



## Hang Seng Prestige Banking Welcome Offers Promotion (April – June 2024) – Terms and Conditions

### General Terms and Conditions:

- a. Unless otherwise specified, the promotion period of Hang Seng Prestige Banking Welcome Offers Promotion is from 1 April 2024 to 30 June 2024, both dates inclusive (“Promotion Period”).
- b. Each Eligible Customer can only enjoy the offers once unless otherwise specified. The offers cannot be used in conjunction with other promotional offers of the same product offered by Hang Seng Bank Limited (the “Bank”).
- c. The Bank reserves the right to suspend, vary or terminate this promotion and the related offers and to amend these terms and conditions at any time without prior notice. The decision of the Bank on all matters relating to this promotion and the related offers shall be final and binding on all the parties concerned. The relevant offers are subject to the terms and conditions of the relevant products/services. If there is any inconsistency between the terms and conditions of the relevant products/services and these terms and conditions, these terms and conditions shall prevail.
- d. No person other than the Customer and the Bank (which includes its successors and assigns) will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provision of these terms and conditions.
- e. These terms and conditions are governed by and will be construed in accordance with the laws of the Hong Kong Special Administrative Region.
- f. These terms and conditions are subject to prevailing regulatory requirements.
- g. In case of any discrepancy between the English and the Chinese versions of these terms and conditions, the English version shall prevail.

### Prestige Banking Welcome Rewards:

- a. Unless otherwise specified, the offers are only applicable to customers who meet the account opening requirements and have newly opened/upgraded to Integrated Account of Prestige Banking (“Prestige Banking”) at the Bank branches or through digital channels (including Hang Seng Personal Banking mobile app/Hang Seng Personal e-Banking) or phone banking hotline during the Promotion Period (the “Eligible Customers”), excluding:
  - (1) existing customers who are holding sole-named or joint-named Prestige Banking; or
  - (2) customers who have ever held any sole-named or joint-named Prestige Banking account with the Bank during the previous 12 months prior to the account opening/ upgrade month; or
  - (3) customers whose any accounts have been terminated in any period.
- b. “New Customer(s)” mentioned herein refers to Eligible Customers who have opened a new Prestige Banking of the Bank during the Promotion Period, excluding:
  - (1) existing customers who are holding any Hong Kong dollars/foreign currency savings, current, time deposit accounts or any Integrated Accounts at the Bank (including Prestige Banking, Preferred Banking, Green Banking and any other Integrated Account) (“Existing Customer(s)”), or
  - (2) customers who have ever held any above account with the Bank in the previous 12 months prior to the account opening month; or
  - (3) customers whose accounts mentioned above have been terminated in any period.
- c. In case the relevant Prestige Banking is a joint-named account, only the primary account holder can enjoy the offers.
- d. The Total Relationship Balance is the monthly aggregate balance of the daily average of all deposits, gold accounts, securities, investment funds, utilized overdraft facilities, credit card cash advances, outstanding balance of personal loans and the accumulated premiums paid for the designated life insurance plans distributed by the Bank as an agent as well as Hang Seng MPF balance. For sole-named Integrated Account holders, their other joint-named account(s) will also be included.

e. The offers are not applicable to commercial customers.

**1. Prestige Banking “Total Relationship Balance” Reward**

- a. Eligible Customers can enjoy the respective cash reward (as set out in the table below) if he / she brings in designated “Total Relationship Balance” Growth amount shown in the below table on/ before the last day of the month subsequent to the account opening/upgrade month and maintains the “Total Relationship Balance” Growth amount for the second, the third and the fourth months after the month of account opening/ upgrade month. “Total Relationship Balance” Growth means the “Total Relationship Balance” in the second, the third and the fourth month after the month of account opening/ upgrade month maintained by Eligible Customer in excess of his/her “Total Relationship Balance” in the month prior to the account opening/ upgrade month. In case the “Total Relationship Balance” Growth amount recorded for the second, the third and the fourth months after the month of account opening/ upgrade month is different, the cash reward entitled will be determined based on the lowest “Total Relationship Balance” Growth amount accordingly. For Eligible Customers who did not hold any account with the Bank in the month prior to the account opening/ upgrade month, his/her “Total Relationship Balance” amount maintained in the month prior to the account opening/upgrade month will be treated as Zero.
- b. Eligible Customers must have completed below items within one-month after the Promotion Period (i.e. on or before 31 July 2024) in order to enjoy the respective cash reward:
  - i. Register for Hang Seng Personal e-Banking and maintain valid e-Banking account before receiving cash rebate; and
  - ii. Complete “Risk Profiling Questionnaire” or whose “Risk Profiling Questionnaire” record is valid as of 31 July 2024.
- c. Eligible Customers must fulfil the “Total Relationship Balance” requirement of HKD1,000,000 or above for the second, the third and the fourth months after the month of account opening/ upgrade in order to enjoy the offer.

