

FAQ on Retail Green Bonds Series HK\$15,000,000,000 Retail Bonds due 2025 issued by The Government of the Hong Kong Special Administrative Region of the People's Republic of China ("HKSAR") ("Retail Green Bonds")

Answers to this Frequently Asked Questions ("FAQ") aim to give you some information on the subscription, allotment and redemption of the Retail Green Bonds but they are not exhaustive and are for general reference only. Investments involve risks so you must read the terms and conditions and risks disclosures as set out in the final offering documents for the Retail Green Bonds for details.

Compliance with all the requirements in this FAQ does not necessarily mean an application for the Retail Green Bonds' subscription or allotment or redemption will be accepted or successful. Terms and conditions applicable to the Bank's investment services and securities account shall apply. If in doubt, please contact our Bank for details.

1. Who is eligible to apply for Retail Green Bonds?

Eligible applicants are limited to those who hold a valid Hong Kong identity card. Applicants must be physically present in Hong Kong when making applications. Any person who is located within the United States or Canada, or is a U.S. person within the meaning of Regulation S under the U.S. Securities Act of 1933, as amended (which includes any person resident in the United States and any partnership or corporation organised or incorporated under the laws of the United States) ("U.S. Person") or a resident of Canada, or is acting as an agent of a U.S. Person or a resident of Canada, is not allowed to apply. To apply Retail Green Bonds through Hang Seng Bank (the "Bank"), the applicant must be a personal customer (or the primary account holder for joint account) who holds a securities account and a HKD settlement account at our Bank.

2. How can I apply for Retail Green Bonds?

You can apply Retail Green Bonds by visiting any of the branches, contact our service hotline (2826 8866) or via internet banking.

3. What fees will be waived for applying for Retail Green Bonds through Hang Seng Bank (the "Bank")?

Service fees for subscription handling, custody*, interest collection, maturity redemption, sale through over-the-counter (OTC[^]), transfer-in (not through the Central Clearing and Settlement System) and transfer-out (not through the Central Clearing and Settlement System) relating to the Retail Green Bonds will be waived by our Bank. Deposit charge for purchase order of Retail Green Bonds through the Hong Kong Stock Exchange will also be waived by our Bank.

*Custody fee will be waived if the account only holds non-listed bonds, iBond, Retail Green Bonds or Silver Bond.

[^]OTC refers to buying and selling securities outside of an official stock exchange



4. *Can I make multiple applications?*

No, you can make **one** application only. If you have submitted multiple applications to the HKSAR Government through more than one placing banks or designated securities brokers, **all** of your applications will be rejected.

5. *Can an authorized person apply for Retail Green Bonds on behalf of the account holder?*

Yes, an authorized person can visit any of our branches to apply for Retail Green Bonds on behalf of the account holder, but the applicant's name and HKID number of the relevant application will be submitted in accordance with that of the account holder's.

6. *When will I know the allotment result? When will I receive the Retail Green Bonds successfully allotted to me and the refund of my application money?*

Our Bank will notify you of the allotment result via SMS (if you have registered for our e-Banking service with your mobile phone number maintained in our Bank's record) in the evening of 16 May 2022 and via e-Advice or mail as soon as practicable. The Retail Green Bonds successfully allotted to you will be deposited into your securities account at our Bank on 18 May 2022. The refund of your application money (if any) will also be credited to your HKD settlement account at our Bank at or before 7:00pm on 18 May 2022.

7. *How can I sell the allotted Retail Green Bonds?*

You can sell the allotted Retail Green Bonds through the Hong Kong Stock Exchange, or over-the-counter (OTC) to our Bank. However, this does not guarantee an active secondary trading market for Retail Green Bonds. Please note that the prices may be volatile and are subject to change from time to time due to market conditions

8. *How can I sell the allotted Retail Green Bonds Over-the-Counter (OTC) to the Bank?*

You may use our Bank's available channels to sell the allotted Retail Green Bonds over-the-counter (OTC) to our bank:

- Internet banking from 10:30am to 4:00pm on 18 May 2022, and from 9:00am to 4:00pm during Monday to Friday from 19 May 2022 onwards,
- Visit any of our Bank's branches from *10:30am to 4:00pm on 18 May 2022, and from *9:00am to 4:00pm during Monday to Friday from 19 May 2022 onwards,
- Call our service hotline at 2826 8866 from 10:30am to 5:00pm on 18 May 2022, and from 9:00am to 5:00pm during Monday to Friday from 19 May 2022 to 31 May 2022.

If you are our Prestige Banking customer, you may also contact your Relationship Manager from *9:00am to 4:00pm during Monday to Friday to sell the allotted Retail Green Bonds over-the-counter (OTC) to our Bank.



*Due to the epidemic situation, please refer to the Bank's latest information on our website for the most up-to-date branch opening time.

9. *How can I sell the allotted Retail Green Bonds through the Hong Kong Stock Exchange?*

You need to submit a request to our Bank to have the allotted Retail Green Bonds transferred to the Central Clearing and Settlement System (CCASS). The transfer to the CCASS is free of charge. After the transfer is completed, you can sell the allotted Retail Green Bonds through the Hong Kong Stock Exchange via any of the stock trading channels (designated branches, telephone banking and internet banking) of our Bank. You may visit any of our Bank's designated branches that provide securities services to submit your transfer-to-CCASS request. For the list of our Bank's designated branches that provide securities services, please visit our Bank's website at www.hangseng.com/en-hk/contact-us/branch-addresses/ for details.

10. *Can I sell the allotted Retail Green Bonds Over-the-Counter (OTC) to the Bank via internet banking?*

Yes, you can sell your allotted Retail Green Bonds over-the-counter (OTC) via our Bank's internet banking. Please see Q7 above for details on selling methods.

11. *Can I obtain the hardcopy of the Programme Circular/ Issue Circular for the Retail Green Bonds?*

No. The Programme Circular and Issue Circular for the Retail Green Bonds will be made available electronically only.

12. *Where can I get more details about Retail Green Bonds?*

Further information about Retail Green Bonds is available on the HKSAR Government Bond Programme website at www.hkgb.gov.hk.