

The Hong Kong Jockey Club Membership Card Terms and Conditions

The Hong Kong Jockey Club Membership Card Terms and Conditions - For Mastercard® Cards

The Platinum Mastercard Cards and Gold Mastercard Cards are issued by Hang Seng for the Club to certain categories of members (designated by the Club) and the respective spouses and any unmarried child of such members as membership cards pursuant to the Programme subject to the following terms and conditions. Upon activating or using any of the Card or Services, each Cardmember will be deemed to have accepted all the terms and conditions contained in these Terms and will be bound by them.

1. (a) In these Terms, unless the context otherwise requires: -

"Absent Member" means any person as Hang Seng may have been notified by the Club to be registered as such by the Club in accordance with the Articles of Association of the Club;

"ATM" means any automated teller machine or automated cash dispenser installed and operated by Hang Seng or any other person in or outside the Hong Kong Special Administrative Region, any electronic data transmission terminal, any point of sale terminal or any other terminal from time to time announced by Hang Seng;

"ATM PIN" means the personal identification number for the time being assigned by Hang Seng to a Cardmember pursuant to Clause 9(a) and where the context requires, include any such number as may be changed by the Cardmember in accordance with these Terms;

"Banking Transaction" means any withdrawal, transfer and/or any other banking transaction (other than cash advance) involving any of the designated accounts of the Cardmember effected with the use of the PIN with or without the Card, at ATMs, CSH or otherwise;

"Card" means each Platinum Mastercard Card and Gold Mastercard Card issued by Hang Seng pursuant to the Programme either as a principal card or as a supplementary card;

"Card Account Statement" means the monthly statement to be supplied by Hang Seng to a Cardmember in accordance with Clause 15 and which shall be sent by Hang Seng to the Cardmember by whichever means Hang Seng may elect, including without limitation, electronic means and, where the context permits or requires, includes a statement relating to a Credit Card Account and a statement relating to a Syndicate Account or a Partnership Account;

"Card Association" means Mastercard International Incorporated and its successors and assigns;

"Card Transaction" means any purchase of goods and/or services or any cash advance effected by the use of the Card or any transaction effected pursuant to the provision of the Services whether the same is authorised by the Cardmember or not (unless Clause 19(b) applies) and, where the context permits, includes e-shopping Card Transaction and Contactless Transactions;

"Cardmember" means any person to whom a Card is issued by Hang Seng and includes any person to whom an e-shopping Card Account Number Hang Seng has assigned (for the avoidance of doubt, such e-shopping Card Account Number shall only be assigned to a Principal Cardmember) and, where the context permits or requires, includes a Principal Cardmember and a Supplementary Cardmember, and their respective personal representatives and lawful successors;

"Cash Advance" means each cash withdrawal from the Credit Card Account including withdrawal of any credit balance in the Credit Card Account;

"Club" means The Hong Kong Jockey Club and its successors and assigns;

"Contactless Transactions" means any purchase of goods and/or services effected through contactless payment application (the availability of which is subject to such terms and conditions as Hang Seng and Card Association may from time to time determine) whether the same is authorised by the Cardmember or not (unless Clause 19(b) applies);

"Credit Card Account" means the account opened and maintained by the Cardmember with Hang Seng in respect of his/her Card (and an e-shopping Card Account Number if the Cardmember opts for it) in accordance with Clause 7(a);

"Credit Card Phone Service PIN" means the code number for the time being assigned by Hang Seng to a Cardmember for the purpose of identifying him/her when giving Telephone Instructions;

"Credit Card Phone Service PIN for e-shopping Card Account" means the code number for the time being assigned by Hang Seng to the Cardmember (as may be changed by the Cardmember) for the purpose of identifying the Cardmember when giving Telephone Instructions;

"CSH" means the "Hang Seng Credit Card 24-hour Customer Service Hotline";

"CSH Services" means the banking, credit card and other account related services from time to time offered by Hang Seng on a 24-hour basis under CSH in accordance with Clause 23;

"Customer Service Enquiry Hotline" means the telephone hotline enquiry services made available by Hang Seng to the Cardmember from time to time;

"Designated Account" means the account (if any) of a Cardmember with Hang Seng for the time being designated by the Cardmember with the agreement of Hang Seng for the purpose of making withdrawals of funds in connection with the Services;

"e-shopping Card Account" means a sub-account opened under the Credit Card Account with a credit limit as Hang Seng may determine from time to time at its discretion to which the value of all e-shopping Card Transactions and all relevant interest, fees, charges, costs and expenses shall be debited;



"e-shopping Card Account Number" means the account number assigned by Hang Seng to the Cardmember which enables the Cardmember to make e-shopping Card Transactions which are to be settled under the e-shopping Card Account;

"e-shopping Card Transaction" means any purchase of goods and/or services effected by the use of an e-shopping Card Account Number via Internet or other means as Hang Seng may from time to time determine whether the same is authorised by the Cardmember or not (unless Clause 19(b) applies);

"Hang Seng" means Hang Seng Bank Limited and its successors and assigns;

"Managing Partner", in respect of a Partnership, means any Cardmember as Hang Seng may have been notified by the Club to be the managing partner of that Partnership from time to time;

"Minimum Payment Amount" means such minimum amount of the New Balance as Hang Seng may specify from time to time at its discretion and notify to a Principal Cardmember which is required to be paid to Hang Seng on or before the relevant Payment Due Date in order to defer payment of the New Balance subject to Clause 12;

"New Balance" means the debit balance of the Credit Card Account of a Cardmember or of a Syndicate Account or Partnership Account (as the case may be) for any month owed by the Cardmember or the Syndicate Treasurer or Managing Partner to Hang Seng as shall be specified by Hang Seng in the relevant Card Account Statement;

"Partnership" means a partnership approved and registered by the Club pursuant to the Rules of Racing of the Club;

"Partnership Account" means the account opened and maintained by a Managing Partner with Hang Seng in accordance with Clause 7(b);

