

A hand is shown typing on a white laptop keyboard. The background is a complex digital collage featuring a globe, various icons, and abstract patterns. The text 'YOUR GUIDE TO ANZ VIETNAM INTERNET BANKING' is overlaid on the image.

YOUR GUIDE TO ANZ VIETNAM INTERNET BANKING

YOUR WORLD
YOUR WAY



Table of contents

Welcome note	03
Getting started	04
ANZ Vietnam Internet Banking	06
Enquiries	06
Account balances	06
Credit Card enquiries	07
Funds transfer	08
Bill payment	09
Requests	10
Open new term deposit	10
Maintain your term deposit	10
My profile	11
Change Internet Banking password	11
Change language	11
Log out	11

Welcome note

Dear Valued Customers,

Thank you for choosing our services and welcome to ANZ Internet Banking – Convenient access. Ease of transactions.

Now you can manage your finances with ANZ Internet Banking wherever you are, whenever you want.

ANZ Internet Banking – a service offers you an account management, fund transfers, bill payment functions, online term deposit, and other functions – including credit card enquiries, more than 8 other supporting services – all are easily accessible via Internet.

What's more, ANZ Internet Banking gives you even greater ease, safe and convenient of access, enabling you to manage your personal finances with complete peace of mind.

Safe

By using the Security Device provided by ANZ to access Internet Banking, you can be assured that your transactions are being protected by one of the most sophisticated online security systems.

Ease of transactions

With ANZ Internet Banking you can manage your finances with just a touch.

Convenient

The ANZ website is also user-friendly for easy navigation. And there is always our Contact Centre at 1900 1276 or +84 8 38815977 (calling from overseas) to answer any queries you may have.

Getting Started

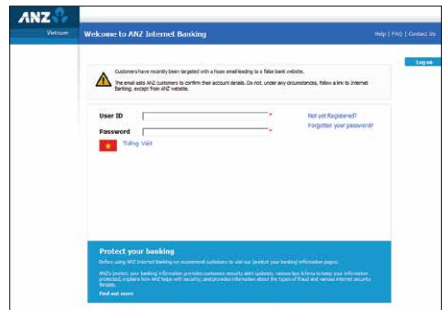
Step 1: Enter the website www.anz.com/vietnam

Type www.anz.com/vietnam into your Web browser.
Click [Log on] button on the right side of the screen to enter ANZ Internet Banking system.



Step 2: Log on

- Enter your 8-digit User ID and Password
- Click [Log on] button on right side



Step 3: Security Device (Token) (If any)

- Enter the 6-digit security code
- If you don't register Security Device, please go to next step.

Note:

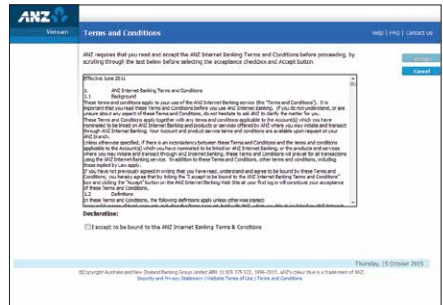
These number will change at every 1 minute, please enter current code at that time.



Step 4: Read and Accept [Terms and Conditions]

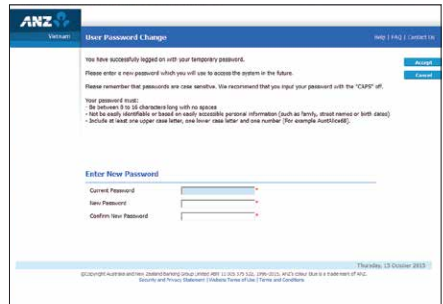
Note:

For first time user log on



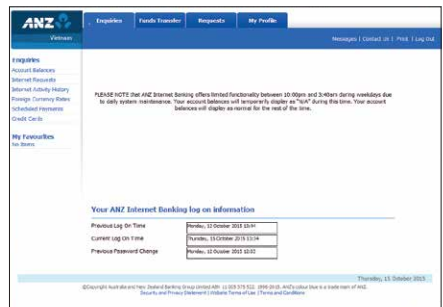
Step 5: Password change

- Change your password for the first time 'Log on'
- Click [Accept]



Step 6: Successfully log on

When the welcome page appears, you have entered ANZ Internet Banking.

