

IMPORTANT NOTICE _ESTABLISHING FACIAL BIOMETRIC DATA FOR CORPORATE CUSTOMER

Dear valued customer,

From July 1, 2025, you will not be able to make online payment transactions if your company's **Legal Representative** has not **established biometric data** with Bank SinoPac - Ho Chi Minh City Branch as prescribed in Circular 17/2024/TT-NHNN regulating the opening and using of payment accounts for payment accounts of organizations.

To comply with the above regulations, please update your facial recognition data with our Bank as instructed below.

FACIAL BIOMETRIC ESTABLISHMENT INSTRUCTION FOR VIETNAMESE	
<p>Option 1 – Use the “Bank SinoPac Global eBanking+” application</p>	<p>Preparation:</p> <ul style="list-style-type: none"> • Create a user account for the Legitimate representative(s) (in case the Legitimate representative(s) does not have a user account on MMAB2B) • Chip ID card • Phone device that supports NFC • Update to the latest version of “Bank SinoPac Global eBanking+” application <p>Instruction:</p> <ul style="list-style-type: none"> • Step 1: Log in “Bank SinoPac Global eBanking+” application • Step 2: Input registered personal ID number • Step 3: Select Biometric Settings on the home screen • Step 4: Perform NFC scan • Step 5: Perform facial scan to take biometric information
<p>Option 2 – Go to Counter transaction</p>	<p>Preparation: Chip ID card</p> <p>Instruction: Directly go to Bank SinoPac - Ho Chi Minh City Branch, Floor 9, No. 31 Le Duan Street, Ben Nghe Ward, District 1, Ho Chi Minh City, Vietnam</p>

FACIAL BIOMETRIC ESTABLISHMENT INSTRUCTION FOR FOREIGNERS

Preparation:

- Valid passport and Vietnam visa/ resident card
- Update to the latest version of “**Bank SinoPac Global eBanking+**” application

Instruction:

- Step 1:
 - ✓ Option 1: Directly go to Bank SinoPac - Ho Chi Minh City Branch
 - ✓ Option 2: Contact our staff to schedule identity verification directly at your desired location.
- Step 2: After being notified by the staff of successfully confirming your identity, log in to the “**Bank SinoPac Global eBanking+**” application.
- **Step 3: Input registered passport number**
- Step 4: Select Biometric Settings on the home screen
- Step 5: Perform a facial scan to take biometric information

* Notice:

- We will send notifications related to biometric information updates via the registered email address.
- To avoid fraud, please **DO NOT** establish your biometric data through any other websites or applications. If you receive any suspicious calls of this nature, please contact our customer service staff for verification

For more information, please contact us via hotline **1900 98 98 51**.

Thank you for trusting and using our services.

Sincerely