"Payment Due Date" means the date on which the New Balance is due and payable by a Cardmember or a Syndicate Treasurer or Managing Partner (as the case may be) to Hang Seng;

"person" includes an individual, firm, company, corporation and an unincorporated body of persons;

"PIN" means any number, code, mark or credential (including an ATM PIN, a Credit Card Phone Service PIN, a Credit Card Phone Service PIN for e-shopping Card Account or other personal identification number, password, or voice print or other biometric credential) that is used by Hang Seng for verifying the identity of a Cardmember for the purpose of providing the Services and handling related matters;

"Principal Cardmember" means a person to whom a principal Card is issued by Hang Seng and his/her personal representative and lawful successors;

"Programme" means The Hong Kong Jockey Club Membership Card Programme;

"Services" means such banking and/or other services and products which Hang Seng may offer to the Cardmember from time to time pursuant to Clause 21;

"Syndicate" means a syndicate approved and registered by the Club pursuant to the Rules of Racing of the Club;

"Syndicate Account" means the account opened and maintained by a Syndicate Treasurer with Hang Seng in accordance with Clause 7(b);

"Syndicate Treasurer", in respect of a Syndicate, means any Cardmember as Hang Seng may have been notified by the Club to be the treasurer of that Syndicate from time to time;

"Supplementary Cardmember" means a person to whom a supplementary Card is issued by Hang Seng and his/her personal representative and lawful successors;

"Telephone Instruction" means any instruction in connection with the Services given by a Cardmember to Hang Seng by the use of telephone in such manner as Hang Seng may from time to time prescribe; and

"these Terms" means these Terms from time to time in force and all terms and conditions which Hang Seng may specify from time to time pursuant to these Terms.

(b) Unless the context otherwise requires, words importing the singular include the plural and vice versa and words importing a gender include every gender. Unless otherwise stated, reference to Clauses means the clauses of these Terms.

2. A Principal Cardmember may authorise (subject to the agreement of the Club) Hang Seng to issue a supplementary Card to his/her spouse and any unmarried child. The principal Card and any supplementary Card shall be either a Platinum Mastercard Card or a Gold Mastercard Card at the discretion of Hang Seng. Under the Programme, a Principal Cardmember may also authorise (subject to the agreement of the Club) Hang Seng to issue a supplementary card which is a private label card (instead of a Card) to his/her spouse and any unmarried child/overseas student.
3. **Each Cardmember shall sign the Card immediately upon receipt. Each Cardmember shall confirm receipt of an e-shopping Card Account Number by means prescribed by Hang Seng from time to time before e-shopping Card Transactions can be effected and shall be fully responsible for any failure or delay in so doing.**
4. **All Cards shall remain the joint property of the Club and Hang Seng and shall be returned to Hang Seng by Cardmembers immediately upon the request of the Club or Hang Seng. A Principal Cardmember shall procure the return of Cards by his/her Supplementary Cardmembers upon the request of the Club or Hang Seng.**
5. **Each Card is not transferable and shall only be used by the Cardmember to whom it is issued exclusively for purposes designated or allowed by the Club and Hang Seng.**
6. Hang Seng shall waive the annual fees of the Cards during the continuation of the Programme.
7. **(a) Each Cardmember shall open and maintain a Credit Card Account to the satisfaction of Hang Seng to which the following sums shall be debited: -**
 - (i) the values of all Card Transactions unless otherwise provided for in these Terms;
 - (ii) any sums due by the Cardmember to the Club arising from or in connection with his/her membership or status with the Club as the Club may advise Hang Seng from time to time;
 - (iii) any interest and finance charges as provided in Clauses 13, 14 and 26; and
 - (iv) all other fees, charges and expenses which may be owed by the Cardmember to Hang Seng from time to time in connection with the use of his/her Card or otherwise under these Terms.

For the avoidance of doubt, only a Principal Cardmember can open an e-shopping Card Account.