Designated Total Relationship Balance Growth Amount	Amount of Cash Reward	
	Customers with valid Investment Accounts **	Customers without Investment Accounts*
HKD5,000,000 or above	HKD23,500	HKD22,500
HKD3,000,000 - HKD4,999,999	HKD12,000	HKD11,000
HKD1,000,000 – HKD2,999,999	HKD6,000	HKD5,000
HKD100,000 – HKD999,999	HKD500^	HKD500^

\* “Investment Account” includes Securities Account (Account suffix 085) or Investment Fund Account (Account suffix 382) only under the Integrated Account.

# Eligible Customers must have activated / be holding Investment Accounts on or before 31 July 2024 and the Investment Accounts remain valid until 31 December 2024 in order to enjoy the relevant cash reward.

^ The offer of HKD500 cash reward for Total Relationship Balance Growth Amount in the tier of HKD100,000 to HKD999,999 in the table above is only applicable to existing Eligible Customers who upgraded to Prestige Banking during the Promotion Period and is not applicable to New Customers.

- d. Each Eligible Customer can enjoy the offers once only.
- e. Eligible Customers who have opened/ upgraded to Prestige Banking during the Promotion Period, relevant cash reward will be credited in Hong Kong dollars into the relevant Prestige Banking Account of the Eligible Customers on or before 31 December 2024. Eligible Customers must not terminate nor downgrade the accounts on or before 31 December 2024 in order to enjoy the cash reward.

Time Table Illustration:

Date of opening/ upgrading to Prestige Banking (both dates inclusive)	Month of comparing designated "Total Relationship Balance" Growth Amount	Fund-in/ deposit designated "Total Relationship Balance" Growth amount	Month for which designated "Total Relationship Balance" Growth Amount and "Total Relationship Balance" requirement must be maintained / fulfilled	Date of "Total Relationship Balance" Cash Reward rebate
1 to 30 April 2024	March 2024	On or before 31 May 2024	June, July and August 2024	On or before 31 December 2024
1 to 31 May 2024	April 2024	On or before 30 June 2024	July, August and September 2024	
1 to 30 June 2024	May 2024	On or before 31 July 2024	August, September and October 2024	

Example 1: Assuming New Customer(s) has opened Prestige Banking and activated an Investment Account in April 2024, the "Total Relationship Balance" (TRB) is HKD0 in March 2024 (the month prior to the account opening month):

	TRB in June 2024 (HKD)	TRB in July 2024 (HKD)	TRB in August 2024 (HKD)	Lowest TRB Growth Amount (HKD)	Cash Reward Entitlement (HKD)
Scenario 1	2,000,000	3,000,000	2,500,000	2,000,000	6,000
Scenario 2	1,100,000	900,000	850,000	850,000	Not Applicable* (Failure to fulfill the requirement of Total Relationship Balance Growth Amount at HKD1,000,000 or above and failure to fulfill the requirement of maintaining Total Relationship Balance of HKD1,000,000 or above in the second, the third and the fourth month after account opening month.)

Example 2: Assuming the Existing Customer(s) has upgraded to Prestige Banking and activated an Investment Account in April 2024, the “Total Relationship Balance” (TRB) is HKD950,000 in March 2024 (the month prior to the account upgrading month):

	TRB in June 2024 (HKD)	TRB in July 2024 (HKD)	TRB in August 2024 (HKD)	Lowest TRB Growth Amount (HKD)	Cash Reward Entitlement (HKD)
Scenario 1	1,950,000	2,000,000	2,100,000	1,000,000	6,000
Scenario 2	1,300,000	1,450,000	1,250,000	300,000	500
Scenario 3	1,100,000	1,000,000	1,150,000	50,000	Not Applicable* (Failure to fulfil the requirement of Total Relationship Balance Growth Amount at HKD1,000,000 or above)
Scenario 4	2,000,000	2,300,000	980,000	30,000	Not Applicable* (Failure to fulfill the requirement of Total Relationship Balance Growth Amount at HKD100,000 or above and failure to fulfill the requirement of maintaining Total Relationship Balance of HKD1,000,000 or above in the second, the third and the fourth month after account opening month.)

- f. If Eligible Customers newly open/upgrade to more than one Prestige Banking, including any sole-named or joint-named account, during the Promotion Period, entitlement to the offers will be based on the Prestige Banking with the earliest account opening/upgrading date.
- g. If Eligible Customers newly open/upgrade to both Prestige Banking and Preferred Banking during the Promotion Period and fulfills the welcome offers requirement of Prestige Banking, entitlement to welcome offers will be based on Prestige Banking, and the relevant offers of Preferred Banking will not be applicable.
- h. If Eligible Customers newly open/upgrade to both Prestige Private and Prestige Banking during the Promotion Period and fulfills the “Total Relationship Balance” Reward of the welcome offers requirement of both Prestige Private and Prestige Banking, entitlement to welcome offers will be based on the highest cash rewards, and the relevant lower cash reward will not be applicable.

