

## TERMS AND CONDITIONS

# **“WELCOME OFFERS FOR APPLYING HSBC CREDIT CARD – QUARTER 3/2022”**

*(This Terms and Conditions takes effect from 01 July 2022)*

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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 this Terms and Conditions.

1. The Promotion of **“Welcome Offer for Applying HSBC Credit Card – Quarter 3/2022”** (**“Promotion”**) is applied for Credit Card online application via <https://card.apply.hsbc.com.vn/promotion-apply-credit-card-HSBC/en> and Credit Card paper application in all transaction offices and branches of **HSBC Bank (Vietnam) Ltd. (“HSBC” or “The Bank”)**. **The Promotion** takes effect from 01 July 2022 to 30 September 2022 (**“Promotion Period”**)
  
2. This Promotion is applicable for customers who satisfy any and all the following conditions:
  - 2.1 Customers who submit **new HSBC Primary Credit Card (“Card”)** which is issued by **HSBC** within the **Promotion Period**, including:
    - a. HSBC Visa Platinum Credit Card
    - b. HSBC Visa Cash Back Credit Card
    - c. HSBC Visa Classic Credit Card
  - 2.2 Customers who satisfy the spending target defined in the following Terms and Conditions;
  - 2.3 Customers who satisfy the Terms and Conditions of the Promotion;Customers who satisfy all the above conditions hereinafter called the **“Eligible Customers”**
  
3. **This Promotion shall not apply for**
  - a. HSBC Premier World Mastercard®
  - b. HSBC Business Credit Card
  - c. HSBC Staff Credit Card

- d. Existing HSBC Primary Cardholder and/or perform any upgraded or downgraded from existing Credit Card during the promotion period.
- e. Customers who have applied for new HSBC Credit Card within twelve (12) months from the cancellation date of any HSBC Credit Card types listed in item 2 & 3 of this Terms (not including HSBC Supplementary Credit Card and HSBC Business Credit Card) and Condition as recorded by HSBC's system.

#### 4. Details of the program

##### 4.1 Promotion Program: from 01 July 2022 to 30 September 2022

- ✓ Application date: from 01 July 2022 to 30 September 2022 (both days inclusive)
- ✓ Approval date: from 01 April 2022 to 15 October 2022 (both days inclusive)

##### 4.2 Offer details:

###### ❖ For HSBC Visa Platinum Credit Card & HSBC Visa Cash Back Credit Card:

- a. Eligible Customers who open HSBC Visa Platinum Credit Card & HSBC Visa Cash Back Credit Card will receive the promotion offer if they satisfy all of the following conditions:
  - Having from 03 Eligible Purchases with total amount from VND 5,000,000 and above within the Promotion Period; and
  - Eligible Purchase Transactions must be made and recorded in HSBC system within 60 days of the card issuance date.
- b. Promotion offer:
  - Free first-year Annual Fee for Primary cards, value VND 800,000; and
  - Cashback VND 1,000,000

###### ❖ For HSBC Visa Classic Credit Card

- a. **Promotion offer:** Eligible Customers will get
  - i. Offer 1: Cashback VND 100,000 when having at least 3 Eligible Purchases within 60 days of card issuance date.
  - ii. Offer 2: Interest rebate for the first 3 statements of the credit cards.
- b. **Conditions for the interest rebate:**
  - The amount of interest to be reversed is the net interest that the customers actually pay in the first 3 statements of the credit cards
  - The net interest will be calculated as follows:  
*Net interest = Interest generated at the beginning of the period – Interest waiver during the period (if any)*

- Eligible Customers will not receive the interest rebate if there is no interest generated in the first 3 statements.
- Eligible Customers must pay at least the Minimum Payment Due amount by the due date in the monthly credit card statements to avoid Late Charge Fees and impact credit history record.
- After the promotion period, customers need to pay all of the outstanding balance by due date of the 3<sup>rd</sup> statement to avoid interest in the 4<sup>th</sup> statement.

**c. Examples on interest rebate:**

Assume the information on the monthly statements as follows:

	<b>1<sup>st</sup> statement</b>	<b>2<sup>nd</sup> statement</b>	<b>3<sup>rd</sup> statement</b>	<b>4<sup>th</sup> statement</b>
Statement date	07 July 2022	07 August 2022	07 September 2022	07 October 2022
Payment due date	01 August 2022	01 September 2022	01 October 2022	01 November 2022
Statement balance	VND 1,000,000	VND 1,500,000	VND 2,500,000	VND 3,500,000
Total outstanding balance	VND 2,000,000	VND 3,000,000	<b>VND 4,000,000</b>	VND 5,000,000
Minimum payment	VND 50,000	VND 75,000	VND 125,000	VND 175,000
Interest charge (if only minimum payment is paid)	-	<b>VND 60,000(*)</b>	<b>VND 70,000</b>	<b>VND 80,000</b>

(\*) This amount includes the interest of VND 20,000 for all transactions of the 1<sup>st</sup> statement and the interest of VND 40,000 for all transactions of the 2<sup>nd</sup> statement.

- Example 1:
  - If Eligible Customers pay at least the minimum payment on the monthly statements, total interest rebate is: VND 60,000 + VND 70,000 = VND 130,000.
  - The interest of VND 80,000 in the 4<sup>th</sup> statement is not in scope of this promotion program of interest rebate. To avoid such interest, customer need to pay the total outstanding balance of VND 4,000,000 by the payment due date of the 3<sup>rd</sup> statement on 01 October 2022.
- Example 2:
  - If Eligible Customers pay all the statement balance of the monthly statements, no interest is generated. Therefore, no interest will be reverted.

