

TERMS AND CONDITIONS
“OFFER AT TIKI
WITH HSBC VISA PLATINUM CREDIT CARDS”
(This Terms and Conditions takes effect from 1 November 2021)

Customer is advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program shall mean that the Customer has read, understood and accepted this Terms and Conditions.

1. The **“Offer at Tiki with HSBC Visa Platinum Credit Cards”** Promotion (the **“Promotion”**) is applied at Tiki and takes effect from **1 November 2021 to 31 December 2021** (the **“Promotion Period”**)

2. This Promotion is applicable for customers who satisfy all of the following conditions: (**“Eligible Customer”** or **“Eligible Cardholder”** or **“Cardholder”**)

2.1 Promotion is applicable for HSBC Visa Platinum cardholders who are holding a valid credit cards issued by HSBC Bank (Vietnam) Ltd. (**“HSBC”** or **“Bank”**) in Vietnam:

(The credit cards shall be referred to as **“HSBC Credit Card”** or **“Card”**)

2.2 Holding Tiki membership accounts at www.tiki.vn or Tiki Application (**“Tiki”**).

3. This Promotion shall not apply for:

- The Promotion is not applicable for HSBC Corporate Credit Card.
- Cardholders will not be eligible for this Promotion if his/her Credit Card is delinquent, blocked.

Note: Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

4. Details of the Promotion:

4.1 Offer details (“Offer”):

Discount **VND 30,000** directly on spends of **VND 300,000** and above at website or Tiki application with HSBC Credit Card

- Applicable from 9:00AM to 11:59PM from Monday to Sunday every week during the Promotion Period
- Applicable for the **first 50 Eligible Cardholders** on each Promotional Day.
- Maximum 4 offers/ Calendar Month/Eligible Cardholder during the Promotion Period.

4.2 How to enjoy the Offer:

- The Eligible Cardholder must sign in to their Tiki membership accounts or create a new account
- At the payment stage, the Eligible Cardholder is required to choose payment method by HSBC Credit Card to enjoy the Offer. The Discount of VND 30,000 (if applicable) shall be displayed automatically before Cardholder makes payment.

- 4.3** Eligible Cardholders may not receive the Offer if the Offers allocated for each Promotional Day runs out.
- 4.4** Any remaining Offers from the previous Promotional Day will be accumulated for the following Promotional Day.
- 4.5** Applicable with other promotion and payment with Tiki Xu;
- 4.6** Not applicable with formula milk for baby under 24 months and wine; digital products;
- 4.7** Not applicable with Installment 0% Interest Program
- 4.8** Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn), and Tiki from 1 November 2021 onwards.
- 4.9** The Offer is not re-issued in case the order is cancelled or exchanged due to any reason.
- 4.10** The Promotion cannot be exchanged for cash, other products, or transferred in any form.
- 4.11** The Promotion only applies for retail customers. Tiki reserves the right to refuse the application of the Promotion to any purchase which appears or is proven to be made by traders.
- 4.12** The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion and of Tiki as stated [here](#).
- 4.13** Purchases at Tiki will be subject to terms and conditions of Tiki. All matters related to the Offer on Tiki, please contact Tiki for consultant. Other matters relate to Promotion, please contact HSBC for resolving.
- Hotline Tiki: 1900 6035 or email: hotro@tiki.vn
 - HSBC Contact Center: (84 28) 37 247 248
- 4.14** The Cardholders may be requested by HSBC to provide the financial invoice and relevant supporting documents to prove that the transaction is eligible. In case that the Cardholder does not or fails to prove that the transaction is eligible, he/she shall not enjoy the Promotion.
- 5.** In case of any dispute arising out of or in connection with this Promotion, Tiki and HSBC shall resolve disputes in co-operation with customers. If the parties fail to reach an agreement, disputes shall be resolved at the competent courts in accordance with Vietnamese laws.
- 6.** This Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.
- 7.** This Terms and Conditions is subject to changes at any time as HSBC and Tiki may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC and Tiki prior to application.
- 8.** This Terms and Conditions is made in Vietnamese and english. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.

