

TERMS AND CONDITIONS
“SPECIAL OFFER AT SENDO
WITH HSBC CREDIT CARDS”

(This Terms and Conditions takes effect from 15 October 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 **“Special Offer at Sendo on HSBC Credit Card”** Promotion (the **“Promotion”**) is applicable at Sendo and takes effect from **15 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 cardholders who are holding the following credit cards issued by HSBC Bank (Vietnam) Ltd. (**“HSBC”** or **“Bank”**) in Vietnam:

- HSBC Premier World Mastercard® Credit Card
- HSBC Visa Platinum Credit Card
- HSBC Visa Cash Back Credit Card
- HSBC Visa Classic Credit Card

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

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”):

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

- Applicable from **12:00 PM to 11:59 PM** on **Friday, Saturday and Sunday** every week (**“Promotional Day”**) during the Promotion Period, based on Vietnam Time GMT+7 and Sendo system
- Applicable for the **first 50 Eligible Cardholders** on each Promotional Day.

4.2 How to enjoy the Offer:

- The Eligible Cardholder must sign in to their Sendo accounts or create a new account
- Collect voucher 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 Eligible Cardholders may not receive the Offer if the each Offers allocated for each Promotional Day runs out.

4.4 Discount Applicable 1 time/ Promotion Week/ Eligible Cardholder

4.5 Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn) , and Sendo from 15 October 2021 onwards.

4.6 The Offer cannot re-applied if your bill cancelled or exchanged in any way

4.7 Promotion cannot be replaced with any other products or exchanged for cash.

4.8 Not Applicable for Categories: Convenience, Travel, Voucher of Service, E-Voucher and delivery by shop

4.9 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.

4.10 The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion and Terms and Conditions of Sendo.

4.11 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 (operate daily from 8AM to 10PM): (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North)

4.12 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.**
- 8.** These Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.

9. 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.