

TERMS AND CONDITIONS

“EXCLUSIVE PRIVILEGE FOR HSBC PREMIER CUSTOMERS” PROGRAMME

Customer is advised to note that participating in the programme shall mean that Customer has read, understood and accepted these Terms and Conditions.

1. PROGRAMME INFORMATION

- 1.1. The “Exclusive Offer for HSBC Premier Customers” (“**Program**”) is available for all branches of HSBC Bank (Vietnam) Ltd. (“**HSBC**” or “**The Bank**”) at Ho Chi Minh City, Binh Duong, Hanoi and Da Nang, taking effect from **25 May 2023 until further notice**. (“**Program Period**”).
- 1.2. HSBC employees are not allowed to participate in this Program.
- 1.3. HSBC Premier World MasterCard® credit cardholders, who refuse the reward, submit a cancellation request or the card is cancelled due to any reason, will be disqualified.
- 1.4. The Program applies to the following customers: (i) Existing Premier customer of HSBC (“**Existing Premier Customer**”); and (ii) meet the conditions of the Program during the program period (hereinafter collectively referred to as “**Eligible Customers**”).

2. PROGRAMME DETAILS

- 2.1 Program conditions
 - 2.1.1 An individual customer, who:
 - a) is successfully identified as an existing Premier Customer with a Premier Account; and
 - b) Also an active primary HSBC Premier World MasterCard® Credit Card; and
 - c) Qualifies Premier Total Relationship Balance (“**TRB**”) qualification with the average TRB in the quarter of at least VND 1 billion or foreign currency equivalent at board rate.
 - 2.1.2 TRB of at least 1 billion VND or foreign currency equivalent, which may include customer deposits at HSBC (minimum VND 700 million), Life Insurance & Mutual Funds referred by HSBC. The Life insurance (LI) policy must remain valid and active at the time of TRB assessment.

2.2 Offers:

2.2.1 Eligible Customers will receive 01 redemption code for complimentary green fee at applicable golf course/quarter (“**Golf Privilege**”), and 01 redemption code for complimentary fast track service at applicable airports/quarter (“**Fast Track Privilege**”)

2.2.2 General terms of Offers

- a) For Joint Account, for both demand deposit account and Term Deposit account, the offer will be applied to main account holder only during the Program Period
- b) Customer must maintain the minimum average Total Relationship Balance of VND 1billion in the quarter, or foreigner currency equivalent, in the quarter in accordance with the Program conditions to enjoy the offers.
- c) This program shall not be combined with other promotions. In the event where there’s more than one (01) promotion being held for the same product, Customer has the right to choose the promotion which Customer would like to join.

2.2.3 To redeem the code, Eligible customers must contact HSBC Premier Concierge (24/7) at (084 28) 3824 0503 subject to followed term and conditions.

2.2.4 The Bank will notify redemption code(s) to eligible customers through their registered email address, with the Bank, by 25th of the first month of each quarter. The first notification EDM will be sent out on 25th of July 2023.

2.2.5 The Bank is not responsible for the failure of the notice, if the Customer has not provided or updated their correct email address.

2.2.6 Redemption codes are non-transferable nor exchangeable between privileges nor converted to cash. All codes will expire after 90 days, from the issuance date.

2.3 Offer redemption process:

2.3.1 **Golf Privilege:** Applied for participated golf course as defined in Appendix A (“**List of Participating Golf Courses in the Program**”) of this T&C.

- a) The face value of the redemption code is equivalent to the published price of green fee for one (01) player at **The Participating Golf course in the Program** at time of booking
- b) Advanced booking is required to utilize the golf privilege: at least 3 days prior to the playing time.

- c) Booking is only to be done via calling HSBC Premier Concierge (24/7), as mentioned in article 2.2.3. Eligible customers cannot utilize the complementary green fee if booked directly with the golf course.
- d) Acceptance/change of golf booking is at the discretion of **The Participated Golf course in the Program** and is subject the availability of tee.
- e) Eligible customer(s) are required to make payment by HSBC Premier Visa Platinum Debit Card or HSBC Premier World MasterCard® for (but not limited) green fee of guests (if any), other fees including but not limited to buggy, caddie, locker, and insurance in accordance with regulations of **The Participated Golf course in the Program**.
- f) Cancellation or amendment must be made via HSBC Premier Concierge (24/7), as mentioned in article 2.2.3 and minimum 72 hours prior to tee-off time. Cancellation or amendment made within 72 hours prior to tee-off time or No show shall be counted as a completed redemption.
- g) Maximum 2 times of amendment to a confirmed booking made no later than after 72 hours prior to tee- off time shall be acceptable. Amendment includes change of tee-off time/date and/or change in number/names of guests
- h) There will be no rain check.
- i) The Golf Privilege is not applicable to redeem during Vietnam ‘s official public holidays
- j) HSBC is not a golf service provider; customer must comply with each Golf Course’s Terms and Conditions of Service Use. For any questions or complaints related to this service, Eligible customers need to contact each of the Golf Course directly for solution.

2.3.2 Fast Track Privilege: Applied for participated airport as defined in Appendix B (“**List of Participating Airports in the Program**”) of this T&C.

- a) The redemption code is valid for a complimentary ‘fast track’ service at **The Participating Airports in the Program**, including but not limited to, support of customer clearance, private access to priority lines, assistance with luggage and escort service to the car or departure gate.
- b) Advanced booking required: at least 24 hours for domestic flight and at least 72 hours for international flight prior to the schedule meeting time.

- Issued by HSBC Bank (Vietnam) Ltd.

