

IMPORTANT! Before you download and use the HSBC Vietnam application, please read carefully these HSBC Vietnam app Terms and Conditions and HSBC Privacy Notice published at <https://www.hsbc.com.vn/en-vn/privacy-and-security/>, which explain your responsibilities and obligations relating to services and information that you use or request from us, or we provide you, through HSBC Vietnam app. By downloading and using the HSBC Vietnam app, you are deemed to have read, understood and accepted the Terms and Conditions printed below, as the same may be amended from time to time, and agree to be bound by them. You have read, understood, and given your explicit, voluntary, affirmative, unconditional consent for HSBC to process your Personal Data in accordance with the contents of HSBC Privacy Notice. Please carefully note your security responsibilities mentioned in these HSBC Vietnam app Terms and Conditions. If you breach any of your security duties you may be liable for the transactions even if you did not authorize them.

HSBC Vietnam app Terms and Conditions

1. These Terms and Conditions (these "**Terms**") apply to the HSBC Vietnam app together with:

- a. the Bank's General Terms and Conditions ("**GTC**");
- b. the terms and conditions that apply to any account or service you can access using the HSBC Vietnam app (the "**Product Terms**");
- c. the Bank's personal Internet Banking Terms and Conditions (the "**Internet Banking Terms**"); and
- d. HSBC Privacy Notice
- e. any other terms and conditions that we may notify you.

Terms and expressions used in these Terms shall have the same respective meanings as defined in the GTC, Internet Banking Terms unless otherwise defined in Clause 2 or the context requires otherwise.

2. Definitions

- "**Internet Banking**" means our HSBC Personal Internet Banking.
- "**HSBC Vietnam app**" means the HSBC Vietnam mobile banking application (as updated from time to time) which can be downloaded to any mobile device which runs an operating system supported by us, through which you can access some of our Internet Banking services.
- "**we**", "**us**", "**our**", "**HSBC**" and "**the Bank**" means HSBC Bank (Vietnam) Limited and its branches and transaction offices
- "**Biometric credentials**" includes fingerprint, facial map or any other biometric data.
- "**Biometric Authentication**" means a feature of HSBC Vietnam app which uses your biometric credentials to verify your identity when you log on to HSBC Vietnam app.

- **"Face ID"** means facial recognition feature which is designed and developed by Apple Inc. for mobile devices which are manufactured by Apple Inc.
- **"Touch ID"** means fingerprint recognition feature which is designed and developed by Apple Inc. for mobile devices which are manufactured by Apple Inc.
- **"PIN"** means Personal Identification Number which is used to authenticate your identity when you log on to HSBC Vietnam app.

3. The HSBC Vietnam app allows you to access some of our Internet Banking services in a format which is easier to view on a mobile device.

4. Log on to HSBC Vietnam app

- 4.1 At the first time when you log on to HSBC Vietnam app, you must register your device, PIN with HSBC Vietnam app by entering your Username and Security Code generated by a Security Device. You are able to register with HSBC Vietnam app up to a maximum number of mobile devices which we inform to you accordingly from time to time. You are able to remove mobile device which you do not use any longer from the registered device list, via Manage Device feature in the HSBC Vietnam app.
- 4.2 After register device successfully, you can log on to the HSBC Vietnam app by:
 - a. entering your PIN which you have created when registering mobile device with the HSBC Vietnam app; or
 - b. activating and using biometric credentials (e.g. fingerprint, facial map or any other biometric data) that we may enable for use in the HSBC Vietnam app.
 - You may be required to perform one or more of the above in order to access full services of the HSBC Vietnam app.

5. Using the HSBC Vietnam app

- 5.1 The HSBC Vietnam app can be used on a mobile device running an operating system supported and specified by us from time to time, from which you can access the internet. However, not all of our services available on Internet Banking can be accessed using the HSBC Vietnam app.
- 5.2 Updates to the HSBC Vietnam app may be issued periodically through the relevant app store. For some devices, updates will be downloaded automatically. If this does not happen, you will need to download the update yourself. We may display in-App messages when you try to log on to remind you to do this. You should log on to the HSBC Vietnam app regularly to check these messages. Depending on the update, you may not be able to use the HSBC Vietnam app until the latest version has been downloaded and installed. To make sure that you always have access to the HSBC Vietnam app and Internet Banking, you should always keep your HSBC Vietnam app updated.