Example 3: Assuming the Existing Customer(s) upgraded to Prestige Banking and activated an Investment Account in April 2024, the “Total Relationship Balance” (TRB) is HKD7,900,000 in March 2024 (the month prior to the account upgrading month):

	TRB in June 2024 (HKD)	TRB in July 2024 (HKD)	TRB in August 2024 (HKD)	Lowest TRB Growth Amount (HKD)	Cash Reward Entitlement (HKD)		Cash Reward Entitlement for eligible customer (HKD)
					Prestige Private	Prestige Banking	
Scenario 1	8,900,000	9,000,000	9,100,000	1,000,000	6,000	6,000	6,000
Scenario 2	8,300,000	8,450,000	8,250,000	300,000	Not Applicable* (Failure to fulfil the requirement of Total Relationship Balance Growth Amount at HKD1,000,000 or above)	500	500
Scenario 3	8,000,000	8,300,000	7,980,000	80,000	Not Applicable* (Failure to fulfill the requirement of Prestige Banking Total Relationship Balance Growth Amount at HKD100,000 or above or the requirement of Prestige Private Total Relationship Balance Growth Amount at HKD1,000,000 or above and failure to fulfill the requirement of maintaining Prestige Private Total Relationship Balance of HKD8,000,000 or above in the second, the third and the fourth month after account opening month)		

- i. Eligible Customers must maintain a valid Prestige Banking account at the time the Prestige Banking Total Relationship Balance Reward is being awarded. If Eligible Customers have terminated the relevant Prestige Banking or changed such account to a non-Prestige Banking at the time when offers are being given, the Bank reserves the right to deduct from any accounts of the Eligible Customers maintained with the Bank an amount equivalent to the value of the reward without prior notice.
- j. For any enquiries about Prestige Total Relationship Balance Reward entitlement, customer should contact the Bank on or before 30 June 2025, otherwise the customer shall be deemed to have forfeited the entitlement, if any, for the Reward and the Bank accepts no responsibility or liability under such circumstances.

## 2. Open Family+ account to enjoy HKD200 cash reward

- a. The offer is only applicable to Eligible Customers who have successfully opened Family+ account during the Promotion Period and fulfill the below requirements:

Requirements	Cash Reward entitlement
1) Having successfully opened Family+ account during the Promotion Period, excluding: <ul style="list-style-type: none"> <li>(i) customers who are holding sole-named or joint-named Family+ account, or</li> <li>(ii) customers who have previously held sole-named or joint-named Family+ account in the past 12 months prior to the month of Family+ account opening;</li> </ul> and 2) Bringing in HKD10,000 or above “Total Relationship Balance” Growth amount on or before the last day of the month after the month of Family+ account opening and maintain the “Total Relationship Balance” Growth amount for the second, the third and the fourth months after the month of Family+ account opening (as illustrated in below Time Table); and 3) Maintaining positive monthly balance (i.e. monthly balance above HKD0) in Family+ account for the second, the third and the fourth months after the month of Family+ account opening	HKD200

- b. Each Eligible Customer can enjoy the offers once only.
- c. Relevant cash reward will be credited in Hong Kong dollars into the relevant Prestige Banking Account of the Eligible Customers on or before 31 December 2024. Eligible Customers must not terminate nor downgrade the Prestige Banking and Family+ account on or before 31 December 2024 in order to enjoy the cash reward.
- d. If Eligible Customers have opened more than one Family+ account, including any sole-named or joint-named account, during the Promotion Period, entitlement to the offers will be based on the earliest date of opening Family+ account.
- e. Eligible Customers must maintain valid Prestige Banking and Family+ account at the time being awarded. If Eligible Customers have terminated the relevant Prestige Banking and Family+ account or changed such account to a non-Prestige Banking at the time when offers are being given, the Bank reserves the right to deduct from any accounts of the Eligible Customers maintained with the Bank an amount equivalent to the value of the reward without prior notice.
- f. In case the relevant Family+ account is a joint-named account, only the primary account holder can enjoy the offers.

Time Table Illustration:

Date of opening Family+ account (both dates inclusive)	Month of comparing designated “Total Relationship Balance” Growth Amount	Fund-in/ deposit designated “Total Relationship Balance” Growth amount	Month for which (i) HKD10,000 or above “Total Relationship Balance” Growth Amount and (ii) positive monthly balance in Family+ account must be maintained	Date of Cash Reward rebate
1 to 30 April 2024	March 2024	On or before 31 May 2024	June, July and August 2024	On or before 31 December 2024
1 to 31 May 2024	April 2024	On or before 30 June 2024	July, August and September 2024	
1 to 30 June 2024	May 2024	On or before 31 July 2024	August, September and October 2024	

### 3. Upgrade to Prestige Banking via Hang Seng Personal Banking mobile app/Hang Seng Personal e-Banking account opening/upgrade rewards (“Mobile Account Opening/Upgrade Reward”)

- a. Eligible Customers who wish to enjoy the Mobile Account Opening/Upgrade Reward must successfully opened/upgrade to Prestige Banking through Hang Seng Personal Banking mobile app/Hang Seng Personal e-Banking within the Promotion Period (i.e. on or before 30 June 2024) and fulfill the below requirements in order to be entitled to the cash reward:

Requirements	Cash Reward entitlement
1) Fulfil the requirements under the Prestige “Total Relationship Balance” Reward after successfully opened/upgrade to Prestige Banking; and 2) Must have completed both the below items within one-month after the Promotion Period (i.e. on or before 31 July 2024): (i) Register for Hang Seng Personal e-Banking and maintain valid e-Banking account before receiving cash reward and; (ii) Complete Risk Profiling Questionnaire or whose “Risk Profiling Questionnaire” record is valid as of 31 July 2024	HKD 300

- b. Eligible Customer can only enjoy the Mobile Account Opening/Upgrade Reward once.  
c. Eligible Customer can enjoy Mobile Account Opening/Upgrade Reward and Prestige Banking “Total Relationship Balance” Reward at the same time.  
d. This Mobile Account Opening/Upgrade Reward offer cannot be used in conjunction with “2024 Quarter 2 - Account Opening Offer” at designated branches for Prestige Banking Promotion.  
e. Mobile Account Opening/Upgrade Reward is not applicable to Prestige Banking accounts opened via Branch Assistant Mode in Hang Seng Personal Banking mobile app.

#### 4. 1-month foreign currency new fund Time Deposit rate up to 5% p.a.

During the Promotion Period, Eligible Customers can enjoy up to 5% p.a. by placing a 1-month Time Deposit with Eligible New Fund Balance in designated currency via online banking (including Hang Seng Personal e-Banking and Hang Seng Mobile App). Interest rates are indicative as of 7 March 2024, for reference only and subject to revision based on the prevailing market conditions. Foreign exchange involves exchange rate risk. Terms and Conditions apply. For details, please visit [hangseng.com/depositspromo5](https://hangseng.com/depositspromo5).

#### 5. PayDay+ Promotion

The promotion period is from 15 April 2024 to 30 June 2024. Terms and conditions apply. Please visit [hangseng.com/payrolloffer8](https://hangseng.com/payrolloffer8) for the eligibility of PayDay+ customers and detailed Terms and Conditions of PayDay+ offers.

#### 6. Prestige Banking – First 6-month Grace Period for Fund-in

Eligible Customers who newly open/upgrade to Prestige Banking can enjoy first 6-month grace period for fund-in without below balance monthly fee. After the first 6-month grace period, the standard monthly fee for Prestige Banking will be applied if the Total Relationship Balance of the previous month is below HKD1,000,000. If the Total Relationship Balance of previous month is below HKD1,000,000 or HKD500,000, monthly fee for Prestige Banking of HKD40 or HKD340 will be applied respectively. For details of the monthly fee, please check with the Bank’s staff.

#### Terms and Conditions of other Rewards and Privileges:

##### 7. Investment Products Offers

##### Subscription of Relevant Investment Products Offer:

The promotion period of the offer is from 1 April 2024 to 29 June 2024. The offer is only applicable to customers who newly opened Prestige Private or Prestige Banking and is applicable to Relevant Investment Products subscribed

through his/ her Family+ account. Terms and conditions apply to the offer. Investment involves risks, please visit [hangseng.com/invpromotion](https://hangseng.com/invpromotion) for details.

**0% Fund Subscription Fee Offer:**

The promotion period of this offer is from 2 April 2024 to 28 June 2024, both dates inclusive. Terms and Conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/fundoffer](https://hangseng.com/fundoffer) for details.

**Fund Subscription Fee Offer:**

The promotion period of this offer is from 1 January 2024 to 31 December 2024, both dates inclusive. Terms and conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/invfund](https://hangseng.com/invfund) for details.

**Investment Fund Transfer-In Offer:**

The promotion period for this offer is from 2 January 2024 to 31 December 2024, both dates inclusive. Terms and conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/invpromotion](https://hangseng.com/invpromotion) for details.

**Online Investment Services Subscription Offer:**

The promotion period for this offer is from 2 April 2024 to 28 June 2024, both dates inclusive. Terms and conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/invpromo](https://hangseng.com/invpromo) for details.

**8. Securities Services Offer**

Promotion period of these Securities Services offers are from 1 April 2024 to 30 June 2024, both dates inclusive. "New Securities Customers" (including all the account holders of the New Securities Account) means customers who must not hold any securities account (personal/ joint) with the Bank within a period of 6 months preceding the account opening date. Investment involves risks. Terms and Conditions apply to the services and offers. For details, please contact our branch staff or visit [hangseng.com/stockoffer](https://hangseng.com/stockoffer).

**9. Insurance Plans Offer**

**Life Insurance Offer (Designated Life Insurance Offer):**

a. The promotion period is from 1 April 2024 to 30 June 2024, both dates inclusive. Terms and conditions apply. Please note the relevant product risks. For details, please contact our branch staff or visit [hangseng.com/lifeinsurance](https://hangseng.com/lifeinsurance) for details.

b. Successfully apply eCancerPro Insurance Plan to enjoy cancer protection and a 9-month premium waiver in the first year with promo code "3SGMC9" or eFamilyPro Life Insurance Plan to enjoy life protection and a 9-month premium waiver in the first year with promo code "3SGMF9". The promotion period is from 1 April 2024 to 30 June 2024, both dates inclusive. Terms and Conditions apply. Please note the relevant product and credit risks. For details, please contact us at 2998 8038 or please visit [hangseng.com/ins-discount](https://hangseng.com/ins-discount). This plan is underwritten by Hang Seng Insurance Company Limited.

