



TERMS AND CONDITIONS

HSBC CREDIT CARD BALANCE CONVERSION PLAN PROGRAM

(This Terms & Conditions is effective from 01/06/2021)

1. HSBC Credit Card Balance Conversion Plan Program (“**Program**”) is applicable for selected Cardholders HSBC Vietnam Credit Cardholders (hereinafter referred to as the “**Cardholder**”) who receive SMS/Email invitation from HSBC to join the program.
2. By joining this program, Cardholders can request to convert their current outstanding balance on HSBC Credit Card into Instalment Plan with low interest rate (“**Balance Conversion Plan**”). Notice: The program is only valid for Cardholders who registered before expiry date shown on SMS/Email invitation.
3. This Program is not applicable to HSBC Corporate Credit Card and Cardholder is foreigner.
4. HSBC only accept to convert those retail transactions which have been posted on HSBC system. The balance conversion cannot be applied on unbilled retail transactions, cash advance, any interest payable, fees, charges and such other transactions that HSBC may determine.
5. The monthly payable Balance Conversion Instalment Amount will be reflected in the Cardholder’s Credit Card Statement generated on the subsequent billing date.
6. HSBC will hold a credit limit of the Credit Card Account of the Cardholder with an amount equivalent to the total converted balance amount and interest payable by the Cardholder to HSBC for this Balance Conversion. HSBC will release the credit limit as and when monthly balance conversion installment amount is billed and paid for in the subsequent months.
7. Cardholder may apply for the Program through the channels designated by HSBC Bank, given below, and clearly state/give the information intended for Balance Conversion Instalment Plan:
 - a. Online request form on HSBC public website;
 - b. Recorded phone call with the HSBC Contact Center;
 - c. Registration SMS for the Program followed instruction in email or SMS message sent by HSBC BankBy sending the request to the Bank through one of those above channels, the customer confirms to have read, agree and accept the Program terms and condition.
8. Detail of interest and fees will be defined and updated in Appendix 1 – Program interest and fee table of these Terms and Conditions. Total principle balance conversion instalment amount and interest divided by the number of month of tenor is a fixed monthly balance conversion instalment amount. The fixed monthly balance conversion instalment amount due is included as part of the minimum payment due appearing in the Cardholder's monthly statement. The minimum payment due appearing on the Cardholder's monthly

statement is calculated as 5% of the total outstanding balance plus the overdue and plus any other monthly balance conversion instalment due.

For example:

- 12-months balance conversion installment amount = VND 32,700,000
 - Monthly fixed payable balance conversion installment amount = VND 2,725,000
 - Other outstanding balances = VND 10,000,000 (minimum payment of 5%)
 - Total payment due for the month = VND 12,725,000
 - Minimum payment due = (5% x VND 10,000,000) + VND 2,725,000 = VND 3,225,000
9. HSBC reserves the right to cancel or terminate the Program at any time (including but not limited to below events) and demand Cardholder to repay all outstanding of Balance Conversion and accrued interest immediately if any of the following events occurs:
- a. Cardholder breaches any of these Terms and Conditions or the HSBC Credit Card Cardholder Agreement;
 - b. Credit Card Account is delinquent or Cardholder fails to repay debt upon demand by HSBC; or
 - c. The Credit Card Account is cancelled by Cardholder or terminated by HSBC, or on the Cardholder's death.
10. Payments made in excess of the outstanding debit amount of the credit card will not automatically be net off against unbilled monthly balance conversion installment amount and therefore will not result in prepayment of the Balance Conversion. To prepay the Balance Conversion, the Cardholders must come to HSBC Branches / Transaction Offices or contact HSBC Contact Center to make the request.
11. HSBC reserves the right to accept or decline any application for Balance Conversion without giving any reason.
12. Notwithstanding any provisions in these Terms and Conditions, HSBC shall be entitled at any time with notice to the Cardholder (a) suspend or terminate the Program; and/or (b) amend or supplement any provision of these Terms and Conditions. HSBC may inform Cardholder of any such changes by any means or manner that we may decide.
13. These Terms and Conditions are made in both English and Vietnamese. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.
14. These Terms and Conditions and Appendix 1 of the Program are effective from **01 June 2021**.

Appendix 1 – Program interest and fee table

Interest rate	0.75% per month (minimum interest amount is VND 500,000) ⁽¹⁾
Conversion fee	VND 0
Early repayment fee	3% of the outstanding principle Balance Conversion Amount (minimum amount is VND 50,000) ⁽²⁾

- (1) Interest rate is calculated on the original requested amount but the requested interest amount is not lower than the minimum interest amount.
- (2) In the event that Cardholder prepays all the outstanding Balance Conversion Amount, an early repayment fee shall be applied. The outstanding amount and early repayment fee shall be debited to the Credit Card account and reflected in the next bank statement.