- 5.3 The HSBC Vietnam app may only be installed and used by our customers. The HSBC Vietnam app is not intended for download, and the HSBC Vietnam app and the HSBC Vietnam app services are not intended for use by, any person who is not already our customer or in any jurisdiction where such download or use would be contrary to any law or regulation of such jurisdiction or where we are not licensed or authorized to provide the HSBC Vietnam app or the HSBC Vietnam app services.
- 5.4 We do not charge for the HSBC Vietnam app. However, your mobile network operator may charge you to download or access the HSBC Vietnam app and its features and these charges may vary if you download or access the HSBC Vietnam app when abroad. You are responsible for these charges.
- 5.5 Certain services which may be made available through the HSBC Vietnam app from time to time use information about your physical location sent from your mobile device (for example, GPS signals). If you use these services, you consent to us, our partners and licensees, and Google accessing, monitoring, transmitting, collecting, maintaining, disclosing, processing and using your location data to enable us and Google to provide the relevant functionality in accordance with the terms and conditions, and privacy policy, of the HSBC Vietnam app and those of Google. You will be asked to consent to the use of location services the first time you use the relevant services. You may withdraw this consent at any time by turning off the location services settings on your mobile device.
- 5.6 The HSBC Vietnam app may collect, store and process certain information that you provide or generate through the HSBC Vietnam app on your device. By registering your device with the HSBC Vietnam app and using the app, you consent us to access to, collect process, use and share your information stored on the device as well as access to certain built-in features of the device as required from time to time to enable (1) the function of the HSBC Vietnam app and its features; and (2) the Internet Banking services delivered via the HSBC Vietnam app as well as other Purposes in accordance with this Terms and Conditions, the Internet Banking Terms, the Products Terms and the Annex Of General Terms And Conditions, Collection And Use Of Customer Information, Financial Crime Risk Management Activity And Tax Compliance.
- 5.7 Access to third-party services (such as Google Maps/Google Earth API) through the HSBC Vietnam app is subject to terms and conditions of the third-party service providers (such as Google terms and conditions available at https://maps.google.com/help/terms_maps.html and https://www.google.com/enterprise/earthmaps/legal/universal_aup.html). By providing hyperlinks within the HSBC Vietnam app, HSBC does not endorse and is not responsible for any linked websites. HSBC recommends that you view the linked website's terms, privacy and cookie policy pages to understand how use of that website may affect you. HSBC is not responsible for the accuracy, timeliness or the continued availability or the existence of content, hyperlinks, or third party websites or pages linked from the HSBC Vietnam app.
- 5.8 iPhone, iPad, iPod Touch, Touch ID, Face ID and Apple are trademarks of Apple Inc., registered in the US and other countries/ territories. App Store is a

service mark of Apple Inc. Google Play™ is a trademark of Google Inc. Android™ is a trademark of Google Inc.

- 5.9 The activation of Biometric Authentication feature in HSBC Vietnam app is optional. When you activate Biometric Authentication feature in HSBC Vietnam app, you agree that HSBC Vietnam app will have access to and use biometric credential stored in your device. HSBC Vietnam app uses the biometric credential for Biometric Authentication only. We do not use HSBC Vietnam app to collect your biometric credential for any other purposes or sending to third party.
- 5.10 Biometric Authentication feature is only available to mobile devices which run iOS or Android operation system and support fingerprint or face recognition feature. The Biometric Authentication feature on our HSBC Vietnam app will not be available if the face or fingerprint recognition feature on mobile device is corrupted, suspended or stopped. You can input PIN as an alternative authentication method to log on to HSBC Vietnam app.
- 5.11 Because the HSBC Vietnam app is downloaded from other app stores, we want to make it clear that we, not the app stores, are responsible for this app and so you should contact us in relation to: (i) the HSBC Vietnam app's content, maintenance and support; and (ii) any malfunctions of the HSBC Vietnam app; and (iii) any claims relating to the HSBC Vietnam app.
- 5.12. You may use the Push Notification Alerts Service to receive information and communications electronically through appropriate device.
 - a. In order to comply with applicable laws or regulations or internal policies, the Bank reserves the right to designate or/and change the scope or/and extend or/and stop providing part or/and full Push Notification features or/and type of Notification product/service without prior notice to you and without any liability.
 - b. The Bank does not make a request to submit the customer's password or/and account or/and any security details on the Push Notifications feature.

