

TERMS AND CONDITIONS
FOLLOWING YEAR ANNUAL FEE WAIVER
FOR SOME VIETCOMBANK INDIVIDUAL CREDIT CARDS

I. Summary

- Subsequent year annual fee will be waived for credit cardholders who have eligible total spending volumes (SV) within 12 statement cycles preceding to annual fee collection cycle that reach the minimum spending requirement as followed:

No	Product	Minimum SV (VND)
1	Visa Classic card	40,000,000
2	Mastercard Classic card	
3	JCB Classic card	
4	Visa Gold card	80,000,000
5	Mastercard Gold card	
6	JCB Gold card	

- Application:
 - ✓ Total assessed eligible SV will be calculated from 07/2020 statement to next 12 statements.
 - ✓ Annual fee collection cycle to be applied will start from statement cycles in 07/2021

II. The Program's Terms and Conditions

➤ ***Eligible cards***

- Vietcombank Visa, Mastercard, JCB Classic or Gold card issued for individual customers (excluding co-brand cards) that incur subsequent year annual fee.

➤ ***Customers qualified for annual fee waiver***

- All individual customers who have eligible cards which are active, not under blocked or attrition status and customers are not having any overdue debt at Vietcombank at the time of assessment for subsequent year annual fee waive.
- Customers with principal and supplementary cards will be qualified for annual fee waives if each of those eligible cards reaches the minimum SV requirement.

➤ ***Eligible spending volume***

- Is the total amount of all eligible transactions made by eligible cards within 12 statement cycles preceding to annual fee collection statement cycle.
- Is at the minimum of 40,000,000 VND for classic cards and 80,000,000 VND for gold cards.
- Eligible SVs of principal and supplementary cards are assessed separately, different eligible card products of one customer are considered separately, cards that meet the minimum SV requirement will be waived for the subsequent annual fee of such cards. Whereas card tier changes, the minimum SV requirement will determined in accordance with the card tier at the time of annual fee collection.

➤ ***Eligible transaction***

- Include transactions using eligible cards to make real purchases at merchants and cash withdrawal, excluding revert, refund and cancelled transactions during annual fee waive assessment period and do not include fee, interest, testing transactions, transaction occurred by system errors, chargeback transactions, transaction suspected of abusing the Program.
- Eligible transactions need to be recorded in cardholders' statements, accumulated within 12 statement cycles preceding to the annual fee collection statement cycle.

➤ ***Method of annual fee waive***

- Subsequent annual fee will not be collected or will be refunded if Vietcombank has collected the fee (The annual fee will be refunded no later than 2 months since the fee collection date).

III. General terms and conditions

1. Vietcombank's rights and responsibilities

➤ ***Vietcombank's responsibilities***

- To resolve customers' claims about the Program within 15 working days since the date of receiving the claims.

➤ ***Vietcombank's rights***

- Vietcombank reserves the right to make final decision regarding the approval of eligible customers and the execution of annual fee waive.
- Vietcombank reserves the right to request customers to provide transaction receipts (purchase invoices and card payment receipts) and other documents to verify valid transactions. Vietcombank can reject annual fee waive if customers do not provide or do not provide in full transaction receipts before the required time or customers' transaction receipts do not satisfy the Program's terms and conditions.
- Vietcombank reserves the right to charge the annual fee waived whereas there is any mistakes, errors in the assessment process or Vietcombank has enough evidence to prove that customers do not meet the Program's requirements.
- Vietcombank is exempted from any force majeure events such as fire, flood, earthquake, errors of card handling system etc. causing the Cardholder's transactions to be not accurate, not performed or not transmitted to Vietcombank system or affecting the rewarding progress of the Program.
- Vietcombank reserves the right to change the T&C of this Program. Any change or adjustment (if any) will be made public on Vietcombank's official website: www.vietcombank.com.vn.

2. Customer's rights and responsibilities

➤ ***Customer's responsibilities***

- Customers must keep all transaction receipts (purchase invoices and card payment receipts) and must provide all documents to Vietcombank upon request. The amount on each purchase invoice must match with the corresponding card payment receipts. The signature on the

purchase invoice must match the signature on the card payment receipts and the signature that has been registered at Vietcombank.

- Customers must provide transaction receipts and other relevant proof as required by Vietcombank no later than 5 working days since the expiry date of the complaint period to affirm their rights. Customers' rights to complain will be revoked if they fail to provide proof to their rights before the expiry date of the complaint period.
- Customers must returned to Vietcombank the annual fee if Vietcombank successfully proves that customers do not meet the Program's conditions.
- By joining this Program, customers acknowledge to understand and accept all terms and conditions of the Program; adjustments (if any); all contents of Vietcombank card usage terms and conditions and other applicable law.

➤ ***Customers' rights***

- Customers reserve the right to complain about the Program's result within 15 days since the date Vietcombank waives the annual fee for the customers. When the mentioned time limit has expired, customers are deemed to agree with the Program's result.
- The primary cardholder will be the one in charge of filing complaints to the Bank.
- If customers have any questions related to the Program, please contact Vietcombank's offices nationwide or contact Vietcombank Contact Center at 1900.54.54.13.