

# Extension of Cut-off Time for Online Tax Payment Service

15<sup>th</sup> August 2016

Dear Valued Customer,

In December 2015, we launched the online tax payment service that enables you to submit tax payment instructions via General Department of Taxation's website at <https://nophue.gdt.gov.vn> ("E-Portal").

In line with our commitment to sustain and improve service quality, we are pleased to inform that, effective 15<sup>th</sup> August 2016, the cut-off time for submitting tax payments via E-Portal stands extended from 3PM to 8PM as follows:

Payment Submission Time	Processing time for debiting payment account at HSBC (*)	Processing time for remitting the payment to beneficiary bank (**)
Working Days (Before or at 3PM)	Same day	Same day
Working Days (After 3PM & Before 8PM)	Same day	On the next working day
Working Days (After 8PM)	On the next calendar day	On the next working day
Non-Working Days & Bank Holidays (Any time)	Same day	On the next working day

**Notes:**

\* We appreciate your co-operation and support as always. While we take all possible efforts to execute your payment requests so as to deliver our best services at all times, there may be possible delays in real time processing under the following circumstances:

- ✓ FCY accounts;
- ✓ Insufficient funds;
- ✓ Accounts are subject to special instruction;
- ✓ Any other unforeseeable circumstances that may be beyond the control of the bank.

\*\* The remittance of tax funds so collected into the State Treasury Account, will be subject to clearing cut-off time as well as processing time of beneficiary banks.

For more details on the online tax payment services, you may kindly refer to the guidelines made available on the E-Portal or call upon your Service Manager / Relationship Manager at HSBC.

Thank you for banking with us.

Yours faithfully,

**HSBC Bank (Vietnam) Ltd.**  
**Global Liquidity and Cash Management**