TERMS AND CONDITIONS**“OFFER AT BAEMIN WITH HSBC VISA PLATINUM CREDIT CARDS”**

(This Terms and Conditions takes effect from 22 October 2021)

Customers are advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program means that Customer has read, understood and accepts these Terms and Conditions.

1. The **“Offer at Baemin on HSBC Visa Platinum Credit Cards”** Promotion (the **“Promotion”**) is applicable at Baemin and takes effect from **22 October 2021 to 31 December 2021** (the **“Promotion Period”**)

2. This Promotion is applicable for customers who satisfy all of the following conditions: (**“Eligible Customer”** or **“Eligible Cardholder”** or **“Cardholder”**)

2.1 Promotion is applicable for HSBC Visa Platinum cardholders who are holding a valid credit card issued by HSBC Bank (Vietnam) Ltd. (**“HSBC”** or **“Bank”**) in Vietnam:

(The credit cards shall be referred to as **“HSBC Credit Card”** or **“Card”**)

2.2 Cardholder spends during Promotion period and satisfy all of conditions given below in Clause 4.

2.3 Cardholders will not be eligible for this Promotion if their Credit Card is delinquent, or blocked.

Note: Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

3. Details of the Promotion:

3.1 Offer details (“Offer”):

Get VND 30,000 discount on spends of **VND 95,000** and above (not included delivery cost) at Baemin app with HSBC credit cards during the Promotion Period.

- Promotion code: will send via email to Eligible Cardholder
- Applied with food's product/services on Baemin app
- Each Eligible Cardholder can only receive maximum 05 times during the Promotion Period
- Applied with other promotion of Baemin app (except products in Baemin Đi Chợ)

3.2 Eligible transactions:

- Are successful transactions made by HSBC Credit Card as stated in clause 3.1 and are not cancelled/ refunded during the promotional period

4. Eligible Cardholders will not receive the reward if the Offers allocated for Promotional run out.

5. How to receive the discount:

- a. Create or Sign in into your Baemin account
- b. If you saved HSBC card in payment method on Baemin, choose HSBC Card and input promotion code that HSBC give via email to enjoy offer
- c. If you do not save HSBC Card in payment method on Baemin, save your card in following steps:

- Step 1: order food.
- Step 2: choose payment with VISA/MASTER and choose saving your card.
- Step 3: input your Card information as requirement and make payment.
- Step 4: Enjoy discount with promo code for this offer and next orders.

Detail: <https://baemin.onelink.me/jjXg/5buocluothe>

6. Eligible Transactions (“**Eligible Transaction**”) do not include transactions relating to alcohol, cigarette and other promotion restricted products. Eligible transactions do not include transactions relating to alcohol purchase for customers under 18 years old.
7. Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn) and Baemin from 22/10/2021 onwards.
8. Purchases at Foody will be subject to terms and conditions of Baemin. All matters related to the products/ services on Baemin, please contact Baemin for consultation. Other matters relating to the Promotion, please contact HSBC for resolution.
 - Hotline Baemin: 19003458 hoặc Email: help@baemin.vn.
 - HSBC Contact Center (operate daily from 8AM to 10PM): (84 28) 37 247 248
9. In case of any dispute arising out of or in connection with this Promotion, HSBC shall resolve disputes in co-operation with customers. If the parties fail to reach an agreement, disputes shall be resolved at the competent courts in accordance with Vietnamese laws.
10. These Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.
11. These Terms and Conditions are subject to changes at any time as HSBC and Foody may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC prior to application.
12. These Terms and Conditions are made in Vietnamese and English. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.

TERMS AND CONDITIONS
“ENJOY FREESHIP AT SHOPEE
WITH HSBC VISA PLATINUM CREDIT CARDS”
(This Terms and Conditions takes effect from 1 November 2021)

Customer is advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program shall mean that the Customer has read, understood and accepted these Terms and Conditions.

