



**PRIORITY**

Privilege Services

**CONFIRMATION LETTER  
OF REGISTERING FOR PRIORITY BANKING SERVICES**

**CUSTOMER INFORMATION**

Full name:  Customer ID:

DOB:  /  /  Nationality:

Gender: Male  Female

ID Card/Passport No.:  Issue date:  /  /

Location:

Correspondence address:

Home/Work phone number:  Mobile number:

Email:

**INFORMATION ON REGISTERING FOR PRIORITY BANKING SERVICES**

Product Code  Validity period:

Classification (AUM type)

**CUSTOMER UNDERTAKINGS**

1. I undertake that the above information is true and correct.
2. I undertake that I have read, understand and agree with the Terms and Conditions on Priority Banking Membership - Techcombank Priority (on the backside of this Confirmation letter) and regulations on rights and responsibilities issued by Techcombank from time to time.
3. I undertake that by signing this letter, I become a member of Techcombank Priority and am responsible for complying with the Terms and Conditions on Priority Banking Services as well as fully accountable for any arising problems if I fail to comply with these regulations in a proper and complete manner from time to time.

Date      month      year

**Customer**

*(Signature and full name)*

**FOR THE BANK ONLY**

Customer classification:

RM account number:

RM code (ID Sales):

Portfolio under manager  
(Block code)

Date      month      year

Date      month      year

**Priority Relationship Manager**

*(Signature and full name)*

**Branch Manager**

*(Signature and full name)*

# TERMS AND CONDITIONS ON PRIORITY BANKING MEMBERSHIP

## I. GOVERNING SCOPE

- 1.1. Terms and Conditions on Priority Banking Membership (the terms and conditions herein) are applicable for customers registering for Priority Banking Membership.
- 1.2. Contact information provided by the Customer on the Confirmation letter of registering for Priority Banking Services will be used in all transactions with Techcombank.

## II. INTERPRETATION

- 2.1. Techcombank Priority is a banking service exclusively for high-end customers of Vietnam Technological and Commercial Joint-stock Bank (Techcombank) which provides dedicated products and services to this customer group.
- 2.2. Techcombank Priority member: customer who is eligible for Priority Membership criteria as per the Bank's regulations from time to time and agrees to register for Techcombank Priority by signing this letter.

## III. BENEFITS OF TECHCOMBANK PRIORITY MEMBER

Techcombank Priority Member will be offered a package of privileges and benefits corresponding to their customer classification, including the following:

- 3.1. Professional and high-class service policies;
- 3.2. Benefits on information;
- 3.3. Exclusive banking products and service for Priority customers;
- 3.4. Benefits on pricing policies, interest rates, fees, charges and procedures for Priority customers, depending on the customer's credit status;
- 3.5. Customer care services and programs for Priority customers;
- 3.6. Benefits from external partners of Techcombank Priority;
- 3.7. Other benefits as per Techcombank regulations.

The abovementioned benefits can change according to Techcombank regulations from time to time.

#### **IV. REGULATON ON CUSTOMER RE-CLASSIFICATION**

Techcombank will review, assess and re-classify customers regularly to be in line with regulations of Techcombank Priority issued by the Bank at a specific time, in particular:

- 4.1. Techcombank has the right to change/ remove customer's membership class during their membership period if detecting that the Customer no longer satisfies the program's eligibility criteria.
- 4.2. Regarding customer currently being members of Techcombank Priority who has suspicious transactions, Techcombank will give timely warnings to the Customer.
- 4.3. Regarding customer eligible for higher class during their membership period, the Customer has the right to upgrade their class to enjoy rights and benefits of higher class during the remaining membership period recorded in the system.
- 4.4. Membership period will be automatically renewed based on the criteria at the time of reclassification defined from time to time.
- 4.5. Customer can suspend or terminate their Priority Banking Membership by notifying Techcombank in advance in writing.
- 4.6. Criteria and limits for assessment and review will be determined by Techcombank from time to time.
- 4.7. Customer will be notified by Techcombank Priority Relationship Manager of their membership status upon any changes via email/mail or mobile phone with information registered by the Customer on "Confirmation letter of registering for Techcombank Priority".

#### **V. MEMBERSHIP PERIOD AND TERMINATION OF MEMBERSHIP**

5.1. Effective Membership period is regulated as follows:

5.1.1. Regarding customer group identified based on transactional history, membership period is 06 months from the time the customer registers for Priority Banking Membership;

5.1.2. Regarding experiential customers, membership period is maximum 06 months from the time the Customer signs "Confirmation letter of registering for Techcombank Priority". Specific membership period will be determined based on regulations and criteria of each experiential program/product life cycle.

5.2. Techcombank will terminate customer's membership if:

5.2.1. The Customer fails to fulfil any of the classification criteria of Priority Banking Services when the membership period ends as stipulated in item 5.1 above.

5.2.2. The Customer has a great amount of debts which are more than 90 days-past-due at Techcombank

5.2.3. When Techcombank receives the Customer's request for terminating membership;

5.2.4. According to other regulations of Techcombank on Priority Banking Services from time to time.

5.3. Customer can stop using Priority Banking Services or terminate Membership by notifying Techcombank in advance in writing.

## **VI. CUSTOMER INFORMATION SECURITY**

6.1. Techcombank undertakes to respect all information related to the Customer and ensure that the information is strictly secured.

6.2. Techcombank will only allow its employees to use the Customer's information for operational purposes of Techcombank. Any violations to information security standards committed by Techcombank employees will be handled as per Techcombank regulations.

6.3. All information shared by the Customer with Techcombank will be used for providing the Customer with exclusive products and services. In case of collaborating with a third party partner to support Techcombank activities such as information system setup, consulting, auditing and advertisement, the Customer accepts that Techcombank provides or publicizes relevant information in line with Techcombank regulations and applicable laws without sending prior notice to them.

## **VII. GOVERNING LAWS AND DISPUTE HANDLING**

The Terms and Conditions herein are governed by Vietnamese laws. If there is any dispute arising from the exercising of the Terms and Conditions between the Customer and Techcombank, the dispute will be handled by amicable negotiation. Should no agreement be reached by this way after 30 days, the two parties have the right to make legal proceedings to request a competent court in Vietnam to make judgement.

## **VIII. FINAL PROVISIONS**

8.1. Techcombank has the right to change/supplement/terminate regulations related to Priority Banking Service from time to time without notifying members in advance.

8.2. By signing "Confirmation letter of registering for Techcombank Priority", the Customer agrees to be a member of Priority Banking Service. The Customer will be provided with full benefits and privileges of Priority Banking Service and bound by provisions defined in this Terms and Conditions.

**Techcombank Priority**