

TERMS AND CONDITIONS
“SPECIAL OFFER AT BE GROUP
WITH HSBC TRAVELONE CREDIT CARDS”

(This Terms and Conditions takes effect from 01st May 2024)

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

1. The **“Special Offer at Be Group with HSBC TravelOne Credit Cards”** Promotion (the **“Promotion”**) is applied at Be Group and takes effect from 01st May 2024 to 30th Apr 2025 (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 Cardholders who are holding HSBC TravelOne Credit Cards (**“HSBC Credit Cards”** or **“Cards”**) issued by HSBC Bank (Vietnam) Ltd. (**“HSBC”** or the **“Bank”**) in Vietnam.
 - 2.2 Holding Be Group membership accounts at Be Group Application (**“Be Group”**).
 - 2.3 Cardholders satisfy for this Terms and Conditions of this Promotion.

3. This Promotion shall not apply for:
 - 3.1 HSBC Corporate Credit Card
 - 3.2 By & within the Promotion Period, Cardholders have his/her Credit Card is delinquent with fee, balance at HSBC, blocked for any reasons.

4. Details of the Promotion:
 - 4.1 **Offer details (“Offer”):**
 - a) During the Promotion Period, from 00:00 AM to 23:59 PM every day (**“Promotion day”**) based on Vietnam time (GMT+7) and Be Group system, Eligible Cardholders shall be discount VND 150,000 directly on order value of the trip to / from Airports (specified in Article 4.2) by 4-seat BeCar/ Be Taxi and/ or 7-seat BeCar/ Be Taxi or Xanh SM Taxi via Be Mobile Applications (**“Be Apps”**) when paying by HSBC Credit Cards.

- b) If the order value is less than or equal to the value of the Offer, Eligible Cardholders shall have to pay a surcharge of VND 1,000/ trip. The order value which this offer applied is the total value of the trip excluding Airport Fees, Tolls, Ferries, Yards and other costs.

4.2 List of Airports applied this Offer:

- a) Ha Noi: Noi bai International Airport
Location: Phu Minh commune, Soc Son district, Hanoi
- b) Ho Chi Minh City: Tan Son Nhat International Airport
Location: Truong Son street, ward 2, Tan Binh district, Ho Chi Minh city
- c) Da Nang: Da Nang International Airport
Location: Duy Tan street, Hoa Thuan Tay ward, Hai Chau district, Danang city
- d) Phu Quoc: Phu Quoc International Airport
Location: Duong To Ward, Phu Quoc District, Kien Giang Province

4.3 How to enjoy the Offer:

- a) During the Promotion Period, the Eligible Cardholder must sign in/sign up their Be Group membership accounts
- b) At the payment stage, the Eligible Cardholder is required to choose payment method by using HSBC Credit Card to enjoy the Offer.
- c) The Discount of VND 150,000 (if applicable) shall be displayed automatically before Cardholder makes payment.

4.4 Each Eligible Cardholder (based on HSBC Credit Card information and account registered for purchase on Be Group) may only receive the Offer maximum four (04) time only during the Promotion Period.

4.5 The Offer only apply for payment method by HSBC TravelOne Credit Card with BIN number : 5460223, 5460224, 5460225, 5460226, 5460227, 5460228, 546022.

4.6 Cardholders who hold the Card in inactive status need to activate their Card before participating in the Offer.

4.7 Total number of the Offer during this Promotion Period is 5,300 Offers. Eligible Cardholders shall not receive the Offer if the total number of the Offer has been used up.

4.8 The Promotion cannot be exchanged for cash, other products, or transferred in any form.

4.9 The Offer cannot be used in conjunction with other promotions of Be Group in the same period, same transaction.

4.10 The Offer is not applied to the following orders/ bills signify abuse promotions or violate The Community Standard or Be Group Policy at here, or do not meet all the requirements of this Promotion.

- 4.11** In case the trip is canceled due to driver error or system error from Be Group after successful payment, the offer will be kept valid for the next use (depending on the rest of total offers).
- 4.12** Customers will have to pay all amounts and fees arising from the use of services provided by Be Group and by HSBC Credit cards.
- 4.13** Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn) , and Be Group from 01st May 2024 onwards.
- 5.** The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion and of Be Group at here.
- 6.** HSBC is not a supplier of products, goods or services of Be Group. Be Group is responsible to the Cardholder for the products, goods and services provided by Be Group. Purchases at Be Group will be subject to terms and conditions of Be Group. All matters related to the Offer on Be Group, please contact Be Group for consultant.

Hotline Be Group: **1900 232345** or email: **hotro@be.com.vn**

Other matters related to Promotion, please contact HSBC for resolving.

Go to the nearest HSBC Branch / Transaction Office

Contact HSBC Contact Center via email direct@hsbc.com.vn or call at one of the following numbers:

o Premier customers: (84) 28 37 247 666 (*Operating 24/7*)

o TravelOne Credit Cardholder: (84) 28 37 247 248 (*Operating 24/7*)

o Personal Banking customer: (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 8:00 am to 10:00 pm daily for other matters. Personal Banking customers in the Central may call our Contact Center on either the number of the South or the North*)

- 7.** HSBC reserves the right to require the Cardholder to provide a financial invoice and related documents proving that the Cardholder's transaction is valid. In case the Cardholder cannot prove that the Cardholder's transaction is valid, the Cardholder will not be entitled to the Promotion of the Program.
- 8.** In case of any dispute arising out of or in connection with this Promotion, Be Group and 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.** In the event that the quantity of promotional goods or services or goods and services used for promotion is exhausted, issue all the proofs of winning the prize announced or certified by the state management agency, the termination of the Program will only be made after HSBC has notified the competent state management agency and must ensure the full benefits of customers who have participated in the program.
- 10.** In case of force majeure, the early termination of the Program will be publicly notified by HSBC to the customer and the competent commercial regulatory agency. A force majeure event is an event that occurs objectively, which cannot be foreseen and cannot be remedied even though all necessary and permissible measures have been applied. Force majeure events include but are not limited to earthquakes, hurricanes, floods, wars, strikes, layoffs, riots, epidemics, quarantines, technical, problems, any government or government action any policy affecting the implementation of the Program or other objective events that cannot be foreseen and cannot be remedied despite all necessary and permissible measures have been taken.
- 11.** This Terms and Conditions shall be applied simultaneously with terms and conditions of General, HSBC Credit Card and HSBC Premier Credit Card Cardholder Agreement.
- 12.** This Terms and Conditions is subject to changes at any time as HSBC and Be Group may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC and Be Group prior to application.
- 13.** This Terms and Conditions is made in Vietnamese and English. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.