

Terms and Conditions

Free tickets to the Concert "Anh Trai Vuot Ngan Chong Gai" for Private and Priority Customers

1. **Promotion program name:** Free tickets to attend the Concert "Anh Trai Vuot Ngan Chong Gai Concert 3"
2. **Promotion area (scope) :** Nationwide
3. **Promotion form :** Giving away goods, providing services without collecting money, not accompanied by the purchase of goods or provision of services
4. **Promotion period:** from January 24, 2025 – to March 22, 2025
5. **Promotional goods and services:** Products/services provided by Techcombank
6. **Promotional goods and services:** For Private and Priority customers nationwide who meet the selection criteria: 02 tickets Attend the Concert of the program "Anh trai Vuot Ngan Chong Gai"

* Anh Trai Vuot Ngan Chong Gai CONCERT 3

Time: March 22, 2025

Location : The Global City, District 2, HCMC

7. Promotional Program Customers (recipients of the promotion):

Individual customers must fully meet the following conditions:

- Customers are Techcombank Private members or Techcombank Priority members
- Customers not in the Family Membership program (FA identifier)
- The Customer's Techcombank Rewards account on the Techcombank Mobile app is still active at the time of reward payment.

8. Gift structure (content, value, quantity of gifts):

Ticket class	Number of tickets	Ticket price	Total amount
GIA TOC 1	200	3,500,000	700,000,000
GIA TOC 2	350	3,500,000	1,225,000,000
ANH TAI 1	170	2,500,000	425,000,000
ANH TAI 2	320	2,500,000	800,000,000
TOAN NANG 1	450	2,000,000	900,000,000
TOAN NANG 2	450	2,000,000	900,000,000
MHRR 1	450	2,000,000	900,000,000
MHRR 2	450	2,000,000	900,000,000
LIEN MINH 1	40	800,000	32,000,000

LIEN MINH 2	122	800,000	97,600,000
TOTAL VALUE OF THANKS	3002		6,879,600,000

Total quantity of goods and services used for promotion (nationwide) : 6,879,600,000 VN D (In words: Six billion eight hundred seventy nine million six hundred thousand dong./.)

9. Terms and Conditions

9.1 Conditions for customers and gratitude gifts:

Customers who satisfy the following groups of conditions, criteria and data as of December 31, 2024, will receive corresponding gratitude gifts for each group:

KH Group	Customer conditions
Group 1	<p>Belong to the group of 977 Private customers who satisfy one of the following criteria and allocate tickets in order of priority from condition (i) to next as follows:</p> <ul style="list-style-type: none"> i. Belonging to the Private Customer group with identification codes AUM, TRV, TRV1, NEW MONEY, DT1000; and according to Techcombank's records, the Customer has never received any gift in the 2024 Gratitude gift series including Lunar New Year Gift, The Global Countdown Event Tickets and Anh Trai Vuot Ngan Chong Gai Concert 3 Tickets ii. Belonging to the Private Customer group with identifiers AUM, TRV, TRV1, NEW MONEY, DT1000, the remaining are in the top highest TOI in order from top to bottom (no more than order number 1000) iii. Belonging to the Private Customer group with codes CROSS.SALES.BB, CROSS.SALES.WB, OTHER with AUM greater than or equal to 18 billion VND ; and according to Techcombank's records, the customer has never received any gift in the 2024 Gratitude gift series including Lunar New Year Gift, The Global Countdown event ticket and Anh Trai Vuot Ngan Chong Gai Concert 3 ticket
Group 2	<p>Belonging to the group of 161 Priority customers as recorded by Techcombank, customers who have never received any gifts in the 2024 Gratitude gifts series including Lunar New Year Gifts, The Global Countdown event tickets and Anh Trai Vuot Ngan Chong Gai Concert 3 tickets; satisfying one of the following criteria and allocating tickets in order of priority from condition (i) to the next as follows:</p>

	<ul style="list-style-type: none"> i. Priority customers with programme codes AUM1 ii. Priority customers in the top AUM with AUM greater than or equal to 18 billion VND, priority from top to bottom, until the number of tickets applicable to group 2 customers runs out
Group 3	Belonging to the group of 298 Private and Priority customers with TRV greater than or equal to 25 billion VND; and according to Techcombank's records, the customer has never received any gift in the 2024 Gratitude gift series including Lunar New Year Gift, The Global Countdown event ticket and Anh Trai Vuot Ngan Chong Gai Concert 3 ticket.
Group 4	Belong to group of 65 Techcombank Private and Priority customers not belonging to the above 3 groups, and have AUM greater than or equal to 70 billion VND

* In case a customer satisfies the conditions of more than 01 group of customers receiving free tickets, the customer will only be determined to meet 01 group and receive 02 ticket codes/customer in order of priority for tickets with higher gift value.