**General Insurance Plan Offers:**

**Travelsure Protection Plan (Annual Global Cover)**

Terms and Conditions apply to promotion offer and insurance plan. Please note the relevant product risks. The promotion period is from 1 January 2024 to 30 June 2024, both dates inclusive. Please visit [hangseng.com/gi1](https://hangseng.com/gi1) for the Terms and Conditions of promotion offer. Please call our hotline at (852) 2998 9888 for the details and obtaining dedicated promotion code.

**Travelsure Protection Plan (Annual China Cover)**

Terms and Conditions apply to promotion offer and insurance plan. Please note the relevant product risks. The promotion period is from 1 January 2024 to 30 June 2024, both dates inclusive. Please visit [hangseng.com/gi1](https://hangseng.com/gi1) for the Terms and Conditions of promotion offer. Please call our hotline at (852) 2998 9888 for the details and obtaining dedicated promotion code.



### **Home Care Plus Home Insurance Plan**

Terms and Conditions apply to promotion offer and insurance plan. Please note the relevant product risks. The promotion period is from 1 January 2024 to 30 June 2024, both dates inclusive. Please visit [hangseng.com/gi1](https://hangseng.com/gi1) for the Terms and Conditions of promotion offer. Please call our hotline at (852) 2998 9888 for the details and obtaining dedicated promotion code.

### **10. Foreign Exchange Offer**

#### **Bank's Cost Price upon completing JPY or EUR exchange:**

The promotion period is from 15 April 2024 to 31 May 2024. "Bank's Cost Price" refers to the exchange rate for foreign exchange without any sales margin normally charged by the Bank. Terms and conditions apply. Visit [hangseng.com/forexoffer](https://hangseng.com/forexoffer) for more details.

#### **Foreign Currency Time Deposit Offer:**

The promotion period is from 2 April 2024 to 29 June 2024. For exchange of designated currencies and set up of 1-week/1-month time deposit at the same time with designated transaction amount. The above interest rate offers are quoted with reference to the interest rates offered by the Bank on 2 April 2024 and are for reference only. The relevant interest rates will be subject to revision based on the prevailing market conditions. Terms and conditions apply. Visit [hangseng.com/forexoffer](https://hangseng.com/forexoffer) for more details.

### **11. Prestige Privileges**

Terms and Conditions apply to the privileges. For details, please visit [hangseng.com/prestige/privilege](https://hangseng.com/prestige/privilege).

### **12. Hang Seng Olive Privileges**

The Promotion Period is from 1 April 2024 to 30 June 2024, both dates inclusive. Terms and Conditions apply. For details, please contact our branch staff or visit [hangseng.com/olive-promo](https://hangseng.com/olive-promo).

### **13. Hang Seng Prestige World Mastercard® Offer**

The Promotion Period of the welcome gifts is till 30 June 2024. New Credit Card Customers are required to accumulate transaction amount of HK\$10,000 within 60 days from the date of new card issuance in order to enjoy \$600 +FUN Dollars and Existing Credit Card Customers are required to accumulate transaction amount of HK\$8,000 within 60 days from the date of new card issuance in order to enjoy \$300 +FUN Dollars. The welcome gifts are not applicable to Principal Card customers who are currently holding and / or have ever held any Hang Seng Prestige World Mastercard during the 12 months immediately preceding the date of application. Terms and conditions apply. For details, please contact our branch staff or visit Hang Seng Bank Website: Cards > Credit Card Products > Prestige World Mastercard.

### **14. Customer Referral Offer:**

The Promotion Period of this offer is from 1 April 2024 to 30 June 2024, both dates inclusive. Terms and Conditions apply. For details, please contact our branch staff or visit [hangseng.com/mgm1](https://hangseng.com/mgm1).

### **Important Notes**

#### **About Risk Profile Questionnaire:**

The Risk Profiling Questionnaire is provided by Hang Seng Bank Limited (the "Bank") and is intended to help the customer understand his/her risk profile and investment needs. The Bank makes no guarantee, representation or warranty and accepts no responsibility or liability as to the accuracy or completeness of the information or recommendation given. The suggestions are derived from information that the customer has provided to the Bank. The suggestions are designed to meet the needs discussed in this test and are in line with the customer's attitude towards risk. The suggestions are for the customer's consideration when making his/her own investment decisions. The suggestions are not an offer to sell or a solicitation to buy any financial products and the suggestions should not be considered as investment advice.

