

HSBC Holiday Notice – New Year 2019

HSBC Bank (Vietnam) Ltd. wishes to announce that we will close for New Year holiday from Saturday 29th December 2018 to Tuesday, 1st January 2019. We re-open for business on Wednesday, 2nd January 2019.

Important notes for Personal Banking services:

1. HSBC Branches and Transaction Offices:

Friday, 28th December 2018	Open from 8:00 a.m. to 3:00 p.m. at all Branches and Transaction Offices
From Saturday, 29th December 2018 to Tuesday, 1st January 2019	Closed for New Year Holiday 2019
Wednesday, 2nd January 2019	Re-open for business.
Saturday, 5th January 2019	Closed as usual

2. Following SBV Official Letter 1855/CNTT6 dated 11th December 2018 maintaining online payments during holidays, on **Monday, 31st December 2018**, HSBC will process the local transfers and inward remittances in Vietnam Dong (VND) that are received during the following time:

- Local inward and outward payments submitted at Branches/Transaction Offices and instructed through HSBC Personal Internet Banking after the cut-off time on Friday 28/12/2018.
- Local inward & outward payments instructed through HSBC Personal Internet Banking from Saturday – 29/12/2018 to no later than the cut-off time on Monday – 31/12/2018.

3. Credit card payment due on 31st December 2018 should be paid before **28th December 2018** to avoid negative impact.

4. Loan repayment due in the holiday period will be moved on **2nd January 2019**. HSBC will send SMS by **26th December 2018** to the customers whose loan repayment in the holiday period to inform the repayment amount.

5. Time Deposits with original maturity dates during the holiday period will automatically mature on **2nd January 2019** with interests calculated accordingly.

6. Cards retained at HSBC ATMs during holiday period will be available for customer collection at HSBC Branches and Transaction Offices from **3rd January 2019**.

7. The following banking services will be available during the holiday period:

- HSBC Internet Banking
- HSBC ATMs and all card transactions
- HSBC Contact Centers for **Personal customers** operates from 8:00 a.m. to 10:00 p.m. daily:
(84-28) 37 247 247 (the South)
(84-24) 62 707 707 (the North)
- HSBC Contact Centers for **Premier customers** and **Platinum Credit cardholders** operates 24/7:
(84-28) 37 247 666 (for Premier customer)
(84-28) 37 247 248 (for Platinum Credit cardholder)

We wish you and your family a happy holiday.

HSBC Bank (Vietnam) Ltd.