6. Your Responsibilities

- 6.1 You must comply with all applicable laws and regulations that govern your download of the HSBC Vietnam app, and access and use of the HSBC Vietnam app and the HSBC Vietnam app services.
- 6.2 You must not alter, modify, adapt, reverse-engineer, copy or reproduce all or any part of the HSBC Vietnam app.
- 6.3 You must not remove or tamper with any copyright notice attached to or contained within the HSBC Vietnam app. All ownership in the HSBC Vietnam app remains with us.
- 6.4 The HSBC Vietnam app is for your personal use only, and you must not use the HSBC Vietnam app for business or commercial or other unauthorised purposes.
- 6.5 You must take security measures on your mobile device as recommended by the Bank from time to time, otherwise you will bear the associated risks and

consequences which may arise from or in connection with your mobile device and the use of the HSBC Vietnam app.

- 6.6 We want to make sure that your use of the HSBC Vietnam app is as safe as possible so you must:
 - a. install security updates for the HSBC Vietnam app as and when they become available. If you don't, you may not be able to use the HSBC Vietnam app; and
 - b. only provide correct information via the HSBC Vietnam app;
 - c. don't use the HSBC Vietnam app for any purpose which is unlawful, obscene, offensive, improper or threatening,
 - d. if you've chosen to access the HSBC Vietnam app by using biometrics, such as facial recognition, ensure that your device only recognizes your biometrics.
- When you're using the HSBC Vietnam app, the app stores are considered as third party beneficiaries and they can rely on the above terms in the same way as we can.
- 6.7 You confirm, represent, and warrant that (i) every person whose Personal Data that you (or anyone on your behalf) has provided or will from time to time provide to HSBC or a member of the HSBC Group (your "Connected Persons") has been notified of HSBC Privacy Notice; (ii) they have given their explicit, voluntary, affirmative, unconditional consent for HSBC to process their Personal Data in accordance with the contents of HSBC Privacy Notice; and (iii) You are authorized to disclose their Personal Data to HSBC and/or members of the HSBC Group so that HSBC and/or members of the HSBC Group can process the same. At the same time, you have advised them of their various rights with respect to their Personal Data in accordance with the contents of HSBC Privacy Notice and in compliance with applicable laws of Vietnam. You, with this, undertake to verify the accuracy and completeness of the Personal Data provided to HSBC.
- 6.8 You acknowledge and understand that in case of any change to your given consent, you will request in writing using the prescribed form available at HSBC branches or other channels provided in HSBC Privacy Notice. You understand that if you change my consent for any purpose and depending on the nature of my request, HSBC may not be able to continue to provide Products and/or Services to you.

7. Our Responsibilities

- 7.1 While we make reasonable efforts to provide the HSBC Vietnam app services, we will not be liable for any failure to provide those services, in part or in full, due to abnormal and unforeseen circumstances beyond our control, the consequences of which would have been unavoidable despite efforts to the contrary. This includes any phone network failures or, in the case of mobile networks, where you are not in an area of mobile coverage.
- 7.2 To the maximum extent permitted by the applicable laws, the HSBC Vietnam app is provided "as is" with no representation, guarantee or agreement of any

kind as to its functionality, quality or fitness for purpose. HSBC cannot guarantee that access to the HSBC Vietnam app will be uninterrupted or that there will be no delays or failures. HSBC also cannot guarantee that no viruses or other contaminating or destructive properties will be transmitted or that no damage will occur to your mobile device. You are responsible for adequate protection and back up of data and/or equipment, and for undertaking reasonable and appropriate precautions to scan for computer viruses or other destructive properties.

