

TERMS AND CONDITIONS**“SPECIAL OFFERS WITH HSBC PREMIER WORLD MASTERCARDS”***(This Terms and Conditions takes effect from 01 December 2020)*

Customers are advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program means that Customer has read, understood and accepts these Terms and Conditions.

1. The “**Special Offers with HSBC Premier World MasterCard**” Promotion (the “**Promotion**”) takes effect from **01 December 2020 to 28 February 2021** (the “**Promotion Period**”)

2. This Promotion is applicable for customers who satisfy all the following conditions: (“**Eligible Customer**” or “**Eligible Cardholder**” or “**Cardholder**”)

2.1 Promotion is applicable for HSBC cardholders who are holding the HSBC Premier World MasterCard (“**Card**”) issued by HSBC Bank (Vietnam) Ltd. (“**HSBC**” or “**Bank**”) in Vietnam:

2.2 Cardholder spends during Promotion period on the Card and satisfy all conditions stated in Clause 4.

Cardholder receives email invitation to join the Promotion from HSBC and completes registration by sending SMS with syntax: **HSBC_PR** to 6067

2.3 Cardholders will not be eligible for this Promotion if his/her Credit Card is delinquent, blocked.

3. The Promotion is not applicable for HSBC Corporate Credit Card.

4. Details of the Promotion:

4.1 Offer details:

- The E-voucher below will be given to the Eligible Cardholder with the earliest eligible total spend (“**Eligible Spend**”) as specified in clause 4.2 below during the Promotion Period.

| Cardholder’s Total spend during Promotion Period | Total number of vouchers | Park Hyatt or Sofitel Metropole voucher value (**) |
|---|---------------------------------|---|
| VND 100,000,000 | 50 | VND 2,309,000 |
| VND 300,000,000 | 40 | VND 6,927,000 |
| VND 600,000,000 | 25 | VND 11,545,000 |
| VND 900,000,000 | 5 | VND 18,472,000 |
| VND 1,200,000,000 | 5 | VND 115,450,000 |

(*) Please refer to Appendix for offer details

- Each Eligible Cardholder can only receive reward once during the Promotion Period

4.2 Eligible Spend (the “Eligible Spend”):

- Transactions done on HSBC Premier World MasterCard during the promotion period and posted on HSBC system no later than 07/03/2021 will be considered; and
- Eligible Spends do not include credit card activation, cash advances, transactions including but not limited to gambling, cash withdrawal at a branch counter, Automatic Teller Machine (ATM) or at POS or other withdrawals in any other forms, fee payment transaction for HSBC or monthly installment payments. Eligible Spends do not include the transactions relating to alcohol, cigarette and other promotion-restricted products. Eligible purchase transactions do not include the transactions relating to alcohol for customers under 18 years old.

5. E-voucher(s) terms and conditions:

- 5.1 **Eligible Cardholder** will receive Park Hyatt/ Sofitel Metropole e-voucher with value as offered in the invitation email.
- 5.2 The e-voucher(s) will be sent by email to Eligible Cardholder to his/her registered email address which is recorded on HSBC's system. E-voucher will not be changed after it is shared.
- 5.3 Each e-voucher has a validity of one (01) year from the issuance date and cannot be exchanged to cash or refunded.
- 5.4 The date of validity will be provided in the email sent to the Eligible Cardholder.
- 5.5 The e-vouchers will be invalid after expiry date and cannot be extended.
- 5.6 Eligible Cardholders will be bound by the Terms and Conditions of the hotel for e-voucher's usage.
- 5.7 HSBC is not the supplier of the services. After collecting reward gift, Cardholders must directly contact HSBC if they have any inquiries, Bank will cooperate with each partner to support customer.

6. General terms:

- 6.1 Cardholder needs to send SMS registration only one (01) during Promotion Period but no later than **31/01/2021**. Cardholder will receive response SMS from HSBC after registering successfully. In case Cardholder does not receive the response SMS, please contact HSBC Contact Center hotline for further supporting.
- 6.2 SMS registration must be sent from customer's registered mobile phone number which is recorded on HSBC system. If customer changed/updated mobile phone number during the Promotion Period, he/she would be required to send SMS registration again with updated mobile phone number.
- 6.3 HSBC has the right to reject SMS registration if:
 - Cardholder's mobile phone number is registered/updated on HSBC system.
 - Cardholder sends wrong SMS syntax
 - The first registration SMS is received after **31/01/2021**

6.4 HSBC will consider the transaction date and posted date as recorded by HSBC's system and shown on credit card statements of cardholders to define the Eligible transactions.

Notice: The SMS notification about the transaction completion does not mean that the transactions posted in HSBC system.

6.5 Cancelled/ reversed transactions within or after the Promotion Period will be excluded from the Eligible Transactions. HSBC reserves the right to deduct the reward amount once cancellations and total Eligible Spending does not meet any requirements of Article 4.1 above. To avoid misunderstanding, Bank will provide another E – voucher corresponding to total Eligible Spending after eliminating the above transactions, if any.

