

## Important Notice for “Hang Seng Virtual Assistant HARO”

### General Use of Hang Seng Virtual Assistant HARO

- Use of this virtual assistant is subject to the terms set out under Hang Seng Bank Limited (“Hang Seng Bank”) Online Important Notices and Privacy Notice. By using the virtual assistant you accept and agree to be bound by these terms.
- This virtual assistant is an automated chatbot to interact with you. The chatbot is powered by big data analytics and artificial intelligence technology to respond to your enquiries. The accuracy, relevance, adequacy and quality of the responses may vary while such technology is constantly evolving. The information provided by the Virtual Assistant is for reference only. The information provided does not constitute any offer for any products or services and is not intended to provide professional investment or other advice.
- The conversation content will be analyzed and used for the virtual assistant’s accuracy and quality enhancement and the purpose of providing banking services. The conversation content and instruction details between you and the virtual assistant are retained by Hang Seng Bank Limited for 12 months. The personal information provided by you in dedicated forms is retained by Hang Seng Bank Limited for 2 weeks. You can refer to the post-logout conversation history within 60 days from the conversation date.
- You are requested to log-on e-Banking before using specific banking services through the virtual assistant. After logging-on e-Banking, when you submit dedicated forms or instruct the virtual assistant to perform account enquiries and transactions, the virtual assistant may request personal information from you. The virtual assistant may access your account and personal information stored at Hang Seng Bank Limited, for conducting the account enquiries and transactions instructed by you and for the purpose of providing banking services. The virtual assistant will not access or record your e-Banking User Name and Passwords.
- All afore-mentioned information is transmitted to and stored in Hang Seng Bank Limited and authorized third parties, which may include processing overseas. Before submitting your information, please read our Hang Seng Bank Limited (“Hang Seng Bank”) Online Important Notices and Privacy Notice.
- Each conversation would be assigned with a conversation ID, with which you may enquire about the details and raise request for removal of the conversation content other than banking transaction instruction details via our Customer Service Hotline.
- All offers and services mentioned by this virtual assistant are subject to the respective terms and conditions.

### For Product Specific-related information

- For more details of **Transfer & Pay**, please refer to Terms and Conditions for Bank Services relating to Faster Payment System.
- For more details of **General Banking**, please refer to <https://www.hangseng.com/en-hk/personal/banking-services>.
- For more details of **Personal e-Banking**, please refer to <https://www.hangseng.com/en-hk/personal/digital/ebanking/>. For more details of **Banking Mobile App**, please refer to <https://www.hangseng.com/en-hk/personal/digital/personal-mobile-app/>.
- For more details of **Bill Payment**, please refer to <https://www.hangseng.com/en-hk/personal/banking-services/payment-and-other-services/online-bill-payment/>.
- For **Credit Cards, Mortgage and Personal Loan**-related information, please be reminded: **To borrow or not to borrow? Borrow only if you can repay!** For more details of **Credit Cards**, please refer to <https://www.hangseng.com/en-hk/personal/cards/>. For more details of **Mortgage**, please refer to <https://www.hangseng.com/en-hk/personal/mortgages>. For more details of **Personal Loan**, please refer to <https://www.hangseng.com/en-hk/personal/loans>. Please [click here](#) for the relevant Key Facts Statement.

