

**NOTICE OF DISCONTINUING SUPPORT FOR
QUICK LOGIN/ MOBILE APPROVAL BY GRAPHICAL PASSWORD**

Dear Valued Customers,

According to Circular 50/2024/TT-NHNN of the State Bank of Vietnam, in order to improve information security and online transaction safety for customers, Bank SinoPac - Ho Chi Minh City Branch would like to announce:


Starting from **18/11/2025**, **“Global eBanking +” App will no longer support “Vietnam region” customers to use “Graphical password”** as an identity verification method for quick login or mobile approval.

This regulation applies to Global eBanking members as follows:

1. Global eBanking Vietnam One-Person Corporation members;
2. Global eBanking Vietnam Cross-Region or GroupParent Corporation members;
3. Global eBanking Taiwan, Hong Kong, and Macau Cross-Region or GroupParent Corporation members with subsidiary accounts located in “Vietnam”.

To avoid disruptions to your service, if you are one of the above customers and are using graphical passwords for quick login or mobile approval, please kindly update your authentication method in the **“Global eBanking +” App** as soon as possible.

Please follow the instructions below to update your authentication method:

1. After successfully logging in, please select the icon () **“More”** in the bottom right corner of the screen;
2. Select **“Personal settings”** > **“Login/Approval settings”**, then choose and set up biometric authentication as your new method for login and mobile approval.

※Notice: If you do not complete the update after the effective date, **you will still be able to log in to the “Global eBanking+” App** using your username and password. **However, mobile approvals will no longer be available.**

For further information or assistance, please contact our corporate customer service lines:

Taiwan : (02)2191-1005 or 0800-588-800
Macau : 853-2871-5138
Hong Kong : 852-2907-6968
Vietnam : 84-28-3822-0566

We sincerely thank you for your trust and continued partnership with us.

Bank SinoPac - Ho Chi Minh City Branch