instant transfer NAPAS 247





<	Hoang 000000000000000000000000000000000000	Cancel	
Transfer me			
Instant tra	ansfer NAPAS 247		
Amount			
0 VND			
Purpose of	payment		
Select pur	rpose of payment	\sim	
Transfer da	te	Í	
Now			
Reference Enter your	reference		
		0/175	
Important	information		
	nake sure there is enough mor on the dates selected. You wi		
account make su supports For forei request By using	s all your requests. ign currency transfers, we'll pr within 2 business days. 9 this service, you shall be dee	emed to agree	
account make su supports For forei request By using	s all your requests. ign currency transfers, we'll pr within 2 business days.	emed to agree	





Menu

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

Tab Continue to proceed.

Back

Next

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





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

If all details are correct, tap Confirm.

Menu

If you choose **Cancel**, you will be asked to reconfirm by:

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

Back







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

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

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

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

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

Back

Menu



13:24	.ıt 🗢	(5)
<	From	
Q Search		
Current Account 000-000000-000	998 VND	0
Savings Account 000-000000-000	18,134,863 VND	0
Current Account 000-000000-000	0.00 USD	0
Current Account 000-000000-000	0.98 HKD	0
Current Account 000-000000-000	0.00 USD	0

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

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

Select account from which transfer to be made to proceed.







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

Tap Add a new payee icon









Tap on **Select payee type** Select **Non HSBC account**





	23		al 🤶	
<	Pay	ee bank detail	s Ca	ncel
	e type HSBC accour	nt		\sim
	unt number r account num	nber		
	e name r payee name			
You	e bank an search using dress	g a bank code, ban	k name	\sim
Save	this payee			
Save	payee		C	
	payee tant information		C	
	tant information Before making a details carefully If payee details else and not ge Please be awar	are incorrect, you m t your money back. e of risks and scam int holder or have be	night pay som s if you do no	ieone it
Impor	tant information Before making a details carefully If payee details else and not ge Please be awar know the accou	r. are incorrect, you m t your money back. re of risks and scam int holder or have be	night pay som s if you do no	ieone it



16:06		.ıl 🗢 🚺
<	Payee bank details	Cancel
Payee type		
Non HSB	C account	\sim
Account nu	Imber	
0000000	000000	
Payee name	e	
Hoang		
	NH CITY HO 844 VN, VIET NAN : 00000000000	1,
Save paye		C
Important in	formation	
	e making a payment, please chec s carefully.	
	Continue	

Menu

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

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

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

Next





Tap Select transfer method from the Transfer method field

Select Normal transfer











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

Tab Continue to proceed.

Back

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







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

If all details are correct, tap Confirm.

Menu

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

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

Back





16:08	0		.11 🗢 📝),
	Confirmat	ion	<u>∟</u>	נ
	Ø			
You've con	Thank y		eefully	
Tou ve com	ipieted your tra	lister succe	ssiuny	
Reference numb	ber	REPD	X555PR6	2
From			gs Accour 0 000-00 0	
VN			×	
			f	
AirDrop N	Aessages N	ail Fao	ebook	N
Сору			ß	
Save image			e?	
Save image Print				

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

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

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

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

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

Back

Menu



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

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

Select account from which transfer to be made to proceed.

Back

Next

...| 🌣 🚺

 \bigcirc

 \bigcirc

 \bigcirc

 \bigcirc

Your payees





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

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

Tap the existing payee to transfer the money







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

Tab Continue to proceed.

Back

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







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

If all details are correct, tap Confirm.

If you choose **Cancel**, you will be asked to reconfirm by:

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

Menu









Menu

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

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

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

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

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

Back





Important Information





14:21 Important information Terms & Conditions > > Privacy Hyperlink policy > Fees & Charges >

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

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

Next

Back

In App Feedback







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

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

Next

Back

Contact Us



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

Back