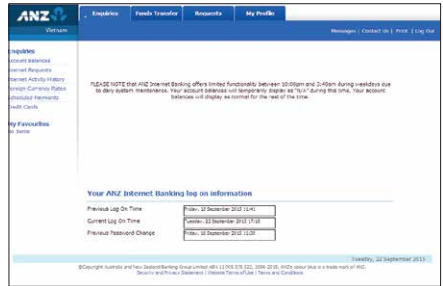


ANZ Vietnam Internet Banking

We are pleased to introduce you to the many services of Internet Banking

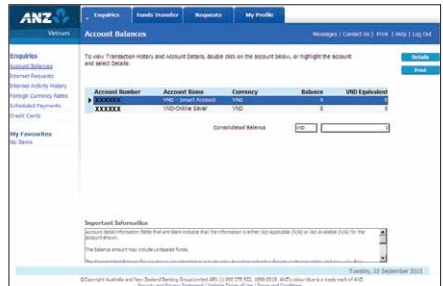
Note:

Limited functional from 10pm-3:40am during weekdays



A) Enquiries

To enquire into your registered Internet Banking accounts, including current savings accounts and term deposits



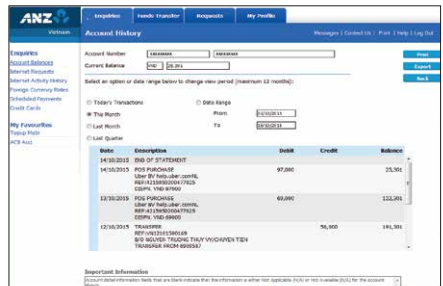
1. Account balances

To check & view transaction details (bank statement) within 12 months

- Step 1 - Go to 'Enquiries' tab
- Step 2 - Click on [Account balances]
- Step 3 - Select account you want to view the transaction details and click [Detail]
- Step 4 - Select time range.

Note:

- To export transactions
- Select [Export] to download transaction history into Excel or CSV format

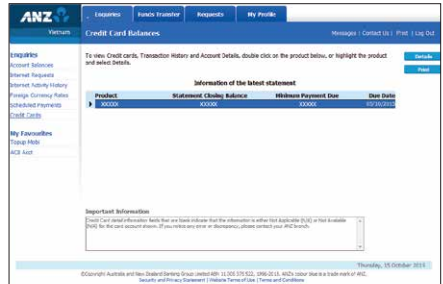


2. Credit Card Enquiries

Note: for registered Credit Card only

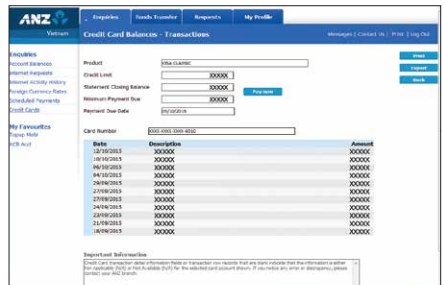
2.1 To view your statement closing balance, minimum payment due, due date.