- (b) **Each Syndicate Treasurer and each Managing Partner shall open and maintain a Syndicate Account and a Partnership Account respectively to the satisfaction of Hang Seng** to which the following sums shall be debited: -
- (i) any sums due by the Syndicate or the Partnership (as the case may be) to the Club as the Club may advise Hang Seng from time to time;
 - (ii) any finance charges and interest as provided in Clauses 14 and 27; and
 - (iii) all other fees, charges and expenses which may be owed by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng from time to time under these Terms.
- (c) Each Cardmember, Syndicate Treasurer and Managing Partner authorise Hang Seng to accept any advice of the Club referred to in Clauses 7(a)(ii) and 7(b)(i) as conclusive evidence of their respective liabilities to the Club (unless and until the contrary is established) and debit the relevant sums to the Credit Card Account of the Cardmember, the Syndicate Account and the Partnership Account respectively without obtaining further proof or records and without prior notice to or consent of the Cardmember, the Syndicate Treasurer or the Managing Partner.
- (d) (i) **No interest will accrue on any credit balance in a Credit Card Account, a Syndicate Account or a Partnership Account. Withdrawal by the Cardmember from the Credit Card Account in any manner shall constitute a cash advance notwithstanding any credit balance in the Credit Card Account unless otherwise agreed by Hang Seng.**
- (ii) Each Cardmember agrees that Hang Seng may debit his/her Credit Card Account to make a partial or full refund of his/her credit balance by any means determined by Hang Seng, including making a transfer to any of the Principal Cardmember's bank accounts with Hang Seng or sending a cashier's order to the address designated by the Principal Cardmember, at any time without prior notice.
- (e) For the avoidance of doubt, no syndicate membership card or partnership membership card will be issued under the Programme by Hang Seng to a Syndicate, a Partnership, the Syndicate Treasurer, the Managing Partner or any member of the Syndicate or Partnership.
- (f) Hang Seng reserves the right to decline processing or paying any Card Transaction which Hang Seng suspects to be an illegal gambling transaction or any transaction which may be illegal under any applicable laws.
8. Hang Seng shall have the right to designate a credit limit to any Credit Card Account or any maximum amount in respect of the use of any Services as Hang Seng may from time to time determine at its discretion. **A Cardmember shall strictly observe any credit limit and maximum amount designated by Hang Seng and shall be liable for any debts and liabilities incurred in excess of them. The Cardmember shall immediately make good any amount in excess whenever incurred by payment to Hang Seng whether or not a demand is made and Hang Seng shall be entitled to charge a fee for any such excess. A Principal Cardmember and his/her Supplementary Cardmember shall share the credit limit in such manner as Hang Seng may specify and the Principal Cardmember shall procure that his/her Supplementary Cardmember observes it.** Irrespective of whether any credit limit or maximum amount has been designated by Hang Seng, Hang Seng reserves the right not to approve any Card Transaction where Hang Seng considers it appropriate to do so to protect the interest of the Cardmember, the Club and/or Hang Seng.
9. (a) Hang Seng will assign to a Cardmember an ATM PIN to enable the Cardmember to use his/her Card at ATMs. Such use of the Card shall be subject to the "ATM Terms and Conditions" from time to time in force and the Cardmember shall be bound by them upon such use.
- (b) Hang Seng will assign to the Cardmember a Credit Card Phone Service PIN (and a Credit Card Phone Service PIN for e-shopping Card Account if an e-shopping Card Account is opened) to enable the Cardmember to use the CSH Services and/or other Services.
- (c) As soon as the PIN is assigned by Hang Seng to a Cardmember, it shall remain effective until it is cancelled by Hang Seng or by mutual agreement of the Cardmember and Hang Seng. The Cardmember may change the PIN at any time by such means as Hang Seng may prescribe and the new PIN shall take effect immediately.
- (d) **The Cardmember shall act in good faith, exercise reasonable care and diligence in keeping the PIN and the e-shopping Card Account Number in secrecy and report the loss, theft or misuse in accordance with Clause 19, in particular: -**
- (i) **At no time and under no circumstances shall the Cardmember disclose the PIN or transfer the Card and/or the e-shopping Card Account Number to any person (including the staff of Hang Seng) or permit their use by any person (including the staff of Hang Seng);**
 - (ii) **The PIN shall be destroyed after memorizing the PIN;**
 - (iii) **The Card and the PIN should be kept separately;**
 - (iv) **The Cardmember shall never write down the PIN on the Card or on anything usually kept with the Card, or write down or record the PIN without disguising it; and**
 - (v) **Whenever the PIN is changed by the Cardmember, the Cardmember shall not use his/her Hong Kong Identity Card number or passport number, birthday, telephone number or other easily accessible personal information as the PIN.**
- (e) Hang Seng may use the PIN to verify the identity of a Cardmember when he accesses the Credit Card Account, uses the Services, gives instructions for Card Transactions, Banking Transactions or any other transactions or matters relating to the Card, or obtains information. A PIN may be designated by a Cardmember or Hang Seng, or generated by a security device designated or approved by Hang Seng, or generated from the voice or other biometric data registered by the Cardmember with Hang Seng from time to time.
- (f) **The Principal Cardmember shall complete and observe, and shall ensure that each Supplementary Cardmember completes and observes, the steps and conditions specified by Hang Seng in order to generate or register his voice print or other biometric credential with Hang Seng and to use it as a PIN.**
10. (a) **A Cardmember may effect Card Transactions by the use of his/her Card or by such other means or in such other manner acceptable to Hang Seng. Each Cardmember shall be responsible for all Card Transactions (whether or not effected in accordance with these Terms) and all debts and liabilities arising from or in connection with his/her membership with the Club and for all costs and expenses (including, without limitation, legal fees on a full indemnity basis) reasonably incurred by Hang Seng in enforcing these Terms and/or recovering any sum owed by the Cardmember to Hang Seng which may be debited to the Credit Card Account.**
- (b) (i) **The Principal Cardmember shall be liable for all debts and liabilities incurred and transactions effected by the Principal Cardmember and each Supplementary Cardmember by use of their Cards and/or in connection with their membership with the Club from time to time.**

