

## FINE DINING INSTRUCTION

### FOR THE VIETCOMBANK VISA SIGNATURE CARDHOLDERS

#### **I. Eligible customers:**

- The Cardholders of The Vietcombank Visa Signature International Credit Card (The Cardholder).

#### **II. Program details**

- Layer 1:
  - 50% discount on total bill value, up to VND 1 million at restaurants in the program.
  - Maximum number of booking: 300 bookings/month
- Layer 2:
  - 20% discount on total bill value, up to VND 400,000 at restaurants in the program.
  - Maximum number of booking: not applied

*(This program is applicable for both weekends & holidays and depends on the availability of the restaurant)*

#### **III. Booking instructions**

##### **1. Dine in platform**

- Booking is to be done via hotline (+84) 28 3824 0508 at least 24 hours before coming to the restaurants in the list. The Cardholders shall be contacted by Aspire for booking confirmation.
- Cardholders use their Vietcombank Visa Signature card to make the payment for the invoice value after applying the discount directly.

##### **2. Delivery platform**

- Cardholders call to hotline (+84) 28 3824 0508 at least 24 hours before to request using the offer with delivery platform. The operator will record and forward the request to the restaurant accordingly.
- Within 24h since the hotline recorded the Cardholder's request, the restaurant officer shall call to the Cardholder to confirm the booking detail (including the menu, payment amount, delivery time, delivery information, delivery fee...);
- Aspire Call Center shall contact the Cardholder via hotline (+84) 28 3824 0508 to confirm the

booking and payment amount after applying offer and performs a manual transaction to proceed payment based on the card information provided by the Cardholder (in case of VAT invoice request, the Cardholder needs to notice with Aspire in this call);

- The restaurant will deliver the goods to the Cardholder at scheduled time.

**Note:** The card information provided by the Cardholder for payment (including card number, expiry date) will be guaranteed for confidentiality. Aspire is a PCI DSS certificate holder for cardholder security when providing information over the phone.

#### **IV. About benefit usage**

- The actual implementation will depend on the policies/directions of the management agencies in each area from time to time to ensure the prevention of COVID-19 epidemic;
- Each Cardholder can only use up to 01 booking per month (in any platform) with Layer 1 and use several times with no limitation of booking with Layer 2
- Cardholder is not allowed to make a reservation for subsequent months.
- Reservations must be made via the above hotline. Approval or change of booking information depends on the availability of the restaurant.
- Operation schedule of the hotline:
  - Request receiving and reservation process: from 9am - 10pm daily, of which the program for each month will start from the first day of each month and end on the last day of the month or when the number of bookings reaches the maximum, whichever comes earlier.
  - Information inquiry and customer supporting: the call center operates 24/24 for information inquiry and customer supporting on any issues related to the program.
- This offer cannot be used in conjunction with other promotions at the restaurant.
- To ensure the benefits, when using offer with dine in platform, cardholders need to bring the Vietcombank Visa Signature card used to book a table and the restaurant will check the card information before making a payment.
- The offer will not be applied if the Cardholder fails to pay with the Vietcombank Visa Signature card when dining at the restaurant or refuses to provide the card number information when using the delivery platform.

- Cardholders could cancel/change the request to use the offer 2 hours when using dine in platform and 24 hours when using delivery platform in advance of the confirmed booking time.
- Cancellations made out of the timing policy as mentioned above or not using the reservation as confirmed will be counted as one booking used within the month of this Cardholder.
- With confirmed reservation, the Cardholder could make any changes up to twice. If the Cardholder is still unable to use the offer after two changes, the Cardholder's reservation will be counted as one booking used within the month of this Cardholder.

**V. List of fine dining restaurants**

<b>Receiving booking time</b>	<b>Hanoi</b>	<b>Ho Chi Minh City</b>	<b>Others</b>
From 01/03/2022	<ol style="list-style-type: none"> <li>1. La Table Hanoia (La table Du Chef) (Dine in)</li> <li>2. Hatoyama (Dine in)</li> <li>3. Salmonoid (Dine in)</li> <li>4. Pane e vino (Dine in)</li> </ol>	<ol style="list-style-type: none"> <li>1. Lai (Dine in)</li> <li>2. Towa (Dine in)</li> <li>3. Li Bai (Dine in)</li> <li>4. Social Club (Dine in)</li> <li>5. Signature – Sheraton Saigon (Dine in)</li> </ol>	
From 20/03/2022	<ol style="list-style-type: none"> <li>5. Oven D’or Sheraton Hanoi (Dine in)</li> <li>6. Akira Back JW Marriott Hanoi (Dine in)</li> </ol>	<ol style="list-style-type: none"> <li>6. Viet Kitchen (Dine in)</li> <li>7. Kabin (Dine in)</li> <li>8. Sheraton Saigon Hotel (Delivery)</li> <li>9. Lavelle Library (Delivery)</li> <li>10. Maison Mận Đỏ (Delivery)</li> <li>11. Tasty Kitchen (Delivery)</li> <li>12. YU CHU - InterContinental Saigon (Dine in)</li> </ol>	<ol style="list-style-type: none"> <li>1. Don Cipriani's - Furama Resort Da Nang (Dine in)</li> </ol>
In 04/2022	<ol style="list-style-type: none"> <li>7. Ming - Pan Pacific (Dine in)</li> <li>8. Edo - Daewoo Hanoi (Dine in)</li> <li>9. A Bản (Dine in)</li> <li>10. Gia Hanoi (Dine in + Delivery)</li> </ol>	<ol style="list-style-type: none"> <li>13. YOSHINO - Lotte Hotel Saigon (Dine in)</li> </ol>	<ol style="list-style-type: none"> <li>2. Flame Grill @ Mercure Hai Phong (Dine in)</li> <li>3. Hải Đăng Japanese – Hai Phong (Dine in)</li> <li>4. Costa Seafood - Nha Trang (Dine in)</li> <li>5. Costa Robata – Nha Trang (Dine in)</li> </ol>

**Note:**

- The list of restaurants in some new locations (Hai Phong, Da Nang, Nha Trang) is expected to be added in March 2022 and details will be updated at the website <https://vietcombank.com.vn/>
  - The promotion as well as list of participating restaurants may be changed from time to time and to be announced on the website [www.vietcombank.com.vn](http://www.vietcombank.com.vn)
  - Due to the complicated situation of COVID - 19 disease, the operation status of the restaurants in the list may be changed and updated from time to time. Please kindly contact via hotline (+84) 28 3824 0508 for updated information on the operation status of restaurants.
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