

## **Important Information on HSBC Voice ID:**

If you enrol for the HSBC Voice ID Service, we will record your voice, including the passphrases you will read out for enrolment, and all other telephone conversations with us when you call us for Phone Banking Service going forward. We will monitor and analyse these recordings to generate your unique "voice print".

The collection, use, storage and correction of your "voice print" will be governed by the Notice to Customer Relating to Personal Data Protection Act 2010 ("PDPA Notice") that is available on our public website under [Privacy and Security Notice](#).

After successful enrolment, your Voice ID will be used by the Bank to verify your identity when you call us for Phone Banking Service.

There will be instances where you may not be able to complete Voice ID verification e.g. your voice has changed due to illness, the phone and audio connection is not clear, or your voice is inaudible. In these cases, along with certain other transactions or instructions, you may still need to use – Phone Banking PIN or verbal quiz verification.

For optimal performance and safer use of HSBC Voice ID Service, and to better protect your privacy, we suggest you avoid calling from noisy or public locations when enrolling for this service and using Phone Banking Service.

Once you have successfully enrolled for the HSBC Voice ID services, we will automatically use Voice ID as the verification method when you call us for Telebanking services going forward.

If you choose not to enrol you can continue to use our Phone Banking Service by using Phone Banking PIN as you do now.

You can call our Phone Banking customer service officer to opt out of this service at any time. Your HSBC Voice ID Service will also be terminated upon Phone Banking Service termination.

Issued by HSBC Amanah Malaysia Berhad (Company No. 807705-X)