- (ii) Each Supplementary Cardmember shall be liable only for all debts and liabilities incurred and transactions effected by him/her from time to time.
- (iii) For the avoidance of doubt, Hang Seng is entitled to recover all or any debts and liabilities of a Supplementary Cardmember from either the Principal Cardmember or the Supplementary Cardmember or both.
- (c) The Syndicate Treasurer and the Managing Partner shall be solely liable for the total amount of all debts, liabilities, obligations, costs, fees, charges and expenses debited or to be debited to the Syndicate Account and the Partnership Account respectively from time to time notwithstanding that any such amount is incurred by other members of the Syndicate or Partnership (as the case may be) or that such other members are not liable therefor or bound by these Terms.
11. Unless otherwise provided in Clause 12, each Cardmember shall pay promptly the New Balance in full on or before the Payment Due Date on which it is due (which shall not be less than three weeks after the Card Account Statement date) or otherwise upon suspension or termination of his/her Card in accordance with Clause 24(b).
12. (a) A Cardmember may defer payment of the New Balance to the Payment Due Date specified in the immediately following Card Account Statement provided that:-
- (i) Hang Seng shall have actually received the Minimum Payment Amount on or before the Payment Due Date on which the New Balance and the Minimum Payment Amount is due; and
- (ii) interest and finance charge shall be payable in accordance with Clauses 13 and 14 respectively.
- (b) If Hang Seng has not actually received payment of the Minimum Payment Amount on or before the Payment Due Date on which it is due, an additional late charge at such rate(s) as Hang Seng may from time to time prescribe at its discretion shall be payable.
- (c) A Syndicate Treasurer and a Managing Partner shall pay promptly the New Balance in full on or before the Payment Due Date on which it is due or otherwise upon demand by Hang Seng. If Hang Seng has not actually received payment of the New Balance in full on or before the Payment Due Date on which it is due, the Syndicate Treasurer or the Managing Partner (as the case may be) shall pay:-
- (i) a finance charge on all sums for the time being outstanding from the Syndicate Treasurer or the Managing Partner to Hang Seng on a daily basis at such rate as Hang Seng may from time to time prescribe at its discretion; and
- (ii) an additional late charge at such rate as Hang Seng may from time to time prescribe at its discretion.
13. Any cash advance by Hang Seng effected by the use of a Card shall bear interest as from the date of such advance to the date on which Hang Seng actually receives payment (whether before or after judgment) at such rate(s) as Hang Seng may from time to time at its discretion specify and such interest shall be payable monthly in arrears to the debit of the Credit Card Account. Hang Seng reserves the right to charge a handling fee for each cash advance at such rate(s) as Hang Seng may from time to time prescribe at its discretion. For the avoidance of doubt, the amount of any cash advance and interest thereon shown on a Card Account Statement of a Credit Card Account represents the amount incurred by the relevant Cardmember as at the Card Account Statement date and interest will continue to accrue up to the date on which Hang Seng actually receives payment. The Cardmember may check with Hang Seng the amount of interest payable before making payment to avoid further interest from accruing.
14. Unless Hang Seng shall have actually received the New Balance in full on or before the Payment Due Date on which it is due, a finance charge at such rate(s) as Hang Seng may from time to time prescribe at its discretion shall be chargeable daily on all sums for the time being outstanding from the Cardmember to Hang Seng:-
- (a) in respect of all Card Transactions and other sums other than cash advances and/or;
- (b) being any fees or charges payable by the Cardmember under these Terms.
15. (a) Unless otherwise agreed with the relevant Cardmember, Syndicate Treasurer or Managing Partner, Hang Seng will supply Card Account Statements in respect of each Credit Card Account, each Syndicate Account and each Partnership Account at monthly intervals on such date and setting out such details (as Hang Seng in consultation of the Club may from time to time determine) of all sums debited and credited to the Credit Card Account, The Syndicate Account and the Partnership Account respectively during the relevant statement period. The Card Account Statements will also indicate the Payment Due Date and the Minimum Payment Amount (if applicable).
- (b) Hang Seng may supply separate Card Account Statements to the Principal Cardmember and any Supplementary Cardmember who share severally any credit limit designated by Hang Seng and Hang Seng may supply consolidated Card Account Statements to the Principal Cardmember where the Principal Cardmember and the Supplementary Cardmember share jointly any credit limit designated by Hang Seng.
- (c) Hang Seng will have the discretion whether to supply a Credit Card Statement if (i) there are no entries covering the relevant statement period and credit or debit balance, the Syndicate Account or the Partnership Account (as the case may be) since the last Credit Card Statement is less than HKD 10 or the equivalent amount in foreign currency (or such other amount as determined by Hang Seng from time to time) or (ii) where the Card has been cancelled or terminated by Hang Seng or the Cardmember for whatever reason or where the Syndicate or the Partnership has been dissolved and there is a debit balance in the Credit Card Account, the Syndicate Account or the Partnership Account (as the case may be) overdue for such period considered by Hang Seng to be unacceptable.
- (d) Without prejudice to the provisions of Clauses 24, 25, 26 and 27, when a Card or the e-shopping Card Account has been cancelled or terminated by the Cardmember or Hang Seng or when a Syndicate or a Partnership has been dissolved or when a Syndicate Account or a Partnership Account has been terminated, it is the duty of the Cardmember, the Syndicate Treasurer or the Managing Partner to request for an updated Card Account Statement or to inquire with Hang Seng from time to time on the current outstanding balance of the Credit Card Account (or, for the Cardmember, the e-shopping Card Account), the Syndicate Account or the Partnership Account for repayment purpose and interest and finance charge (where applicable) shall continue to accrue thereon until full repayment at such rates as prescribed by Hang Seng from time to time.
- (e) Each Card Account Statement shall be accepted by the relevant Cardmember, Syndicate Treasurer or Managing Partner (as the case may be) as correct except to the extent that the Cardmember, the Syndicate Treasurer or the Managing Partner notifies Hang Seng, in writing, of any alleged error or omission within 60 days from the Card Account Statement date or Hang Seng notifies the Cardmember, the Syndicate Treasurer or the Managing Partner of an error. Hang Seng's records shall, in all other respects, be conclusive unless and until the contrary is established. Hang Seng shall be entitled to charge a fee for over three months' statement retrieval.

