



How to open an encrypted mail received from HSBC Bank Armenia

Dear customer,

For HSBC Bank Armenia security is one of the highest priorities, particularly when dealing with customers' information. Our aim is to deliver a safe and secure banking experience at all times including when we communicate confidential information to customers. Encrypting e-mails reduces the risk of eavesdropping, tampering and mail forgery. That's why we have made it our policy to encrypt and secure all e-mails when they contain information that could pose a risk to customers.

When we send you a secure message encrypted by SecureMail, you will receive an email directly to your inbox with an HTML attachment. Please follow these instructions in order to read the mail:

1. Download and open the HTML attachment called **message_zdm.html** to access the secure message
2. Click the **Sign in and Read Message** button that appears on the web page
3. Set up a SecureMail account to register your login credentials by the following steps:
 - Check the email address shown, complete the remaining required fields including your password, which must be at least 8 characters long (a combination of letters and numbers), then click **Submit**
 - When your details have been submitted successfully, return to your email
 - Check your inbox for a **SecureMail Verification** e-mail, which will contain a link
 - Click the link to activate your account and display received e-mail

In case of questions, please call us at **+374 60 655 000** or visit any of our branches.

Thank you,
HSBC Bank Armenia