- c) Booking is to be done via calling HSBC Premier Concierge (24/7), as mentioned in article 2.2.3. Eligible customers will not be granted access rights to fast track service at participated airport when booking directly with the airport.
- d) Amendment and cancellation must be made via HSBC Premier Concierge (24/7), as mentioned in article 2.2.3 and minimum 72 hours before the schedule meeting time shall be acceptable.
- e) In any circumstance of amendment or cancellation because of the airline company, booking shall not be count as a completed redemption if Eligible customer could provide the related document shown that the amendment or cancellation from the airline company. In case Eligible customer would like to arrange the schedule meeting again, it requires at least 72 hours to re-arrange and subject to the availability of the service.

2.4 Other provisions:

- 2.4.1 The redemption code(s) will be invalid after expiration date.
- 2.4.2 If customers have any concerns relating to the Program, they can contact HSBC Premier Customer Services Hotline via (84)28 37 247 666 or customer's Premier Relationship Manager for further assistance.
- 2.4.3 The decision of HSBC on all matters relating to the Program are final, conclusive, and binding and no notification will be sent to customer.
- 2.4.4 The Terms and Conditions of this Program can be changed from time to time at HSBC's discretion. Changes, including decision on program termination (if any), will be notified, registered in accordance with the law and updated on HSBC's website before the effective date.
- 2.4.5 HSBC is not a product/service provider. These products/services are provided by the respective providers under such terms and conditions as determined by that provider. And HSBC accepts no liability whatsoever in connection with such products/services. The products/services are not certified by HSBC and under no circumstances should any product/service be included in this Program will be construed as an endorsement or recommendation of the product/service by HSBC.
- 2.4.6 Inquiries and complaints related to products and services offered in the Program will be addressed in accordance with the provisions of the supplier of that product or service.

- Issued by HSBC Bank (Vietnam) Ltd.

- 2.4.7 For disputes arising in connection with the Program, HSBC will resolve in the spirit of cooperation with customers. Any dispute remaining unsolved will be settled in accordance with the laws of Vietnam.
- 2.4.8 The terms and conditions of the Program shall be governed by the provisions of Vietnamese law. These Terms and Conditions are made in English and Vietnamese. In case of discrepancies between the English and the Vietnamese versions of these terms and conditions, the Vietnamese version shall prevail.

APPENDIX A: LIST OF PARTICIPATED GOLF COURSE IN THE PROGRAM

No.	Golf Clubs	Address
Southern Vietnam area		
1	Royal Golf Club	Đông Sơn, Tam Điệp, Ninh Bình
2	FLC Samson Golf Links	Đường Thanh Niên, Street, Quảng Cư TP Sầm Sơn, Thanh Hóa
3	FLC Halong Bay Golf Club	Đường Nguyễn Văn Cừ, Phường Hồng Hà, TP. Hạ Long, Quảng Ninh
4	Chi Linh Star Golf Club	Đường Thái Học, Chí Linh, Sao Đỏ, TP Hải Dương
5	Dai Lai Golf Club	Ngọc Thanh, Phúc Yên, Vĩnh Phúc
6	Vinpearl Golf Hai Phong	Đảo Vũ Yên, Đường Nguyễn Bình Khiêm, Phường Đông Hải 2, Quận Hải An, TP. Hải Phòng
7	Stone Valley Golf	Đường Nguyễn Du, Ba Sao, Kim Bản, Hà Nam
8	Amber Hills Golf	Tiên Phong, Yên Dũng, Bắc Giang
Central Vietnam Area		
1	FLC Golf Links Quang Binh	Hải Ninh, Quảng Ninh, Quảng Bình
2	FLC Golf Links Quy Nhon	Bãi biển Cát Tiên, Nhơn Lý, Quy Nhơn, Bình Định
3	KN Golf Links Cam Ranh	Bãi Dài, Cam Nghĩa, Cam Ranh, Khánh Hòa
4	Vinpearl Nam Hoi An Golf Links	Bình Minh, Thăng Bình, Quảng Nam
5	Vinpearl Golf Nha Trang	Đảo Hòn Tre, Vĩnh Nguyên, Nha Trang
6	Laguna Lang Co Golf	Lộc Vĩnh, Phúc Lộc, Thừa Thiên Huế
Northern Vietnam Area		
1	Vietnam Golf & Country Club	Đường Hữu Nam, Long Thạnh Mỹ, Quận 9, TP Thủ Đức, TP. HCM
2	Long Thanh Golf Club	Phước Tân, Long Thành, TP Biên Hòa, Đồng Nai

3	Bo Chang Dong Nai Golf Resort	Quốc Lộ 1A, Trảng Bom, Đồng Nai
4	Taekwang Jeongsan Golf	Nhơn Trạch, Đồng Nai
5	Sea Links Golf Phan Thiet	Nguyễn Thông, Mũi Né, TP. Phan Thiết, Bình Thuận
6	Sacom Tuyen Lam Golf	Khu 7&8, Khu Du lịch hồ Tuyền Lâm, Phường 3, TP. Đà Lạt, Lâm Đồng
7	Vinpearl Golf Phu Quoc	Gành Dầu, Đảo Phú Quốc, Kiên Giang

*** List of participants Golf Clubs is subjected to change without prior notice

APPENDIX B: LIST OF PARTICIPATED AIRPORTS IN THE PROGRAM

No.	City	Airport	IATA Code
Applicable for International Flight			
1	Ho Chi Minh	Tan Son Nhat International Airport	SGN
2	Ha Noi	Noi Bai International Airport	HAN
Applicable for Domestic Flight			
1	Ho Chi Minh	Tan Son Nhat International Airport	SGN
2	Ha Noi	Noi Bai International Airport	HAN
3	Da Nang	Da Nang International Airport	DAD
4	Cam Ranh	Cam Ranh International Airport	CXR