



SUMMARY OF CHANGES ON SMS & EMAIL ALERT FOR HSBC CREDIT CARD TRANSACTION

(This amendment is effective from 10/12/2019)

- 1. SMS & Email alert for HSBC Credit Card transactions:** together with the existing provided notification, new enhanced service will also send SMS alert for the below transactions. Besides the SMS Alert, you will also receive notifications through Email that registered for your HSBC Credit Card

Notification Type	Status	SMS Alert	Email Alert
a) Transaction approved b) Transaction declined due to: over limit, card/account fraud block, non-activation, invalid CVV, wrong expiry date, over due c) Payment received	Current notification	Existing	New
d) SMS mini-statement	Current notification	Existing	Not available
e) Recurring transaction f) Reversal transaction g) Payment reversal	New notification	New	New
h) Merchant refund transaction i) Annual fee charged & Annual fee reversal	New notification	Not available	New

For customers currently have active HSBC Credit Card and have been using the SMS alert service, this is automatically updated for all HSBC Credit Card with effect from:

- **December 10th, 2019** for HSBC Visa Platinum Credit Card and
- **December 11st, 2019** for HSBC Premier World Mastercard®, HSBC Visa Cash Back, HSBC Visa Classic Credit Card

- 2. Service to enable / disable card functions** for overseas POS transactions and/or online transactions for HSBC Credit Card.

To enroll this service, please make the request by calling our Contact Center.

Note: No additional fee/charge will be incurred for these new services.

Should you have any queries or need assistance, please write to us at direct@hsbc.com.vn or call our Contact Center via one of the following numbers:

- Personal Banking customers: (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North), operating from 8:00 am to 10:00 pm daily; or
- Platinum Credit Card holders: (84 28) 37 247 248, operating 24/7
- Premier Customer: (84 28) 37 247 666