



2020 PUBLIC HOLIDAY NOTICE

Thank you for banking with HSBC Bank (Vietnam) Ltd. We wish to inform you of the closing plan for public holidays in 2020.

Public Holiday	We close on	We re-open from	Cut-off time change (on the last working day before the holiday)			
			CORPORATE BANKING SERVICES		PERSONAL BANKING SERVICES	
Western New Year	<ul style="list-style-type: none"> Wednesday, 01 January 2020 	<ul style="list-style-type: none"> Thursday, 02 January 2020 	<ul style="list-style-type: none"> Counter services 	3:00 pm	<ul style="list-style-type: none"> Counter services 	3:00 pm
Lunar New Year	<ul style="list-style-type: none"> Thursday, 23 January 2020 Friday, 24 January 2020 Saturday, 25 January 2020 Sunday, 26 January 2020 Monday, 27 January 2020 Tuesday, 28 January 2020 Wednesday, 29 January 2020 	<ul style="list-style-type: none"> Thursday, 30 January 2020 	<ul style="list-style-type: none"> Counter services 	3:00 pm	<ul style="list-style-type: none"> Counter services 	3:00 pm
			<ul style="list-style-type: none"> Transfer between HSBC account services; Local transfer services; Overseas transfers services, ACH (payroll): - Through faxes and counters - Through Corporate digital channels (HSBCnet/HSBC Connect/ Swiftnet) 	11:00am	<ul style="list-style-type: none"> Transfer between HSBC accounts services; Local transfer services; Overseas transfer services - At counters - Through Internet Banking 	11:00 am 1:00 pm
			<ul style="list-style-type: none"> E-customs Payment Service/ Electronic Tax Payment Service 	1:00 pm	<ul style="list-style-type: none"> Credit card settlement: - Via Payoo's partner stores - Through HSBC Internet Banking - From other bank transfer 	4:00 pm 3:00 pm 3:00 pm
			<ul style="list-style-type: none"> Loan transactions (extension/pre-payment) and drawdown requests 	11:00am	<ul style="list-style-type: none"> Loan transactions (extension/pre-payment) and drawdown requests 	11:00 am
			<ul style="list-style-type: none"> Other transactions related to Global Trade and Receivables Finance 	11:00am		
Hung Kings Commemoration Day	<ul style="list-style-type: none"> Thursday, 2 April 2020 	<ul style="list-style-type: none"> Friday, 3 April 2020 	<ul style="list-style-type: none"> No change 		<ul style="list-style-type: none"> No change 	
Victory Day	<ul style="list-style-type: none"> Thursday, 30 April 2020 	<ul style="list-style-type: none"> Monday, 04 May 2020 	<ul style="list-style-type: none"> No change 		<ul style="list-style-type: none"> No change 	
International Labour Day	<ul style="list-style-type: none"> Friday, 01 May 2020 					



National Day	• Wednesday, 02 September 2020	• Thursday, 03 September 2020	• No change		• No change	
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- All services with instructions submitted or routed to us after above respective cut-off times of the last working day before the holiday will be processed on the first working day when the bank re-opens.
- The following banking services will be available during the holiday period:
 - HSBC Internet Banking
 - HSBC ATMs and all card transactions
 - HSBC Contact Center for Personal customers operates:
 - (84-28) 37 247 247 (the South)
 - (84-24) 62 707 707 (the North)
 - HSBC Contact Center for Premier customers and Platinum Credit cardholders:
 - (84-28) 37 247 666 (for Premier customer)
 - (84-28) 37 247 248 (for Platinum Credit cardholder)
- The products or services which are valued or due during the holiday period, will automatically take effect on the first working day after the holiday
- Cards retained at HSBC ATMs during the holiday will be available for customer collection at HSBC Branches and Transaction Offices from the 3rd working day after the holiday.

For any questions, on Personal Banking Services please contact <https://www.hsbc.com.vn/en-vn/contact/> and, for Corporate Banking Services please contact your respective Relationship Manager or Client Service Manager.

We wish you and your family happy holidays!

Regards,
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