

**TERMS AND CONDITIONS OF THE PROGRAMME  
CUSTOMER DELIGHT WEEK 2022**

*These Terms and Conditions takes effective from 25 July 2022*

Customers are advised to note that when they participate in the Programme and/or agree to receive any benefits offered under the Programme, it is deemed that Customers have read, understood and accepted these Terms and Conditions (“**Terms and Conditions**”).

1. “**Customer Delight Week 2022**” is applicable at Hanoi and Ho Chi Minh City (“**Programme**”).
2. **Programme Period:** from 25<sup>th</sup> July 2022 to 29<sup>th</sup> July 2022 (both days inclusive) or earlier when all the Gifts have been given to the eligible Customer of the Programme.
3. **Eligible Customer:**
  - (i) **Privilege Banking Customer:** For the customers who book a meeting with our Relationship Manager via online form and participate in such meeting at Privilege Banking Lounge – Central Plaza branch of United Overseas Bank (Vietnam) Limited (“**UOB Vietnam**”) to make enquires about our products and/or services provided by UOB Vietnam (including Sustainable products) during the Programme Period; and
  - (ii) **All Segment Customer (who is not Privilege Banking Customer):** For the customers who drop by any branch of UOB Vietnam to seek information about our products and/or use our services provided by UOB Vietnam (including Green products) during the programme period, (collectively referred to as the “**Customer**”).
4. **Programme Details:**
  - (i) The Customer will receive one of the following ‘sustainable’ gifts (as the case may be) as below (the “**Gift**”):

Gift	Quantity	Applied for
Sustainable tote bag	200	Privilege Banking Customers <i>Only available at Privilege Banking Lounge of UOB Vietnam - Central Plaza (Le Duan) Branch</i>
Sustainable bamboo straw set	400	All Segment Customers <i>Available at All Branches of UOB Vietnam</i>

UOB Vietnam’s branches:

- Central Plaza (Le Duan) Branch  
Basement, Ground Floor, Central Plaza Building  
17 Le Duan Boulevard, Ben Nghe Ward, District 1, Ho Chi Minh City
- Copac Branch  
Ground Floor, 1st Floor, Copac Square  
12 Ton Dan, Ward 13, District 4, Ho Chi Minh City
- Hanoi Branch  
Unit 01-08 & Unit M-02A, Pan Pacific Hanoi  
01 Thanh Nien, Truc Bach Ward, Ba Dinh District, Hanoi

- (ii) The total value of the Gifts: VND 50,000,000.

**5. Specific Terms related to the Gift:**

UOB Vietnam is not a supplier of the Gift. The Gift is provided by the respective supplier under the terms and conditions set forth by such supplier. The Customer shall be bound by such supplier's terms and conditions. In case of inquiries or complaints relating to the Gift, the Customer shall directly contact with the supplier for settlement.

**6. General Terms and Conditions:**

- (i) Each Customer only can receive a maximum of 01 (one) Gift during the Programme.
- (ii) For queries related to the Programme, the Customer should reach out to UOB Vietnam through our online form, call us or drop by the branch and our customer service personnel with attend to your needs.
- (iii) All decisions made by UOB Vietnam in relation to the Programme are official and final.
- (iv) UOB Vietnam may at its own discretion refuse giving or withdraw the Gift to any Customer who has provided information which is illicit, unclear, or incomplete, or has violated any of these Terms and Conditions.
- (v) UOB Vietnam may contact Customer via phone number/ email registered with UOBV for further information/ clarification or additional documents, if necessary.
- (vi) The Customer agrees that UOB Vietnam may use his or her personal image and information for advertising, promotion within and after the end of the Programme without any further consent from the Customer.
- (vii) When UOB Vietnam deems necessary, UOB Vietnam may replace the Gift with other promotional benefits having the same values but not exceeding the Gift value in any case.
- (viii) The Customer shall be responsible for any relevant tax and fee (including but not limited to personal income tax), if applicable, as required by applicable laws, arising out of or relating to the receipt of Gift of this Programme by the Customer.
- (ix) In case of any dispute arising out of or relating to this Programme, UOB Vietnam and the related partners shall cooperate with Customer to find an amicable resolution. If the parties fail to reach such resolution, the dispute shall be resolved in accordance with laws of Vietnam.
- (x) UOB Vietnam may change the Terms and Conditions from time to time. Such amendments (if any) shall be notified or registered as required by applicable laws prior to implementation.
- (xi) The Terms and Conditions of this Programme is made in English and Vietnamese. In case of any discrepancy/ inconsistency between English and Vietnamese, the Vietnamese version shall prevail to the extent of such discrepancy/inconsistency.