

TERMS AND CONDITIONS
“SPECIAL OFFERS WITH HSBC CREDIT CARDS AT SHOPEE”
(These Terms and Conditions take effect from 01/04/2026)

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

1. The **“SPECIAL OFFERS WITH HSBC CREDIT CARDS AT SHOPEE”** Promotion (the **“Promotion”**) is applied at all HSBC Bank (Vietnam) Ltd. (**“HSBC”** or **“Bank”**) is applied to all Eligible Customers when purchasing products on <https://shopee.vn> or Shopee application on mobile phone when Cardholders make payment with HSBC Credit Card (**“Shopee Platform”** or **“Partner”**)
2. The Promotion takes effect from **01/04/2026** to **31/12/2026** (the **“Promotion Period”**).
3. This Promotion is applicable for customers who satisfy all of the following conditions:
 - 3.1 Cardholders who are holding the following credit cards issued by Bank in Vietnam (**“Cardholder”**) as following:
 - HSBC Premier World MasterCard Credit Card
 - HSBC TravelOne World MasterCard Credit Card
 - HSBC Live+ Credit Card
 - HSBC Cash Back Credit Card
 - HSBC LiveFree Credit Card(These credit cards shall be referred to as **“HSBC Credit Cards”** or **“Cards”**)
 - 3.2 This Promotion shall not apply for:
 - a. HSBC Quasi Credit Card.
 - b. By & within the Promotion Period, Cardholders if his/her Credit Card is delinquent with fee, balance at HSBC, blocked for any reasons.
 - 3.3 Cardholders, who meet the terms and conditions of the Promotion.
Cardholders, who meet the terms and conditions of the Promotion hereafter known as **Eligible Customers**.

4. Details of the Promotion:

4.1 Offer details and conditions(“Offer”):

- a. Offer 1 – Double Day: Discount of VND 150,000 on the value of Eligible Transaction payments for orders with minimum value of VND 3,000,000 Shopee Platform when Cardholders make payment with HSBC Credit Card.

- b. Offer 2 – Special Day: Discount of VND 300,000 on the value of Eligible Transaction payments for orders with minimum value of VND 5,000,000 Shopee Platform when Cardholders make payment with HSBC Credit Card.
- c. Offer 3 – Daily Offers: Discount of VND 50,000 on the value of Eligible Transaction payments for orders with minimum value of VND 500,000 Shopee Platform when Cardholders make payment with HSBC Credit Card.

4.2 Applicable to Eligible Customers who make the earliest payment(s) during the Promotion Period, from 09:00 to 23:59, for Offer 1, Offer 2, and , from 00:00 to 23:59 for Offer 3 (“**Offer Days**”), as follows:

- a. Offer Days for Offer 1:

Period	Offer Days	Offer Quantity
Period 1	04/04, 15/04, 25/04	300
Period 2	05/05, 15/05, 25/05	300
Period 3	06/06, 15/06, 25/06	300
Period 4	07/07, 15/07, 25/07	300
Period 5	08/08, 15/08, 25/08	300
Period 6	09/09, 15/09, 25/09	300
Period 7	10/10, 15/10, 25/10	300
Total		2100

- b. Offer Days of Offer 2:

Period	Offer Days	Offer Quantity
Period 1	11/11, 27/11, 28/11	475
Period 2	12/12, 15/12, 25/12	475
Total		950

- c. Offer Day for Offer 3:

Everyday during the Promotion Period, excluding the Offer Days for Offer 1 and Offer 2.

Period	Offer Quantity/ Calendar Month
Period 1 (from 1/4 to 31/7)	800
Period 2 (from 1/8 to 30/9)	900
Period 3 (from 1/10 to 31/12)	1,000
Total	8,000

4.3 During the Promotion Period, each Eligible Customer shall be entitled to receive the following maximum offers as follows:

- a. One (01) time of Offer 1 or Offer 2 in each calendar month; and
- b. One (01) time of Offer 3 in each calendar month.

