



國泰世華銀行胡志明市分行

Cathay United Bank - Ho Chi Minh City Branch

19th Floor, Lim Tower 3, 29A Nguyen Dinh Chieu Street, Da Kao Ward, District 1, Ho Chi Minh City, Vietnam

Tel: (028) 38258768

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OFFICIAL ANNOUNCEMENT REGARDING THE COLLECTION OF IDENTIFICATION DOCUMENTS AND BIOMETRIC INFORMATION FOR LEGAL REPRESENTATIVES OF ORGANIZATIONAL CUSTOMERS

Dear Valued Customers,

First and foremost, Cathay United Bank - Ho Chi Minh City Branch ("CUBHCM") would like to express our sincere gratitude for your trust and partnership with CUBHCM throughout this time.

Pursuant to the regulations of the State Bank of Vietnam as set out under Circular No. 17/2024/TT-NHNN regulating the opening and use of payment accounts at payment service providers issued by the by Governor of the State Bank of Vietnam ("**Circular No. 17/2024/TT-NHNN**"), particularly:

- According to Article 17.5(c) and Article 23.4, starting from the date of 1 July 2025, you can only process withdrawals and payment transactions by electronic means on your payment accounts opened with CUBHCM after the verification of identification documents and biometric information of the legal representative (for corporate customers) is done; and
- According to Article 5.1(b) of Circular No. 17/2024/TT-NHNN, you are required to send to CUBHCM a written authorization from your legal representative or your authorized representative (hereinafter referred to as the lawful representative), [and] your chief accountant (or person in charge of accounting), enclosed with documents, information, and data to verify the identification information of individuals who are authorized persons as prescribed in Article 12.2 of Circular No. 17/2024/TT-NHNN

In order to comply with the above requirements and ensure that your electronic transactions (payments, transfers, withdrawals, etc.) are not interrupted, CUBHCM would like to inform you about: (i) the collection of biometric information of your lawful representatives; and (ii) the update of the authorization document enclosed with documents, information, and data of individual(s) authorized to approve electronic transactions. Details are as follows:

(i) Biometric data collection before July 1, 2025:

- For lawful representatives with Vietnamese nationality: valid Citizen Identification Card/Citizen Identification Card (12 digits).

For lawful representatives with foreign nationality: Valid passport, relevant documents proving residence in Vietnam





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(ii) Updating identification documents for individual(s) authorized to approve electronic transactions before September 01, 2025:

- Authorization document for the individual(s) authorized to approve transactions on online platforms, and
- Certified copies of valid identification documents of the relevant individual(s)

Important notes to avoid possible interruption of your electronic transactions:

- **From July 1, 2025**, if the Legal Representative has not registered biometric information, electronic transactions through **payment accounts on online platforms** will be **temporarily suspended**.
- **From September 1, 2025**, if written authorization is not provided for individual(s) authorized to approve transactions on online platforms, **the approval rights for payment transactions by electronic means through payment accounts on online platforms** of that individual(s) will be **temporarily suspended**. The system will notify you to update the information.

If you need further information or our assistance, please contact:

- **Customer Service Department of CUBHCM:** Tel: +84-28-3825-8768; Email: contact.cub@vn.cathaybk.com
- Contact your **Relationship Manager at CUBHCM**
- Visit **CUBHCM** for assistance.

We look forward to your cooperation to ensure the compliance with the requirements under Circular No. 17/2024/TT-NHNN and maintain the most secure and convenient online seamless transaction experience.

Sincerely Yours

Cathay United Bank - Ho Chi Minh City Branch



Ha Thi Ngoc Lan
Ha Thi Ngoc Lan
Project Senior Vice President
Corporate Banking

