HSBC SPEND INSTALMENT PROGRAMME

TERMS AND CONDITIONS

1. Programme overview

1.1 The HSBC Spend Instalment Programme ("***Programme***") is available to HSBC Primary credit cardholders (the "***Cardholders***") holding a valid credit card issued by HSBC Bank (Vietnam) Ltd. ("***HSBC***" or the "***Bank***").

1.2 The Programme allows Cardholders to convert eligible retail purchase transactions made on their primary or supplementary HSBC credit cards into instalments, subject to applicable fees and/or interest and HSBC's review and approval.

2. Details of Programme:

2.1 Cardholders can request instalment for the transactions which they would like to via:

2.1.1 HSBC Vietnam Mobile Banking App;

2.1.2 Contact Center; or

2.1.3 the OTP page of participating 3DS merchants.

2.1.4 SMS with the defined syntax by HSBC or form on website.

2.2 Eligible Transactions

2.2.1 Retail purchase transaction(s) made using an HSBC credit card that meet the eligibility criteria under these Terms and Conditions and are approved by HSBC for conversion into instalments

2.2.2 Minimum amount per transaction: VND 2,000,000.

2.3 Ineligible Transactions

2.3.1 The Programme does not apply to the following transactions:

a) unposted transactions.

b) refunded or cancelled transactions.

c) annual fee.

d) cash advance;

e) service charge;

f) finance charge;

g) online bill payments for any banking and credit card services;

h) transactions with other financial institutions; and

i) online bill payments via HSBC Online Banking or the HSBC Vietnam Mobile Banking App.

j) transactions relating to other promotion-restricted products, services;

k) transactions relating to gambling and other illegal activities.

2.4 Eligibility criteria and limits

2.4.1 Instalment on HSBC Vietnam Mobile Banking App:

a) Transactions must either (i) appear on the latest HSBC credit card statement; or (ii) be posted on HSBC's system but not yet billed in a statement.

b) Up to 10 transactions can be converted per request on HSBC Vietnam Mobile Banking App.

c) A maximum of 97 Spend Instalment Plans can be placed under the Programme. Only the latest 30 plans are visible in the HSBC Mobile Banking App.

2.4.2 Instalment on OTP page of 3DS merchants:

a) A request may be submitted by either the Primary credit cardholder or a Supplementary credit cardholder. If the request is submitted by a Supplementary credit cardholders, we will notify the Primary credit Cardholders.

b) Cardholders may select any Instalment tenor shown on OTP page of participating 3DS merchants. This transaction might be approved or declined. Only approved and eligible transactions can be converted into instalment, subject to HSBC's review and approval.

c) For foreign currency transactions, the instalment plan is based on the VND-converted amount shown on the credit card statement. The final monthly repayment amount (including any applicable monthly interest) may differ from the amount shown on the request page due to FX fluctuation between the authorization amount & posted amount (settlement).

2.5 Selection of instalment option

2.5.1 Cardholders may convert a transaction into instalments by selecting a preferred instalment tenor on the relevant screen and submitting the request.

2.5.2 Cardholders should not select an instalment conversion option if they do not wish to convert to instalments or have already selected an instalment plan offered by the merchant.

2.6 Fees, interest, and foreign currency transactions

2.6.1 A Conversion/Processing fee (if applies) will be charged once in the first month upon HSBC's approval. The fee will be billed in the credit card statement after successful conversion and is non-refundable

2.6.2 Monthly interest (if any) is calculated monthly as a percentage of the original converted amount until the instalment tenor ends. The specific fees are set out in the current HSBC Credit Card Service Fee Schedule.

2.7 Monthly repayment and minimum payment

2.7.1 The approved converted amount will be divided into equal monthly instalments.

2.7.2 The final monthly repayment amount (including any applicable monthly interest) will be posted as a regular transaction each month and will form part of the total minimum payment due.

2.7.3 If the Cardholder fails to pay the statement balance in full by the payment due date, finance charges will apply.

2.8 Changes, cancellation, and early repayment

2.8.1 Cardholders cannot change, cancel or terminate the installment once successfully registered.

2.8.2 The Conversion/Processing fee will not be refunded under any circumstances.

2.8.3 Cardholders are not allowed to cancel or early pay for the outstanding instalment balance of this Programme.

2.9 **Rewards**

2.9.1 HSBC Reward Points/Cash Back will not be awarded for transactions converted to instalments under the Programme.

2.9.2 If Reward Points/Cash Back have already been credited in respect of a transaction prior to its conversion into instalments, HSBC reserves the right to reverse and/or claw back such Reward Points/ Cash Back (in whole or in part) in accordance with HSBC's applicable rewards terms and conditions.

2.10 HSBC's discretion and rejection rights

2.10.1 HSBC may revise instalment tenors, fees, and applicable rates from time to time at its discretion and Cardholders should refer to HSBC's website for the most up-to-date details.

2.10.2 HSBC may decline the request if, at the time the fee is charged, the credit card account has exceeded its credit limit, is overdue/has late payment, is blocked, or has been closed.

2.10.3 Each application is subject to HSBC's approval, and HSBC reserves the right to determine at its discretion whether any given transaction qualifies as an Eligible Transaction. HSBC reserves the right to accept or decline any application/registration for the Instalment without providing reason.

2.10.4 HSBC reserves the right to terminate one or all of the instalment plans under the Programme if the relevant HSBC credit card account is not maintained in good standing at HSBC and other banks or not conducted in a proper or satisfactory manner as determined by HSBC at its discretion.

2.10.5 In the event of a technical error, system incident, or other force majeure events (being events beyond HSBC's reasonable control, including but not limited to natural disasters, war, epidemics/pandemics, changes in law, or third-party incidents), HSBC will not be liable for any losses arising from the inability to process an instalment request or from any delay to a transaction, unless such losses result from HSBC's willful misconduct or gross negligence.

2.11 Consent

By selecting an instalment option and submitting the request, the Cardholders confirms that they have read and agree to these Terms & Conditions and understand that the request is subject to HSBC's review and approval. The Cardholder also confirms that the information provided is accurate and complete.

3. General Terms:

3.1 In case of any dispute arising out of or in connection with this Programme, 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.

3.2 Together with these Terms & Conditions, customers also agree with the other Terms and Conditions as below:

a) Credit Card Cardholder Agreement

b) Terms and Conditions of HSBC Vietnam Mobile Banking app

c) Terms & Condition of Installment At Merchants Of Your Choice with HSBC Credit Card.

3.3 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 HSBC's website prior to application.

3.4 These Terms and Conditions are in Vietnamese and English. In the event of any discrepancy between English and Vietnamese, the Vietnamese version shall prevail.