

Hanoi City BRANCH

Internet Banking Disclosure

Important! Please read the following message before using Internet Banking System.

While Internet Banking can bring you more convenience in terms of faster and easier access to your bank account(s), there are inherent risks that you need to be aware of. Due to the open nature of the Internet, web-based systems such as Internet Banking are inherently subject to risks such as those related to virus attacks, hacking, unauthorized access and fraudulent transactions.



While FCB has put in place the necessary security practices and measures to safeguard against these risks, in order to ensure the safety of Internet Banking transactions, you, as the end-user, also need to take necessary procedures to safeguard your account information.

To ensure your online banking sessions are secure, FCB recommends that you follow these simple security tips.

✓ **Make sure the login address and certification.**

1. Do using our service from following linkage:

- The First Bank portal site: <http://www.firstbank.com.tw>
- The e-banking main page: <https://ebank.firstbank.com.tw>

2. All data sent to and from FCB is "scrambled" and "reassembled" between FCB and your personal computer using the highest level of encryption commercially available. When your visit our e-banking site, there will be a yellow lock (like  or ) shows by browser. Please click it and check the certification information:

- Issue to: ebank.firstbank.com.tw
- Issuer: TWCA Secure CA
- Please verify the period of validity.

✓ **Protecting Your Account**

1. Check your account and transaction history details regularly.
2. Under no circumstances will FCB ever send you an email asking for your personal information. You should NOT respond to such email or reveal your Password to anyone.
3. If there is any other people/group inform you that your personal information disclose and need to check it with you, please call FCB in advance to confirm it.
4. Do not use shared/public PCs for Internet Banking.
5. Please logoff the Internet Banking System after you have completed the use of the service to avoid your account being misused.

✓ **Protecting Your Password**

1. Please choose your Password as follow:
 - Make your Password has a certain level of complexity. The length must longer than eight digits, and mixed with char and number.

- Do not choose a Password that is easily guessed, like your telephone number, NRIC number, date of birth, User ID, or other associated data.
- Never use the same Password for other financial or non-financial services.
- Avoid using sequential numbers or the same number more than twice.

2. Avoid storing Customer ID, User ID and Password.

3. Do not reveal your Password to anyone or share your Password with others.

4. Memorize your Password. Do not write down your Password or store it in insecure means.

5. Do not use your Password when someone else can see you keying it in.

6. Change your Password regularly by using the "Change Password" service.

7. Change your Password immediately if you suspect it has been exposed to others or the moment you suspect any unauthorized access.

✓ **Protecting Your Computer**

1. Protect your PC from viruses and malicious programs.

2. Install the anti virus software and updated it with the latest virus definition.

3. Do not open email attachments from strangers or install software or run programs of an unknown origin.

✓ **Relative Link**

The user rights and interests, and the information about internet bank crime and terrorism could be found as follow link:

Vietnam:

1. State bank of Vietnam (<http://www.sbv.gov.vn>)

Taiwan:

1. Financial Supervisory Commission, Executive Yuan (<http://www.banking.gov.tw/>)

2. The Bankers Association of The Republic of China(<http://www.ba.org.tw/>)

✓ **The Internet Service Hour:**

The clients who apply for internet bank could use Inquiry Service (including authorized account data), Interest Rate Inquiry Service, Exchange Rate Inquiry Service, Notice Inquiry Service, Domestically VND transfer/remittance (including scheduled transaction), Different currency transfer between accounts of same ID.

The service time is as follow:

1. e-Banking Inquiry : 24 hours

2. Account Transfer/Remittance Service

- Transfer (Same Currency)- 24 hours of every banking day
- Transfer (Different Currency-accounts with same ID only)- 08:30AM ~ 04:00PM (Vietnam Time) of every banking day
- Remittance (Vietnam domestically, VND only) - 08:30AM ~ 04:00PM (Vietnam Time) of every banking day
- Scheduled transaction)- 24 hours

✓ **Contact Us**

If you have any question, please contact us in the business hours. The contact information is as below.

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Fax: 84-24-39362112

Email: i914a@firstbank.com.tw

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