**Life Insurance Plans:**

The above information is intended as a general summary of information for reference only. Please refer to the promotion leaflets/flyers and contracts for the important information such as detailed coverage, exact Terms and Conditions and exclusions of the relevant Life Insurance Plans. Please refer to the product brochures for the relevant product risks. The above Life Insurance Plans are underwritten by Hang Seng Insurance Company Limited ("Hang Seng Insurance"). Hang Seng Insurance is authorized and regulated by the Insurance Authority of the HKSAR. The Bank is an insurance agent authorized by Hang Seng Insurance and the insurance products are products of Hang Seng Insurance but not the Bank. In respect of an eligible dispute (as defined in the Terms of Reference for the Financial Dispute Resolution Centre in relation to the Financial Dispute Resolution Scheme) arising between the Bank and you out of the selling process or processing of the related insurance product transaction, the Bank will enter into a Financial Dispute Resolution Scheme process with you; however any dispute over the contractual terms of the insurance products should be resolved between Hang Seng Insurance and you directly.

**General Insurance Plans:**

The above general insurance plan ("this Plan") is underwritten by Chubb Insurance Hong Kong Limited ("Chubb") which is authorised and regulated in Hong Kong SAR by the Insurance Authority. Chubb reserves the right of final approval of the policy issuance. The Bank is registered as an insurance agency by the Insurance Authority (License No.: FA3168) and authorised by Chubb for distribution of this Plan. This Plan is a product of Chubb and not the Bank. Upon application to this Plan, insurance premium will be payable to Chubb, and Chubb will provide the Bank with commission and performance bonus as remuneration for distribution of this Plan. The existing staff remuneration policy on sales offered by the Bank takes into account various aspects of the staff performance instead of focusing solely on the sales amount.

In respect of an eligible dispute (as defined in the Terms of Reference for the Financial Dispute Resolution Centre in relation to the Financial Dispute Resolution Scheme) arising between the Bank and the customer out of the selling process or processing of the related transaction, the Bank is required to enter into a Financial Dispute Resolution Scheme process with the customer; however, any dispute over the contractual terms of the insurance product, underwriting, claims and policy service should be resolved directly between Chubb and the customer.

The above information is intended to be a general summary for reference only. Please refer to the policy wording for exact terms, conditions, details of the exclusions and relevant product risks.

**Risk Disclosure****Risk Disclosure of Investment Fund:**

- Investors should note that all investments involve risks (including the possibility of loss of the capital invested), prices or value of investment fund units may go up as well as down and past performance information presented is not indicative of future performance. Investors should read carefully and understand the relevant offering documents of the investment funds (including the fund details and full text of the risk factors stated therein) and the Notice to Customers for Fund Investing before making any investment decision. Investment funds are investment products and some may involve derivatives. Investors should carefully consider their own circumstances whether an investment is suitable for them in view of their own investment objectives, investment experience, preferred investment tenor, financial situation, risk tolerance abilities, tax implications and other needs, etc., and should understand the nature, terms and risks of the investment products. Investors should obtain independent professional advice if they have concerns about their investment.

The risks for funds which are index funds include but not limited to:

- Tracking error risk: There can be no assurance that the performance of the relevant fund will be identical to the performance of the relevant index. Factors such as the fees and expenses borne by the relevant fund, the time differences associated with portfolio re-balancing, the prices at which the constituent stocks of the relevant index are acquired or disposed by the relevant fund, the market condition at the relevant time

of acquisition or disposal, the index-tracking strategies or financial derivative instruments used will affect the performance of such fund relative to the relevant index.

- Passive investment risk: Fund manager does not have any discretion to select stocks individually or to take defensive positions in declining markets or changes in the composition of the index. Hence, any fall in the relevant index will result in corresponding fall in the value of the relevant fund. The composition of the relevant index may change and stocks currently comprising the relevant index may subsequently be delisted. Other stocks may also be added subsequently to become constituent stocks of the relevant index.
- Concentration risk: The relevant fund may be concentrated in a single or particular sector(s) or single country/ region. The performance of the relevant fund could depend substantially on the performance of the relevant single or particular sector(s)/market(s) and the relevant fund is likely to be more volatile than a broad-based fund as it is more susceptible to adverse conditions in the relevant single or particular sector(s) / market (s). In seeking to reflect the weightings of constituent stocks of the relevant index, investments of the relevant fund may be concentrated in a single constituent stock or several constituent stocks. The performance of the relevant index and the fund may be significantly affected by the price fluctuation of one or several of the constituent stocks of the relevant index.

The risks for funds which are bond funds, including but not limited to the credit/default risks of the issuers of the bonds in which the bond funds invest, interest rate risk and liquidity risk etc.