- For **Time Deposit** details, please refer to <https://www.hangseng.com/en-hk/personal/banking-services/accounts-and-deposits/>.
- For more details of **Travel Insurance**, please refer to <https://www.hangseng.com/en-hk/insurance/general-insurance/travel-insurance>. Travelsure Protection 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. Hang Seng Bank Limited (“Hang Seng 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 Hang Seng Bank. Upon application to this Plan, insurance premium will be payable to Chubb, and Chubb will provide Hang Seng Bank with commission and performance bonus as remuneration for distribution of this Plan. The existing staff remuneration policy on sales offered by Hang Seng 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 Hang Seng Bank and the customer out of the selling process or processing of the related transaction, Hang Seng 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. Please refer to the policy wording for exact terms, conditions and details of the exclusions.
- For **Medical Insurance** products, please refer to <https://www.hangseng.com/en-hk/personal/insurance-mpf/about-hang-seng-insurance/> for details. The information about Medical Protection is a product summary for reference only. Please refer to the policy for the detailed coverage, general exclusions, terms and conditions. For related product risks, please refer to the product brochure. In the event of any discrepancy in respect of the meaning between the Chinese version and the English version, the English version shall prevail. The plans are certified by the Health Bureau of Hong Kong SAR and are underwritten by HSBC Life (International) Limited (“HSBC Life”) which is authorised and regulated by the Insurance Authority in Hong Kong. Hang Seng Bank Limited (“Hang Seng Bank”) is an insurance agency authorised by HSBC Life for the distribution of the above plans. The above plans are products of HSBC Life but not Hang Seng Bank. Subscriptions will be payable to HSBC Life upon enrolment in the above plans. HSBC Life will provide Hang Seng Bank with the relevant commission and performance bonus in accordance with the selling of the above plans. The existing sales staff remuneration policy offered by Hang Seng Bank will take into account various aspects of the staff performance but not solely 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 Hang Seng Bank and the customer out of the selling process or processing of the related transaction, Hang Seng Bank is required to enter into a Financial Dispute Resolution Scheme process with the customer; however, any dispute over the policy terms or performance (claims and service) of the product should be resolved directly between HSBC Life and the customer. The above plans are intended only for sale in the Hong Kong SAR. They shall not be construed as an offer to sell or a solicitation of an offer or recommendation to purchase or sell or provision of any product of HSBC Life outside Hong Kong.
- For **Life Insurance** products, please refer to <https://www.hangseng.com/en-hk/personal/insurance-mpf> for details. The information provided by this virtual assistance is intended as a general summary of information for reference only. Please refer to the actual policy for the exact terms, conditions and exclusions of the relevant Life Insurance product. Life Insurance products are underwritten by Hang Seng Insurance Company Limited (“Hang Seng Insurance”), which is authorised and regulated by the Insurance Authority of the HKSAR. Hang Seng Bank is an insurance agency authorised by Hang Seng Insurance, and the products are products of Hang Seng Insurance but not Hang Seng 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 Hang Seng Bank and you out of the selling process or processing of the related insurance product transaction, Hang Seng 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.
- For **Foreign Exchanges** details, please refer to <https://www.hangseng.com/en-hk/personal/foreign-exchange/>. 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 the deposits from foreign currency to another currency. 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.

- For **SimplyFund** details, please refer to <https://www.hangseng.com/en-hk/personal/investment/fund-services/simply-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. Please refer to [https://www.hangseng.com/cms/spd/eng/PDF/simplyfund\\_riskwarning.pdf](https://www.hangseng.com/cms/spd/eng/PDF/simplyfund_riskwarning.pdf) for more details of risk warnings. Use of “SimplyFund” Service is subject to respective terms and conditions. For details, please refer to [Important Notes for SimplyFund Account](#) and [Terms and Conditions for SimplyFund Account](#).

- For **Investment Funds** details, please refer to <https://www.hangseng.com/en-hk/personal/investment/fund-services/investment-funds/>. For **Monthly Investment Plan for Funds** details, please refer to <https://hangseng.com/en-hk/investment/investment-fund-services/monthly-investment-plan-for-funds/>. 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. Use of “Hang Seng Monthly Investment Plan” Service is subject to respective terms and conditions. For details, please refer to [Terms and Conditions for Hang Seng Monthly Investment Plan](#).

- For **IPO Stocks Services** details, please refer to <https://www.hangseng.com/en-hk/e-services/e-ipo-service/ipo-stocks>. Investors should note that all investment involves risks. Prices of securities may go up or down and may even become valueless. Investors should read the relevant prospectus for detailed information about the proposed offer and the relevant risk disclosure statements, and seriously consider if investment in the relevant shares is suitable for his/her investment needs by reference to his/her financial situation, investment experience, investment objectives and other conditions and needs before deciding whether to invest in the relevant shares. If required, investors should obtain independent legal, financial and other professional investment or other advice before making any investment decision.

- For **IPO Bonds Services** details, please refer to <https://www.hangseng.com/en-hk/e-services/e-ipo-service/ipo-bond/>. Investment involves risks. Price of investment products may go up as well as down and may even become

valueless. Losses may be incurred as well as profits made as a result of buying and selling investment products. Terms and Conditions apply. Before deciding whether to invest in the relevant IPO bonds, you should read the relevant offering documents to understand the detailed information including the relevant risks of the offering and carefully consider and decide if investment in the relevant IPO bonds is suitable for your specific investment needs by reference to your own financial situation, investment experience, investment objectives and other conditions and needs before deciding whether to invest in the IPO bonds. If necessary, you should seek independent legal, financial and other professional investment and other advice before making any relevant investment decision.