16. (a) **Payment of the New Balance or any part of it shall be effected by such means acceptable to Hang Seng and will be accepted subject to Hang Seng's regular business practices and procedures.**
- (b) Payments received by Hang Seng in respect of the Credit Card Account will be applied to settle the Minimum Payment Amount first and applied in the following order in or towards payment of:
- (i) any outstanding interest on cash advances;
 - (ii) any outstanding finance charges;
 - (iii) any remaining outstanding amount in respect of all relevant fees and charges specified in the last Card Account Statement;
 - (iv) any outstanding amount in respect of cash advances specified in the last Card Account Statement;
 - (v) any outstanding amount in respect of purchases of goods and/or services, and monthly instalment of Interest-free Instalment Plan specified in the last Credit Card Statement;
 - (vi) any remaining outstanding amount in respect of all relevant fees and charges during the current statement period;
 - (vii) any outstanding amount in respect of cash advances made by Hang Seng to the Cardmember during the current statement period and interest thereon;
 - (viii) any outstanding amount in respect of purchases of goods and/or services, and monthly instalment of Interest-free Instalment Plan during the current statement period; and
 - (ix) all any other amount owed by the Cardmember to Hang Seng under these Terms.
- (c) Payments received by Hang Seng in respect of a Syndicate Account or a Partnership Account will be applied in the following order in or towards payment of: -
- (i) any outstanding finance charges;
 - (ii) the New Balance specified in the last Card Account Statement;
 - (iii) any outstanding amount in respect of liabilities incurred during the current statement period; and
 - (iv) any other amount owed by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng under these Terms.
17. Card Transactions effected in currencies other than Hong Kong dollars shall be converted into Hong Kong dollars before being debited to the Credit Card Account, the Syndicate Account or the Partnership Account (as the case may be). Hang Seng shall be entitled to effect any payment in connection with these Terms in any currency as Hang Seng may prescribe. Where a conversion of one currency into another currency is required under these Terms, such conversion shall be calculated at such rate specified by Hang Seng which shall be conclusive and binding on any Cardmember, Syndicate Treasurer or Managing Partner.
18. (a) **Hang Seng shall not be responsible for the refusal or failure of the Club or any merchant establishment to accept or honour the Card or the use of the e-shopping Card Account Number nor shall it be responsible in any way for the goods and/or services supplied to any Cardmember, any Syndicate, any Partnership and their respective members or any other person. Neither shall Hang Seng be responsible for any matter relating to a Cardmember's membership or status with the Club or any dealing between a Syndicate or a Partnership and their respective members with the Club. Any complaint by a Cardmember, a Syndicate or a Partnership (or their respective members) must be resolved by the Cardmember or the Syndicate or Partnership (and their respective members) with the Club or the relevant merchant establishment unless Hang Seng has notified the Cardmember, the Syndicate Treasurer or the Managing Partner of any alternative arrangements. In any case, no claims by the Cardmember, the Syndicate or the Partnership (or their respective member) against the Club or any merchant establishment may be the subject of set-off or counter-claim against Hang Seng.**
- (b) Each of Hang Seng and the Card Association may at its discretion offer, or procure to be offered, to Cardmembers any facilities, benefits, privileges, goods and/or services under various privilege programs from time to time subject to any terms and conditions which it may prescribe. Each of Hang Seng and the Card Association shall have the right at any time to alter, add to or delete the facilities, benefits, privileges, goods and/or services offered under any privilege program or any terms and conditions to which it is subject. **Hang Seng shall not be under any duty to offer any privilege program nor shall it be responsible if the Card Association fails to offer any privilege program. Further, Hang Seng shall not be liable or responsible in any way for any facilities, benefits, privileges, goods and/or services provided to Cardmembers under any privilege program.**
19. (a) **In the case of any loss, theft or misuse of the Card, the e-shopping Card Account Number or the PIN, or upon notice or suspicion of any PIN and/or e-shopping Card Account Number being disclosed to any unauthorised person or any unauthorised transaction being effected, a Cardmember shall notify Hang Seng as soon as reasonably practicable: -**
- (i) through online channels designated by Hang Seng from time to time; or
 - (ii) in writing addressed to Hang Seng at such location as Hang Seng may from time to time notify; or
 - (iii) by telephone at such telephone numbers as Hang Seng may from time to time prescribe (and Hang Seng may ask the Cardmember to confirm in writing with any details given) and the Cardmember shall change the PIN as soon as possible.
- (b) If a Cardmember has as soon as reasonably practicable notified Hang Seng of any of the events described in Clause 19(a) in the manner specified in that Clause, and the Cardmember has acted in good faith, exercised reasonable care and diligence in safe-keeping the Card, the e-shopping Card Account Number and the PIN: -
- (i) the Cardmember shall not be liable for any unauthorised transactions, withdrawals and transfers effected after Hang Seng actually receives notice of such event;
 - (ii) **the Cardmember shall not be liable for any unauthorised purchase of goods and/or services effected before Hang Seng actually receives notice of such event and the Cardmember shall be liable for unauthorised cash advances subject to such reasonable maximum amount notified by Hang Seng to the Cardmember from time to time; and**
 - (iii) subject to applicable laws and regulations and unless due to the negligence or wilful default of Hang Seng, its officers or employees, the Cardmember shall be liable for all unauthorised Banking Transactions effected with the use of the Card and/or any PIN before Hang Seng actually receives the loss, theft or misuse report. If the Cardmember reports loss, theft, misuse of the Card and/or any PIN in accordance with Clause 19, subject to Clause 19(c), the Cardmember's liability for unauthorised Banking Transactions shall be confined to such maximum amount (subject to applicable laws and regulations) notified by Hang Seng to the Cardmember from time to time.

