



HSBC SERVICE MAINTENANCE NOTICE

Please be informed that HSBC Bank (Vietnam) Ltd. will conduct system maintenance from **11:00pm on Friday, 9 Jul 2021 to 02:00am on Saturday, 10 Jul 2021 Vietnam time (GMT+7)**

During this maintenance period, the following services and channels will temporarily be unavailable, and we apologise for any inconvenience this may cause. HSBC services will resume normal operations after the downtime.

Date of Service Maintenance	Services NOT available during maintenance period
From 11:00pm on Friday, 9 Jul 2021 to 02:00am on Saturday, 10 Jul 2021 Vietnam time (GMT+7)	Debit Card: Cash withdrawal at non-HSBC ATM POS and e-Coms transactions Credit Card: Balance Inquiries and Cash Advance at HSBC ATM and non-HSBC ATM

Our Contact Centre will continue to operate usual business hours and may be contacted on 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, dispute transactions or card related complaints, and from 8:00am to 10:00 pm daily for other matters.
- Platinum Credit Card holders: (84 28) 37 247 248, operating 24/7
- Premier customers: your Relationship Manager or call (84 28) 37 247 666, operating 24/7

Once again please accept our apologies for any inconvenience this may cause. We look forward to your continued patronage to HSBC products and services.

Yours faithfully,
HSBC Vietnam Ltd.