

## **FREQUENTLY ASKED QUESTIONS**

### **1. What's happening – is CBA exiting Vietnam?**

**A:** CBA will be selling its HCMC Branch operations to Vietnam International Bank (VIB). VIB is a highly valued, long-term partner of CBA.

### **2. What is the timeline for this change?**

**A:** We anticipate this process to take several months.

### **3. I am a CBA HCMC branch customer. What should I expect?**

**A:** We will continue to service our existing customers until the transition to VIB is complete. We will work closely with customers throughout the process to ensure the transition is seamless and to minimise inconvenience.

### **4. What action do I need to take now? What happens next?**

**A:** There is nothing you need to do now. We will be in touch with customers through a series of emails, letters and/or phone calls on next steps.

### **5. I have CBA accounts/facilities in other countries – what happens to these accounts/facilities?**

**A:** This announcement is only applicable to CBA's HCMC, Vietnam branch. Please liaise with the specific countries should you have any questions regarding accounts with them.

### **6. Are all your banking channels e.g. ATMs, Internet banking, branch still operational and available?**

**A:** We expect this process to take several months. Until further notification, our ATMs, Internet banking and branch are still operational.

### **7. Who do I contact should I have any questions?**

**A:** Should our customers have any questions, they are welcome to visit the CBA HCMC Branch during regular business hours Monday to Friday, 8:30am to 4:00pm, or call us at (+84 28) 3824 1525 or [customerservice@commbank.com.vn](mailto:customerservice@commbank.com.vn)