- (c) **The maximum liability referred to in Clause 19(b)(ii) and 19(b)(iii) above do not apply and the Cardmember shall be liable for all unauthorised Card Transactions and Banking Transactions if the Cardmember has acted fraudulently or with gross negligence in using or safeguarding the Card and/or any PIN. The Cardmember's failure to comply with the Cardmember's obligations set out in Clause 9(d) or Clause 19, or failure to follow any of the security measures recommended by Hang Seng from time to time regarding the use or safekeeping of the Card and/or any PIN will be treated as the Cardmember's gross negligence.**
- (d) **Hang Seng may at its discretion act on any form of notice purportedly to be given by the Cardmember and any action so taken by Hang Seng shall not render Hang Seng howsoever liable to the Cardmember or otherwise discharge any liability of the Cardmember.**
20. Hang Seng may at its discretion and upon such terms and conditions it may prescribe: -
- (a) issue a replacement Card in case the Card is damaged, lost or stolen and if any replacement card is issued, Hang Seng shall be entitled **to charge a fee for the replacement card and debit it to the Credit Card Account;** and/or
- (b) **assign a new e-shopping Card Account Number at an administrative fee to be charged to the e-shopping Card Account upon the Cardmember's request and/or in case the e-shopping Card Account has been misused.**
21. (a) Hang Seng may from time to time offer to make available Services to the Cardmember by or via the use of the Card and/or the e-shopping Card Account Number on and subject to these Terms and such other terms and conditions as Hang Seng may specify from time to time. The Cardmember may use such Services at his/her own choice. In case of conflict or inconsistency between any of such terms and conditions and these Terms, such terms and conditions shall prevail.
- (b) Some Services may be made available to all Cardmembers generally (unless any Cardmember gives express instructions in writing to Hang Seng not to provide the Services in question) and other Services will be made available to Cardmembers subject to the discretion of Hang Seng.
- (c) Hang Seng reserves the right to suspend or terminate any of the Services at any time at their discretion without prior notice.
- (d) Without prejudice to the generality of Clause 21(c), Hang Seng shall be entitled to terminate all or any of the Services immediately without notice to the Cardmember if the Cardmember shall commit any breach of or omit to observe any obligations under any applicable terms and conditions which, in the opinion of Hang Seng (as the case may be), amounts to a material default on the part of the Cardmember.
22. (a) The Principal Cardmember and his/her Supplementary Cardmember may obtain, through the Customer Service Enquiry Hotline, such information and details as Hang Seng may determine from time to time in relation to either or both of their Credit Card Accounts, Card Transactions effected by either or both of them and dealings by either or both of them with Hang Seng.
- (b) Hang Seng shall be entitled to prescribe from time to time the telephone number for the Customer Service Enquiry Hotline and the information required to be provided by the caller for the purpose of using the Customer Service Enquiry Hotline.
- (c) **Provided that Hang Seng has acted in good faith, it shall not be liable for providing any information or details through the Customer Service Enquiry Hotline to any unauthorised person who purports to be the Principal Cardmember or his/her Supplementary Cardmember.**
23. CSH Services (if applicable) shall be provided by Hang Seng to a Cardmember on and subject to the following terms and conditions: -
- (a) **the Cardmember may use the CSH Services by giving Telephone Instructions and authorises Hang Seng to act on such Telephone Instructions. Accordingly: -**
- (i) **any Telephone Instruction, once given, may not be rescinded or withdrawn without the written consent of Hang Seng;**
- (ii) **all Telephone Instructions given, as understood and acted on by Hang Seng in good faith, shall be irrevocable and binding on the Cardmember whether given by the Cardmember or by any other person purporting to be the Cardmember; and**
- (iii) **all Card Transactions effected by Hang Seng pursuant to or as a result of a Telephone Instruction shall be binding on the Cardmember in all respects;**
- (b) Hang Seng shall be entitled to prescribe, from time to time, the telephone number through which Telephone Instructions must be given;
- (c) Telephone Instructions, to be effective, must be given by using whichever PIN as may be required, and such other details as Hang Seng may require and must be accepted by Hang Seng by such means as Hang Seng may prescribe;
- (d) **Telephone Instructions will generally not be accepted if there are insufficient funds or pre-arranged credit is not available in the relevant Designated Account. Hang Seng, however, may at its discretion act on such Telephone Instructions without seeking prior approval of or giving prior notice to the Cardmember. The Cardmember shall be liable for the resulting overdraft or advance and shall repay the same to Hang Seng on demand together with interest thereon from the date of advance to the date of actual repayment (whether before or after judgment) at such rate and to be compounded at such intervals as Hang Seng may determine from time to time; and**
- (e) **the Cardmember shall forthwith notify Hang Seng in writing if a sole Designated Account is converted to a joint Designated Account which requires joint signing authority according to the relevant account mandate and, upon receipt of such notification, Hang Seng may, without prejudice to the generality of Clauses 21(c) and 21(d), terminate all or any of the CSH Services at its discretion.**

24. (a) (i) A Principal Cardmember may cancel or terminate the Card at any time by giving reasonable written notice to Hang Seng and returning the principal Card and any supplementary Card at the same time, such cancellation or termination to be effective upon Hang Seng actually receiving such notice and Card(s).

Where any supplementary Cards are issued, the Principal Cardmember or the Supplementary Cardmember may cancel or terminate the relevant supplementary Card by giving written notice to Hang Seng and returning the relevant supplementary Card at the same time, such cancellation or termination to be effective upon Hang Seng actually receiving such notice and Card. **All returned Cards must be cut. The Principal Cardmember shall be liable for all payments arising from the use of the principal Card and any supplementary Card and each Supplementary Cardmember shall be liable for all payments arising from his/her use of the supplementary Card until the relevant Cards have been returned to Hang Seng or until Hang Seng is able to implement the procedures applicable to lost Cards. Any related charges arising from such procedures shall be borne by the Principal Cardmember or the relevant Supplementary Cardmember.**

The Principal Cardmember may cancel or terminate the e-shopping Card Account by giving reasonable written notice to Hang Seng. Any cancellation or termination of an e-shopping Card Account for whatever cause shall only become effective upon Hang Seng actually receiving such notice.

