

## TERMS AND CONDITIONS

### **“GLOBAL HEALTH AND TRAVEL” PROGRAMME**

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

#### 1. ELIGIBILITY

1.1. The “**Global Health and Travel**” Programme (“**Programme**”) is applicable to customers who meet all requirements: (“**Eligible Cardholders**”):

- Existing Cardholders who are holding HSBC Premier World Mastercard® Credit Cards (“**HSBC Credit Card**”) issued by HSBC Bank Ltd. (Vietnam) (“**HSBC**”) in Vietnam.
- 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
- HSBC Visa Platinum Credit Card

1.3 The Programme valid from 01/07/2020 to 30/06/2021.

#### 2. PROGRAMME DETAILS

2.1 **Offer details:** Get 15% instant discount on medical packages at top Hospitals on Global Health and Travel platform.

2.2 **List of hospitals on Global Health and Travel platform:** please find the latest list of hospital [Here](#). The list of hospitals can be changed from time to time by Global Health and Travel.

2.3 **Services guidance :**

- (i) Go to website: <https://www.globahealthandtravel.com/en/package>
- (ii) Choose your Healthcare Packages
- (iii) Add your preferred package to cart at “Buy&Book”
- (iv) Check out and pay with your HSBC Credit Card to get the instant discount
- (v) Indicate your preferred appointment time and date

2.4 **Payment method:** To avail the discount on the healthcare package, purchases and/or bookings must be made through Global Health and Travel website, using HSBC Credit Card for payment. The Programme is applicable for both eligible Primary Cardholders and Supplementary Cardholders with unlimited booking request.

### 3. GENERAL TERM

3.1 Bookings must be made at least 48 hours prior to appointment requested date.

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

3.3 The administration fee of foreign currency transaction will be applied if the payment for the package needs to be done in foreign currency.

3.4 Redemption period of healthcare packages may vary based on individual healthcare package terms.

3.5 For healthcare packages purchased and paid online through the Global Health and Travel website, Eligible Cardholders will be charged the discounted price.

3.6 No refund will be provided with cancellations of healthcare packages purchased through Global Health and Travel.

3.7 Global Health and Travel reserves the right to remove, amend or exchange any of the participating healthcare centres without prior notice to HSBC Credit Cardholders.

3.8 HSBC has the right to terminate/ temporarily suspend the Programme without any notice in the following scenarios:

- Card is over limit or declined due to run out of limit requirement; or
- HSBC Credit Card is requested to cancel or is cancelled with any reason; or
- Cardholder 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; or
- HSBC Credit Cardholder change to other card product that is not eligible for this Programme

3.9 If HSBC Credit Cardholders have any concerns related to the Programme, please contact HSBC Premier Hotline via: (+84) 28 37 247 666 or contact your Premier Relationship Manager for further assistances.

3.10 Any dispute related to this Programme shall be settled directly between Eligible Cardholders and vendor/hospital and/or the service provider of Global Health and Travel Programme

- 3.11 HSBC is not a service provider of the Programme. These services are provided by the respective providers under such terms and conditions as determined by that providers. 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.
- 3.12 The decisions of HSBC on all matters relating to the Programme are final, conclusive and binding and no correspondence will be entertained.
- 3.13 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.
- 3.14 These Terms and Conditions can be amended at any time by HSBC. The adjustment(s) will be updated before effective date.
- 3.15 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.