

A hand is shown typing on a white laptop keyboard. The background is a soft-focus image of a laptop screen displaying a world map. Overlaid on the map are various digital elements: binary code (0s and 1s), a globe, a magnifying glass, a plus sign, and several small rectangular images showing different landscapes and flags. The overall theme is global connectivity and digital banking.

# **YOUR GUIDE TO ANZ VIETNAM INTERNET BANKING**

## 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

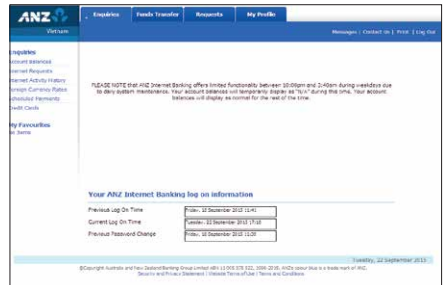
When the welcome page appears, you have entered ANZ Internet Banking.

# ANZ Vietnam Internet Banking

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

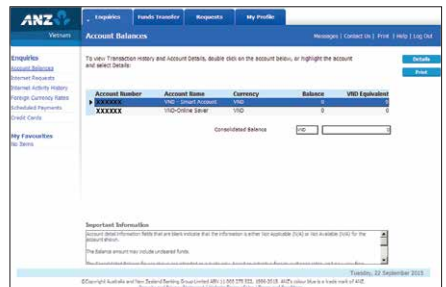
## Note:

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



## A) Enquiries

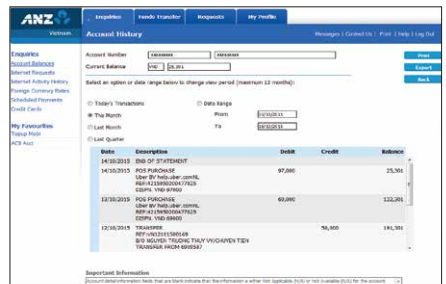
To enquire into your registered Internet Banking accounts, Including current savings accounts and term deposits



## 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]

The screenshot shows the ANZ Vietnam website with the 'Enquiries' tab selected. Under 'Credit Card Balances', there is a table titled 'Information of the latest statement'.

| Product | Statement Closing Balance | Minimum Payment Due | Due Date   |
|---------|---------------------------|---------------------|------------|
| 00000   | 00000                     | 00000               | 01/10/2018 |

Below the table, there is a 'Support Information' section with a text box containing instructions for cardholders.

### 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] \*

The screenshot shows the ANZ Vietnam website with the 'Enquiries' tab selected. Under 'Credit Card Balances - Transactions', there is a table titled 'Transaction Details'.

| Date       | Description | Amount |
|------------|-------------|--------|
| 01/10/2018 | 000000      | 000000 |
| 02/10/2018 | 000000      | 000000 |
| 03/10/2018 | 000000      | 000000 |
| 04/10/2018 | 000000      | 000000 |
| 05/10/2018 | 000000      | 000000 |
| 06/10/2018 | 000000      | 000000 |
| 07/10/2018 | 000000      | 000000 |
| 08/10/2018 | 000000      | 000000 |
| 09/10/2018 | 000000      | 000000 |
| 10/10/2018 | 000000      | 000000 |

Below the table, there is a 'Support Information' section with a text box containing instructions for cardholders.

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]

The screenshot shows the ANZ Vietnam website with the 'Enquiries' tab selected. Under 'Link your Credit Card to Internet Banking Today!', there is a section titled 'Link your Credit Card to Internet Banking Today!'. It includes a text box with instructions and a button labeled 'Link my Credit Card'.

- 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 'Equities', 'Funds Transfer', 'Requests', and 'My Profile'. The main content area contains a 'Transfer Details' section with fields for 'Transfer Amount' (set to 10,000), 'Transfer Frequency' (set to 'One Time'), 'Transfer Date' (set to '20/03/2014'), and 'Transfer To' (set to 'ANZ New Zealand'). Below this is a 'Payment Details' section with fields for 'Account Name', 'Account Number', 'Bank Name', and 'Bank Address/Branch'. The form also includes a 'My Transactions' section on the left and a 'Cancel' button at the top right.

The screenshot shows the 'Transaction Submitted' confirmation page in the ANZ internet banking interface. The page is titled 'Transaction Submitted' and includes a navigation bar with 'Equities', 'Funds Transfer', 'Requests', and 'My Profile'. The main content area displays the 'Transaction Details' for a 'Local Transfer Request' with a 'Transaction Number' of 'ABR88325'. The details include 'Transfer Amount: NZD 10,000', 'Transfer Date: 20/03/2014', 'Transfer To: ANZ New Zealand', and 'Transfer Frequency: One Time'. The page also includes a 'My Transactions' section on the left and a 'Back' button at the top right.

## 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)

[illegible]

## 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]

The screenshot shows the ANZ 'Apply for a Term Deposit' form. The 'Request' tab is selected. The form includes fields for 'Funding your deposit' (Funding Account, Available Balance, Deposit Currency, Deposit Amount, Term of Deposit, Indicative Interest Rate) and 'Maturity Instructions' (Reinvest principal plus interest, Reinvest principal plus interest and transfer interest to my selected account, Reinvest principal plus interest and transfer interest to my selected account, Pay mature funds to). The 'Submit' button is visible at the bottom right.

#### 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

The screenshot shows the ANZ 'Term Deposit Maintenance' page. The 'Request' tab is selected. The page displays a table of term deposits with columns for 'Account Number', 'Account Name', 'Currency', and 'Balance'. The 'Maintain' button is visible at the bottom right.

## 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  
Vietnam

Enquiries Funds Transfer Payments **My Profile**

Messages | Contact Us | Print | Help | Log Out

### Change Password

You can enter a new password to secure ANZ Internet Banking in the future. Please remember that passwords are case sensitive, are recommended to be at least 10 characters long, and contain both letters and numbers.

Your password must:

- Be between 8 to 16 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: h4ck1s2013)

Current Password

New Password

Confirm New Password

Back

Thursday, 15 October 2013

© Copyright Australia and New Zealand Banking Group Limited ABN 11 000 170 122. 2004-2013. ANZ is either a trade mark or a trademark of ANZ.  
Security and Privacy Information | Website Terms of Use | Privacy and Conditions

### 2. Change language

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

ANZ  
Vietnam

Enquiries Funds Transfer Payments **My Profile**

Messages | Contact Us | Print | Help | Log Out

### Change Language

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

Vietnamese

Back

Thursday, 15 October 2013

© Copyright Australia and New Zealand Banking Group Limited ABN 11 000 170 122. 2004-2013. ANZ is either a trade mark or a trademark of ANZ.  
Security and Privacy Information | Website Terms of Use | Privacy and Conditions

## Log out

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

ANZ  
Vietnam

Enquiries Funds Transfer Payments **My Profile**

Messages | Contact Us | Print | Help | Log Out

### Log Out

PLEASE NOTE that ANZ Internet Banking offers limited functionality between 10:00pm and 11:00pm 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, 14 October 2013 10:26 |
| Current Log On Time      | Monday, 14 October 2013 10:44 |
| Previous Password Change | Monday, 14 October 2013 09:03 |

Back

Monday, 14 October 2013

© Copyright Australia and New Zealand Banking Group Limited ABN 11 000 170 122. 2004-2013. ANZ is either a trade mark or a trademark of ANZ.  
Security and Privacy Information | Website Terms of Use | Privacy and Conditions

