永豐銀行
Bank SinoPac

INSTRUCTIONS SAFETY IN DIGITAL BANKING TRANSACTIONS ON EASY APP AND GLOBAL E-BANKING

9 PRINCIPLES OF SAFETY

To ensure safety in online transaction on the Easy App and Global E-banking, please follow the instructions below:

1. Set up a password according to the instructions when registering account (the password has a minimum length of 8 characters and consists of at least the following character: uppercase letters, lowercase letters, numbers and special characters); do not use easy-to-guess personal information as a password; change your password (at least every 6 months); protect your password and do not share the device that stores this information.
2. Not using public computers to access the online banking system or conduct transactions; not using public Wi-Fi when using online banking services;
3. Not savinge-Banking ID, ID number, password, and user code on browsers;
4. Logging out from online banking application software after use;
5. Fully installing security patches for operating systems and mobile banking application software; considering installing anti-malware software and updating the latest malware identification pattern on personal devices used to conduct transactions;
6. Selecting authentication forms with the level of security and confidentiality in accordance with regulations and in a manner that suit clients' need for transaction limits;
7. Not using unlocked mobile devices to download and use online banking application software;
8. Not installing strange software, unlicensed software or software of unknown origin;
9. Immediately notifying the bank in the following cases: detecting unusual transactions,; cases of fraudulence or suspicious fraudulence; or attacks or suspicious attacks by hackers.

ENCOUNTER ERRORS AND PROBLEMS WHILE USING ONLINE BANKING SERVICES

If you encounter any of the following situations:

- Receiving any login link request, notification, or suspicious phishing message;
- Receiving a phone call or an email asking for your login information;
- Losing your phone or your registered phone number to receive SMS messages;
- Having lost or exposed account information;
- Having been scammed or suspected being scammed; your information has been encrypted or is suspected to be under attack.

Please follow the instructions below:

1. Contact Bank SinoPac immediately:
   - 24/7 hotline: 1900 98 98 51
   - Go to Bank SinoPac - Ho Chi Minh City Branch at: 9th Floor, Friendship Tower, No. 31, Le Duan Srt, Ben Nghe Wrd, District 1, Ho Chi Minh City (During office hours)

2. Report to the nearest Police Station

Bank SinoPac will contact you for support via the phone number (84-28) 38220566 or respond through the email of the responsible staff with the Sinopac domain (@sinopac.com). Please be cautious when receiving phone calls or support emails that do not come from the above phone number or email address.

PLEASE PAY ATTENTION TO:

- Bank SinoPac will not send digital banking service login links to customers in any form. Any login links sent to customers are fraudulent.
- Bank SinoPac will not contact customers to request security information in any form. Any request for service security information is fraudulent.
- Please be vigilant of requests via online channels and social media platforms. At the same time, report to the nearest Police/Authorities if you notice any suspicious signs. Refer to the "**Notice of safety in Digital Banking Transactions**" on Bank SinoPac's website or in the "**Latest news**" section on the Easy app.
- Bank SinoPac has only two official websites: **https://www.mmab2c.com/** and **https://b2b.sinopac.com/**. Please be cautious of fraudulent websites that mimic the interface of Bank SinoPac's website. Such impersonation is often intended to steal your information, such ase-Banking ID, ID number, password, user code, account number, OTP, etc., to carry out fraudulent transactions.