- Step 1 - Go to 'Enquiries' tab
- Step 2 - Click on [Credit Cards]



2.2 To view unbilled transaction details

- Step 1 - Go to 'Enquiries' tab
- Step 2 - Click on [Credit Cards]
- Step 3 - Select Credit Card product you want to view transaction details
- Step 4 - Click [Detail]
- Step 5 - Select the card you want to view transaction at [Card Number] *



Note:

- (*) For customer who has supplementary cards
- To export transactions Select [Export] to download transaction history into Excel or CSV format

2.3 To link your Credit Card to your Internet Banking

Please follow the instruction on Welcome page: **

- Step 1 - Select [Link my Credit Card to Internet Banking]



- Step 2 - Fill in the registration form provided
- Step 3 - Click [Submit]

Note:

- (**) For customer whose credit card information has not been linked to Internet Banking
- Effective after 1 working day if registered information is correct

B) Funds transfer

1. All transaction types consistently flow through 3 steps:

- Step 1 - Input your transfer details. Click [Submit]
- Step 2 - Review your transfer details. Click [Confirm]
- Step 3 - Your transfer request has been completed. (A transaction reference number and status of the transaction will be displayed)

Tip:

You may set the transfer template by select [template]

The screenshot shows the 'Local Transfer Request' form in the ANZ internet banking interface. The form is titled 'Local Transfer Request' and includes a navigation bar with 'Enquiries', 'Funds Transfer', 'Requests', and 'My Profile'. The main content area contains instructions: 'To submit a Local Transfer Request please complete the form below. The Request will be processed on the currency and amount shown in the Transfer Amount in Local Currency section. The Transfer from amount section is for additional information purposes only.' Below this, there are sections for 'Transfer Details' (From Account, Available Balance, Transfer Amount in Local Currency, Transfer from amount), 'Payment Details' (Transfer from amount, Submission Exchange Rate, Payment Details), and 'My Enquiries' (Topic Area, ACE Acc). The form includes various input fields, dropdown menus, and buttons for 'Submit' and 'Cancel'.

The screenshot shows the 'Your Reference' page in the ANZ internet banking interface. The page is titled 'Your Reference' and includes a navigation bar with 'Enquiries', 'Funds Transfer', 'Requests', and 'My Profile'. The main content area displays 'Request Submitted' and 'Transaction Number A8188335'. Below this, there is a section for 'Transaction Details' which includes 'Local Transfer Request', 'From Account: 861215', 'Transfer Amount: HKD 23,314', 'Transfer Amount (Local Currency): HKD 18,000', 'Transfer from amount: HKD 18,000', and 'Payment type: Transfer'. At the bottom, there is a note: 'This is your receipt confirming we have received your transaction or request. You can view the status and details of your transactions and requests for the last 12 months via ANZ Internet Banking.' The page includes buttons for 'Back', 'Template', and 'Print'.

2. Bill payment

You can securely pay your monthly bills via ANZ Registered Billers with no charge. There are more than 20 biller services for your convenience. Just follow closely the guide and important note to start.

- Step 1 - Select your VND debit account
- Step 2 - Select biller name from drop-down list
- Step 3 - Input your reference number (i.e. '0902123123' for MobiFone Post-Paid Bill Pay)
- Step 4 - Enter the amount (Please refer our instruction for valid amount and the amount provided by your biller)
- Step 5 - Select to pay [Now] or [Once On]

(A transaction reference number and status of the transaction will be displayed)

The screenshot displays the ANZ Bill Payment web interface. At the top, there are navigation tabs for 'Enquiries', ' Funds Transfer', ' Requests', and ' My Profile'. Below the tabs, the page title is 'Bill Payment'. A message states: 'To make a Bill Payment, select the From Account, and then select the Biller you want to pay based upon the currency of your From Account. Instructions for the Customer Reference will display when the Biller Name is selected.' The interface includes several sections: 'From Account' with a dropdown menu and 'Available Balance' showing 'VND 20,300'; 'Biller Details' with a dropdown menu for 'Biller Name' and a 'Customer Reference' field; and 'Pay' options with radio buttons for 'Now' and 'Once On'. A 'Request Information' section at the bottom provides a disclaimer: 'You are responsible to ensure that the details provided by you are correct. We do not warrant, and we do not accept any liability for, the accuracy of the information provided by you or the biller. We do not warrant, and we do not accept any liability for, the accuracy of the information provided by you or the biller. We do not warrant, and we do not accept any liability for, the accuracy of the information provided by you or the biller.'