1. The **“Enjoy freeship at Shopee with HSBC Visa Platinum Credit Cards”** Promotion (the **“Promotion”**) is applied at Shopee and takes effect from **01 November 2021 to 31 December 2021** (the **“Promotion Period”**)

2. This Promotion is applicable for customers who satisfy all of the following conditions: (**“Eligible Customer”** or **“Eligible Cardholder”** or **“Cardholder”**)

2.1 Promotion is applicable for HSBC Visa Platinum cardholders who are holding a valid credit cards issued by HSBC Bank (Vietnam) Ltd. (**“HSBC”** or **“Bank”**) in Vietnam:

(The credit card shall be referred to as **“HSBC Credit Card”** or **“Card”**)

2.2 Holding Shopee membership accounts (**“Shopee”**).

3. This Promotion shall not apply for:

- The Promotion is not applicable for HSBC Corporate Credit Card.
- Cardholders will not be eligible for this Promotion if his/her Credit Card is delinquent, blocked.

Note: Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

4. **Details of the Promotion:**

4.1 **Offer details (“Offer”):**

Freeship **VND 30,000** directly on spends of **VND 300,000** and above at Shopee application with HSBC Credit Card

- Applicable from **9:00 AM on 1/11/2021 to 11:59PM on 31/12/2021**, based on Vietnam Time GMT+7 and Shopee system
- Applicable for the **first 540 Eligible Cardholders** on each Promotional Week.

4.2 **How to enjoy the Offer:**

- The Eligible Cardholder must sign in/sign up their Shopee membership accounts
- Collect and save “Freeship voucher”
- At the payment stage, the Eligible Cardholder is required to choose payment method by HSBC Credit Card to enjoy the Offer. The Discount of VND 30,000 (if applicable) shall be displayed automatically before Cardholder makes payment.

- 4.3** Each Eligible Cardholder (based on HSBC Credit Card information and account registered for purchase on Shopee) may only receive the Offer maximum fourth (4) time only in each calendar month during the Promotion Period.
- 4.4** Eligible Cardholders may not receive the Offer if the Offers allocated for each Promotional Week runs out.
- 4.5** Any remaining Offers from the previous Promotional Week will be accumulated for the following Promotional Week.
- 4.6** Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn), and Shopee from 01 November 2021 onwards.
- 4.7** The Offer is not applied to the following orders/ bills:
- Orders are delivered by sellers
 - Orders signify abuse promotions or violate The Community Standard or Shopee Policy at [here](#), or do not meet all the requirements of this Promotion.
- 4.8** The Offer is not re-issued in case the order is cancelled or exchanged due to any reason.
- 4.9** The Promotion cannot be exchanged for cash, other products, or transferred in any form.
- 4.10** The Promotion only applies for retail customers. Shopee reserves the right to refuse the application of the Promotion to any purchase which appears or is proven to be made by traders.
- 4.11** The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion and of Shopee at [here](#).
- 4.12** Purchases at Shopee will be subject to terms and conditions of Shopee. All matters related to the Offer on Shopee, please contact Shopee for consultant. Other matters relate to Promotion, please contact HSBC for resolving.
- Hotline Shopee: 1900 1221 or email: support@shopee.vn
 - HSBC Contact Center: (84 28) 37 247 248
- 4.13** The Cardholders may be requested by HSBC to provide the financial invoice and relevant supporting documents to prove that the transaction is eligible. In case that the Cardholder does not or fails to prove that the transaction is eligible, he/she shall not enjoy the Promotion.
- 5.** In case of any dispute arising out of or in connection with this Promotion, Shopee and HSBC shall resolve disputes in co-operation with customers. If the parties fail to reach an agreement, disputes shall be resolved at the competent courts in accordance with Vietnamese laws.
- 6.** These Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.
- 7.** These Terms and Conditions is subject to changes at any time as HSBC and Shopee may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC and Shopee prior to application.
- 8.** These Terms and Conditions is made in Vietnamese and english. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.

