



User guidebook

Vietcombank Vietnam Airlines American Express® Credit Card

Welcome letter

Vietcombank Vietnam Airlines American Express® Credit Card

Dear Valued Customer,

Vietcombank is pleased to welcome you as a new **Vietcombank Vietnam Airlines American Express®** International Credit Cardholder!

Vietcombank, Vietnam Airlines and American Express have come together to bring you most outstanding feature, the most exclusive privileges in banking, travel, entertainment... and airline benefits that exceed your expectation!

We believe that Vietcombank **Vietnam Airlines American Express® Credit Card** will be a perfect choice to make your every journey, every privilege a valuable experience.

Joint Stock Commercial Bank for Foreign Trade of Vietnam

Key features of Vietcombank Vietnam Airlines American Express® Credit Card



Earn miles

with every spending



Dedicated hotline for Medical and Travel Assistance

exclusive to American
Express cardholders



Global travel accident insurance coverage

up to VND 7 billion/person





Why should you choose **Vietcombank Vietnam Airlines American Express® Credit Card**

Vietcombank Vietnam Airlines American Express® International Credit Card is the collaboration between Vietcombank and Vietnam Airlines to bring you outstanding features and privileges, in the hope that your every trip will be the most exciting and relaxing experience.

The services and benefits mentioned in this document are subject to change periodically and will be announced on Vietcombank's official channels. For further information, please visit: www.vietcombank.com.vn

Lotus Miles Privileges

Vietcombank Vietnam Airlines American Express® Credit Card

You earn 1 Lotus miles for every VND 23,000 international spending or VND 28,000 domestic spending with your Vietcombank Vietnam Airlines American Express® Credit Card (including spending paid by your card at card acceptance merchants, excluding cash withdrawal)

Terms and Conditions applied.

For further information, please visit: www.vietcombank.com.vn

You can use your miles to redeem for:

- ✦ Award tickets on all Vietnam Airlines flights as well as other codeshare flights, other partner airlines' flights with hundreds of destinations worldwide.
- ✦ Upgrade to more privileged services for yourself your family and friends on Vietnam Airlines operated flights.
- ✦ Award tickets for excess baggage on Vietnam Airlines flights.
- ✦ Telecommunication Award.
- ✦ Members can easily use miles to shop for other rewards such as technology devices, travel accessories, healthcare products...

For further detail, please visit: <https://www.vietnamairlines.com/vn/vi/lotusmile>

Emergency Assistance Service

Vietcombank Vietnam Airlines

American Express® Credit Card

In case of emergency, please call +84 28 3825 6795– a dedicated hotline for Vietcombank Vietnam Airlines American Express® cardholders for timely advice and assistance:



International Medical and Travel Assistance

- Advice on American Express Selects
- Pre-trip Information (including inoculation/ American Express/passport/ customs and duty regulation, foreign exchange rates, value added taxes)
- Cash Access Inquiry (American Express Card ATMs)
- Referral of American Express Travel Service Offices (TSO)
- Referral of Embassies and Consulate
- Referrals to Translation Services and Interpreters
- Referrals to Lawyers
- Advance of Lawyer's Fees
- Advance of Bail Bond
- Transmission of Urgent Messages to Family or Business Associates
- Medical Evacuation & Repatriation
- Repatriation of Dependent Children
- Repatriation of Mortal Remains
- Return Home on the Death of a Relative
- Cash Advance & Administrative Assistance for Travel Emergencies (in case of lost/stolen personal document or want to use Emergency medical service)
- Medical Expense Guarantee
- Arrangement of Hospital Admission
- Medical Advice and Referrals to Medical Service Providers
- Replacement and Dispatch of Spectacles/ Contact Lenses/Prescribed Medicines
- Arrangement of Medical Appointment
- Travel Arrangement including Accommodation for Visiting Family Member
- Lost Luggage and Document Assistance
- Emergency Hotel Arrangement
- Transportation of a Travelling Companion Return Trip
- Transportation of the Travelling Companion to New Place of Hospitalization



Domestic Medical and Travel Assistance

- Medical Evacuation & Repatriation
- Arrangement of Hospital Admission
- Repatriation of Mortal Remains
- Medical Advice and Referrals to Medical Service Providers
- Arrangement of Medical Appointment

The services are provided by a third party, terms and conditions applied.

