



## NOTIFICATION OF HBVN OPERATING SCHEDULE AND SERVICES TRANSACTION PROCESSING TIME ON 2025 VICTORY AND INTERNATIONAL LABORS' HOLIDAY

Dear Valued Customers,

We would like to inform you that our Bank will not open on **Saturday, 26 April 2025**.

To ensure that we can process your instructions promptly before the holiday in compliance with the timeline set by the State Bank of Vietnam, HSBC Bank (Vietnam) Ltd. will adjust the transaction schedule as follows:

Public Holiday	We are closed	We re-open from	Cut-off time change on 29 April 2025			
			CORPORATE BANKING SERVICES		PERSONAL BANKING SERVICES	
<b>Victory Day &amp; International Labors' Day</b>	<ul style="list-style-type: none"> <li>Saturday, 26 April 2025</li> <li>From: Wednesday 30 Apr 2025</li> <li>To: Friday 02 May 2025</li> </ul>	Monday 05 May 2025	<ul style="list-style-type: none"> <li>Transfer between HSBC account services; Local transfer services; Overseas transfers services, ACH (payroll):                             <ul style="list-style-type: none"> <li>Through faxes and counters. And through Corporate digital channels (HSBCnet/HSBC Connect/ Swiftnet)</li> </ul> </li> </ul>	<b>1:00 PM</b>	<ul style="list-style-type: none"> <li>Transfer at counters: between HSBC accounts services; Local transfer services; Overseas transfer services</li> </ul>	<b>1:00 PM</b>
			<ul style="list-style-type: none"> <li>Local VND priority payment made from VND current account submitted via on-screen in HSBCnet or file uploading in instruction level (ILA)</li> </ul>	<b>4:00 PM</b>	<ul style="list-style-type: none"> <li>Transfer through Internet Banking/ HSBC Vietnam Mobile App: normal transfer to local bank; overseas transfer</li> </ul>	<b>1:00 PM</b>
			<ul style="list-style-type: none"> <li>HSBC Evolve (FX Trading Platform)</li> </ul>	<b>4:00 PM</b>	<ul style="list-style-type: none"> <li>Credit card settlement:                             <ul style="list-style-type: none"> <li>Via Payoo's partner stores</li> </ul> </li> </ul>	<b>4:00 PM</b>
			<ul style="list-style-type: none"> <li>E-customs Payment Service/ Electronic Tax Payment Service</li> </ul>	<b>1:00 PM</b>	<ul style="list-style-type: none"> <li>Through Internet Banking/ HSBC Vietnam Mobile App</li> </ul>	<b>3:00 PM</b>
			<ul style="list-style-type: none"> <li>Loan transactions (drawdown and transfer request from loan fund, extension/pre-payment and loan related maintenances)</li> </ul>	<b>11:00 AM</b>	<ul style="list-style-type: none"> <li>Loan transactions (extension/pre-payment) and drawdown requests</li> </ul>	<b>1:30 PM</b>
			<ul style="list-style-type: none"> <li>Other transactions related to Global Trade Solutions</li> </ul>	<b>11:00 AM</b>		



NOTES:

- 1) All mentioned transactions submitted or routed to us after above respective cut-off times of the last working day before the holiday will be processed on the next working day when the bank re-opens. All other transaction cut off times remain unchanged.
- 2) The following banking services will be available during the holiday period:
  - ❖ HSBC Internet Banking
  - ❖ HSBC Vietnam Mobile App
  - ❖ HSBC ATMs and all card transactions
  - ❖ HSBC Contact Center (24/7)
- 3) The products or services that are effective or due during the holiday period, will automatically take effect on the first working day after the holiday. For payment due date of credit card ("Card"), please refer to HSBC notice and make your **Card** settlement by the Payment Due Date stated in your Card statement.
- 4) Cards retained at HSBC ATMs during the holiday will be available for customer collection at HSBC Branches and Transaction Offices from the 3<sup>rd</sup> working day after the holiday.
- 5) For any questions on our services, please contact us at <https://www.hsbc.com.vn/en-vn/contact/> or call our Contact Center at:
  - ❖ Personal customers:
    - (84-28) 37 247 247 (the South)
    - (84-24) 62 707 707 (the North)
  - ❖ Premier customers, Platinum Cash Back, HSBC Live+ and TravelOne Credit Card holders:
    - (84-28) 37 247 666 (for Premier customers)
    - (84-28) 37 247 248 (for Platinum Cash Back, HSBC Live+ and TravelOne Credit Cardholders)
  - ❖ Corporate Banking Customers: please contact your Respective Relationship Manager or Client Service Manager.

We appreciate your cooperation and understanding, and wish you and your family a happy holiday!

Best Regards,

HSBC Bank (Vietnam) Ltd.

