

## HSBC Holiday Notice - New Year 2020

HSBC Bank (Vietnam) Ltd., wishes to announce that all Branches and Transaction Offices will operate from **8.00 a.m. to 3.00 p.m.** (cut-off time of counter service) on Tuesday, 31<sup>st</sup> December 2019. After that, we will close for New Year holiday on Wednesday, 1<sup>st</sup> January 2020 and re-open for business on Thursday, 2<sup>nd</sup> January 2020.

### Important notes for Personal Banking services:

1. HSBC Branches and Transaction Offices:

<b>Tuesday, 31<sup>st</sup> December 2019</b>	<b>Open from 8:00 a.m. to 3:00 p.m.</b> at all Branches and Transaction Offices
<b>Wednesday, 1<sup>st</sup> January 2020</b>	<b>Closed for New Year Holiday 2020</b>
<b>Thursday, 2<sup>nd</sup> January 2020</b>	Re-open for business.

- Counter service with instructions submitted or routed to us after above respective cut-off times of Tuesday, 31<sup>st</sup> December 2019 will be processed on **Thursday, 2<sup>nd</sup> January 2020**. Except for counter service, cut-off times of other services are unchanged.
- The following banking services will be available during the holiday period:
  - HSBC Internet Banking
  - HSBC ATMs and all card transactions
  - HSBC Contact Center for **Personal customers** operates:  
(84-28) 37 247 247 (the South)  
(84-24) 62 707 707 (the North)
  - HSBC Contact Center for **Premier customers** and **Platinum Credit cardholders**:  
(84-28) 37 247 666 (for Premier customer)  
(84-28) 37 247 248 (for Platinum Credit cardholder)
- The products or services which are valued or due during the holiday period will automatically mature on the first working day after the holiday, **Thursday, 2<sup>nd</sup> January 2020** with interests calculated accordingly.
- Cards retained at HSBC ATMs during holiday period will be available for customer collection at HSBC Branches and Transaction Offices from the 3<sup>rd</sup> working day after the holiday, **Monday, 6<sup>th</sup> January 2020**.

We wish you and your family a happy holiday.  
**HSBC Bank (Vietnam) Ltd.,**