TERMS AND CONDITIONS
“ENJOY FREESHIP AT SENDO
WITH HSBC VISA PLATINUM CREDIT CARDS”
(This Terms and Conditions takes effect from 01 November 2021)

Customer is advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program shall mean that the Customer has read, understood and accepted these Terms and Conditions.

1. The **“Enjoy freeship at Sendo on HSBC Visa Platinum Credit Card”** Promotion (the **“Promotion”**) is applicable at Sendo and takes effect from **01 November 2021 to 31 December 2021** (the **“Promotion Period”**)

2. This Promotion is applicable for customers who satisfy all of the following conditions: (**“Eligible Customer”** or **“Eligible Cardholder”** or **“Cardholder”**)

2.1 Promotion is applicable for HSBC Visa Platinum cardholders who are holding a valid credit cards issued by HSBC Bank (Vietnam) Ltd. (**“HSBC”** or **“Bank”**) in Vietnam:

(The credit card shall be referred to as **“HSBC Credit Card”** or **“Card”**)

2.2 Holding Sendo membership accounts at www.sendo.vn or Sendo Application (**“Sendo”**).

3. This Promotion shall not apply for:

- The Promotion is not applicable for HSBC Corporate Credit Card.
- Cardholders will not eligible for this Promotion if his/her Credit Card is delinquent or blocked.

Note: Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

4. Details of the Promotion:

4.1 Offer details (“Offer”):

Freeship upto **VND 20,000** on spends of **VND 300,000** and above at Sendo website or application with HSBC Credit Cards

- Maximum 2 offers/ Promotion Month/Eligible Cardholder during the Promotional Period.
- Applicable on physical products

4.2 How to enjoy the Offer:

- The Eligible Cardholder must sign in to their Sendo accounts or create a new account
- Collect voucher freeship and add to account’s wallet
- At the payment stage, choose payment with HSBC Credit Card
- Choose voucher collected to get discount
- The Discount (if applicable) shall be displayed automatically, before Cardholder makes payment.

4.3 Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn) , and Sendo from 01/11/2021 onwards.

- 4.4** The Offer cannot re-applied if your bill cancelled or exchanged in any way
- 4.5** Promotion cannot be replaced with any other products or exchanged for cash.
- 4.6** Not Applicable for Categories: Convenience, Travel, Voucher of Service, E-Voucher and delivery by shop
- 4.7** The Promotion only applies for retail customers. Sendo reserves the right to refuse the offer to any purchase which appears or is proven to be made by traders.
- 4.8** The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion and Terms and Conditions of Sendo.
- 4.9** Purchases at Sendo will be subject to terms and conditions of Sendo. For all matters related to the Offer on Sendo, please contact Sendo for consultation. Other matters relating to the Promotion, please contact HSBC for resolution.
- Sendo Hotline: 1900 6000
 - HSBC Contact Center : (84 28) 37 247 248
- 4.10** The Cardholders may be requested by HSBC to provide the financial invoice and relevant supporting documents to prove that the transaction is eligible. In case that the Cardholder does not or fails to prove that the transaction is eligible, he/she shall not enjoy the Promotion.
- 5.** In case of any dispute arising out of or in connection with this Promotion, Sendo and HSBC shall resolve disputes in co-operation with customers. If the parties fail to reach an agreement, disputes shall be resolved at the competent courts in accordance with Vietnamese laws.
- 6.** These Terms and Conditions are subject to changes at any time as HSBC and Sendo may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC and Sendo prior to application.
- 7.** These Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.
- 8.** These Terms and Conditions are made in Vietnamese and English. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.

TERMS AND CONDITIONS
“FREESHIP AT LAZADA
WITH HSBC VISA PLATINUM CREDIT CARDS”
(This Terms and Conditions takes effect from 1 November 2021)

Customer is advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program shall mean that the Customer has read, understood and accepted these Terms and Conditions.

