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HSBC launches voice biometric technology for customers in Malaysia

HSBC Voice ID will use voice recognition to verify individuals providing a quicker, safer and improved phone banking experience for customers

HSBC launched its Voice ID solution for customers in Malaysia, making the country the first in Southeast Asia where HSBC has introduced this capability. Voice ID – an advanced voice biometric technology, allows customers to verify their identity using voice recognition capabilities, whilst providing access to their phone banking services in a quicker, safer and more convenient manner.

Voice ID makes banking simpler for customers as they will no longer need to remember passwords or answers to security questions and will instead use their voices to identify themselves. Eligible phone banking customers¹ can simply register for the service via the HSBC Voice ID enrolment hotline. The enrolment process requires the customers to repeat a standard passphrase, “my voice is my password”, that is used to create a voiceprint for future verification. The whole process takes less than 3 minutes. Once the customers are enrolled, they can use the Voice ID passphrase instead of Telebanking PIN (TPIN) the next time they use phone banking.

“HSBC is focused on delivering banking services that offer simpler, better and safer features for our customers. With the introduction of our Voice ID solution, retail customers in Malaysia will have even quicker and easier access to their bank accounts while leveraging a more secure form of identification; using customers’ unique voiceprint which will help protect their accounts against fraud”, said Tara Latini, Head of Wealth and Personal Banking, HSBC Malaysia.

Why is Voice ID safer?

HSBC Malaysia’s Voice ID is the first in Malaysia to come with a 2-tier verification system incorporated in a single solution. The verification includes:

1. Vocal Password – a text dependent passphrase.
2. Free Speech – text independent passphrase.

Voice ID provides enhanced security to customers because fraudsters and hackers cannot replicate a person’s voice. Instead of the sounds themselves, the mechanics of how sounds are produced are measured. As a result, Voice ID is sensitive and sophisticated enough to detect any impersonation or recording, and able to identify a customer’s voice even when they have a cold or sore throat.

Voice ID also supports 3 languages: Bahasa Malaysia, English and Mandarin for both verification mechanisms.

HSBC Voice ID has also been launched and is available to customers in United Kingdom, Hong Kong and United Arab Emirates.

¹ Customers who meet the following criteria can register for Voice ID services: 1. Have an active Account with no suspense, hot or dormant status; 2. Already registered for Telebanking services; and 3. Have a consolidated Telebanking PIN or have a valid mobile number maintained in the system for SMS OTP authentication.

HSBC Voice ID takes only three steps to sign up, learn more at:

<https://www.hsbc.com.my/ways-to-bank/telebanking/>

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Media enquiries to:

Marlene Kaur +603 2075 3351 marlenekaur@hsbc.com.my

Michael Lim +601 7644 6241 michael.lim@hsbc.com.my

Note to editors:

HSBC Bank Malaysia Berhad

HSBC's presence in Malaysia dates back to 1884 when the Hongkong and Shanghai Banking Corporation Limited established its first office in the country on the island of Penang, with the permission to issue currency notes. HSBC Bank Malaysia Berhad was locally incorporated in 1984 and is a wholly-owned subsidiary of The Hongkong and Shanghai Banking Corporation Limited, founding member of the HSBC Group. In 2007, HSBC Bank Malaysia was the first foreign bank to be awarded an Islamic banking subsidiary licence in Malaysia, namely HSBC Amanah Malaysia Berhad. Today, HSBC Malaysia has a network of 67 branches nationwide, of which 26 are HSBC Amanah Malaysia Berhad branches. HSBC Malaysia offers a comprehensive range of banking and financial services including Islamic financial solutions. HSBC Malaysia has also led innovation in Malaysia by introducing Malaysia's first ATM and Electronic Touch Banking in the early 1980s. Today, HSBC Malaysia has launched innovative solutions such as HSBCnet for secure banking for businesses, Trade Transaction Tracker and Facial Recognition on supported mobile phones.

The Hongkong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,923bn at 30 June 2020, HSBC is one of the world's largest banking and financial services organisations.

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