- (ii) A Principal Cardmember who has applied to the Club to become an Absent Member shall terminate his/her Card and all and any supplementary Cards in accordance with Clause 24(a)(i).
- (b) Notwithstanding any provisions in these Terms, Hang Seng may upon notification to the Club suspend and with the Club's consent terminate any Card at any time without prior notice to the Cardmember except that such notification or consent is not required where Hang Seng is allowed or required by any law, court orders, rules, guidelines and/or codes applicable from time to time to suspend or terminate any Card or where the Programme is terminated or where Hang Seng is of the reasonable opinion that suspension or termination of any Card is appropriate in the circumstances to protect the interest of the Cardmember, the Club and/or Hang Seng.
- (c) Notwithstanding any provisions in these Terms, Hang Seng shall have the right to suspend or terminate a Syndicate Account or a Partnership Account and refuse to reactivate it or make any further debit to it or open a succeeding Syndicate Account or Partnership Account in the name of a succeeding Syndicate Treasurer or Managing Partner (as the case may be) if any New Balance remains outstanding after the relevant Payment Due Date.
- (d) Hang Seng may cancel, terminate, withdraw or revoke any e-shopping Card Account at any time without prior notice and with or without cause.
25. Suspension or termination of a Card for whatever reason and the suspension or termination of all or any of the Services shall be without prejudice to the right of Hang Seng to settle any Card Transaction entered into by or on behalf of the Cardmember or debit any amount to his/her Credit Card Account in accordance with any advice given by the Club, whether such Card Transaction or debit is effected prior to or after such suspension or termination. Further, upon such suspension or termination, Hang Seng may cancel all or any unexecuted Card Transactions at its discretion.
26. **Upon suspension or termination of a Card by the Cardmember or by Hang Seng for whatever reason, all sums owing by the Cardmember to Hang Seng under these Terms (whether debited to the Credit Card Account or not and whether incurred or discovered before or subsequent to such suspension or termination) shall become immediately due and payable without demand and (where applicable) upon incurrence or discovery of the relevant indebtedness. The Cardmember or (if applicable) the Cardmember's estate shall be liable for settling such sums. Hang Seng shall be entitled to charge interest at the rate(s) specified in Clause 13 on any unpaid sums on a daily basis from the date of suspension or termination of the Card or (where applicable) from the date of incurrence or discovery of the relevant indebtedness until Hang Seng shall have actually received payment (whether before or after judgment). Suspension or termination of a Card for whatever reason shall not affect, reduce or delay any liabilities or obligations of the Cardmember due, owing or incurred prior to suspension or termination.**
27. **Upon suspension or termination of a Syndicate Account or a Partnership Account or the dissolution of a Syndicate or a Partnership, all sums owing by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng under these Terms (whether debited to the Syndicate Account or the Partnership Account or not and whether incurred or discovered before or subsequent to such suspension, termination or dissolution) shall become immediately due and payable without demand and (where applicable) upon incurrence or discovery of the relevant indebtedness. The Syndicate Treasurer or the Managing Partner (as the case may be) shall be liable for settling such sums. Hang Seng shall be entitled to charge interest at the rate(s) specified in Clause 13 on any unpaid sums on a daily basis from the date of such suspension, termination or dissolution or (where applicable) from the date of incurrence or discovery of the relevant indebtedness until Hang Seng shall have actually received payment (whether before or after judgment). Such suspension, termination or dissolution shall not affect, reduce or delay any liabilities or obligations of the Syndicate Treasurer or the Managing Partner (as the case may be) due, owing or incurred prior to suspension, termination or dissolution.**
28. (a) Hang Seng may, at any time and without notice, apply any credit balance in any currency on any of the Principal Cardmember's account, whether in the name of the Principal Cardmember or in the names of the Principal Cardmember and any other person(s), in or towards satisfaction of any indebtedness owing by the Principal Cardmember and/or any Supplementary Cardmember to Hang Seng under these Terms whether actual or contingent.
- Hang Seng may, at any time and without notice, apply any credit balance in any currency on any of the Supplementary Cardmember's account whether in the name of that Supplementary Cardmember or in the names of that Supplementary Cardmember and any other person(s) in or towards satisfaction of any indebtedness owing by the Supplementary Cardmember to Hang Seng in respect of use of his/her Card.
- In the case of a joint account where the Principal Cardmember or the Supplementary Cardmember is one of the joint account holders, Hang Seng may exercise the rights in Clause 28(a) and apply any credit balance on such joint account in or towards satisfaction of any indebtedness owing to Hang Seng by such Principal or Supplementary Cardmember.
- (b) Hang Seng may, at any time and without notice, apply any credit balance in any currency on any account of a Syndicate Treasurer or a Managing Partner in or towards satisfaction of any indebtedness owed by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng under these Terms whether actual or contingent.

- (c) Hang Seng shall be entitled to exercise a lien over all property of the Principal Cardmember which is in the possession or control of Hang Seng for custody or any other reason and whether or not in the ordinary course of business, with power for Hang Seng to sell such property to satisfy such indebtedness owing by the Principal Cardmember and/or any Supplementary Cardmember to Hang Seng.

Hang Seng shall be entitled to exercise a lien over all property of the Supplementary Cardmember which is in the possession or control of Hang Seng for custody or any other reason and whether or not in the ordinary course of business, with power for Hang Seng to sell such property to satisfy such indebtedness owing by that Supplementary Cardmember to Hang Seng.

- (d) Hang Seng shall be entitled to exercise a lien over all property of a Syndicate Treasurer or a Managing Partner which is in the possession or control of Hang Seng, for custody or any other reason and whether or not in the ordinary course of business, with power for Hang Seng to sell such property to satisfy such indebtedness owed by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng.
- (e) For the avoidance of doubt, Clause 28 shall not be applied against a Supplementary Cardmember to satisfy any indebtedness owed by the Principal Cardmember to Hang Seng under these Terms.

29. Hang Seng shall not employ any debt collection agency in relation to any Cardmember as long as he/she remains a member of the Club or a person designated by the Club to be eligible to use a Card or a private label card under the Programme. **Where Hang Seng is entitled to employ any debt collection agency, the relevant Cardmember shall be liable for all costs and expenses reasonably incurred by Hang Seng as a result.**

30. Collection and disclosure of information of the Cardmember

- (a) Definitions

Terms used in this Clause shall have the meanings set out in Clause 1 or the meanings set out below. Where there is any conflict between the meaning of a term set out in Clause 1 and the meaning set out below, the meaning set out below shall apply in this Clause.

Authorities includes any local or foreign judicial, administrative, public or regulatory body, any government, any Tax Authority, securities or futures exchange, court, central bank or law enforcement body, self-regulatory or industry bodies or associations of financial service providers or any of their agents with jurisdiction over any part of the HSBC Group.

Cardmember Information means all or any of the following items relating to the Cardmember or that of a Connected Person, where applicable: (i) Personal Data, (ii) information about the Cardmember, the Cardmember's accounts, Cards, transactions, use of Hang Seng's products and services and the Cardmember's relationship with the HSBC Group and (iii) Tax Information.

Compliance Obligations means obligations of the HSBC Group to comply with (a) any Laws or international guidance and internal policies or procedures, (b) any demand from Authorities or reporting, disclosure or other obligations under Laws, and (c) Laws requiring the HSBC Group to verify the identity of its customers.

