

TERMS AND CONDITIONS

“SPECIAL PROMOTION WITH HSBC CREDIT CARD AT GOJEK”

(These Terms and Conditions take effect from 18/03/2024)

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 Promotion with HSBC Credit Cards at GoJek” Promotion (“**Promotion**”) is applied at Mobile Application of GoJek (“**GoJek’s App**”) and takes effect from **18/03/2024 to 14/09/2024** (“**Promotion Period**”).

2. The Promotion is applicable for Customer who satisfy all of the following: (“**Eligible Cardholder**” hoặc “**Cardholder**”):
 - 2.1 Cardholder who are holding the following credit cards issued by HSBC (Vietnam) Ltd, (“**HSBC**” hoặc “**Bank**”), as of the following:
 - HSBC TravelOne Credit Card;
 - HSBC Premier World Mastercard®;
 - HSBC Visa Platinum Cash Back Credit Card;
 - HSBC Visa Platinum Online Credit Card;
 - HSBC Visa Classic Livefree Credit Card;(Hereafter known as “**Credit Card**” or “**Card**”).
 - 2.2 Cardholders who are existing members of GoJek’s App managed by GoJek Limited Company (“**GoJek**”).
 - 2.3 Cardholders who meet all terms and conditions of this Promotion.

3. This Promotion shall not apply for :
 - 3.1 By & within Promotion Period, Cardholders have his/her Credit Card is delinquent with fee, balance at HSBC, blocked for any reasons.

4. Detail of Promotion:

4.1 Offer's detail :

Offer	Offer 1	Offer 2																																				
Eligible service	GoCar service on GoJek's App ("GoCar")	GoRide service on GoJek's App ("GoRide")																																				
Promotion Period	From 00:00 AM to 23:59 PM everyday from 18th March 2024 to 14th September, 2024 (" Promotion Day "), based on Vietnam's timezone (GMT+7) and GoJek systems.																																					
Offer detail	Eligible Cardholder will received a Discount 25%, maximum amount VND 40,000 ("Discount Amount") on the value of Trip fee's value from VND 120,000 when using GoCar service on GoJek's App within the Promotion Period	Eligible Cardholder will received a Discount 30%, maximum amount VND 15,000 ("Discount Amount") on the value of Trip fee's value from VND 30,000 when using GoRide service on GoJek's App within the Promotion Period																																				
Discount Quantity	<p>The Offer is only applicable for a number of the earliest Eligible Cardholder to complete payment for Trip Fee using GoCar or GoRide Service on GoJek's App within the Promotion Period from 00:00 AM to 23:59 PM on the last day of each Phrase as of the following :</p> <table border="1"> <thead> <tr> <th>Phrase</th> <th>Phrase period (From...to...)</th> <th>Discount quantity of Offer 1</th> <th>Discount quantity of Offer 2</th> </tr> </thead> <tbody> <tr> <td>Phrase 1</td> <td>18/03 – 31/03/2024</td> <td>VND 23,333,333</td> <td>VND 11,666,667</td> </tr> <tr> <td>Phrase 2</td> <td>01/04 – 30/04/2024</td> <td>VND 46,666,667</td> <td>VND 23,333,333</td> </tr> <tr> <td>Phrase 3</td> <td>01/05 – 31/05/2024</td> <td>VND 46,666,667</td> <td>VND 23,333,333</td> </tr> <tr> <td>Phrase 4</td> <td>01/06 – 30/06/2024</td> <td>VND 46,666,667</td> <td>VND 23,333,333</td> </tr> <tr> <td>Phrase 5</td> <td>01/07 – 31/07/2024</td> <td>VND 46,666,667</td> <td>VND 23,333,333</td> </tr> <tr> <td>Phrase 6</td> <td>01/08 – 31/08/2024</td> <td>VND 46,666,667</td> <td>VND 23,333,333</td> </tr> <tr> <td>Phrase 7</td> <td>01/09 – 14/09/2024</td> <td>VND 23,333,333</td> <td>VND 11,666,667</td> </tr> <tr> <td colspan="2">Total Discount Quantity</td> <td>VND 280,000,000</td> <td>VND 140,000,000</td> </tr> </tbody> </table>		Phrase	Phrase period (From...to...)	Discount quantity of Offer 1	Discount quantity of Offer 2	Phrase 1	18/03 – 31/03/2024	VND 23,333,333	VND 11,666,667	Phrase 2	01/04 – 30/04/2024	VND 46,666,667	VND 23,333,333	Phrase 3	01/05 – 31/05/2024	VND 46,666,667	VND 23,333,333	Phrase 4	01/06 – 30/06/2024	VND 46,666,667	VND 23,333,333	Phrase 5	01/07 – 31/07/2024	VND 46,666,667	VND 23,333,333	Phrase 6	01/08 – 31/08/2024	VND 46,666,667	VND 23,333,333	Phrase 7	01/09 – 14/09/2024	VND 23,333,333	VND 11,666,667	Total Discount Quantity		VND 280,000,000	VND 140,000,000
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Trip fee	Trip Fee is the trip value for which the promotion applies is the total trip value excluding tolls, ferries, parking fees and other costs other than transportation fees.																																					

