

TERMS AND CONDITIONS

“HSBC HEALTHCARE CONCIERGE” PROGRAMME FOR HSBC CREDIT CARD

Customer is advised to note that participating in the Promotion program/ accepting the promotional benefits offered by the program, shall mean that Customer has read, understood and accepted these Terms and Conditions.

1. ELIGIBILITY

1.1 The HSBC Healthcare Concierge Programme (“Programme”) is applicable to customers who meet all requirements: (**“Eligible Cardholders”**):

- Existing Cardholders who are holding following HSBC Credit Card (**“HSBC Credit Card”**) issued by HSBC Bank Ltd. (Vietnam) (**“HSBC”**) in Vietnam:
 - HSBC Premier World Mastercard® Credit Card
 - HSBC Visa Platinum Credit Card
- HSBC Credit Card account(s) are valid and in good credit standing (i.e. Cards must not be closed, delinquent, suspended, or terminated).

1.2 The Programme is not applicable for:

- HSBC Visa Cash Back Credit Card
- HSBC Visa Classic Credit Card

1.3 The Programme valid from 01/07/2021 to 31/12/2021 (**“Programme Period”**)

2. PROGRAMME DETAILS

2.1 The Programme is 24/7 Concierge Services hotline providing free healthcare booking services for Eligible Cardholders at hospitals/clinics that partnered with HSBC.

- **Offer 1:** The Eligible Cardholders can contact Hotline (+8428) 38240503 (**“Hotline”**) for below inquiries:
 - Book appointment for medical services at hospital/clinic partners
 - Book appointment for health check packages at hospital/clinic partners
- **Offer 2:** When making payment at hospital/clinic partners using HSBC Credit Cards, Eligible Cardholders will get special discount offer for Health Check Packages and other medical services.

The details of offers will depend on the Health check packages and/or medical services of each hospital/clinic that customer chooses. The offers can be changed from time to time. More details can be found at HSBC website or [here](#)

2.2 **List of hospital/clinic partners:** The list of hospital/clinic partners can be changed from time to time and is published on HSBC website or you can refer [here](#) for the details

2.3 **Services guidance:**

- (i) Eligible Cardholders call Hotline via (+8428) 38240503 to make appointment at hospital/clinic partners
- (ii) Hotline agent will verify Eligible Cardholder's information by Full name and Last 4 digits of HSBC Credit Card number. Eligible Cardholders must pass the verification step successfully to receive the benefit of the Programme. The hotline agent has the right to reject Eligible cardholder's request if the verification step is failed.
- (iii) After verification step, agent will support Eligible Cardholders to make appointment at provided hospitals/clinics following Eligible cardholders' request. The booking must be made at least 48 hours before appointment date.
- (iv) Hotline agent will contact Eligible Cardholders to confirm booking status within 48 hours (since the time they receive customer's request) via phone call and/or email.

2.4 **Payment method:**

- Eligible Cardholders visit the hospital/clinic and shows the booking confirmation received to avail of the service.
- Eligible Cardholders will pay services fee directly to hospital/clinic (except the Health check packages at Vinmec, which Eligible Cardholders must pay to through the Hotlines to enjoy the discounted price).
- The Eligible Cardholder are required to pay by HSBC Credit Card to get discount offer. (offer 2 mentioned in clause 2.1).

2.5 The Programme is applicable for both eligible Primary Cardholders and Supplementary Cardholders with unlimited booking request.

3. GENERAL TERM

3.1 List of hospital/clinic partners can be changed by HSBC. Any changes (if any) will be published on HSBC website.

- 3.2 The Eligible Cardholders are noticed that Hotline agent might request Eligible Cardholders to provide cardholder's information for validation and booking appointment purpose following the requirements of hospitals/clinics. HSBC is not responsible for any disputes if any related to information disclosure to Third Parties (i.e hospitals/clinics, Hotlines provider)
- 3.3 HSBC is not guaranteed for the successfulness of booking that customer requests. The result of the booking request will be depended on the capacities of provided hospital/clinic partners. In case the booking that Eligible Cardholder requested is not available, Hotline agent will try to arrange another booking slot. Any change if any relating to the booking request will be informed to Eligible Cardholders via phone call and/or email.
- 3.4 HSBC has the right to terminate/ temporarily suspend the Programme without any notice in the following scenarios:
- HSBC Credit Card is over limit or declined due to run out of limit requirement; or
 - HSBC Credit Card is requested to cancel or is cancelled; or
 - HSBC Credit Cardholders has any late payment, or not pay the minimum payment due as shown on their statements; or
 - HSBC Credit Cardholder is delinquent with any products with HSBC
 - HSBC Credit Cardholder change to other card product that is not applied the Programme
- 3.5 HSBC is not service provider. These services are provided by the respective providers under such terms and conditions as determined by that providers. And HSBC accepts no liability whatsoever in connection with such services. The services are not certified by HSBC and under no circumstances should any service be included in this Programme will be construed as an endorsement or recommendation of the service by HSBC.
- 3.6 If Eligible Cardholders have any concerns related to the Programme, please contact HSBC Customer Services Hotline via: (+84) 28 37 247 248 or HSBC Premier Hotline via: (+84) 28 37 247 666
- 3.7 The Programme is free of charge for all Eligible Cardholders but not including the telephone fee when Eligible Cardholders call the Hotline.
- 3.8 Any dispute related to this Programme shall be settled directly between Eligible Cardholders and the Hotline service provider. Any dispute remaining unsolved will be settled in accordance with the laws of Vietnam.

- 3.9 The decisions of HSBC on all matters relating to the Programme are final, conclusive and binding and no correspondence will be entertained.
- 3.10 To the extent permitted by laws, HSBC reserves the right to terminate, change or otherwise deal with the Programme at any time it deems appropriate upon 3-days prior notice at HSBC's branches/ transaction offices and/or on its website. HSBC shall take no liabilities for any claim, loss, damage, cost or expense incurred by any person in relation to this Programme.
- 3.11 These Terms and Conditions can be amended at any time by HSBC. The adjustments will be updated before effective date.
- 3.12 The Terms and Conditions of the Programme shall be governed by the provisions of Vietnamese law. In case of discrepancies between the English and the Vietnamese versions of these terms and conditions, the Vietnamese version shall prevail.