8. Security

- 8.1 You must take all reasonable precautions to keep safe and prevent fraudulent use of your mobile device and security information. These precautions include but not limited to:
 - a. never writing down or otherwise recording your security details in a way that can be understood by someone else;
 - b. not choosing security details that may be easy to guess;
 - c. taking care to ensure that no one hears or sees your security details when you use it;
 - d. keeping your security details unique to Internet Banking and the HSBC Vietnam app;
 - e. ensuring that your biometric credentials stored on your device are your own and do not store anyone else's biometric credentials on your device and that you only use your own biometric credentials to log on to the HSBC Vietnam app;
 - f. not using facial recognition for authentication purpose if you have an identical twin sibling, in which case you are recommended instead to use Security Code, PIN or fingerprint authentication to log on to the HSBC Vietnam app;
 - g. not using facial recognition for authentication purpose if you are an adolescent while your facial features may be undergoing a rapid stage of development, in which case you are recommended instead to use Security Code, PIN or fingerprint authentication to log on to the HSBC Vietnam app;
 - h. not taking any action to disable any function provided by, and/or agreeing to any settings of, your mobile device that would otherwise compromise the security of the use of your Biometric Credentials for authentication purposes (e.g. disabling "attention-aware" for facial recognition);
 - i. not disclosing your security details to anyone;
 - j. changing your security details immediately and telling us as soon as possible in accordance with Clause 8.10 if you know, or even suspect, that someone else knows your security details, or if we ask you to;
 - k. keeping your security details and mobile device safe;
 - l. complying with all reasonable instructions we issue regarding keeping your security details safe;

- m. once you have logged on to the HSBC Vietnam app, do not leave your mobile device unattended or let anyone else use your mobile device;
 - n. logging out of the HSBC Vietnam app once you have finished using the HSBC Vietnam app services, and in particular not leaving the HSBC Vietnam app running in the background whilst logged in (for example, whilst multi-tasking, or running other apps);
 - o. follow all security measures provided to you by the manufacturer of your mobile device operating system that apply to your use of the HSBC Vietnam app or your mobile device (although you should never disclose your security details to them or information about your accounts with us); and
 - p. undertake reasonable and adequate precautions to scan for computer viruses or other destructive properties.
- 8.2 You must not use the HSBC Vietnam app on any device or operating system that has been modified outside the mobile device or operating system vendor supported or warranted configurations. This includes devices that have been "jail-broken" or "rooted". A jail broken or rooted device means one that has been freed from the limitations imposed on it by your mobile service provider and the phone manufacturer without their approval. The use of HSBC Vietnam app on a jail broken or rooted device may compromise security and lead to fraudulent transactions. Download and use of the HSBC Vietnam app in a jail broken or rooted device is entirely at your own risk and the Bank will not be liable for any losses or any other consequences suffered or incurred by you as a result.
- 8.3 You should only download HSBC Vietnam app and its updates from official supplying app store and not from any unofficial sources.
- 8.4 After initial registration we will never contact you (or ask anyone to do so on our behalf) with a request to disclose your security details in full. If you receive any such request from anyone (even if they are using our name and logo and appear to be genuine) then it is likely to be fraudulent and you must not supply your security details to them in any circumstances. Additionally, you should report any such requests to us immediately.
- 8.5 You will be responsible for all instructions given by you or anyone acting with your authority on your HSBC Vietnam app or the mobile device with your HSBC Vietnam app logged-on between when you log on to the HSBC Vietnam app until you log off the HSBC Vietnam app.
- 8.6 You are responsible for making sure information shown or stored on your mobile device is kept secure.
- 8.7 You must advise us of any change to your mobile phone number without delay.
- 8.8 If you activate the feature that allows you to use your biometric credentials in the HSBC Vietnam app and to enable the use of such biometric credentials to log on to the HSBC Vietnam app (for compatible devices only), you must ensure that only your biometric credentials are registered on the device.
- 8.9 You shall be responsible for unauthorised payments made from your accounts if you have not kept your mobile device and your security details safe and follow the security precautions that we advise you to undertake from time to

time including those set out in this Clause 8, or if the biometric credentials stored on your device are not your own in the event that you have activated such authentication method on the device and on the HSBC Vietnam app.

