

TERMS AND CONDITIONS
“MORNING COFFEE
WITH HSBC CREDIT CARDS”

(This Terms and Conditions takes effect from 23 April 2021)

Customer is advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program means that Customer has read, understood and accepted these Terms and Conditions.

1. The **“Morning Coffee with HSBC Credit Cards”** Promotion (the **“Promotion”**) is applied at Shopee and takes effect from **23 April 2021 to 23 May 2021** (the **“Promotion Period”**)
2. This Promotion is applicable for customers who satisfy any and all the following conditions: (**“Eligible Customer”** or **“Eligible Cardholder”** or **“Cardholder”**)

2.1 Promotion is applicable for HSBC cardholders who are holding the following credit cards issued by HSBC Bank (Vietnam) Ltd. (**“HSBC”** or **“Bank”**) in Vietnam:

- HSBC Premier World Mastercard® Credit Card
- HSBC Visa Platinum Credit Card
- HSBC Visa Cash Back Credit Card
- HSBC Visa Classic Credit Card

(These credit cards shall be referred to as **“HSBC Credit Cards”** or **“Cards”**)

3. This Promotion shall not apply for:
 - The Promotion is not applicable for HSBC Corporate Credit Card.
 - Cardholders will not eligible for this Promotion if his/her Credit Card is delinquent, blocked.Note: Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

4. Details of the Promotion:

4.1 Offer details (“Offer”):

- Get an E-Voucher worth **VND 10,000** from Urbox which can used at Phuc Long/ The Coffee House (**“E-Voucher”**) during Promotion Period.
 - Applicable for the **first 200 Eligible Cardholders** on each Promotional Day.
 - 1 E-Voucher for 1 Eligible Cardholder for every 7 days

4.2 Urbox Terms and Conditions:

- a. Maximum 200 E-Vouchers on each Promotional Day. Total: maximum 12,000 E-Vouchers during the Promotion Period

b. How to enjoy the Offer:

Every Eligible Cardholder will receive a unique account to log in the Program website during the campaign period (called **“HSBC’s Program Account”**)

- ❖ Step 1: HSBC will send EDM to Eligible Cardholder with login credentials. This message will be sent once during the Promotion Period to the cardholders email address registered with the bank. The content will include:
 - (1) Player ID;
 - (2) Password;
 - (3) Link to website

Note:

- *Player ID is unique code randomly generated code by HSBC*
- *Customers takes responsibility of keeping Player ID and Password confidential during Promotion Period*
- *Password is given one time only and cannot be changed during the Promotion Period*
- ❖ Step 2: Eligible Cardholder click on the provided link, input the Player ID and Password to log in.
- ❖ Step 3: Eligible Cardholder can now access and see the reward “Morning Coffee with HSBC”
- ❖ Step 4: Eligible Cardholder click on “Get Voucher” button.
- ❖ Step 5: Eligible Cardholder click on the link of voucher on the website and use it

c. Urbox Terms and Conditions:

- Urbox e-vouchers are used at Urbox's partners (Phúc Long/ The Coffee House). To learn more about how to use the gift code and the list of partners, please refer to the redemption link at the Program website.
 - Each e-voucher is valid within two (02) months from the date HSBC upload e-voucher to website and cannot be exchanged for cash or refunds (if any).
 - E-voucher will no longer be valid after the expiration date and will not be extended further.
 - Urbox E-Voucher will be subject to terms and conditions of Urbox. For all matters related to the Offer on Urbox, please contact Urbox for consultation (<https://urbox.vn/>).
 - In accordance with notification/ registration with authorities, we may terminate the Promotion earlier than the plan or change the Offer if the amount of allocated Offers is over before Promotion Period end.
 - In case of any queries, please contact HSBC about Program before 23/6/2021 for further support
5. Eligible Cardholders may not receive the Offer if the Offers allocated for the Promotional Day runs out.
6. Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn) from 23 April 2021 onwards.
7. For all matters related to the Promotion, please contact HSBC for resolution.
- HSBC Premier: (84) 28 37 247 666
 - HSBC Visa Platinum: (84) 28 37 247 248

- HSBC Contact Center (operate daily from 8AM to 10PM): (84 28) 37 247 247 (the South)
or (84 24) 62 707 707 (the North)
8. In case of any dispute arising out of or in connection with this Promotion, HSBC shall resolve disputes in co-operation with customers. If the parties fail to reach an agreement, disputes shall be resolved at the competent courts in accordance with Vietnamese laws.
 9. These Terms and Conditions shall be applied simultaneously with terms and conditions of general, HSBC Debit Card, HSBC Credit Card and HSBC Premier Credit Card Agreement.
 10. These Terms and Conditions are subject to change at any time as HSBC may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC prior to application.
 11. These Terms and Conditions are made in Vietnamese and english. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.