

HSBC Service Maintenance Notice

Dear Valued Customer,

Thank you for banking with HSBC Bank (Vietnam) Ltd.

In order to improve our services to make your banking experience even better, we regularly perform updates and conduct maintenance checks. During the upcoming system maintenance periods, the following banking services will be unavailable:

Date & time of service maintenance	Services not available during maintenance period
From 05:00am, 15 April 2023 (Sat) To 07:00am, 17 April 2023 (Mon)	<ul style="list-style-type: none">◆ Online banking and Mobile banking app;◆ Instant transfer NAPAS 247 (inward and outward);◆ Accounts and loans inquiries and transactional requests via hotline.
15 April 2023 (Sat)	<ul style="list-style-type: none">◆ HSBC Thao Dien Transaction Office (L1-20 + L1-21 + L1.I.03 + L1.I.05, Pearl Center shopping mall, Thao Dien Pearl Building, 12 Quoc Huong Street, Thao Dien Ward, District 2).

We would also like to take this opportunity to advise you to make prior arrangements in relation to the impacted services mentioned above to avoid any disruption.

We apologize for any inconvenience caused.

For any other queries, please write to direct@hsbc.com.vn or call our Contact Center at one of the following numbers:

- Personal Banking customers: (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North) - Operating 24/7 for lost or stolen card or token, and from 08:00am to 10:00pm for other matters. Personal Banking customers in the Central may call our Contact Center on either the number of the South or the North.
- Platinum Credit Card holder: (84 28) 37 247 248 - Operating 24/7
- Premier customer: (84 28) 37 247 666 - Operating 24/7

Yours faithfully,
HSBC Bank (Vietnam) Ltd.