4.4 The Offers shall not apply to the following transactions:

- a. Transactions for the purchase of SIM products, top-up cards, and e-vouchers; transactions in the Services category; for diary products for children under 24 months of age;
- b. Transactions that are subject to other promotional programmes and/or promotional codes on Shopee, as determined in accordance with Shopee's rules;
- c. Transactions fulfilled via seller self-deliver;
- d. Transactions that show signs of promotional abuse or that violate Shopee's Community Standards or Policies (as available [here](#)), or that otherwise fail to satisfy the Programme's eligibility requirements.

4.5 How to get the Promotion

Eligible Customers perform the following steps:

- **Step 1:** Log in/register for Partner's membership account.
- **Step 2:** Select products eligible for the Programme Offer(s);
- **Step 3:** Proceed with the purchase.
- **Step 4:** At the checkout/payment step, select payment by HSBC Credit Card to enjoy the Offer. The value of Offer 1, Offer 2, or Offer 3 (if applicable) will be automatically displayed at checkout prior to the Cardholder making the payment instruction

4.6 Eligible Customers may not get the Offer if the allocated number of Offer has been used up. Once the number of Offer allocated during the Promotion period has been used up, the Promotion information will not be displayed at the payment step.

4.7 The Promotion cannot be used with any other product and cannot be exchanged for cash or transferred in any form.

4.8 The Offer Code cannot be re-issued if the order is canceled or returned for any reason.

4.9 Promotion is for retail customers only. HSBC and Partners reserve the right to refuse to apply the Promotion to orders that appear or are proven to be purchased and resold by merchants.

4.10 Eligible Transactions are:

- a. Eligible Transaction is a transaction for orders to purchase for electronic sector distributed by Partners at Shopee Mall on their Sales Channel.
- b. The date and time of the transaction will be based on information stored on HSBC's system.
- c. The successful transaction confirmation message is not valid to confirm that a transaction has been successfully recorded in HSBC's system.
- d. HSBC reserves the right to request for valid documents and clarification from cardholders regarding transaction content, address of the point of sales, as well as financial invoices to prove that it is an Eligible Transaction. HSBC also reserves the right to contact merchants to verify Eligible Transactions. If customer refuses to fulfil the Bank's request or the mentioned documents, or should HSBC verify and find that the transactions do not adhere to what are defined as Eligible Spends, then the Bank shall not include these transactions in the total transactions to be considered for the offers.

4.11 The Cardholder's Card must be in good condition (Card must not be closed, not in a state of late payment, not suspended or not canceled) according to the Bank's decision at the time of making the Eligible Transaction. In case the Card is not in good condition for any reason before and on the day of the Eligible Transaction, the Cardholder will not be eligible to get the offer.

4.12 In case the quantity of promotional goods or services runs out or the goods or services used for Promotion or the amount of evidence to determine winners has been issued, HSBC has the right to terminate the Promotion before the Promotion ended date.

4.13 In case of force majeure, HSBC will publicly notify customers of the Promotion's termination before the ended date. A force majeure event is an objective event that is unpredictable and cannot be overcome despite the application of all necessary and permissible measures. Force majeure events include, but are not limited to, earthquakes, floods, wars, strikes, walkouts, riots, epidemics, quarantines, technical failures, any act of government or government. Any policy that affects the implementation of the Promotion or other objective matters that are unpredictable and cannot be overcome despite the application of all necessary and permissible measures have been taken.

5. The purchasing of product at Partner will follow Partner's Terms and Conditions. For those concerns related to the purchasing at Partner, Cardholder contact Partner for further clarification.

6. For all matters related to the Promotion, please contact HSBC for resolving as .

6.1 Go to the nearest HSBC branch.

6.2 Contact with Customer Service via email direct@hsbc.com.vn or connect via:

- HSBC Premier: (84) 28 37 247 666 (24/7)
- HSBC Cash Back/ Live+/ LiveFree/ TravelOne: (84) 28 37 247 248 (24/7)
- HSBC Contact Center (operate daily from 8AM to 10PM): (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North)

7. HSBC is not the provider of products, goods, services of Partner. Partner is responsible for products, goods, services provided by Partner to customers. 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.
8. These Terms and Conditions shall be applied simultaneously with terms and conditions of General, HSBC Credit Card and HSBC Premier Credit Card Agreement.
9. These Terms and Conditions are subject to changes at any time as HSBC 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.
10. 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.