

Voice ID

Terms and Conditions

- ▶ By registering to Voice ID, we will be collecting, storing and analyzing recordings of your voice to generate a 'voice print' that is unique to you, and use this voice print to identify you when you call us.
- ▶ Your Voice ID may be stored and produced by a third party and shall constitute an unequivocal evidence to you requesting any services, whereby you agree that the Bank's records shall be construed conclusive in that regard. For more information on how we collect and store your data, please refer to our Personal Banking General Terms and Conditions and Online Banking Terms and Conditions (Qatar).
- ▶ Enrolling to Voice ID is optional. you can continue to use your Phone Banking Pin at your convenience.
- ▶ Using the Voice ID shall be considered as your consent for Personal Banking General Terms and Conditions and Online Banking terms and conditions as applicable to your use of the Phone Banking services in general and to Voice ID in particular.
- ▶ HSBC has the right to amend/suspend/ terminate this service at any point of time at HSBC own discretion without providing any justification or the need to provide any prior notification.
- ▶ Any transactions made by using the Voice ID are subject to our Personal Banking Terms and Conditions and Online Banking terms and conditions and any other related services/products terms and conditions associated with your relevant requests.