**Risk Disclosure of Structured Products:**

- Structured Products involve derivatives. The investment decision is yours but you should not invest in a Structured Product unless the intermediary who sells it to you has explained to you that the Structured Product is suitable for you having regard to your financial situation, investment experience and investment objectives. Structured Product is a complex product and you should exercise caution in relation to Structured Products. The market value of the Structured Products may fluctuate and investors may sustain a total loss of their investment. Prospective investors should therefore ensure that they understand the nature of the Structured Products and carefully study the risk factors set out in the offering documents for the Structured Products and, where necessary, seek independent professional advice, before they decide whether to invest in any Structured Products. If you purchase the Structured Products, you are relying upon the creditworthiness of the Issuer of the Structured Products.
- Liquidity risk - Structured Products are designed to be held to its maturity. You may not be able to sell your investment in the Structured Products before maturity. If you try to sell the Structured Products before maturity, the amount you receive may be substantially less than the investment amount you paid for the Structured Products.
- Credit risk of the Structured Products issuer - Structured Products constitute general unsecured and unsubordinated contractual obligations of the issuer. When you buy Structured Products, you will be relying on the creditworthiness of the Structured Products issuer and of no other person. You have no rights under the terms and conditions of the Structured Products against any issuer of any linked underlying(s). If the relevant Structured Products issuer becomes insolvent or default on its obligations under the Structured Products, in the worst case scenario, you could lose all of your investment.
- Not the same as investing in linked underlying(s) - Investing in Structured Products is not the same as investing in the linked underlying(s). Changes in the market price or level of any linked underlying(s) may not lead to a corresponding change in the market value of, or your potential gain or loss under, the Structured Products.
- Before making any investment, investors should i) read and fully understand all the offering documents relating to Structured Products and all the risk disclosure statements and risk warnings therein; and ii) make investment decisions in light of your own investment objectives, financial position and particular needs and where necessary consult your own professional advisers before investing.

**Important Risk Warning of Bond and Certificate of Deposit Product:**

- Bonds and Certificates of Deposit (CDs) are investment products. The investment decision is yours but you should not invest in a bond/CD unless the intermediary who sells it to you has explained to you that the bond/CD is suitable to you having regard to your financial situation, investment experience and investment objectives. Your intermediary is under a duty to assure that you understand the nature and risks of this product, and that you have sufficient net worth to be able to assume the risks and bear the potential losses of trading in this product.
- Bonds are not deposits and should not be treated as substitute for conventional time deposits.
- Certificate of Deposit is not a protected deposit and is not protected by the Deposit Protection Scheme in Hong Kong.
- Investors who purchase bonds/CDs are exposed to the credit risk of the issuer and guarantor (if any) of the bonds/CDs. There is no assurance of protection against a default by the issuer/guarantor in respect of the repayment obligations. In the worst-case scenario, any failure by the issuer and the guarantor (if any) to perform their respective obligations under the bonds/CDs when due may result in a total loss of all of your investment.
- Renminbi (RMB) is not a freely convertible currency. As such, investors trading bonds and/or CDs denominated in RMB are subject to additional risks (such as currency risk).
- The above is not an exhaustive list of risk factors. Please refer to the section on “Risk Factors” in the relevant “Bond / Certificate of Deposit Trading Services” Factsheet to understand other risk factors applicable to bonds and CDs.
- The information displayed does not constitute nor is it intended to be construed as any professional advice, offer, solicitation or recommendation to deal in Bonds / CDs. Investors should be aware that all investments involve risks (including the possibility of loss of the capital invested). The prices of Bonds and CDs may go up as well as down and past performance is not indicative of future performance. Investors should not only base on this information alone to make investment decisions, and should carefully consider whether an investment is suitable for them in view of their own investment objectives, investment experience, investment tenor, financial situation, risk tolerance abilities, tax implications and other needs, etc., and should read the relevant product offering documents and terms and conditions (including the full text of the risk factors therein) in detail before making any investment decisions. Investors should obtain independent professional advice if they have concerns about their investment.
- No guarantee, representation, warranty or undertaking, express or implied, is made as to the fairness, accuracy, timeliness, completeness or correctness of any general financial and market information, news services and market analysis, projections and/or opinions (“Market Information”) provided above and the basis upon which any such Market Information have been made, and no liability or responsibility is accepted by the Bank in relation to the use of or reliance on any such Market Information whatsoever provided in the webinar.
- Investors must make their own assessment of the relevance, accuracy and adequacy of the information provided and make such independent research/investigations as they may consider necessary or appropriate for the purpose of such assessment. The Bank does not make any representation or recommendation or assessment as to whether or not any of the investment(s) mentioned are suitable or applicable to any persons and thus shall not be held responsible in this regard.

**Risk Disclosure of MaxiInterest Investment Deposit:**

- This is a structured product involving derivatives. The investment decision is yours but you should not invest in the MaxiInterest Investment Deposit unless the intermediary who sells it to you has explained to you that the product is suitable for you having regard to your financial situation, investment experience and investment objectives. Investors should read the relevant Important Facts Statement, Terms and Conditions and risk disclosure statement before making any investment decision.
- Investors should note that this product is not capital protected and is not a normal time deposit, and thus should not be considered as normal time deposit or its alternative.

