



CARD RENEWAL - RESIDENT STATUS UPDATE REQUEST

Please tick and/or provide information for mandatory fields remarked with (*), otherwise your request will not be processed.

1. REQUEST DETAIL (*):

- Credit card(s) renewal
- Debit card renewal
- Resident Status update

For Bank Use Only (Please Customer ignore this box)

New resident status: Resident Non resident

Please staff ensure to complete this field for request received at Branch/ T.O

2. CUSTOMER INFORMATION (*)

Customer full name (*):

Customer Account number (*) (the first 9 digits of sole account number):

Customer Joint Account Number (the first 9 digits of Joint account number):

Debit Card number (*)

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Primary Credit card number 1 (*)

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Primary Credit card number 2 (if any)

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SUPPLEMENTARY CREDIT CARD(s)

1st Supplementary Credit card name

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1st Supplementary Credit card number

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2nd Supplementary Credit card name

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2nd Supplementary Credit card number

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3. DECLARATION

- (a) I confirm that the information given above is correct and complete and authorize HSBC Bank (Vietnam) Ltd ("**the Bank**") to confirm this from any source the Bank may choose. I acknowledge that the use of the card(s) is subject to Credit Card Cardholder Agreement (applicable to HSBC Visa Classic, Visa Cashback, Visa Platinum Credit Card), HSBC Premier World Mastercard® Credit Card Cardholder Agreement (applicable to HSBC Premier World Mastercard® Credit Card) or/and HSBC Debit Card Terms and Conditions (applicable to HSBC Visa Debit card), HSBC Premier Debit Card Terms and Conditions (applicable to HSBC Visa Platinum Debit card). I note that it is a requirement by HSBC that information relating to this request, whether successful or otherwise, must be updated to the Bank.
- (b) I acknowledge and confirm that I've read and understood HSBC Privacy Notice published at www.hsbc.com.vn. I hereby give my explicit, voluntary, affirmative, unconditional consent for HSBC to process my Personal Data in accordance with the contents of HSBC Privacy Notice.
- (c) I confirm, represent and warrant that (i) every person whose Personal Data that I (or anyone on my behalf) has provided or will from time to time provide to HSBC or a member of the HSBC Group (my "**Connected Persons**") has been notified of HSBC Privacy Notice; (ii) they've given their explicit, voluntary, affirmative, unconditional consent for HSBC to process their Personal Data in accordance with the contents of HSBC Privacy Notice; and (iii) I'm authorized to disclose their Personal Data to HSBC and/or members of the HSBC Group so that HSBC and/or members of the HSBC Group can process the same. At the same time, I've advised them of their various rights with respect to their Personal Data in accordance with the contents of HSBC Privacy Notice and in compliance with applicable laws of Vietnam. I, with this, undertake to verify the accuracy and completeness of the Personal Data provided to HSBC.
- (d) I acknowledge and understand that in case of any change to my given consent, I'll request in writing using the prescribed form available at HSBC branches or other channels provided in HSBC Privacy Notice. I understand that if I change my consent for any purpose and depending on the nature of my request, HSBC may not be able to continue to provide Products and/or Services to me.

- (e) I confirm that any card issued to me, including Supplementary Credit Card(s) issued under my account, shall not be used by me for or in connection with any unlawful activity or purpose (including without limitation, online gambling, whether in whole or in part).
- (f) I understand and agree that HSBC reserves the final right to revise or cancel this application.

Signature and Full Name of customer

Full Name: Date:

