



CUSTOMER EXPERIENCE SURVEY ON SERVICES AND PRODUCTS OF IWPB, HSBC VIETNAM

To continue to provide best-in-class service to you, we have teamed up with **Medallia**, a renowned market research and consultancy firm, to seek feedback on our services and products' quality. Your opinion is very important to us, as it will help us improve your experience with HSBC. The survey(s) (if any) will be delivered to you via:

- (1) Your registered email with HSBC; and/or
- (2) HSBC Vietnam Application; and/or
- (3) Online Chat window on HSBC Vietnam website.

Please be assured that feedback will be treated confidentially and will only be used for the above-stated purpose.

Should you have any queries, please do not hesitate to contact the nearest HSBC Branch/ Transaction Office or our Contact Center on one of the following numbers:

- Personal Banking customers: (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North). Operating from 8:00 am to 10:00 pm daily
- HSBC Cash Back, Live+ and TravelOne Credit Card holders: (84 28) 37 247 248. Operating 24/7
- Premier customers: (84 28) 37 247 666. Operating 24/7

Thank you.

HSBC Bank (Vietnam) Ltd.