### 4.3 Fulfillment timeline:

	<b>Phase 1</b>	<b>Phase 2</b>	<b>Phase 3</b>
Application date	01 July 2022 – 30 September 2022 (both days inclusive)		
Approval date	From 01 July 2022 to 31 July 2022 (both days inclusive)	From 01 August 2022 to 31 August 2022 (both days inclusive)	01 September 2022 – 15 October 2022 (both days inclusive)
Promotion fulfillment timeline	31 October 2022	30 November 2022	15 January 2023

## 5. Promotion condition

### 5.1 Eligible Purchases:

- a. Eligible Purchase Transactions: are legal transactions in accordance with Vietnamese law, which are made by HSBC credit cards and transacted via POS machine or payment gateway registering with Card Association. Eligible Purchase Transactions do not include the transactions of card activation, transfer, cash advance in any channels (at the counter, at the ATM, or at POS machine...), E-wallet top-up, gambling, HSBC fee & charge payment, bill payment service via HSBC Online Banking or HSBC Mobile.
- b. Date & time of the transactions shall be based on HSBC records;
- c. Transaction notification SMS is not considered as a confirmation of card transactions being posted on HSBC system.
- d. The Bank reserves the right to request for valid documents and clarification from the cardholders regarding to the transactions, address of the point of sales as well as the financial invoices in order to prove that they are Eligible Purchase Transactions. The Bank also reserves the right to contact the merchants to verify any suspicious transactions. If customer refuses to fulfil the Bank's request, or should the Bank verify that the transactions are not Eligible Purchase Transactions as defined, the Bank shall not count these transactions in the total Eligible Purchase Transaction to be considered for the promotion.
- e. Any cancelled, disputed, illegal and/or reversed transaction amount which is recorded during or after the Promotion Period will be deducted from the total Eligible Purchase Transactions. HSBC reserves the right to deduct the prize amount from the customer 's account. The deducted amount shall be shown on the next Credit Card statements of Eligible Customers.

f. Eligible Purchase Transactions do not include the transactions related to alcohol, cigarette, lottery, medicine, milk, health check service at public hospital, public school and other restricted service and products in accordance with prevailing regulations.

5.2 HSBC will credit the cash back amount to Primary Credit Card account of Eligible Cardholders after customers qualify the spending condition defined in the Terms & Conditions. This cash back amount shall be shown on the next Credit Card statements after the reward fulfilment.

5.3 After the reward is fulfilled to the Eligible Customers, should the Eligible Purchase Transactions are cancelled or refunded, HSBC reserves the right to deduct the prize from the customer 's account. The deducted amount shall be shown on the next Credit Card statements of Eligible Customers.

## 6. General terms

6.1 If customer is holding more than one (01) HSBC Credit Card, Cardholder will only receive the highest prize of each offer during the promotion.

6.2 Each Eligible Customer will only receive maximum one (01) offer during the promotion.

6.3 If new Cardholders upgrade or downgrade the Credit Card during the promotion period or at the time of the promotion result announcement, Credit Cardholder will receive the prize of upgraded or downgraded card only.

6.4 If the Cardholders have any disputes relating to the process or result of the promotion, they must inform HSBC within 30 days from the announcement day or reward date as regulated in Article 5.1. After this timeline, any queries or disputes will not be handled.

6.5 This promotion cannot be used in conjunction with any other Card acquisition promotions applied by HSBC in the same period.

6.6 Cardholder will be disqualified if the below events happened before or at the time of the promotion result announcement:

- ✓ Submits a card cancellation request or has cancelled his/her Credit Card; or
- ✓ Has his/her HSBC Credit Card cancelled by HSBC; or
- ✓ Make late payment for any bank fees, or does not pay at least the minimum payment due as shown on the monthly statements; or
- ✓ Be delinquent on any products with HSBC.

6.7 Cardholder may check their transactions posted in their Credit Card account via HSBC Online Banking service or contact HSBC's hotline.

- 6.8** Full details of this Promotion shall be announced on HSBC's website ([www.hsbc.com.vn](http://www.hsbc.com.vn)), at branches and transaction offices of HSBC.
- 6.9** In case of any queries, complaints, customers can contact by one of the following channels for further support.
- a.** Any HSBC Branch or Transaction office.
  - b.** HSBC 's contact center via mail box [direct@hsbc.com.vn](mailto:direct@hsbc.com.vn) or via call:
    - ✓ HSBC Premier: (84) 28 37 247 666 (24/7);
    - ✓ Platinum Credit Cardholder: (84 28) 37 247 248 (24/7);
    - ✓ Personal Banking: (84) 28 37 247 247 (South); (84) 24 62 707 707 (North) (Operating 24/7 for lost or stolen card or token, dispute transactions or card related complaints, and from 8:00 am to 10:00 pm daily for other matters)
- 6.10** 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.
- 6.11** The Terms and Conditions of this Promotion shall be applied simultaneously with the HSBC Credit Card Cardholder Agreement, HSBC General Terms and Conditions and eligibility requirements of Credit Card in accordance with HSBC's policy.
- 6.12** This Terms and Conditions is 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.
- 6.13** 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.