

## HoChiMinh City BRANCH

### Internet Banking Information Security Statement

Protecting our customers and providing a secure online banking experience is top priority at FCB.

✓ **Firewalls**

FCB has multiple levels of firewalls in place between our internal computer systems and the internet.

✓ **Encryption for Data Transmission**

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.

✓ **Secured login using Customer ID, User ID**

Only customers using their Customer ID, Username and Password will be able to access the accounts. A customer's Password must be entered every time he/she logs into FCB Internet Banking. Under no circumstances will FCB store a customer's Password locally on his/her computer.

✓ **Log-on control**

The Internet banking system will block other connection request while current session is alive.

✓ **Automatic Time Out**

When there is no activity within the prescribed time limit, FCB will terminate customer's secured FCB Internet Banking session to help protect against unauthorized access.

✓ **Transaction Protection Mechanism**

FCB has implemented the two-factor authentication mechanism to safeguard high risk on-line transaction. If customer needs to transfer fund by using Internet banking, only using their Customer ID, User ID, Password and either one-time password or eSecure can finish the transaction.

✓ **Strict Protection of Customer Information**

FCB has certified by ISO 27001, ISO 20000, BS10012 Information security management system, and has strict standards of security and confidentiality to safeguard the confidentiality of customer's information. Regular audits are conducted internally to uphold these standards. Besides, FCB is the subsidiary of First Financial Holding Co., Ltd, and follow the Customer Information Security Statement (link) established by parent company.

✓ **Adherence to Regulatory Standards**

FCB abides by all information security and Internet Banking regulations set by the authorities both here in **Vietnam** and in Taiwan, with regular audits conducted to ensure compliance.