- Earnings on this product are limited to the nominal interest payable. As the principal and the earning will be paid in the Deposit Currency or the Linked Currency, whichever has depreciated against the other, investors will have to bear the potential losses due to currency depreciation, which may be substantial. If the product is withdrawn before maturity, investors will also have to bear the costs involved. Such losses and costs may reduce the earnings and the principal amount of this product. Investors should seek professional advice where necessary. The relevant Terms and Conditions of this product are available upon request to the staff of the Bank.
- This product is not a protected deposit and is not protected by the Deposit Protection Scheme in Hong Kong.
- Investment in this product is subject to the credit risk of the Bank.
- Renminbi (RMB) is subject to foreign exchange control by the PRC government and thus investors investing in the MaxiInterest Investment Deposit involving RMB are subject to the currency risk of RMB.

**Risk Disclosure of Capital Protected Investment Deposit:**

- This is a structured product involving derivatives. The investment decision is yours but you should not invest in the Capital Protected Investment Deposit unless the intermediary who sells it to you has explained to you that the product is suitable for you having regard to your financial situation, investment experience and investment objectives. Investor should read the Important Facts Statement of the relevant investment type, the relevant term sheet, Terms and Conditions and risk disclosure statement before making any investment decision.
- Investor should note that this product is not normal time deposit and thus should not be considered as normal time deposit or its alternative.
- This product is not a protected deposit and is not protected by the Deposit Protection Scheme in Hong Kong.
- Investment in this product is subject to the credit risk of the Bank.
- Renminbi (RMB) is subject to foreign exchange control by the PRC government and thus investors investing in the Currency-Linked Capital Protected Investment Deposit involving RMB are subject to the currency risk of RMB.

**Risk Disclosure of Securities Investment:**

Investors should note that investment involves risks. The prices of securities fluctuate, sometimes dramatically. The price of a security may move up or down, and may become valueless. It is as likely that losses will be incurred rather than profit made as a result of buying and selling securities.

Investors should note that investing in different Renminbi-denominated securities and products involves different risks (including but are not limited to currency risk, exchange rate risk, credit risk of issuer / counterparty, interest rate risk, liquidity risk (where appropriate)). The key risks of investing in securities via the Stock Connect Northbound Trading include:

- Once the respective quota is used up, trading will be affected or will be suspended.
- Stock Connect Northbound Trading will only operate on days when both markets are open for trading. Investors should take note of the days the Stock Connect Northbound Trading is open for business and decide according to their own risk tolerance whether or not to take on the risk of price fluctuations in securities during the time when Stock Connect Northbound Trading is not trading.
- When a security is recalled from the scope of eligible securities for trading via Stock Connect Northbound Trading, that security can only be sold but NOT bought.
- Investors will be exposed to currency risk if conversion of the local currency into RMB is required.

Foreign securities carry additional risks not generally associated with securities in the domestic market. The value or income (if any) of foreign securities may be more volatile and could be adversely affected by changes in many factors. Client assets received or held by the licensed or registered person outside Hong Kong are subject to the

applicable laws and regulations of the relevant overseas jurisdiction which may be different from the Securities and Futures Ordinance (Cap.571) and the rules made thereunder. Consequently, such client assets may not enjoy the same protection as that conferred on client assets received or held in Hong Kong.

Investors should note that ETF is different from a typical unit trust and many factors will affect its performance. In general, the market price per ETF unit may be significantly higher or lower than its net asset value per unit due to market demand and supply, liquidity, and scale of trading spread in the secondary market and will fluctuate during the trading day. ETF is different from stocks, investors should read the offering documents of the relevant ETF and understand the features and risks of ETF etc.

#### **RMB Currency Risk**

Renminbi ("RMB") is subject to exchange rate risk. Fluctuation in the exchange rate of RMB may result in losses in the event that the customer subsequently converts RMB into another currency (including Hong Kong Dollars). Exchange controls imposed by the relevant authorities may also adversely affect the applicable exchange rate. RMB is currently not freely convertible and conversion of RMB may be subject to certain policy, regulatory requirements and/or restrictions (which are subject to changes from time to time without notice). The actual conversion arrangement will depend on the policy, regulatory requirements and/or restrictions prevailing at the relevant time.

#### **Foreign Currency Risk**

Foreign Exchange involves Exchange Rate Risk. Fluctuations in the exchange rate of a foreign currency may result in gains or losses in the event that the customer converts HKD to foreign currency or vice versa, and/or in the event that the customer converts a foreign currency time deposit to HKD upon maturity.

To borrow or not to borrow? Borrow only if you can repay!

Investors should not only base on this material alone to make any investment decision, but should read in detail the relevant risk disclosure statements.

These promotion materials have not been reviewed by the Securities and Futures Commission in Hong Kong ("SFC"). The information contained herein is for general information and reference purposes only and is not intended to provide professional investment or other advice. It is not intended to form the basis of any investment decision. You should not make any investment decision based solely on the information and services provided herein. Before making any investment decision, you should take into account your own circumstances including but not limited to your financial situation, investment experience and investment objectives, and should understand the nature, terms and risks of the relevant investment product. You should obtain appropriate professional advice where necessary.

These promotion materials are not intended to provide or regard as legal or taxation advice, or investment recommendations.