



2021 PUBLIC HOLIDAY NOTICE

Thank you for banking with HSBC Bank (Vietnam) Ltd. We wish to inform you of the closing plan for public holidays in 2021.

Public Holiday	We close on	We re-open from	Cut-off time change (on the last working day before the holiday)				
			CORPORATE BANKING SERVICES		PERSONAL BANKING SERVICES		
Western New Year	<ul style="list-style-type: none"> Friday, 01 January 2021 	<ul style="list-style-type: none"> Monday, 04 January 2021 	<ul style="list-style-type: none"> Counter services HSBC Evolve (FX Trading platform) Global Trade and Receivables Finance transactions with FX involvement 	<ul style="list-style-type: none"> 3:00 pm 4:00 pm 12:00pm 	<ul style="list-style-type: none"> Counter services 	<ul style="list-style-type: none"> 3:00 pm 	
Lunar New Year	<ul style="list-style-type: none"> Wednesday, 10 February 2021 Thursday, 11 February 2021 Friday, 12 February 2021 Saturday, 13 February 2021 Sunday, 14 February 2021 Monday, 15 February 2021 Tuesday, 16 February 2021 	<ul style="list-style-type: none"> Wednesday, 17 February 2021 	<ul style="list-style-type: none"> Counter services 	<ul style="list-style-type: none"> 3:00 pm 	<ul style="list-style-type: none"> Counter services 	<ul style="list-style-type: none"> 3:00 pm 	
			<ul style="list-style-type: none"> Transfer between HSBC account services; Local transfer services; Overseas transfers services, ACH (payroll): 		<ul style="list-style-type: none"> Transfer between HSBC accounts services; Local transfer services; Overseas transfer services 		
			<ul style="list-style-type: none"> - Through faxes and counters 	<ul style="list-style-type: none"> 11:00am 	<ul style="list-style-type: none"> - At counters 	<ul style="list-style-type: none"> 11:00 am 	
			<ul style="list-style-type: none"> - Through Corporate digital channels (HSBCnet/HSBC Connect/ Swiftnet) 	<ul style="list-style-type: none"> 1:00 pm 	<ul style="list-style-type: none"> - Through Internet Banking 	<ul style="list-style-type: none"> 1:00 pm 	
			<ul style="list-style-type: none"> - HSBC Evolve (FX Trading platform) 	<ul style="list-style-type: none"> 4:00 pm 			
			<ul style="list-style-type: none"> E-customs Payment Service/ Electronic Tax Payment Service 	<ul style="list-style-type: none"> 1:00 pm 	<ul style="list-style-type: none"> Credit card settlement: - Via Payoo's partner stores - Through HSBC Internet Banking - From other bank transfer 	<ul style="list-style-type: none"> 4:00 pm 3:00 pm 3:00 pm 	
			<ul style="list-style-type: none"> Loan transactions (drawdown, extension, pre-payment and loan related maintenances). 	<ul style="list-style-type: none"> 11:00am 	<ul style="list-style-type: none"> Loan transactions (extension/pre-payment) and drawdown requests 	<ul style="list-style-type: none"> 11:00 am 	
<ul style="list-style-type: none"> Other transactions related to Global Trade and Receivables Finance 	<ul style="list-style-type: none"> 11:00am 						
Hung Kings Commemoration Day	<ul style="list-style-type: none"> Wednesday, 21 April 2021 	<ul style="list-style-type: none"> Thursday, 22 April 2021 	<ul style="list-style-type: none"> No change 		<ul style="list-style-type: none"> No change 		



Victory Day International Labors' Day	<ul style="list-style-type: none">Friday, 30 April 2021Saturday, 01 May 2021Monday, 03 May 2021	<ul style="list-style-type: none">Tuesday, 04 May 2021	<ul style="list-style-type: none">No change		<ul style="list-style-type: none">No change	
National Day	<ul style="list-style-type: none">Thursday, 02 September 2021Friday, 03 September 2021	<ul style="list-style-type: none">Monday, 06 September 2021	<ul style="list-style-type: none">No change		<ul style="list-style-type: none">No change	

- All services with instructions submitted or routed to us after above respective cut-off times of the last working day before the holiday will be processed on the first working day when the bank re-opens.
- The following banking services will be available during the holiday period:
 - HSBC Internet Banking
 - HSBC ATMs and all card transactions
 - HSBC Contact Center for Personal customers:
 - (84-28) 37 247 247 (the South)
 - (84-24) 62 707 707 (the North)
 - HSBC Contact Center for Premier customers and Platinum Credit cardholders:
 - (84-28) 37 247 666 (for Premier customer)
 - (84-28) 37 247 248 (for Platinum Credit cardholder)
- The products or services which are valued or due during the holiday period, will automatically take effect on the first working day after the holiday
- Cards retained at HSBC ATMs during the holiday will be available for customer collection at HSBC Branches and Transaction Offices from the 3rd working day after the holiday.

For any questions, on Personal Banking Services please contact <https://www.hsbc.com.vn/en-vn/contact/> and, for Corporate Banking Services please contact your respective Relationship Manager or Client Service Manager.

We wish you and your family happy holidays!

Regards,

HSBC Bank (Vietnam) Ltd.