4.2 How to apply the Offer:

- a) Within the Promotion Period, Cardholder register or log in his/her membership account on GoJek's App.

- b) Cardholder selects GoCar or GoRide service on GoJek App and completes trip booking.
 - c) At the payment step, Eligible Cardholder choose to pay by one of HSBC Credit Card mentioned in Article 2.1 to apply the Offer.
 - d) Eligible Cardholder choose field “Voucher”, select the Offer shown on the Offer list corresponding with Eligible Service and click “Apply”. The Discount Amount of Offer 1 or Offer 2 (if applicable) will be automatically deducted to the final payment amount at the payment step.
- 4.3** Each Cardholder (base on HSBC’s Cust ID or Gojek’s Membership Account) can only enjoy one (01) time of the Offer 1 one (01) time of the Offer 2 in each Phrase specified at Article 4.1 of this Terms and Conditions and within Promotion Period.
- 4.4** The Offer can not be replaced with other products or service, exchanged for cash or transferred in any form.
- 4.5** This Offer is not used in conjunction with other promotional programs, offers, discount cards, vouchers or VIP privileges, unless otherwise stated in a same time, same transaction.
- 4.6** Total budget for this Promotion is VND 420,000,000 (In words: Four Hundred and Twenty Million Vietnam Dong). Eligible Cardholder might not receive the discount if Discount quantity of each Phrase or Total Discount Quantity of the Offer or Total Budget has been used up.
- 4.7** All related information of this Promotion will be fully published on HSBC’s website www.hsbc.com.vn and GoJek’s App from 18th March 2024.
- 4.8** Cardholders who are holding HSBC Credit Card with unactive status should active their Eligible Card before participating this Promotion;
- 4.9** 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.
- 4.10** The Promotion does not apply to transactions that show signs of promotion abuse or violate GoJek's Community Standards or Policies [here](#) or do not meet the Program's requirements.
- 4.11** In case the trip is canceled by the driver or by a system error from GoJek after successful payment, the offer will retain its value for the customer's next use (depending on the remaining Total Discount quantity).

- 4.12** Customers will have to pay all amounts and fees arising from using the services provided by GoJek and pay by one of the prescribed credit cards issued by HSBC;
5. Eligible cardholder will be bound by the Terms and Condition of this Promotion and other CellphoneS's terms and condition published [here](#).
 6. HSBC is not a supplier of GoJek products, goods or services. GoJek is responsible to the Cardholder for products, goods, and services provided by GoJek or its partners. Transactions made on the GoJek App will be subject to GoJek's terms and conditions. For questions related to GoJek purchases, Cardholders should contact GoJek for guidance and resolution.
 7. For all matters related to the Promotion, please contact HSBC for resolution.
 - Go to the nearest HSBC branch.
 - Contact our Contact Center via email direct@hsbc.com.vn or call one of the following numbers:
 - HSBC Premier Customer: (84 28) 37 247 666. *(Operating 24/7)*
 - HSBC Visa Platinum/ TravelOne Credit Cardholder: (84 28) 37 247 248 *(Operating 24/7)*
 - HSBC Personal Banking Customer: (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 daily from 8AM to 10PM for other matters. Personal Banking customers in the Central may call our Contact Center on either the number of the South or the North)*
 8. HSBC has the right to request the Cardholder to provide financial invoices and related documents proving that the Cardholder's transaction is valid. In case the Cardholder cannot prove that the Cardholder's transaction is valid, the Cardholder will not be entitled to enjoy the Promotions of the Program.
 9. In case the quantity of promotional goods or services or goods or services used for promotion runs out, issue all the evidence of winning prizes announced or confirmed by state management agencies. acknowledge that termination of the Program will only be done after HSBC notifies the competent state management agency and must fully ensure the rights of customers who have participated in the program.
 10. For disputes arising related to the Program, GoJek and HSBC will resolve them in the spirit of cooperation with customers. In case the parties cannot reach an agreement, the dispute will be resolved in accordance with Vietnamese law at a competent court.
 11. 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.

- 12.** These Terms and Conditions shall be applied simultaneously with HSBC General Terms and Conditions, HSBC Credit Card and HSBC Premier Credit Card Agreement.
- 13.** These Terms and Conditions are subject to changes at any time as HSBC and Partner may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC and Partner prior to application.
- 14.** 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.