- 8.10 If you know or suspect that someone else knows your security details, or has used or tried to use them, or if your mobile device is lost or stolen you must tell us without delay.
- 8.11 HSBC may end any services of the HSBC Vietnam app immediately if:
 - (i) You have seriously or persistently broken any of the terms of these Terms, the Product Terms or the Online Banking Terms and Conditions, including where HSBC believes or reasonably suspects that
 - (a) You have committed fraud or may be doing so;
 - (b) You were not entitled to download the HSBC Vietnam app, or your eligibility to download and/or use the HSBC Vietnam app changed;
 - (c) You have committed or are about to commit a crime in connection with your bank account or other relevant product or service;
 - (d) You have not satisfied any anti-money laundering requirements;
 - (e) You may be using or obtaining, or allowing someone else to use or obtain, an account, service or money illegally;
 - (f) Your account or other relevant product or service is being used for an illegal purpose;
 - (g) Your security details have not been kept safe; or
 - (h) You have committed or are about to commit a crime in connection with your account.
 - (ii) The HSBC Vietnam app is withdrawn by HSBC, or by Apple or Google Inc.,
 - (iii) HSBC reasonably considers that by continuing the contract,
 - (iv) HSBC may break a law, regulation, code, court order or other duty,
 - (v) HSBC, or another HSBC Group company, may be exposed to action or censure from any government, regulator or law enforcement agency,
 - (vi) There has been, or HSBC suspects there has been, suspicious activity or fraud involving any of your accounts or any transactions on your accounts,
 - (vii) HSBC stops supporting this App generally and replaces it with an alternative app, or stops supporting this App on your mobile device or the operating system it runs,
 - (viii) HSBC reasonably believes that your mobile device has been rooted, jailbroken or is otherwise particularly vulnerable to being compromised by malware, viruses or similar threats, or
 - (ix) You breach the terms of, or otherwise terminate, any account, product or service in respect of which the HSBC Vietnam app may be used.
 - Where reasonably practicable HSBC will notify you if it terminates this agreement This can include SMS, a message when you log onto the HSBC Vietnam app, by post, by e-mail, by secure e-message, by a message on your statement, or in any other way that will be sent to you.

- HSBC may end this agreement for any other reason by giving you at least two months' notice.
- 8.12 Upon termination of the HSBC Vietnam app services for any reason, you must remove the HSBC Vietnam app from your mobile device.
- 8.13 You must uninstall the HSBC Vietnam app from your mobile device if you change your mobile device or dispose of it.

9. Variation

We reserve the right to amend any of these Terms and Conditions from time to time as it deems appropriate in its absolute discretion. Such amendments will take effect upon our giving notification to you (unless otherwise advised in the notification) using such means of notification as we shall deem appropriate (including but not limited to display in our premises or any of our offices, or in our website, or by emails or by such other method as we may decide). The use of the HSBC Vietnam app and HSBC Vietnam app services after the effectiveness of amendment (as provided in our notification) will constitute your acceptance to be bound by such amended Terms and Conditions. If you do not accept the proposed amendments, you must immediately notify us and cancel or terminate the use of the HSBC Vietnam app and its services.

10. Applicable Laws

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Socialist Republic of Vietnam. In the event of a dispute, the dispute shall be submitted to a competent court in Vietnam for resolution.

11. Language

These Terms and Conditions are made into Vietnamese and English. In case of any discrepancies between the English and Vietnamese versions, the Vietnamese version shall prevail.