



## **How I can provide supporting documents on Visa renewal during this period?**

### **You need to provide the below documents:**

1. One (01) copy of valid Passport; **and**
2. One (01) copy of valid Visa.

### **If your updated Visa is not available yet, please send us one of the following documents and we can temporarily extend active period for your cards:**

1. Immigration appointment document; **or**
2. Letter confirmation of company on Visa application in progress.

### **Note:**

This is only a temporary support during current situation. Upon receipt of your email with supporting documents, the bank will extend the card active period up to a maximum of two (02) months since your last Visa/ Temporary Resident Card's expiry date. After this date, please kindly come to HSBC branch with the most updated valid documents for extending the active period for your Debit/ Credit card.

## **How to submit the documents?**

These documents can be submitted by **email from your registered email address** to our HSBC mailbox: [debit.card.docs@hsbc.com.vn](mailto:debit.card.docs@hsbc.com.vn) with format as below:

***Subject: Debit/Credit Card renewal***

***Content:***

Full name:

Passport number:

Debit Card number:

Credit Card number:

I hereby confirm that the information provided herein is accurate, correct and completed and the documents submitted along with this email are genuine, valid for Debit/Credit Visa card renewal purpose.

**Upon receipt of your email with supporting documents, we will process to extend your card usage within 5 working days.**

Should you wish to contact us, please contact our HSBC Contact Center at (84 28) 37 247 666 for Premier customers, (84 28) 37 247 248 for Platinum Credit Cardholders or (84 28) 37 247 247 for other customers. In addition, customers in the North can contact us at (84 24) 62 707 707.