



## 2019 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 2019.

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	
<b>Lunar New Year</b>	<ul style="list-style-type: none"> <li>Monday, 04 February 2019</li> <li>Tuesday, 05 February 2019</li> <li>Wednesday, 06 February 2019</li> <li>Thursday, 07 February 2019</li> <li>Friday, 08 February 2019</li> </ul>	<ul style="list-style-type: none"> <li>Monday, 11 February 2019</li> </ul>	<ul style="list-style-type: none"> <li>Counter services</li> </ul>	3:00 pm	<ul style="list-style-type: none"> <li>Counter services</li> </ul>	3:00 pm
			<ul style="list-style-type: none"> <li>Transfer between HSBC account services; Local transfer services; Overseas transfers services:</li> <li>- through faxes and counters</li> <li>- through HSBCnet/ ACH</li> </ul>	11:00am 1:00 pm	<ul style="list-style-type: none"> <li>Transfer between HSBC accounts services; Local transfer services; Overseas transfer services</li> <li>- At counters</li> <li>- Through Internet Banking</li> </ul>	11:00 am 1:00 pm
			<ul style="list-style-type: none"> <li>E-customs Payment Service/ Electronic Tax Payment Service</li> </ul>	1:00 pm	<ul style="list-style-type: none"> <li>Credit card settlement:</li> <li>- Via Payoo's partner stores</li> <li>- Through HSBC Internet Banking</li> <li>- From other bank transfer</li> </ul>	4:00 pm 3:00 pm 3:00 pm
			<ul style="list-style-type: none"> <li>Loan transactions (extension/pre-payment) and drawdown requests</li> </ul>	11:00am	<ul style="list-style-type: none"> <li>Loan transactions (extension/pre-payment) and drawdown requests</li> </ul>	11:00 am
			<ul style="list-style-type: none"> <li>Other transactions related to Global Trade and Receivables Finance</li> </ul>	11:00am		
<b>Hung King</b>	<ul style="list-style-type: none"> <li>Monday, 15 April 2019 (compensation day-off)</li> </ul>	<ul style="list-style-type: none"> <li>Tuesday, 16 April 2019</li> </ul>	<ul style="list-style-type: none"> <li>No change</li> </ul>		<ul style="list-style-type: none"> <li>No change</li> </ul>	
<b>Liberation Day</b>	<ul style="list-style-type: none"> <li>Monday, 29 April 2019</li> <li>Tuesday, 30 April 2019</li> <li>Wednesday, 01 May 2019</li> <li>Saturday, 04 May 2019</li> </ul>	<ul style="list-style-type: none"> <li>Thursday, 02 May 2019</li> </ul>	<ul style="list-style-type: none"> <li>No change</li> </ul>		<ul style="list-style-type: none"> <li>No change</li> </ul>	
<b>National Day</b>	<ul style="list-style-type: none"> <li>Monday, 02 September 2019</li> </ul>	<ul style="list-style-type: none"> <li>Tuesday, 03 September 2019</li> </ul>	<ul style="list-style-type: none"> <li>No change</li> </ul>		<ul style="list-style-type: none"> <li>No change</li> </ul>	



- 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 customer operates from 8:00 a.m. to 10:00 p.m. daily:
    - (84-28) 37 247 247 (the South)
    - (84-24) 62 707 707 (the North)
  - HSBC Contact Centers for Premier customer and Platinum Credit cardholder operate 24/7:
    - (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 3<sup>rd</sup> working day after the holiday.

For any questions, please kindly [contact us](#). We wish you and your family happy holidays!

Regards,

HSBC Bank (Vietnam) Ltd.

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