- For **automatic securities profit and loss calculation function** details, please refer to <https://www.hangseng.com/cms/emkt/pmo/grp01/p12/eng/index.html>. The Profit / Loss (unrealised / realised) calculated are estimated figures and for general information and reference only. They may not reflect or indicate the actual profit / loss of investors' securities investment. Investors should consult independent professional adviser(s) where necessary. Investors should note that investments involve 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 read in detail the relevant risk disclosure statements before making any investment decision.
- For **Mandatory Provident Fund (MPF)** details, please refer to <https://www.hangseng.com/en-hk/e-services/e-mpf/>. Investors should note that Investment involves risks. Past performance is not indicative of future performance. The value of financial instruments, in particular stocks and shares, and any income from such financial instruments, may go down as well as up. For further details including the product features and risks involved, please refer to the MPF Scheme Brochure. Hang Seng Bank Limited, is the Sponsor of Hang Seng MPF. Tax deductible voluntary contributions are accepted at the discretion of the MPF Trustee. The MPF Trustee reserves the absolute right not to accept any tax deductible voluntary contributions at any time.
- For **Equity Linked Investment** details, please refer to <https://www.hangseng.com/en-hk/personal/investment/equity-linked-investments/>. Investors should note that Investment involves risks. Equity Linked Investments is a complex product. Investors should exercise caution in relation to this product. Investors are warned that the market value of this product may fluctuate and investors may sustain a total loss of their investment. Prospective investors should therefore ensure that they understand the nature of the product and carefully study the risk factors set out in this document and other documents comprising the offering documents for this product and, where necessary, seek independent professional advice, before they decide whether to invest in this product. For more details, please read the Important Risk Warning.
- For **Structured Notes** details, please refer to <https://www.hangseng.com/en-hk/personal/investment/structured-notes/>. You should note that investment involves risks. Structured notes are complex in nature and involved derivatives. You should exercise caution in relation to this product. You may suffer partial or total loss of the amount originally invested if the issuer becomes insolvent during the tenor of the structured notes or the issuer defaults on its payment obligation under the structured notes. You should therefore ensure that you understand the nature of the product and carefully study this document and the risk factors set out in the offering documents and, where necessary, seek independent professional advice, before you decide whether to invest in this product. For more details, please read the Important Notes to Customers.
- For **Bonds and Certificates of Deposit** details, please refer to <https://www.hangseng.com/en-hk/personal/investment/bonds-and-certificates-of-deposit/>. Bonds and Certificates of Deposit (CDs) are investment products. The investment decision is yours and you should carefully consider whether an investment is suitable for you in view of your own investment objectives, investment experience, investment tenor, financial situation, risk tolerance abilities, tax implications and other needs, etc. 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. For more details, please read the "Bond/ Certificate of Deposit Trading Service" Factsheet.

- For **FX and Precious Metal Margin Trading Services** details, please refer to <https://www.hangseng.com/en-hk/investment/fx-and-precious-metal-trading-services/margin/>. The risk of loss in leveraged foreign exchange and precious metal trading can be substantial. You may sustain losses in excess of your initial margin funds. Placing contingent orders, such as "stop-loss" or "stop-limit" orders, will not necessarily limit losses to the intended amounts. Market conditions may make it impossible to execute such orders. You may be called upon at short notice to deposit additional margin funds. If the required funds are not provided within the prescribed time, your position may be liquidated. You will remain liable for any resulting deficit in your Account. You should therefore carefully consider whether FX and precious metal margin trading is suitable for you in light of your own financial position and investment objectives. Renminbi (RMB) is subject to foreign exchange control by the PRC government. If your Margin Trading Contract involves Offshore Renminbi, you will be subject to foreign control and currency risk of RMB. Trading on an electronic trading system may differ from trading on other trading systems or platforms. You will be exposed to risks associated with the system including the failure of hardware and software, which could result in your order not being executed according to your instructions or at all. Investment involves risks. The above risk disclosure cannot disclose all the risks involved. You should read and understand all the relevant documents and risk disclosure (in particular, the Risk Disclosure Statement contained in the relevant application form) before making any investment decision. Please read the Important Risk Warning.

