



## Customer satisfaction survey on HSBC's services

To continue to provide best in class service to you, we have teamed up with **Ipsos Vietnam**, a renowned market research and consultancy firm, to seek feedback on our service performance and on HSBC's insurance third parties (AIA and Bao Viet) services performance.

Your opinion of our service standards is very important to us, as it will help us improve your experience with HSBC.

With the help of Ipsos Vietnam, we will be conducting feedback sessions throughout 2019. During this period, customers **may be contacted by a representative of Ipsos Vietnam to arrange an interview**. Participation in these sessions will be greatly appreciated.

Please be assured that feedback will be treated confidentially and will only be used for the above stated purpose.

Should you have any queries, please do not hesitate to contact the nearest HSBC Branch/ Transaction Office or call us at (+84 28) 37 247 247 (the South) or (+84 24) 62 707 707 (the North) (operating from 8 am to 10 pm daily for non-Premier customers).

Thank you very much for your time and cooperation.

**HSBC Bank (Vietnam) Ltd.**