

# Customer Video: Zoom FAQs for customers

## A- General

### **Q1: How do I book a video appointment with HSBC using Zoom?**

A: After receiving your uploaded application, if the application is qualified, HSBC staff will discuss with you the schedule and from his/her HSBC email address (hsbc.com.vn), the meeting details will be sent to your registered email address. Please be noted that HSBC does not allow staffs to send from their personal email address so you should reject any meeting invite that was sent from such personal emails.

### **Q2: What is the cost of this service?**

A: There are no additional costs for using this service with HSBC. However, if you are using mobile data to connect to Internet, you may incur mobile data charges from your provider depending on your data plan.

### **Q3: Precautions for using the service safely**

A: For more secure service, we recommend that you keep your internet browser up-to-date, the operating system of your computer or mobile device up-to-date, and use antivirus software.

HSBC does not provide Zoom and not take any responsibility if your device is hacked or virus when installing and using Zoom

### **Q4: Are Zoom calls with HSBC recorded?**

A: To improve our service and for security reasons, the audio portion of this meeting will be recorded however on a separate HSBC system. Our staff will notify you at the start of the call about this and also if any image is captured during this meeting, your permission is required.

Please also be noted that we do not record any call and video directly on Zoom.

### **Q5: Do I need any special equipment for this meeting?**

A: You will need a device (computer/laptop, tablet, mobile) with built in Webcam speakers and microphone or an external webcam and audio equipment, for example a headset or headphones with microphone. You will also need an internet connection.

### **Q6: Do I need to download any software?**

A: If using a Desktop/ Laptop, you may be required to download a Browser plug in, it depends on the internet Browser you are using. If this is required, you will see instructions when you join the Zoom call. If using Zoom via your mobile application, you will be required to download the application from the Apple App store for Apple devices or the Google Play store for Android devices. See below for further information and links to the official Zoom Apps.

We recommend you to read the terms of service for Zoom carefully before access and HSBC does not provide Zoom as well as not take any responsibility in relation with installation and using Zoom.

### **Q7: Do I need a Zoom account to join the Zoom video call?**

A: You can still join the Zoom video call without registering an account. Please get further details on how to join the zoom video call in the Question 2 – Pre-Call

### **Q8: What do I do if I encounter technical problems of accessing this Zoom meeting or during the meeting?**

A: Just contact the individual from HSBC who invited you to the meeting by phone or email and they will assist. In some cases which are related to technical issues and out of our assistance, you're advised to view the Zoom customer support information here: <https://support.zoom.us/hc/en-us>.

### **Q9: Which devices or browsers are supported?**

A: Zoom is supported on Windows and Mac, mobile and tablet devices. To join a Zoom meeting on Windows or Mac devices you may either download and install the Zoom application, or join from your internet browser. To join a Zoom meeting from a mobile or tablet device you need to download the Zoom Cloud Meetings mobile App.

**Windows or Mac:** Download the app from the Zoom download centre: <https://zoom.us/download>  
**Internet browser:** Join from a compatible internet browser. Please note that the experience of Zoom does vary by browser.

- ◆ \*Internet Explorer 10 or higher.
- ◆ Microsoft Edge 38.14393.0.0 or higher.
- ◆ Google Chrome 53.0.2785 or higher.
- ◆ \*\*Safari 10.0.602.1.50 or higher.
- ◆ \*\*Firefox 49.0 or higher.

\*Internet Explorer doesn't allow for video share

\*\*Joining computer audio on Firefox and Safari is only available for webinar attendees.

**Mobile or table device:** Zoom is supported on iOS and Android mobile phones and tablet. Please note that you may incur mobile data charges from your provider depending on your data plan for downloading the App.

- ◆ Apple App Store (iOS 8.0+): <https://apps.apple.com/gb/app/zoom-cloud-meetings/id546505307>
- ◆ Google Play (requires Android 5.0+): <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

## B- Pre Call

### **Q1: I'm not sure I'm comfortable accepting the terms of service for Zoom. Can I still continue?**

A: We want to be sure all parties involved in the video chat understand our service offering. Because of that, we're only able to access the video call and complete your card application once you read and accept the terms of service.

If you don't accept the terms of services for Zoom, you can visit HSBC branch and continue your application

### **Q2: How do I join Zoom appointment?**

A: You will be sent a unique URL (link). You click on the URL (link) to join the meeting

**Desktop:** Once you have clicked the 'Join Now' link, and clicked 'Allow' when the browser asks to open Zoom, you may be prompted to download and run Zoom. If you are unable to do so, you should click 'Join' from your browser.

**Mobile:** Click 'Join Now', then wait for your phone to finish loading the webpage which redirects you to Zoom. Alternatively, launch the Zoom app, click 'Join' and enter the meeting ID and password. After joining, select Call via Internet/ Device Audio (if available). This will instantly connect your device's speaker or headset to the audio of the meeting.

Meeting ID and password are included in email HSBC staff sent you, together with URL link

### **Q3: Can I join the meeting before the scheduled time?**

A: Yes and you will either enter the meeting or be presented with a screen asking you to wait until the host arrives.

### **Q4: I am on the device selection menu and I don't see a microphone/speaker/camera listed—how can I move on to the next step?**

A: We want to ensure that you have the most positive experience possible with Zoom. To be sure you will be able to easily communicate with us we require that you have a microphone, speaker, and camera to connect. Please try using another device to continue. Note that it may take a few moments for the device to register.

### **Q5: I keep getting a pop up from my browser asking for access to my devices. Should I allow access?**

A: Yes, this will allow us to see and hear you when you connect to the video call.

### **Q6: Do I have to have a webcam to join on Zoom?**

A: While you are not required to have a webcam to join a Zoom meeting, you will not be able to transmit a video of yourself without one. You will continue to be able to listen and speak during the meeting, and view the webcam video of other participants. However, it is subject to the purpose of each meeting that we may need you to share the video and our staff will inform prior the meeting for your arrangement and preparation.

## **C- During Call**

### **Q1: Can I rejoin a meeting if I am disconnected (for example broadband or network issues)?**

A: You can rejoin a meeting using the meeting link provided during the meeting slot time. However, for security reason that our staff is required to lock the meeting to prevent unauthorized party to join the meeting, hence if you are disconnected and rejoin, our staff will need to unlock and then lock once you rejoin successfully.

### **Q2: Can I stop transmitting my video during the Zoom call?**

A: Yes, there are options to stop/restart your video and mute/unmute the microphone within the application. If you need any assistance to find these functions, please do not hesitate to ask our staff during the conversation.

### **Q3: How will HSBC verify it is me on the call?**

A: At the start of the call and before discussing further, our HSBC staff always ask you security questions to identify the card applicant (CE: OR: the caller/ joiner) and if this authentication step fails, we would end the call.