- For **FX2 - FX and Precious Metal Trading Services** details, please refer to <https://www.hangseng.com/en-hk/investment/fx-and-precious-metal-trading-services/fx2/overview/>. Foreign exchange and precious metal trading involves a high degree of risk. You may sustain a substantial or even total loss of your initial collateral. Under certain market conditions, you may find it difficult or impossible to liquidate a position of outstanding FX2 Trading Contracts. Placing contingent orders, such as "stop-loss" or "stop-limit" orders, will not necessarily limit your loss at the designated price. In extreme circumstances whereby the market moves significantly against your positions, you may be required to make additional deposits or interest payments within a short period of time to maintain your positions. If you fail to provide the required deposits or interest payments immediately, your positions under all outstanding FX2 Trading Contracts may be closed out without prior notice. You should therefore carefully consider if foreign exchange and precious metal trading is suitable for you in light of your own financial position and investment objectives. Renminbi ("RMB") is subject to foreign exchange control by the PRC government. If your FX2 Trading Contract involves offshore RMB, you will be subject to foreign control and currency risks of RMB. Trading on an electronic trading system may differ from trading on other trading systems or platforms. You will be exposed to risks associated with the system including the failure of hardware and software, which could result in your order not being executed according to your instructions or at all. Investment involves risks. The above risk disclosure cannot disclose all the risks involved. You should read and understand all the relevant documents and risk disclosure (in particular, the Risk Disclosure Statement contained in the relevant application form) before making any investment decision. Please read the Important Risk Warning.

- For **Capital Protected Investment Deposit** details, please refer to <https://www.hangseng.com/en-hk/personal/investment/capital-protected-investment-deposit/>. Investor should note that 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.

- For **MaxiInterest Investment Deposit** details, please refer to <https://www.hangseng.com/en-hk/personal/investment/maxiinterest-investment-deposit/>. Investor should note that 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.

- For **SimplyStock pricing** details, please refer to <https://www.hangseng.com/en-hk/personal/investment/securities-services/simplystock/>. Investors should note that investments involve 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 read in detail the relevant risk disclosure statements before making any investment decision.

### **Disclaimer**

- All information and services provided herein are solely for personal and non-commercial use and for general information and reference purposes only. Re-distribution of any part by any means is strictly prohibited. The information provided in this virtual assistant does not intend to and should not be regarded as an offer or solicitation or recommendation to buy or sell any investments. The information contained herein is not intended to provide professional investment or other advice. It is not intended to form the basis of any investment decision. Persons accessing this virtual assistant should not make any investment decision based solely on the information and services provided herein. Before making any investment decision, persons accessing this virtual assistant should take into account his/her own circumstances including but not limited to his/her financial situation, investment experience and investment objectives, and should understand the nature, terms and risks of the relevant investments. Persons accessing this virtual assistant should obtain appropriate professional advice where necessary. To the extent permitted by applicable law, Hang Seng Bank does not guarantee the accuracy and reliability of the third party information and market information provided herein and accepts no liability (whether in tort or contract or otherwise) for any loss or damage arising from any inaccuracies or omission.

- The tax related information mentioned by this virtual assistant is for illustrative purposes only. The tax incentives mentioned on this virtual assistant are only available to Hong Kong taxpayers. The actual tax deductible and/or saving amount depends on your personal tax position, which may be different from the amounts shown on this virtual assistant. All the information mentioned by this virtual assistant is not intended to provide any form of tax advice. Hang Seng Bank Limited or Hang Seng Insurance Company Limited do not provide tax advice. You are advised to exercise caution in relation to tax matters and this virtual assistant. If you are in doubt about any of the contents of this virtual assistant, you should obtain independent professional advice. Please note that the tax law, regulations and/or interpretations are subject to change and may affect any related tax incentives including the eligibility criteria for a tax deduction. Hang Seng Bank Limited or Hang Seng Insurance Company Limited is not responsible for informing you about any changes in laws, regulations or interpretations, and how they may affect you.

**General Risk Warnings**

- All investments involve risks (including the possibility of loss of the capital invested). Prices or values of investments may go up as well as down and may even become valueless. Past performance is not indicative of future performance. Investors should read the relevant risk disclosure statements, offering/product documents and terms and conditions in detail before making any investment decision.

Please confirm you have read and agree with this Important Notice in order to start the conversation.