

Athens, 20 February 2018

## Press Release

### HSBC Greece clients can now access Mobile Banking service using their fingerprint

HSBC announced that it now offers to HSBC Mobile Banking users<sup>1</sup> the capability to easily access and manage their personal accounts through advanced technologies that use the unique characteristics of individual's body, specifically fingerprint (Touch ID) and face images (Face ID), to verify a user's identity.

The fingerprint and face characteristics will be used as a one-touch authentication to check the user's identity making the access to HSBC Mobile Banking faster and simpler. Thanks to the advanced technology of HSBC this new functionality is a secure alternative to passwords and the security code device (token). The fingerprint and face image is an excellent security device, no two are exactly the same and you've always got it with you.

For HSBC Mobile Banking registered users activating the use of fingerprint (Touch ID) or Face ID takes only 4 simple steps. Communications on how to enjoy this new functionality will be sent to HSBC retail customers.

**Stelios Pirpinias**, Head of Retail Banking & Wealth Management and Marketing HSBC Greece, commented: *"Nowadays, people are increasingly demanding a simple alternative to traditional passwords. We are, therefore, pleased to offer to our mobile banking customers in Greece the capability to log on and manage their accounts using their fingerprint or facial recognition. This demonstrates our continued investment in digital innovation and focus on making our services even more convenient for our customers. The launch of Touch ID and Face ID makes it even quicker and easier for customers to access their bank account, using the most secure form of password technology – the body."*

#### HSBC Holdings plc

HSBC Group serves customers worldwide from around 3,900 offices in 67 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US\$2,492bn at 30 June 2017, HSBC is one of the world's largest banking and financial services organisations.

In Greece, HSBC operates since 1981 with presence in Athens and Thessaloniki. HSBC offers banking services to individuals as well as to corporate and institutional clients.

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<sup>1</sup> To activate the new offering customers are required to: download the HSBC Mobile Banking app from App Store™, to have Apple iPhone 5s or above (iOS 10 or above), to enable Touch ID or Face ID (for iPhone X devices) in their mobile device settings and Setup a Mobile Banking password through Internet Banking 'Services' section. The offering will also be available for Android devices in the future.