



## HSBC SERVICE MAINTENANCE NOTICE

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Please be informed that HSBC Bank (Vietnam) Ltd. will conduct system maintenance from **11:00pm on Sunday, 08 Dec 2019 to 04:30am on Monday, 09 Dec 2019, Vietnam time (GMT+7)**

During these maintenance periods, the following services and channels will temporarily be unavailable, and we apologise for any inconvenience this may cause. HSBC services will resume normal operations after the downtime.

Date of Service Maintenance	Services NOT available during maintenance period
11:00pm Sunday 08Dec2019 to 04:30am Monday 09Dec2019	Debit Card: All transactions
	Credit Card: All transactions performed at ATM terminals

Our Contact Centre will continue to operate usual business hours and may be contacted on the following numbers:

- Personal Banking customers: (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North): operating 24/7 for lost or stolen card or token, dispute transactions or card related complaints, and from 8:00am to 10:00 pm daily for other matters.
- Platinum Credit Card holders: (84 28) 37 247 248, operating 24/7
- Premier customers: your Relationship Manager or call (84 28) 37 247 666, operating 24/7

Once again please accept our apologies for any inconvenience this may cause. We look forward to your continued patronage to HSBC products and services.

Yours faithfully,

HSBC Vietnam Ltd.