

View Account Summary transcript

Onscreen text reads: "View Account Summary"

Bottom onscreen text reads: "Log on to Online Banking"

Screen fades to transparent black.

Cursor moves to "Log on" button at the upper right corner of the screen.

Onscreen text reads: "Log on to Online Banking"

Bottom onscreen text remains.

Screen transitions to Log on page.

Onscreen text reads: "Log on to Online Banking".

Onscreen text reads: "We've made some improvements to online banking security, but all your usual services will remain the same".

Onscreen text reads: "Please enter your username".

Onscreen text reads: "Remember me".

Onscreen text reads: "Continue".

Onscreen text reads: "Not registered for online banking?"

Cursor moves to the "Continue" button.

Screen transitions to next Log on step.

Onscreen text reads: "Good afternoon".

Onscreen text reads: "Please enter your security code from the Security Device".

Onscreen text reads: "How to generate a security code".

Bottom onscreen text reads: "Log on to Online Banking".

Cursor moves to "How to generate a security code" link under the field of "Please enter your security code from the Security Device".

Bottom onscreen text reads: "See how to generate a security code here".

Red rectangle box appears around the link "How to generate a security code".

Cursor moves inside red rectangle shape and clicks.

The screen splits into two sides

Second screen appears next to first screen

Onscreen text of the second screen reads: "How to generate a security code"

Onscreen text of the second screen reads: "Press and hold down the green button to turn on your Security Device, then enter your PIN"

"Previous" button is at the lower left corner of the second screen

"Next" button is at the lower right corner of the second screen.

Cursor moves to Next button at the lower right corner of the second screen.

Onscreen text reads: "When the HSBC welcome screen displays, press the green button. This will generate a security code"

Other texts remain.

Cursor moves to Next button at the lower right corner of the second screen.

Onscreen text reads: "Your security code will be provided"

Other texts remain.

Screen transitions back to showing only Log on screen.

Security code is input into the rectangular field under "Please enter your security code from the Security Device".

Cursor moves to Log on button below.

Screen transitions to Online Banking Dashboard.

Bottom onscreen text reads: "Once logged in, see a summary of all accounts"

At the top navigation bar, onscreen text reads from left to right: "Move Money", "Services", "Our products" and "Help and support".

At the top left navigation bar text reads: "Log off"

Onscreen text reads: "Quick links" on the middle left part of the screen.

Under "Quick links", on screen text reads "Lost or stolen card".

Beside "Lost or stolen card", on screen text reads from right to left, Onscreen text reads: "Statements", "Rename accounts", "Currency converter", "Manage future requests" and "Manage payees".

Onscreen text reads: "TESTING ACCOUNT VND"

Onscreen text reads: "3,208,445,876 VND"

Under "3,208,445,876 VND", onscreen text reads: "Available balance 3,208,445,876 VND"

Onscreen text reads: "Last 3 transactions"

Onscreen text reads: "05/06/2019 TRANSFER -2"

Onscreen text reads: "05/06/2019 TRANSFER 10"

Onscreen text reads: "05/06/2019 TRANSFER 1"

Screen transitions to the bottom of the screen.

Bottom onscreen text remains.

Onscreen text reads: "Overdraft Account 17,076,726 VND. Available balance: 17,076,726 VND"

Onscreen text reads: "Current Account 763,478,993 VND. Available balance: 763,478,993"

Onscreen text reads: "Savings Account 38,388 JPY. Available balance: 39,388 JPY"

Onscreen text reads: "Savings Account 121,909 JPY. Available balance: 121,909 JPY"

Onscreen text reads: "Savings Account 58,010.60 USD. Available balance: 58,010.60 USD"

Onscreen text reads: "Savings Account 58,556.35 USD".

Screen transitions to previous screen.

Bottom onscreen text reads: "Select an account to see more details".

Screen fades to transparent black.

Cursor moves to Testing account VND.

Screen transition to next screen.

Onscreen text reads: "Testing account VND"

Onscreen text reads: "Change account"

Onscreen text reads: "Account number"

Onscreen text reads: "View more details"

Onscreen text reads: "3,208,445,876 VND"

Onscreen text reads: "Available balance: 3,208,445,876 VND"

Onscreen text reads: "Overdraft limit: 0 VND"

Onscreen text reads: "Manage"

Onscreen text reads: "Transactions"

Onscreen text reads: "Search and filter"

Onscreen text reads: "Date"

Onscreen text reads: "Description"

Onscreen text reads: "Amount in"

Onscreen text reads: "Amount out"

Onscreen text reads: "Balance"

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Bottom onscreen text reads: "Click here to see more details"

Screen fades to black.

Cursor moves to "View more details" under "Account number" at the middle left of the screen.

Onscreen text reads: "Hide details"

Onscreen text reads: "Total hold: 0 VND"

Onscreen text reads: "Credit interest accrued: 0 VND"

Screen transitions to next screen.

Bottom onscreen text reads: "Scroll down to see the transaction history"

Screen transitions to "Transactions" screen.

Onscreen text reads: "Transactions"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount out: 2; Balance: 3,208,445,876"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount in: 10; Balance: 3,208,445,878"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount in: 1; Balance: 3,208,445,868"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount in: 10; Balance: 3,208,445,867"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount in: 10; Balance: 3,208,445,857"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount in: 10; Balance: 3,208,445,847"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount in: 10; Balance: 3,208,445,837"

Screen transitions to next screen.

Bottom onscreen text reads: "Select a transaction to see more detail"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount out: 2; Balance: 3,208,445,876"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount in: 10; Balance: 3,208,445,878"

Cursor moves to an arrow button at the left side of the screen.

Onscreen text reads: "Transfer CFACSNVN HSBC 001-392729 SwwfoTqt ap-aFAMMW6ycDT5 IB0304965
INTERNET BANKING Unrecognised transaction"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount in: 1; Balance: 3,208,445,868"

Onscreen text reads: "Date: 05/06/2019; Description: Transfer; Amount in: 10; Balance: 3,208,445,867"

Screen fades to black.

Hexagon logo of HSBC appears. End.