Insurance Benefits and Travel Assistance Services

Vietcombank Vietnam Airlines

American Express® Credit Card

When using Vietcombank American Express® International Credit Card to pay for your journey (domestic and overseas), the Cardholder and other family members (spouse and dependent children) shall have the insurance benefits with coverage up to VND 7 billion. Insurance coverage include:



Inconvenience benefits

(Flight cancellation/Flight delay/baggage delay/baggage lost).



Personal accident during the trip



24-hour emergency Medical and Travel assistance services

Services provided by insurance companies.

Please refer to the detailed terms and conditions of insurance on www.vietcombank.com.vn



Banking Privileges

Vietcombank Vietnam Airlines American Express® Credit Card

Being a cardholder of Vietcombank Vietnam Airlines American Express® International Credit Card, you are entitled to:



Free
**Issuance of
01 Vietcombank debit card**



Free
**First year annual fee for
01 international credit card
of other brands
(standard/gold tier)**



Free
**First year annual fee for
01 supplementary card**



Card Spending Benefit

Vietcombank Vietnam Airlines American Express® Credit Card

Enjoy the World of Exciting Offers with the JOY OF LIFE Card from Vietcombank [here](#)



Enjoy the benefits of Vietcombank Vietnam Airlines American Express® Credit Card

Vietcombank Vietnam Airlines American Express® Credit Card is designed with exceptional conveniences for your experiences



Online card management via VCB Digibank app



Track card issuance progress



Credit card balance payments



Activate card



Installment payment



Reissue/Change PIN



Adjust daily usage limits



Card statement and inquiry



Enable/Disable card usage at
POS/ATM overseas



Temporarily lock/
unlock card



Online transaction claims



Enable/Disable card
online payment

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Installment Services

Vietcombank Vietnam Airlines American Express® Credit Card

If you prefer not to fully pay for the credit card transaction amount, you can choose to divide the payment into installments of 3, 6, 9, or 12 months with simple and convenient registration process



0% interest installment at partner merchants

Please inquire with the store staff about Vietcombank credit card installment program before making the payment.

Detail [here](#)



Flexible installment on VCB Digibank

It takes less than a minute to set up directly on the VCB Digibank app.

Detail [here](#)



Installment Services

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Example of installment program

Transaction spending amount	Installment tenure	Amount to be paid per statement
VND 9,000,000	3 months	VND 3,000,000
	6 months	VND 1,500,000
	9 months	VND 1,000,000
	12 months	VND 750,000

Illustration of displaying installments on the statement

- ✔ In the current statement period, you only have one original transaction converted to VND, which is VND 9,000,000.
- ✔ Suppose you convert that transaction into a 3-month installment with a conversion fee of 2%.
- ✔ In the next statement period:
 - Installment conversion fee = $2\% \times 9,000,000 = \text{VND } 180,000$
 - First installment amount = VND 3,000,000

For the following two statement periods after the mentioned statement, you will only have to pay the installment amount of VND 3,000,000 for each period.

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Diverse and Flexible Payment Methods

Vietcombank Vietnam Airlines

American Express® Credit Card

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With Vietcombank Vietnam Airlines American Express® Credit Card, you can choose from a variety of payment methods for goods and services at millions of American Express card acceptance points.



Payment directly at merchants

- Card payment terminal – POS
- Contactless payment
- QR code payment
- Online payment



Safe and secure online card payment with 3D Secure authentication solution



Payment on VCB Digibank

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With Vietcombank Vietnam Airlines American Express® Credit Card, you can choose to Withdraw/Advance cash at cash advance points with the American Express logo



At automatic teller machines (ATMs)



Withdraw money by QR code at ATMs



At authorized cash advance points

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Security with the most advanced technology

Vietcombank Vietnam Airlines American Express® Credit Card

You can be completely assured when using Vietcombank credit cards with the most optimal and advanced security methods and technologies.



