

## 2025 PUBLIC HOLIDAY NOTICE

Dear Customers,

Thank you for banking with HSBC Bank (Vietnam) Ltd. We wish to inform you of the closing plan for public holidays in 2025 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	
<b>Western New Year</b>	Wednesday 01 Jan 2025	Thursday 02 Jan 2025	<ul style="list-style-type: none"> <li>Counter services</li> <li>HSBC Evolve (FX Trading Platform)</li> <li>Global Trade Solutions transactions with FX involvement</li> <li>Loan transactions (drawdown and transfer request from loan fund, extension/pre-payment and loan related maintenances)</li> </ul>	3:00 pm 4:00 pm  12:00 pm  12:00 pm	<ul style="list-style-type: none"> <li>Counter services</li> </ul>	3:00 pm
<b>Lunar New Year</b>	From: Monday 27 Jan 2025	Monday 03 Feb 2025	Counter services	3:00 pm	Counter services	3:00 pm
	To: Friday 31 Jan 2025		<ul style="list-style-type: none"> <li>Transfer between HSBC account services; Local transfer services; Overseas transfers services, ACH (payroll):               <ul style="list-style-type: none"> <li>Through faxes and counters</li> <li>Through Corporate digital channels (HSBCnet/HSBC Connect/ Swiftnet)</li> </ul> </li> <li><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"> <li>HSBC Evolve (FX Trading Platform)</li> </ul> </li> </ul>	11:00 am  1:00 pm  4:00 pm  4:00 pm	<ul style="list-style-type: none"> <li>Transfer at counters: between HSBC accounts services; Local transfer services; Overseas transfer services</li> <li>Transfer through Internet Banking/ HSBC Vietnam Mobile App: normal transfer to local bank; overseas transfer</li> </ul>	11:00 am  1:00 pm

			<ul style="list-style-type: none"> <li>E-customs Payment Service/ Electronic Tax Payment Service</li> <li>Loan transactions (drawdown and transfer request from loan fund, extension/pre-payment and loan related maintenances)</li> <li>Other transactions related to Global Trade Solutions</li> </ul>	1:00 pm  11:00 am  11:00 am	<ul style="list-style-type: none"> <li>Credit card settlement:               <ul style="list-style-type: none"> <li>Via Payoo's partner stores</li> <li>Through HSBC Internet Banking/ HSBC Vietnam Mobile App</li> <li>From other bank transfer</li> </ul> </li> <li>Loan transactions (extension/pre-payment) and drawdown requests</li> </ul>	4:00 pm  3:00 pm  3:00 pm  11:00 am
<b>Hung Kings Commemoration Day</b>	Monday 07 Apr 2025	Tuesday 08 Apr 2025	<b>No change</b>		<b>No change</b>	
<b>Victory Day &amp; International Labors' Day</b>	From: Wednesday 30 Apr 2025  To: Friday 02 May 2025	Monday 05 May 2025	<ul style="list-style-type: none"> <li>Loan transactions (drawdown and transfer request from loan fund, extension/pre-payment and loan related maintenances)</li> <li>Other transactions related to Global Trade Solutions</li> </ul>	11:00 am  11:00 am	Loan transactions (extension/pre-payment) and drawdown requests	11:00 am
<b>National Day</b>	From: Monday 01 Sep 2025  To: Tuesday 02 Sep 2025	Wednesday 03 Sep 2025	<ul style="list-style-type: none"> <li>Loan transactions (drawdown and transfer request from loan fund, extension/pre-payment and loan related maintenances)</li> <li>Other transactions related to Global Trade Solutions</li> </ul>	11:00 am  11:00 am	Loan transactions (extension/pre-payment) and drawdown requests	11:00 am



NOTES:

- 1) 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.
- 2) 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, Platinum Cash Back, HSBC Live+ and TravelOne Credit Card holders:
    - (84-28) 37 247 666 (for Premier customers)
    - (84-28) 37 247 248 (for Platinum Cash Back, HSBC Live+ and TravelOne Credit Cardholders)
- 3) 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.
- 4) Cards retained at HSBC ATMs during the holiday will be available for customer collection at HSBC Branches and Transaction Offices from the 3<sup>rd</sup> 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.

