
1. What is an HSBC Premier Platinum Debit card?

Debit card is an alternative to cash. Each cash withdrawal or payment has the effect of removing money from the cardholder's deposit account after every purchase or cash withdraw.

HSBC Premier Platinum Debit Card entitles you to a host of privileges like never before as it gives you convenience, exclusive access to great promotions, discounts and more.

2. What can I do with an HSBC Premier Platinum Debit card?

With HSBC Premier Debit card, you can:

- Receive free travel accident insurance while traveling abroad.
- Make purchases at over 24,000 merchant outlets in Vietnam and over 30 million merchant outlets worldwide.
- Withdraw cash at over 700 HSBC ATMs and Techcombank ATMs and over one million VISA/PLUS ATMs in Vietnam and around the world.
- Be guaranteed with worldwide recognition and card acceptance whenever you are.
- Enjoy great local discounts and exclusive offers from HSBC's Privilege Club.
- Get free access to wide range of special 24-hour assistance services.
- Enjoy free additional cards for joint account cardholders.

3. Is it possible to issue HSBC Premier Platinum Debit Card for joint account?

Yes, as long as it is a joint account with "either to sign" arrangement.

4. Maximum how many deposit accounts can be linked to one HSBC Premier Platinum Debit Card?

One HSBC Premier Platinum Debit card can be linked to maximum 3 accounts which comprise one primary account – Premier Master Account and two secondary accounts.

5. Is there any HSBC Premier Platinum Debit card promotion offer we can enjoy?

Apply HSBC Premier Platinum Debit Card now and you can enjoy:

- Annual fee waiver.
 - Free additional card for joint account cardholder.
 - Card replacement fee waiver.
 - Free cash withdrawal at HSBC ATMs overseas.
 - Exclusive worldwide shopping, dining, leisure and entertainment at a discount or with special offers from Privilege Club for HSBC Premier Platinum Debit Cardholder. For a full list of local offers, please visit website <http://www.hsbc.com.vn/1/2/privilegeclub>
 - Platinum exclusive privileges from Visa Platinum Offers. Please visit www.visaplatinum.com for more details.
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6. How do I apply for HSBC Premier Platinum Debit Card?

- Step 1: Open a VND HSBC Premier account by visiting HSBC Premier Center and complete the HSBC Premier Account Opening Form.
- Step 2: Receive a new HSBC Premier Platinum Debit card instantly and the respective card PIN will be delivered to you at your correspondence address.

For more enquiries, please contact our 24/7 HSBC Premier Customer Service Hotline at (84 8) 37 247 666.

7. Can I apply for an HSBC Premier Supplementary Debit Card?

- Currently we are unable to offer supplementary card.
 - You and your relative can open a joint account with “either to sign” arrangement. Additional cards will be issued free to joint account cardholders.
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8. How do I activate my HSBC Premier Platinum Debit Card?

You can activate it simply by making a normal ATM transaction with your card PIN. Once your card is activated you can use it at merchant for purchases.

9. How is HSBC Premier Platinum Debit Card used to make purchases?

- Simply present your HSBC Premier Platinum Debit Card when you pay for goods or service(s). The merchant will request you to sign a sales slip which contains details of your Debit Card (your name, card number) and the amount to be billed to your account. Please check if the correct amount is printed on the sales slip before signing it.
 - After you sign the sales slip, the merchant will verify your signature against the one on your Debit Card and return one together with your card. Please save the sale slip and ensure the card returned to you is yours.
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10. What is the daily transaction limit applying for HSBC Premier Platinum Debit Card?

- Daily cash withdrawal limit: VND 50 million
 - Daily single purchase limit: VND 100 million
 - Total daily purchase limit: VND 100 million
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11. Am I eligible to apply for a HSBC Premier Platinum Debit Card?

This product is offered exclusively only to Vietnamese and resident foreigners holding HSBC Premier Personal Accounts in Vietnam Dong. HSBC Premier Platinum Debit Cardholder must be 18 to 75 years old.

12. What should I do if my HSBC Premier Platinum Debit Card is lost or stolen?

If your HSBC Premier Platinum Debit Card is lost or stolen, please call our 24/7 HSBC Premier Customer Service Hotline at (84 8) 37 247 666.

Please note that you are responsible for all the transactions made by your card until you have reported the lost or stolen card to us.

13. Do I need to pay annual fee for my HSBC Premier Platinum Debit Card?

There is no annual fee applied for HSBC Premier Platinum Debit Card.

14. Where can I find the details of the fees and charges?

You can find HSBC Premier Platinum Debit Card fees and charges from our website www.hsbc.com.vn.

15. Where can I receive PIN of my HSBC Premier Platinum Debit Card?

Your card PIN will be delivered to you at your correspondence address.