



HSBC SERVICE MAINTENANCE NOTICE

Please be informed that HSBC Bank (Vietnam) Ltd. will conduct system maintenance of our ATM **from 8:00am to 6:00pm on Saturday, 10th Jun 2023 and 2:00am to 05:15am on Monday, 12th Jun 2023 Vietnam Time (GMT+7).**

During this maintenance period, the following services and channels will temporarily be unavailable, and we apologies for any inconvenience this may cause. HSBC services will resume normal operations after the downtime.

Date of Service Maintenance	Services NOT available during maintenance period
From 8:00am to 6:00pm on Saturday, 10 th Jun 2023	ATM machine: A131 and A130 at Le Dai Hanh Branch <i>Please refer the HSBC ATMs listing here to find your nearest HSBC ATM during the maintenance of ATMs at Le Dai Hanh Branch.</i>
From 2:00am to 05:15am on Monday, 12 th Jun 2023	Debit Card: All transactions performed at ATM terminals & POS
	ATM HSBC: not available
	Online Banking: Online Banking registration by HSBC Debit Card

Our Contact Centre will continue to operate usual business hours and may be contacted on the following numbers:

- Personal Banking customers: (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North): operating 24/7 for lost or stolen card or token, dispute transactions or card related complaints, and from 8:00am to 10:00 pm daily for other matters.
- Platinum Credit Card holders: (84 28) 37 247 248, operating 24/7
- Premier customers: your Relationship Manager or call (84 28) 37 247 666, operating 24/7

Once again please accept our apologies for any inconvenience this may cause. We look forward to your continued patronage to HSBC products and services.

Yours faithfully,

HSBC Vietnam Ltd.