

## TERMS AND CONDITIONS

### **“SUMMER TRAVEL OFFERS FOR HSBC PREMIER CUSTOMERS” PROMOTION**

(Effective date: **from 01/06/2024**)

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Please note that participation in the promotion will be deemed as a confirmation that Customer has read, understood and accepted the following Terms and Conditions.

#### **1. PROMOTION INFORMATION**

- 1.1. The “**Travel Offers for HSBC Premier Customers Promotion**” (“**Promotion**”) is available for all branches and transaction offices of HSBC Bank (Vietnam) Ltd. (“**HSBC**” or “**The Bank**”) in Ha Noi, Binh Duong and Da Nang take effect from **01<sup>st</sup> Jun 2024 to 30<sup>th</sup> Sep 2024**, (both days inclusive) (“**Promotion Period**”)
- 1.2. The Promotion is applicable to the customers that met the below criteria (“**Eligible Customers**”):
  - a. Are upgraded Premier customers of HSBC from **01<sup>st</sup> Jun 2024 to 31<sup>st</sup> Aug 2024** (“**Premier Customer**”); and
  - b. Premier customers who are (i) credit card holders issued by HSBC and register for Standing Instruction for Credit Card monthly payment, and (ii) and do not simultaneously own any deposit products, including term and non-term, within the most recent 12 months with the Bank
  - c. Are not HSBC employees; and
  - d. Meet the conditions of the Promotion during the promotion period.

(Hereinafter referred to as “**Eligible Customers**”).

#### **2. PROMOTION DETAILS**

- 2.1. Conditions for the Promotion: Eligible customers who maintain a minimum monthly salary equivalent to 100 million VND (or FCY equivalent) credited to the customer's account opened at the Bank for at least two (02) consecutive months from the Premier account opening date.
- 2.2. Conditions for the Offers:

- a. Each of Eligible Customer will receive one (01) Urbox Voucher issued by To Qua Digitizing Marketing JSC to exchange for Accor Plus Traveller Membership Card; valued VND 3,517,500 (“*Urbox Voucher*”);
- b. The total number of Urbox Vouchers is 300 and will be available to 300 earliest Eligible Customers during the Promotion Period based on the timestamps recorded in HSBC systems;
- c. The promotion will be longer applicable for Eligible Customers after 300 Urbox Vouchers have been rewarded.
- d. HSBC is not the provider of the Urbox Vouchers. Usage of Urbox Vouchers is subject to the Terms and Conditions of Urbox (<https://urbox.vn/>). Eligible Customers could exchange for Accor Plus Traveller Membership Card via **Urbox hotline at 1800 28 28 23**.
- e. Each Urbox Voucher is valid within one (01) month from the issuance date. The Urbox Vouchers will be invalid after the expiry date and could not be renewed.
- f. In case of Joint Account(s), Eligible Customers will be either of the Joint Account Holders.
- g. Each of Eligible Customer could only receive up to one (01) Urbox Voucher during Promotion Period.
- h. The Bank would send the Urbox Vouchers to Eligible Customers via email or phone numbers registered with the Bank.
- i. HSBC is not the provider of the Urbox Vouchers. In case of any queries or complaints regarding the services of Urbox, customers should reach out to Urbox directly for resolutions.
- j. Customers could reach out to **Urbox hotline at 1800 28 28 23** dedicated for HSBC customers for better support.

### 2.3. Rewarding timeline :

		<b>Promotion period 01/06/2024 – 30/09/2024</b>		
		<b>Batch 1</b>	<b>Batch 2</b>	<b>Batch 3</b>
Eligible Premier Account Opening Date		01/06/2024 –	01/07/2024 –	01/08/2024 –
		30/06/2024	31/07/2024	31/08/2024
		(both days inclusive)	(both days inclusive)	(both days inclusive)

Eligible timestamps for Total Relationship Balance deposited into Premier Account(s)	Within 30 days, from the Eligible Premier Account Opening Date <b>(no later than 30/09/2024)</b>		
Final date for HSBC to finalize Eligible Customers	20/08/2024	20/09/2024	20/10/2024
Final date for HSBC to send Urbox Vouchers to Eligible Customers	31/08/2024	30/09/2024	31/10/2024

### 3. GENERAL TERMS & CONDITIONS

- 3.1. The Bank will send the notice and expiry date of offer to Eligible customer's email address, registered with HSBC. The Bank is not responsible for the failure of the notice delivery if the Customer has failed to provide or update their exact email address with the Bank.
- 3.2. The Bank would announce on its public website if the total number of Urbox Vouchers allocated for the Promotion have been exhausted
- 3.3. Upon receipt of the Urbox voucher, eligible customers are obligated to maintain a minimum monthly net salary of VND 100 million or its foreign currency equivalent ("Salary") continuously for a minimum period of three (03) months from the date of opening the Premier account. If an eligible customer, who has received an Urbox voucher from the Program, fails to meet the salary requirement stipulated in the Program, the Bank reserves the right to deduct a one-time amount equivalent to the value of the Urbox voucher from the customer's Premier Account/Credit Card. The deducted amount will be reflected in the customer's subsequent statement following the relevant month.
- 3.4. In case of any concerns relating to the Promotion, customers could contact HSBC Premier Customer Services Hotline via (84)28 37 247 666 or Customer' Premier Relationship Manager for further assistance.
- 3.5. All decisions of the Bank related to the Program are valid, official and will be notified to customers accordingly.

- 3.6. In case of force majeure events, HSBC would inform the customers and the relevant authority bodies on the ending of the Promotion. Force majeure events include, but are not limited to, earthquakes, storms, floods, wars, strikes, layoffs, riots, epidemics, quarantines, technical incidents, any relevant acts of the government or relevant policies that affect that promotion or other objective events that are unpredictable and recoverable despite all necessary and permissible measures taken.
- 3.7. The Terms and Conditions of this Promotion can be changed from time to time at HSBC's discretion. Changes (if any) will be notified, registered in accordance with the law and updated on HSBC's website before the effective date.
- 3.8. HSBC is not a product/service provider. These products/services are provided by the respective providers under such terms and conditions as determined by that provider. And HSBC accepts no liability whatsoever in connection with such products/services. The products/services are not certified by HSBC and under no circumstances should any product/service be included in this Promotion will be construed as an endorsement or recommendation of the product/service by HSBC.
- 3.9. Inquiries and complaints related to products and services offered in the Promotion will be addressed in accordance with the provisions of the supplier of that product or service.
- 3.10. For disputes arising in connection with the Promotion, HSBC will resolve in the spirit of cooperation with customers. Any dispute remaining unsolved will be settled in accordance with the laws of Vietnam at a competent court
- 3.11. The terms and conditions of the Promotion shall be governed by the provisions of Vietnamese law. These Terms and Conditions are made in English and Vietnamese. In case of discrepancies between the English and the Vietnamese versions of these terms and conditions, the Vietnamese version shall prevail.
- 3.12. This program shall not be combined with other promotions. In the event where there's more than one (01) promotion being held for the same product, Customer has the right to choose the promotion which Customer would like to join