1. The **“Freeship at Lazada with HSBC Visa Platinum Credit Cards”** Promotion (the **“Promotion”**) is applied at Lazada and takes effect from **1 November 2021 to 31 December 2021** (the **“Promotion Period”**)

2. This Promotion is applicable for customers who satisfy all of the following conditions: (**“Eligible Customer”** or **“Eligible Cardholder”** or **“Cardholder”**)

2.1 Promotion is applicable for HSBC Visa Platinum cardholders who are holding a valid credit cards issued by HSBC Bank (Vietnam) Ltd. (**“HSBC”** or **“Bank”**) in Vietnam:

(The credit cards shall be referred to as **“HSBC Credit Card”** or **“Card”**)

2.2 Holding Lazada membership accounts at www.lazada.vn or Lazada Application (**“Lazada”**).

3. This Promotion shall not apply for:

- The Promotion is not applicable for HSBC Corporate Credit Card.
- Cardholders will not eligible for this Promotion if his/her Credit Card is delinquent, blocked.

Note: Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

4. **Details of the Promotion:**

4.1 **Offer details (“Offer”):**

Freeship **VND 30,000** on spends of **VND 300,000** and above at website or Lazada application with HSBC Credit Cards

- Applicable from **09:00 AM to 11:59 PM** on **Monday to Sunday** every week (**“Promotional Day”**) during the Promotion Period, based on Vietnam Time GMT+7 and Lazada system
- Applicable for the **first 100 Eligible Cardholders** on each Promotional Day.
- Maximum 1 offer / Promotion Day/ Eligible Cardholder (based on HSBC card number and registered email on Lazada’s account)

4.2 **How to enjoy the Offer:**

- The Eligible Cardholder must sign in their Lazada Vietnam membership accounts or create a new account
- Collect voucher and add to account’s wallet
- At the payment stage, after the Eligible Cardholder input information required, the Discount (if applicable) shall be displayed automatically before Cardholder makes payment.

- 4.3** Eligible Cardholders may not receive the Offer if the Offers allocated for each Promotional Day runs out.
- 4.4** Any remaining Offers from the previous Promotional Day will be accumulated for the following Promotional Day.
- 4.5** Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn), and Lazada from 1 November 2021 onwards.
- 4.6** The Offer is not applied in conjunction with other promotional programs and promotional codes applied by Lazada and / or other promotions which are organized between Lazada and HSBC during the Promotion Period.
- 4.7** Promo code is not applicable in conjunction with 0% Instalment Plan Program.
- 4.8** The Offer is applicable to all products on Lazada, except baby formula milk, baby accessories, Vinamilk products, some other products which are sold and collected by sellers as indicated by Lazada.
- 4.9** The Promotion only applies for retail customers. Lazada reserves the right to refuse the application of the Promotion to any purchase which appears or is proven to be made by traders.
- 4.10** Promotion cannot be replaced with any other products or exchanged for cash.
- 4.11** The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion.
- 4.12** Purchases at Lazada Vietnam will be subject to terms and conditions of Lazada. All matters related to the Offer on Lazada, please contact Lazada for consultant. Other matters relate to Promotion, please contact HSBC for resolving.
- Hotline Lazada: 1900 1007
 - HSBC Contact Center (operate daily from 8AM to 10PM): (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North)
- 4.13** The Cardholders may be requested by HSBC to provide the financial invoice and relevant supporting documents to prove that the transaction is eligible. In case that the Cardholder does not or fails to prove that the transaction is eligible, he/she shall not enjoy the Promotion.
- 5.** In case of any dispute arising out of or in connection with this Promotion, Lazada and HSBC shall resolve disputes in co-operation with customers. If the parties fail to reach an agreement, disputes shall be resolved at the competent courts in accordance with Vietnamese laws.
- 6.** These Terms and Conditions is subject to changes at any time as HSBC and Lazada may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC and Lazada prior to application.
- 7.** These Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.
- 8.** These Terms and Conditions is made in Vietnamese and english. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.

