

# News Release

7 March 2017

## **HSBC INTRODUCES VOICE BIOMETRIC SECURITY TECHNOLOGY IN HONG KONG** *Making phone banking easier and safer*

HSBC announced today that it will introduce HSBC Voice ID in Hong Kong on 27 March. This follows our UK Voice ID launch in September 2016 which has been well received by customers.

Voice biometrics provide customers with another form of verification while using phone banking services and reduce the need to remember their phone banking PIN and answer extra security questions.

Greg Hingston, Head of Retail Banking and Wealth Management, Hong Kong, HSBC, said, "Bank customers expect greater convenience, speed and simplicity yet secure ways to bank and HSBC continues to invest in digital technology to deliver this experience. Voice ID demonstrates our continued focus on making our services simpler, faster and better for customers. Your voice is unique, just as your fingerprint is, and you can now use your voiceprint to access phone banking in a more convenient way."

Customers who are 18 years old or above, have registered for HSBC's phone banking service, have a phone banking PIN and a mobile phone on record with the Bank are eligible to use Voice ID. Phone banking customers can simply register for the service via the HSBC Voice ID Enrolment Hotline. During the enrolment process, customers are required to repeat a standard passphrase, which will be recorded to create a voice print and used for future verification purposes. Once enrolled, you can use the Voice ID passphrase instead of your phone banking PIN the next time you call. We recommend the enrolment call is made from a quiet environment for better recording quality.

This information is issued by

**The Hongkong and Shanghai Banking  
Corporation Limited**

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*Incorporated in the Hong Kong SAR with limited liability.*



Keeping your banking information safe and secure is important to HSBC. Customers also play a critical role in keeping their personal information protected. Here are some tips for safe use of phone banking:

- Never dial a number other than our HSBC Voice ID enrolment hotline for enrolment. Always check our HSBC website to get the real enrolment hotline details.
- Never disclose any information to any callers who claim themselves as HSBC staff helping you to enroll Voice ID. Voice ID enrolment can only be completed via our enrolment hotline. Never disclose any sensitive personal information (e.g. password or user ID) in text messages or email
- Set up auto-lock, passcode or fingerprint lock to prevent unauthorized access to your mobile telephone handsets and tablets
- If you lose your mobile phone, please contact Customer Service Hotline and report to us immediately

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### **Notes to Editor**

#### **Steps for registration of HSBC Voice ID**

It will only take a few minutes for you to complete the HSBC Voice ID enrolment journey:

1. Select language (English, Cantonese, Mandarin) to record your Voice ID passphrase in
2. Key-in any HSBC bank account or credit card number
3. Input your 6-digit phone banking PIN
4. Confirm your registered mobile phone number is ready to receive a SMS with a 6-digit one-time passcode
5. Enter the one-time passcode when received via SMS, followed by hash key (#)
6. Listen and agree to the HSBC Voice ID enrolment Terms & Conditions
7. Repeat the passphrase to provide three good utterances (maximum 5 attempts) to create your individual voice print

#### **The Hongkong and Shanghai Banking Corporation Limited**

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group, which serves more than 37 million customers through four global businesses: Retail Banking and Wealth Management, Commercial Banking, Global Banking and Markets, and Global Private Banking. The Group serves customers worldwide from around

4,000 offices in 70 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US\$2,375bn at 31 December 2016, HSBC is one of the world's largest banking and financial services organisations.

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