APPENDIX - REQUIRED SUPPORTING DOCUMENTS FOR CARD RENEWAL AND RESIDENT STATUS UPDATE

Please refer to the appropriate product(s) to submit correct documents					
A. Identify document					
<input type="checkbox"/> Debit card/ Resident Status	<input type="checkbox"/> Primary Credit card 1	<input type="checkbox"/> Primary Credit card 2	<input type="checkbox"/> Supplementary Credit card 1	<input type="checkbox"/> Supplementary Credit card 2	<input type="checkbox"/> Existing Passport <i>If you have a new passport number which hasn't been updated with the Bank, please visit HSBC Branch/ Transaction Office with your original passport and supporting documents for passport update and card renewal request.</i> <input type="checkbox"/> Old passport (if any)
B. Residence document					
<input type="checkbox"/> Debit card/ Resident Status	<input type="checkbox"/> Primary Credit card 1	<input type="checkbox"/> Primary Credit card 2	<input type="checkbox"/> Supplementary Credit card 1	<input type="checkbox"/> Supplementary Credit card 2	<p>One of below valid documents:</p> <input type="checkbox"/> Visa/ e-Visa <input type="checkbox"/> Vietnamese Passport (for multi-nationality customer) (**) <input type="checkbox"/> Certificate of temporary residence <input type="checkbox"/> Certificate of visa exemption <input type="checkbox"/> Temporary resident card/ Resident Card <input type="checkbox"/> APEC Business Travel Card <input type="checkbox"/> Other (Please specify):.....
<p>** Notice:</p> <p>1. Requirement for validity of residence document:</p> <ul style="list-style-type: none"> • <u>For Debit card renewal</u>: document should have continuous validity of at least 12 months from the time of document issuance and the remaining term of respective document is at least 02 months; • <u>Resident Status</u>: document should have continuous validity of at least 12 months from the time of document issuance; (**) <i>If Vietnamese Passport is used, please note that: (1) Vietnamese Passport should contain immigration chop into Vietnam, (2) Please submit one of employment status documents in section C below or/and other documents for purpose of staying in Vietnam</i> • <u>For Credit card renewal</u>: document should have continuous validity of at least 12 months from the time of document issuance and meet the below requirements of remaining validity time: <ul style="list-style-type: none"> - Secured Visa Credit Card/ Other Primary Premier Mastercard Credit Card (except Primary Mastercard Credit Card of 'Premier by Salary')/ Supplementary Credit Card: remaining time of respective document of at least 02 months 					

					<p>- Visa Credit Card applied by salary & Mastercard Credit card of 'Premier by Salary': document is still valid at the time that HSBC processes the request</p> <p>2. If the submitted document has validity less than 12 consecutive months, submission of previous document(s) is/are required to calculate the resident permission in Vietnam at least 12 consecutive months as per regulation requirement.</p>
C. Employment status document (please submit documents depending on your card type)					
<input type="checkbox"/> Debit card					<p>If you have document mentioned in session B has validity less than 12 consecutive months, please additionally submit one (01) of below documents with continuous validity of at least 12 months from the time of document issuance.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Indefinite labor contract <input type="checkbox"/> Definite Labor contract of which the remaining validity is of at least 02 months <input type="checkbox"/> Work permit of which the remaining validity is of at least 02 months <input type="checkbox"/> Original Company's Employment Confirmation letter <input type="checkbox"/> Company administrative document <input type="checkbox"/> The updated business registration certificate or investment license of the enterprise if you are a business owner
	<input type="checkbox"/> Primary Credit card 1	<input type="checkbox"/> Primary Credit card 2			<p>For Primary Visa Credit Card opened by salary/ Primary Premier Mastercard Credit Card of 'Premier by Salary':</p> <p>1. <u>If term of employment is definite:</u> One of below documents with continuous validity of at least 12 months from start date of employment or start date of the most updated employment contract and the remaining employment term of at least 02 months:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Labor Contract; or <input type="checkbox"/> Original Company's Employment Confirmation Letter. <p>2. <u>If term of employment is indefinite:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Work Permit of which the remaining validity is of at least 02 months; and <p>One (01) of below documents:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Indefinite Labor Contract; or <input type="checkbox"/> Original Company's Employment Confirmation Letter.
	<input type="checkbox"/> Primary Credit card 1	<input type="checkbox"/> Primary Credit card 2	<input type="checkbox"/> Supplementary Credit card 1	<input type="checkbox"/> Supplementary Credit card 2	<p>For Secured Visa Credit Card/ Other Primary Premier Mastercard Credit Card (except Premier Mastercard Credit Card of 'Premier by Salary')/ Supplementary Credit Card: Not required to submit employment status document.</p> <p>If Cardholder has any of the below documents with the remaining validity longer than mandatory document mentioned in session B, Cardholder can submit to set longer usage period for your credit card:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Definite Labor Contract; or <input type="checkbox"/> Original Company's Employment Confirmation Letter; or <input type="checkbox"/> Work Permit <p>with requirements: (i) continuous validity at least 12 months from start date of employment or start date of the most updated employment contract (with labor contract/ employment confirmation letter) or from the time of document issuance (with Work Permit) and (ii) the remaining employment term of at least 02 months</p>