



HSBC SERVICE MAINTENANCE NOTICE

Please be informed that HSBC Bank (Vietnam) Ltd. will conduct system maintenance from **02:00 AM to 09:00 AM on Monday, 31 October 2022, Vietnam time (GMT+7)** and **from 0:00 AM to 03:00 AM on Tuesday, 01 November, 2022 Vietnam Time (GMT+7)**.

During this maintenance period, the following services and channels will temporarily be unavailable, and we apologies 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
02:00 am to 09:00 am on Monday, 31 October 2022	Debit Card: All transactions
	Credit Card: All transactions performed at ATM terminals
	Online Banking: Online Banking registration by HSBC Debit Card
0:00 AM to 03:00 AM on Tuesday, 01 November 2022	Mobile Banking: Instant transfer NAPAS 247 service

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.