EMV Contactless technology

The EMV chip card is a card with a microchip attached to the surface of the card with high data storage and security capabilities. Contactless technology helps you make card transactions quickly, safely, and conveniently with just one touch, thereby enhancing your experience and shortening payment time.



3D Secure security method

When you make online transactions at a 3D Secure merchant, Vietcombank will send a one-time password (OTP) via message or email for you to complete the transaction. 3D Secure ensures that only you, as the Cardholder, have the password to complete the transaction.



Tokenization

The actual card information (on the physical card) is encoded – turned into a different set of numbers (token) – to help protect your information when linking and using the card on payment/e-wallet applications on mobile devices/e-commerce websites. From there, your card transactions become more secure when carried out through electronic channels.





How to use Vietcombank Vietnam Airlines American Express® Credit Card

Cardholder's Name

Card Expiry Date

The validity for card usage

Card Number

Used for transactions

Contactless Symbol

Security code

For online payment, you may be required to input this number

American Express logo

Card is accepted at merchants, ATMs, and websites displaying this symbol worldwide

Contact Information

Please contact Vietcombank Customer Center 24/7 for assistance



Card Element Placement

Vietcombank Vietnam Airlines American Express® Credit Card

Manage card accounts and credit card statement payment

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To easily manage and make credit card statement payment, please notice the following guidelines:

Timeline to be noticed

Statement date +1	<ul style="list-style-type: none">Receive a monthly statement via the email address/address you have registered orProactively check your statement balance in the Card Services section on the VCB Digibank
Proposed Payment Date	<ul style="list-style-type: none">Fully pay the statement balance: no fees or interest related to card spendingPayment amount \geq minimum payment amount: unpaid amount will be charged interest from the transaction datePayment amount $<$ minimum payment amount: unpaid amount will be charged interest incurred from the transaction date + Fee for not paying the minimum payment amount
Due date	<ul style="list-style-type: none">The unpaid amount will be converted into overdue debt and debt classified according to the regulations of the State Bank

Credit card account management channel

VCB Digibank application	<ul style="list-style-type: none">Outstanding balance and card statement InquiryPay card statementSet up statement payment methodChange the designated payment account
Monthly statement	<ul style="list-style-type: none">Displays information about card transactions in the statement period
SMS/OTT/Email	<ul style="list-style-type: none">Notify transaction information and OTP code when the customer uses the card.Notification of card balance information and card statement payment

Credit Card Balance Payments

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You can make credit card balance payments using the following methods

- ✔ **Auto debit:** Enroll automated debit from your Vietcombank account daily/monthly to pay either the minimum amount or the entire outstanding balance.
- ✔ **VCB Digibank:** Pay via VCB Digibank on your mobile app or web browser.
- ✔ **Fund transfer:** Transfer funds via the VCB Digibank or by transferring from another bank.
- ✔ **At the Counter:** Pay in cash or by check at any Vietcombank branch.

Notes:

To enjoy Vietcombank's fee waiver and maintain a good credit score, you are advised to pay the minimum amount before the proposed payment date.



Card Protection Guide



Upon receiving the card provided by Vietcombank

Carefully read the Terms and conditions for Vietcombank credit card issuance and usage (for individual customer).

Check your information on card faces.



Card protection and security

Do not keep the card near contactless devices.

Do not lend the card to others and never disclose the card number, CVV, PIN or OTP to anyone.



Safe card usage

Regularly check transaction notifications sent by Vietcombank via OTT/SMS to manage your card.

Conduct transactions only on popular websites/mobile apps and at secured, trusted shopping addresses.

Use your personal computer or phone for transactions instead of public devices.

If your Card is lost, stolen or if there are suspicious unauthorized transactions:

- Lock the card through VCB Digibank, SMS.
- Contact toll free hotline (+84) 1900 54 54 13 or nearest transaction office for assistance.





We sincerely appreciate your trust in using Vietcombank's card services.

Contact Information

For any support, please contact Vietcombank Customer Center
24/7 at (+84) 1900 54 54 13