TERMS AND CONDITIONS
“OFFER GRABFOOD
WITH HSBC VISA PLATINUM CREDIT CARDS”
(This Terms and Conditions takes effect from 2 November 2021)

Customer is advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program shall mean that Customer has read, understood and accepted these Terms and Conditions.

1. The **“Offer Grabfood with HSBC Visa Platinum Credit Cards”** Promotion (the **“Promotion”**) is applied at Grab and takes effect from **2 November 2021 to 31 December 2021** (the **“Promotion Period”**)

2. This Promotion is applicable for customers who satisfy any and all the following conditions: (**“Eligible Customer”** or **“Eligible Cardholder”** or **“Cardholder”**)

2.1 Promotion is applicable for HSBC Visa Platinum cardholders who are holding the following credit cards issued by HSBC Bank (Vietnam) Ltd. (**“HSBC”** or **“Bank”**) in Vietnam:

(The credit cards shall be referred to as **“HSBC Credit Cards”** or **“Cards”**)

2.2 Holding Grab membership accounts at Grab Application (**“Grab”**).

3. This Promotion shall not apply for:

- The Promotion is not applicable for HSBC Corporate Credit Card.
- Cardholders will not be eligible for this Promotion if his/her Credit Card is delinquent, blocked.

Note: Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

4. Details of the Promotion:

4.1 Offer details (“Offer”):

Get discount **VND 30,000** on spends of **VND 80,000** and above when using Grabfood service and paying with HSBC Credit Cards

- Promo code: HSBC30
- Maximum 1 time/ Promotion Day/ Eligible Cardholders
- Limited promo code per Promotion Day
- Total 14,000 promo codes during the Promotion Period

4.2 How to enjoy the Offer:

- The Eligible Cardholder must sign in/sign up their Grab membership account
- At the payment stage, the Eligible Cardholder is required to choose payment by HSBC Credit Card and then input Promo Code in order to be entitled to the Offers.
- The Promo Code (if applicable) shall be displayed automatically before Cardholder makes payment. Cardholder is required to pay the remaining amount of the order after discount.

- 4.3** Each Eligible Transaction are successful made in accordance with Article 4.1 at Grab with HSBC Credit Cards and shall not be cancel / refund later.
- 4.4** Eligible Cardholders may not receive the Offer if the each Offers allocated for each Promotional Day run out.
- 4.5** Any remaining Offers from the previous Promotional Day will be accumulated for the following Promotional Day.
- 5.** Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn) , and Grab from 2 November 2021 onwards.
- 6.** Other conditions:
- The Promotion cannot be exchanged for cash or other products or cash back to credit card account.
 - Payment at Grab will be subject to terms and conditions of Grab
 - The Offers is not applied together with other Grab promotion that run by HSBC during the promotion period.
- 7.** The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion.
- 8.** The Cardholders may be requested by HSBC to provide the financial invoice and relevant supporting documents to prove that the transaction is eligible. In case that the Cardholder does not or fails to prove that the transaction is eligible, he/she shall not enjoy the Promotion.
- 9.** Payment at Grab will be subject to terms and conditions of Grab. All matter related to the Offer on Grab, please contact Grab for consultant. Other matters relate to Promotion, please contact HSBC for resolving.
- Grab's Help Center: (84 28) 7106 7106 or Help Center Function on Grab app
 - HSBC Contact Center (operate daily from 8AM to 10PM): (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North)
- 10.** In case of any dispute arising out of or in connection with this Promotion, Grab and HSBC shall resolve disputes in co-operation with customers. If the parties fail to reach an agreement, disputes shall be resolved at the competent courts in accordance with Vietnamese laws.
- 11.** These Terms and Conditions is subject to changes at any time as HSBC and Grab may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC and Grab prior to application.
- 12.** These Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.
- 13.** These Terms and Conditions is made in Vietnamese and english. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.