6.6 Eligible Transactions can be made by Primary Credit Cardholders and/or Supplementary Credit Cardholders. However, the e-voucher will be sent to the Primary Cardholder's email address with timeline below:

| | |
|--|-------------------------|
| Transaction date | 01/12/2020 – 28/02/2021 |
| The last date of recording Eligible transaction on HSBC system is no later than | 07/03/2021 |
| Rewards no later than | 07/04/2021 |

6.7 E-voucher must be kept confidential by Cardholder. The Cardholder should not keep any written record of E – voucher in any place or manner, which may enable a third party to use the voucher.

The Bank is not responsible in case of disclosure E - voucher and other third parties use.

7. Eligible Cardholders are excluded from receiving the reward if the Eligible Cardholder is in the process of closing his/her HSBC Credit Card before/on the date the reward is sent to the Eligible Cardholders or if his/her HSBC Credit Card is in delinquent status.

8. Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn) from 01/12/2020 onwards.

9. Other matters relate to Promotion, please contact HSBC for resolving.

HSBC Premier Contact Center: +84 28 37 247 666 (operating 24/7)

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.

11. These Terms and Conditions shall be applied simultaneously with terms and conditions of HSBC Premier World MasterCard Cardholder Agreement.

12. These Terms and Conditions are subject to changes at any time as HSBC and supplier may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC prior to application.

13. These 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.

APPENDIX

OFFER DETAILS FOR HSBC PREMIER WORLD MASTERCARD

1. Offers at Park Hyatt Saigon Hotel

| No | Proposed Gift | Offer | Unit Cost (VND) |
|----|-------------------------------------|--|-----------------|
| 1 | Dining/ Take - away gift from Hyatt | Bespoke 3 course Set Menu for Lunch or Dinner at Opera including 2 glasses of wine | 2,309,000 |
| 2 | Deluxe Sunday Brunch | Sunday brunch for 2 persons including free flow Premium Prosecco and wines & luxury return transfer | 6,927,000 |
| 3 | Platinum Sunday Brunch | Sunday brunch for 2 persons including free flow Champagne and wines, Caviar served with traditional condiments & luxury return transfer | 11,545,000 |
| 4 | Deluxe Staycation | <ul style="list-style-type: none"> • One night stay in a Deluxe King Room including breakfast for two • A bottle of Premium Prosecco • Complimentary non-alcoholic minibar items • Two 90 minute massages at Xuan Spa • A three course dinner at Spare One restaurant for two persons including two glasses of wine • 11am early check-in with 5pm late check-out • Luxury return transfers | 18,472,000 |
| 5 | Ultimate Staycation | <ul style="list-style-type: none"> • One night stay in the Presidential Suite including breakfast for two (Opera or Room Service) • A bottle of Veuve Clicquot Brut Champagne • Complimentary minibar • 3 hour Xuan Spa experience including signature massage, facial and body treatment for 2 persons • A Presidential Dining experience for 6 persons including 5 course bespoke menu designed by Executive Chef Heath Gordon with paired wines. Complimentary luxury transfers for guests attending (6 return transfers total) • A High tea experience including two glasses of Dom Perignon Champagne served in the Park Lounge for 2 persons • 11am early check-in with 5pm late check-out • Luxury return transfers | 115,450,000 |

2. Offers at Sofitel Metropole Ha Noi Hotel

| No | Proposed Gift | Offer | Unit cost (VND) |
|----|---|---|-----------------|
| 1 | Dining Gifts from Metropole for 2 persons | <ul style="list-style-type: none"> • 3 course set menu lunch at Le Beaulieu (menu is designed and recommended by Cheft) • One soft drink per person • One glass of wine per person | 2,309,000 |
| 2 | Sunday Brunch for 2 persons | <ul style="list-style-type: none"> • Sunday Brunch at Le Beaulieu for 2 persons • Free flow alcohol excluding champagne (from 12pm to 3h30pm) | 6,927,000 |
| 3 | Sunday Brunch with Champagne for 2 persons | <ul style="list-style-type: none"> • Sunday Brunch at Le Beaulieu for 2 persons • Caviar Starter • Champagne • Metropole chocolate box 16 pieces as gift | 11,545,000 |
| 4 | Staycation one room for 2 persons | <ul style="list-style-type: none"> • One night stay in Prestige Suite with full Club benefits - VIP treatment • Limousine pick-up and drop-off • A set menu dinner at Le Beaulieu for 2 persons (menu VND 3,000,000++) • A bottle of Champagne • Flower bouquet | 18,472,000 |
| 5 | Extravagant Break with Metropole Cuisine – one room for 2 persons | <ul style="list-style-type: none"> • One night stay in Grand Prestige suite with full Club benefits - VIP treatment • Limousine pick-up and drop-off • A private dinner in Le Balcon for 2 persons (menu VND 5,000,000++) with 1-hour live music • Caviar starter and a bottle of champagne • Flower bouquet | 115,450,000 |