

GENERAL GUIDANCE ON VULNERABLE CUSTOMER PROTECTION

(Effective from 01/07/2024)

The General Guidance on Vulnerable Customer Protection (the "**Guidance**") sets out the responsibility of HSBC Bank (Vietnam) Limited when providing products and services to Vulnerable Customers.

Definitions

The Law on Protection of Consumer Rights 2023 No. 19/2023/QH15 of The National Assembly dated June 20, 2023, effective from July 1, 2024.

Consumers are those who purchase or use products, goods and services to meet consumption or domestic needs of individuals, families or organizations and for non-commercial purposes. In this Guidance, the Bank's Customer, as a Consumer, shall be collectively referred to as the "**Customer**".

"**HSBC Vietnam**", "**the Bank**" means HSBC Bank (Vietnam) Limited.

Services means the Services provided directly or indirectly by the Bank or HSBC Group, including:

- a. The opening, maintenance and closure of Customer's Accounts;
- b. Account related services, On-demand SMS notification services, E-Banking services, telephone banking services;
- c. Granting credit and other Banking Products and Services to Customer;
- d. Maintaining HSBC's overall relationship with the Customer, including marketing or promotion of related Financial Services or Products to the Customer, market research, insurance, auditing and operational purposes;
- e. Other Services provided by the Bank from time to time to the extent permitted by law.

Products include:

- a. Provision payment services via accounts;
- b. Debit cards;
- c. Credit cards;
- d. Savings Deposit products;
- e. and other Products.

Vulnerable Consumers are persons who at the time of purchase or use of Products and Services are likely to be subject to a variety of adverse impacts in terms of access to information, health, property, and dispute settlement. Vulnerable consumers include:

- a. The elderly prescribed by regulations of law on the elderly.
- b. Persons with disabilities prescribed by regulations of law on persons with disabilities.



- c. Children prescribed by regulations of law on children.
- d. Ethnic; persons living in ethnic minority areas, mountainous areas, islands, disadvantaged and extremely disadvantaged areas prescribed by law.
- e. Pregnant women or women raising a child under 36 months of age.
- f. Persons suffering from serious illnesses prescribed by law.
- g. Members of poor households prescribed by law.

HSBC's responsibility to protect Vulnerable Customers

Unless otherwise required by law, within the scope of resources, authority and internal regulations, HSBC Vietnam shall protect the rights and take care for Vulnerable Customers in accordance with the following principles and responsibilities:

- a. Priority is given to receiving, processing and not transferring Vulnerable Customers' request to a third party, unless that third party has related obligations. Identify and take care of Vulnerable Customers in accordance with the law.
- b. Ensure the rights of Vulnerable Customers during their process of using the Bank's Products and Services as prescribed by law.
- c. Appropriately apply the mechanism for complaint and dispute settlement to each Vulnerable Customer as prescribed by law.
- d. Do not refuse to settle the protection request of Vulnerable Customers in accordance with the provisions of the Law on Protection of Consumer Rights 2023 due to differences in language, writing, customs or practices.
- e. Do not stigmatize, discriminate and take advantage of vulnerabilities for infringement on the legitimate rights and interests of Vulnerable Customers during the process of conducting transactions.
- f. Other responsibilities in accordance with the provisions of the Law on Protection of Consumer Rights 2023 and relevant laws.

Customer Responsibilities:

In case the Customer is a Vulnerable Consumer in accordance with The Law on Protection of Consumer Rights 2023, the Customer needs to provide documents and evidence proving that they are Vulnerable Customer in accordance with the provisions of relevant laws.

Amendments and Updates:

HSBC Vietnam may modify, update or amend the contents of the General Guidance on Vulnerable Customer Protection at any time we deem necessary. These modifications, updates of these principles will be published in our official websites or notice will be provided to customers via appropriate communications channels.

Contact Us:

If you need any further assistance, please call our Contact Centre at (84 28) 37 247 247 (South) or (84 24) 62 707 707 (North) (Daily operations from 8am to 10pm); or email us at direct@hsbc.com.vn.

