



2024 PUBLIC HOLIDAY NOTICE

Thank you for banking with HSBC Bank (Vietnam) Ltd. We wish to inform you of the closing plan for public holidays in 2024 as follows:

Public Holiday	We are closed	We re-open from	Cut-off time change (on the last working day before the holiday)			
			CORPORATE BANKING SERVICES		PERSONAL BANKING SERVICES	
Western New Year	From: Saturday, 30 December 2023 To: Monday, 01 January 2024	Tuesday, 02 January 2024	<ul style="list-style-type: none"> Counter services HSBC Evolve (FX Trading Platform) Global Trade and Receivables Finance transactions with FX involvement Loan transactions (drawdown and transfer request from loan fund, extension/pre-payment and loan related maintenances) 	3:00 pm 4:00 pm 12:00 pm 12:00 pm	<ul style="list-style-type: none"> Counter services 	3:00 pm
Lunar New Year	From: Thursday, 08 February 2024 To: Wednesday, 14 February 2024	Thursday, 15 February 2024	<ul style="list-style-type: none"> Counter services 	3:00 pm	<ul style="list-style-type: none"> Counter services 	3:00 pm
			<ul style="list-style-type: none"> Transfer between HSBC account services; Local transfer services; Overseas transfers services, ACH (payroll): <ul style="list-style-type: none"> Through faxes and counters Through Corporate digital channels (HSBCnet/HSBC Connect/ Swiftnet) <i>Except for local VND priority payment made from VND current account submitted via on-screen in HSBCnet or file uploading in instruction level (ILA)</i> <ul style="list-style-type: none"> HSBC Evolve (FX Trading Platform) 	11:00 am 1:00 pm 4:00 pm 4:00 pm	<ul style="list-style-type: none"> Transfer at counters: between HSBC accounts services; Local transfer services; Overseas transfer services Transfer through Internet Banking/ HSBC Vietnam Mobile App: normal transfer to local bank; overseas transfer 	11:00 am 1:00 pm
			<ul style="list-style-type: none"> E-customs Payment Service/ Electronic Tax Payment Service 	1:00 pm	<ul style="list-style-type: none"> Credit card settlement: <ul style="list-style-type: none"> Via Payoo's partner stores Through HSBC Internet Banking/ HSBC Vietnam Mobile App From other bank transfer 	4:00 pm 3:00 pm 3:00 pm
			<ul style="list-style-type: none"> Loan transactions (drawdown and transfer request from loan fund, extension/pre-payment and loan related maintenances) 	11:00am	Loan transactions (extension/pre-payment) and drawdown requests	11:00 am
			<ul style="list-style-type: none"> Other transactions related to Global Trade and Receivables Finance 			
Hung Kings Commemoration Day	Thursday, 18 April 2024	Friday, 19 April 2024	No change		No change	
Victory Day & International Labors' Day	<ul style="list-style-type: none"> From: Monday, 29 April 2024 to Wednesday, 01 May 2024 Saturday, 4 May 2024 	Thursday, 02 May 2024	<ul style="list-style-type: none"> Loan transactions (drawdown and transfer request from loan fund, extension/pre-payment and loan related maintenances) Other transactions related to Global Trade and Receivables Finance 	11:00am	Loan transactions (extension/pre-payment) and drawdown requests	11:00 am



National Day	From: Saturday, 31 August 2024 To: Tuesday, 03 September 2024	Wednesday, 04 September 2024	<ul style="list-style-type: none">Loan transactions (drawdown and transfer request from loan fund, extension/pre-payment and loan related maintenances)Other transactions related to Global Trade and Receivables Finance	11:00am	Loan transactions (extension/pre-payment) and drawdown requests	11:00 am
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- All services with instructions submitted or routed to us after above respective cut-off times of the last working day before the holiday will be processed on the first working day when the bank re-opens.
- The following banking services will be available during the holiday period:
 - HSBC Internet Banking
 - HSBC Vietnam Mobile App
 - 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 take effect on the first working day after the holiday. For payment due date of credit card (“Card”), please refer to HSBC notice and make your Card settlement by the Payment Due Date stated in your Card statement.
- Cards retained at HSBC ATMs during the holiday will be available for customer collection at HSBC Branches and Transaction Offices from the 3rd working day after the holiday.

For any questions, on Personal Banking Services please contact us at <https://www.hsbc.com.vn/en-vn/contact/> and, for Corporate Banking Services please contact your respective Relationship Manager or Client Service Manager.

We wish you and your family happy holidays!

Regards,

HSBC Bank (Vietnam) Ltd.