



2023 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 2023 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, 31 December 2022 To: Monday, 02 January 2023	Tuesday, 03 January 2023	<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, 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: Friday, 20 January 2023 To: Thursday, 26 January 2023	Friday, 27 January 2023	<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): - Through faxes and counters - Through Corporate digital channels (HSBCnet/HSBC Connect/ Swiftnet) - HSBC Evolve (FX Trading Platform) 	11:00am 1:00 pm 4:00 pm	<ul style="list-style-type: none"> Transfer between HSBC accounts services; Local transfer services; Overseas transfer services: - At counters - Through Internet Banking 	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: - Via Payoo's partner stores - Through HSBC Internet Banking - From other bank transfer 	4:00 pm 3:00 pm 3:00 pm
			<ul style="list-style-type: none"> Loan transactions (drawdown, extension/pre-payment and loan related maintenances) 	11:00am	<ul style="list-style-type: none"> 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 	11:00am		
Hung Kings Commemoration Day, Victory Day & International Labors' Day	From: Saturday, 29 April 2023 To: Wednesday, 03 May 2023	Thursday, 04 May 2023	<ul style="list-style-type: none"> Loan transactions (drawdown, extension/pre-payment and loan related maintenances) Other transactions related to Global Trade and Receivables Finance 	11:00am 11:00am	<ul style="list-style-type: none"> No change 	



National Day	From: Friday, 01 September 2023 To: Monday, 04 September 2023	Tuesday, 05 September 2023	• No change		• No change	
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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 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.
- 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 <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.