C) Requests

1. Term Deposit

Term deposit services include opening a term deposit and maintain.

1.1. Open new term deposit

You can open a term deposit with your current account balance

- Step 1 - Go to 'Request' tab
- Step 2 - Click on [Apply for a Term Deposit]
- Step 3 - Fill in details, click [Submit]

Apply for a Term Deposit

To open a new term deposit account, please fill in the details below to send the request to Bank. To apply for a Business Term Deposit, please contact your Relationship Manager. The interest rate applied to your Term Deposit will be the current rate on the date your deposit is opened.

Funding your deposit

Funding Account: [Select Account] *

Available Balance: [0.00]

Deposit Currency: USD - United States Dollar *

Deposit Amount: [0.00]

Term of Deposit: [Select Term] * Inductive Interest Rate: [0.00]

Maturity instructions

Reinvest principal plus interest at prevailing rate for same term

Reinvest principal plus interest at prevailing rate for specified term [Select Term] *

Reinvest principal at prevailing rate for same term and transfer interest to my selected account [Select Account] *

Reinvest principal at prevailing rate for specified term and transfer interest to my selected account [Select Term] *

Pay Maturity Funds to [Select Account] *

1.2. Maintain your term deposit

- Step 1 - Go to 'Request' tab
- Step 2 - Click on [Maintain your term deposits]
- Step 3 - Click on [Maintain] or [Terminate] the selected account

Term Deposit Maintenance

Select **Request** > **Maintain** and customer can Maintain or Terminate the TD selected account. Customer can view the current Interest Rate & Maturity Date.

Account Number	Account Name	Currency	Balance
XXXXX	USD - United States Dollar	USD	0.00

Buttons: [Maintain] [Terminate]

D) My profile

You are able to change your Internet Banking or update your profile any time during your Internet Banking session.

1. Change Internet Banking password

You are recommended to do this regularly and keep it confidential.

- Step 1 - Go to [Change Password]
- Step 2 - Enter your current password and new password
- Step 3 - Click [Update] then a pop-up “Your password has been changed” will be shown.

ANZ
Internet Banking

Change Password

My Profile

Update User Details

Change Password

Customise My Accounts

Change Language

My Transactions

My Responses

My Favorites

No Bank

You can enter a new password to access ANZ Internet Banking in the future. Please remember that passwords are case sensitive, we recommend they are long and password safe. Click safe off.

Your password must:

- Be between 8 to 26 characters long with no spaces
- Not be easily identifiable or based on easily accessible personal information (such as family, street names or birth dates)
- Include at least one upper case letter, one lower case letter and one number (for example, Australia123)

Current Password

New Password

Confirm New Password

Go Back

Thursday, 15 October 2015

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2. Change language

- Step 1 - Go to [Change language]
- Step 2 - Click [Language]

ANZ
Internet Banking

Change Language

My Profile

Update User Details

Change Password

Customise My Accounts

Change Language

My Transactions

My Responses

My Favorites

No Bank

You may change the current language of ANZ Internet Banking by selecting the alternate language below:

Vietnamese

Go Back

Thursday, 15 October 2015

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Log out

Always log out your Internet Banking ensures the safety and integrity of our information.

ANZ
Internet Banking

Log Out

My Profile

Update User Details

Change Password

Customise My Accounts

Change Language

My Transactions

My Responses

My Favorites

No Bank

PLEASE NOTE that ANZ Internet Banking offers limited functionality between 10:00pm and 24:00am during weekdays due to daily system maintenance. Your account balances will temporarily display as 'N/A' during this time. Your account balances will display as normal for the rest of the time.

Your ANZ Internet Banking log on information

Previous Log On Time	Monday, 16 October 2015 10:28
Current Log On Time	Monday, 16 October 2015 11:04
Previous Password Change	Monday, 12 October 2015 09:03

Go Back

Monday, 17 October 2015

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