** In each group, if all tickets are not used, the remaining tickets will be transferred to the next customer in that criteria group.

9.2 Regulations on TOI value

Total Operating Income: the total amount of money a bank receives from customers through its main business activities such as interest on loans, service fees, etc.

Regulations on calculation according to TCB's Decision in each period

9.3 Regulations on total asset value (AUM)

Total customer asset value includes: Deposits, Payment accounts and Transaction value of investment products distributed by TCBS (excluding investment product sales from TCBS's IWealth Partner business development team).

Regulations on calculation according to TCB's Decision in each period.

9.4 Regulations on total relationship value (TRV)

Total financial relationship value (TRV) of Techcombank customers (including total asset value and outstanding credit balance of customers at Techcombank.

Regulations on calculation according to TCB's Decision in each period.

10. Regulations on award conditions and award payment methods

- Techcombank will send vouchers to redeem official tickets to attend the event to Customers by one of the following methods: via Techcombank Rewards account on Techcombank Mobile application, SMS, Email. The phone number to receive SMS, the email address to receive voucher information is the phone number, email address that the customer has registered with Techcombank. Customers are responsible for keeping voucher information confidential.
- After receiving the voucher, customers can convert it into an official ticket to attend the event by accessing the ticketing platform TICKETBOX COMPANY LIMITED to convert it into a ticket to attend the concert Anh Trai Vuot Ngan Chong Gai. Customers use the official ticket exchanged on the Ticketbox platform to check-in to attend the event "Concert - Anh Trai Vuot Ngan Chong Gai"
- Regulations on voucher usage are as follows:
 - o Expiry date: Valid from February 1, 2025 to February 28, 2025. By February 28, 2025, if the Customer has not used the voucher to exchange for tickets (based on the voucher usage status on Techcombank Rewards), Techcombank has the right to revoke the entire voucher.
 - o Award consideration period: January 24, 2025 - February 3, 2025
 - o Reward period: 04.02.2025 - 07.02.2025
 - o Vouchers are in the form of QR codes or numbers, used to convert into tickets on the ticket exchange platform of the ticket sales platform implementation partner, TICKET-BOX LLC.
 - o Voucher corresponds to 01 series code used to convert into 02 (two) tickets sitting next to each other and is only for 02 (two) people to enter.
 - o This voucher code cannot be exchanged for cash and cannot be used directly to attend the Concert.
- Techcombank will not be responsible for vouchers and the use of vouchers outside the scope of this promotion program. Techcombank is not obliged to reissue/exchange tickets in any case.

11. Revoke and adjust received vouchers

- Techcombank has the right to not return/revoke the voucher/request a refund of the amount corresponding to the ticket value stated in section 8 above for cases that do not meet the conditions specified in these rules or when there are special reasons such as customer fraud or system error correction.
- In case the customer has used the voucher or the Concert time has passed, Techcombank can recover money with a value equivalent to the value of the voucher the Customer received through any method including but not limited to automatic debiting of the customer's card account/payment account.

1 2. Regulations on contact points for answering questions related to promotional programs

- Customer Service Center (Contract Center): Hotline 24/7 - 1800 588 822
- Mail: call_center@techcombank.com.vn
- Priority Client Manager
- Nearest Techcombank branch/transaction office.

13 . Other regulations:

- Techcombank reserves the right to refuse to award gifts to any Customer that the Bank deems to provide invalid, unclear, incomplete information or violate/not satisfy any conditions of the Program.
- Customers who receive tickets under these Program Rules agree that Techcombank may use the Customer's name and image for commercial advertising purposes.
- Techcombank, its affiliates, their respective directors, employees and agents shall not be liable for any loss, damage (including but not limited to consequential loss or damage) or any personal injury arising from participation in the Promotion or from receipt or use except for liability provided by law.
- The Program Rules are published on Techcombank's website (<https://www.techcombank.com.vn>). Techcombank has the full right to amend and adjust these Rules and related regulations. The content of the adjusted rules will be published on Techcombank's website.
- Customers participating in the promotion program agree to receive promotional notifications via communication channels (SMS, Email, Electronic Banner, social pages...) of Techcombank and third-party partners to communicate the Program.
- In case of any dispute related to this Promotion Program, Vietnam Technological and Commercial Joint Stock Bank is responsible for directly resolving it. If no agreement is reached, the parties have the right to file a lawsuit at a competent People's Court for settlement in accordance with current law provisions.

Issued by Vietnam Technological and Commercial Joint Stock Bank (Techcombank)