



HSBC SERVICE MAINTENANCE NOTICE

Please be informed that HSBC Bank (Vietnam) Ltd. will conduct system maintenance as below schedule. During this maintenance period, the following services and channels will temporarily be unavailable, and we apologize for any inconvenience this may cause. HSBC services will resume normal operations after the downtime.

Date of Service Maintenance	Services NOT available during maintenance period
From 08:00pm on Saturday, 18 November 2023 to 00:30am on Sunday, 19 November 2023 VNT	Mobile banking & Instant transfer NAPAS 247 service
From 03:30am to 04:00am on Sunday, 19 November 2023 VNT	All SMS messages will be impacted, it will be resent after the downtime
From 02:30am to 06:30 am on Monday, 20 November 2023 VNT	All transactions via Debit Card
	All transactions performed at HSBC ATM terminals
	Online Banking registration by HSBC Debit Card

Our Contact Centre will continue to operate usual business hours and may be contacted on the following numbers:

- Personal Banking customers: (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 8:00am to 10:00 pm daily for other matters.
- Platinum & TravelOne Credit Card holders: (84 28) 37 247 248, operating 24/7
- Premier customers: your Relationship Manager or call (84 28) 37 247 666, operating 24/7

Once again please accept our apologies for any inconvenience this may cause. We look forward to your continued patronage to HSBC products and services.

Yours faithfully,

HSBC Vietnam Ltd.

Phát hành bởi Ngân hàng TNHH một thành viên HSBC (Việt Nam)