Connected Person means a person or entity (other than the Cardmember) whose information (including Personal Data or Tax Information) is provided by the Cardmember, or on behalf of the Cardmember, to any member of the HSBC Group or which is otherwise received by any member of the HSBC Group in connection with the provision of the Services. A **Connected Person** may include, but is not limited to, any guarantor or third party security provider, a member, a director or officer of a company, partners or members of a partnership, any "substantial owner", "controlling person", or investor of a fund, beneficial owner, trustee, settlor or protector of a trust, account holder of a designated account, payee of a designated payment, a representative, agent or nominee, or any other persons or entities with whom the Cardmember has a relationship that is relevant to the Cardmember's relationship with the HSBC Group.

controlling persons means individuals who exercise control over an entity. For a trust, these are the settlor, the trustees, the protector, the beneficiaries or class of beneficiaries, and anybody else who exercises ultimate effective control over the trust, and for entities other than a trust, these are persons in equivalent or similar positions of control.

Financial Crime means money laundering, terrorist financing, bribery, corruption, tax evasion, fraud, evasion of economic or trade sanctions, or violations, or any acts or attempts to circumvent or violate any Laws relating to these matters.

Financial Crime Risk Management Activity means any action to meet Compliance Obligations relating to or in connection with the detection, investigation and prevention of Financial Crime that Hang Seng or members of the HSBC Group may take.

HSBC Group means HSBC Holdings plc, its affiliates, subsidiaries, associated entities and any of their branches and offices (together or individually), and "member of the HSBC Group" has the same meaning.

Laws include any local or foreign law, regulation, judgment or court order, voluntary code, sanctions regime, agreement between any member of the HSBC Group and an Authority, or agreement or treaty between Authorities and applicable to Hang Seng or a member of the HSBC Group.

Personal Data means any information relating to an individual from which such individual can be identified.

Services includes (a) the opening, maintaining, closing, and terminating of the Cardmember's accounts or any Card, (b) the provision of credit facilities and other banking, financial and insurance products and services, processing applications, credit and eligibility assessment, and (c) maintaining Hang Seng's overall relationship with the Cardmember, including marketing services or products to the Cardmember, market research, insurance, audit and administrative purposes.

substantial owners means any individuals entitled to more than 10% of the profits of or with an interest of more than 10% in an entity, directly or indirectly.

Tax Authorities means Hong Kong or foreign tax, revenue or monetary authorities.

Tax Certification Forms means any forms or other documentation as may be issued or required by a Tax Authority or by Hang Seng from time to time to confirm the Cardmember's tax status or the tax status of a Connected Person.

Tax Information means documentation or information about the Cardmember's tax status or the tax status of any owner, "controlling person", "substantial owner" or beneficial owner or Connected Person. "**Tax Information**" includes, but is not limited to, information about: tax residence and/or place of organisation (as applicable), tax domicile, tax identification number, Tax Certification Forms, certain Personal Data (including name(s), residential address(es), age, date of birth, place of birth, nationality, citizenship).

Reference to the singular includes the plural (and vice versa).

(b) Collection, use and sharing of Cardmember Information

This sub-clause (b) explains how Hang Seng will use information about the Cardmember and Connected Persons. The Notice to Customers and Other Individuals relating to the Personal Data (Privacy) Ordinance that applies to the Cardmember and other individuals (the **"PICS"**) also contains important information about how Hang Seng and the HSBC Group will use such information and the Cardmember should read this Clause in conjunction with the PICS. Hang Seng and members of the HSBC Group may use Cardmember Information in accordance with this Clause and the PICS.

Cardmember Information will not be disclosed to anyone (including other members of the HSBC Group), other than where:

- Hang Seng is legally required to disclose;
- Hang Seng has a public duty to disclose;
- Hang Seng's legitimate business purposes require disclosure;
- the disclosure is made with the data subject's consent;
- it is disclosed as set out in this Clause or the PICS.

COLLECTION

(i) Hang Seng and other members of the HSBC Group may collect, use and share Cardmember Information. Cardmember Information may be requested by Hang Seng or on behalf of Hang Seng or the HSBC Group, and may be collected from the Cardmember directly, from a person acting on the Cardmember's behalf, from other sources (including from publicly available information), and it may be generated or combined with other information available to Hang Seng or any member of the HSBC Group.

USE

(ii) Hang Seng and members of the HSBC Group may use, transfer and disclose Cardmember Information in connection with the purposes set out in the PICS and matching against any data held by the Hang Seng or the HSBC Group for whatever purpose (whether or not with a view to taking any adverse action against the Cardmember) (the **"Purposes"**).

SHARING

(iii) Hang Seng may (as necessary and appropriate for the Purposes) transfer and disclose any Cardmember Information to the recipients set out in the PICS (who may also use, transfer and disclose such Cardmember Information for the Purposes).

THE CARDMEMBER'S OBLIGATIONS

(iv) The Cardmember agrees to supply Cardmember Information, and to inform Hang Seng promptly and in any event, within 30 days in writing if there are any changes to Cardholder Information supplied to Hang Seng or a member of the HSBC Group from time to time, and to respond promptly to any request for Cardmember Information from Hang Seng or a member of the HSBC Group.

(v) The Cardmember confirms that every Connected Person whose information (including Personal Data or Tax Information) has been (or will be) provided to Hang Seng or a member of the HSBC Group has (or will at the relevant time have) been notified of and agreed to the processing, disclosure and transfer of their information as set out in this Clause and the PICS (as may be amended or supplemented by Hang Seng from time to time). The Cardmember shall advise any such Connected Persons that they have rights of access to, and correction of, their Personal Data.

(vi) The Cardmember consents and shall take such steps as are required from time to time for the purposes of any applicable data protection law or secrecy law to permit Hang Seng to use, store, disclose, process and transfer all Cardmember Information in the manner described in these Terms. The Cardmember agrees to inform Hang Seng promptly in writing if the Cardmember is not able or has failed to comply with the obligations set out in sub-clause (b)(v) and (b)(vi) in any respect.

(vii) Where

- the Cardmember or any Connected Person fails to provide promptly Cardmember Information reasonably requested by Hang Seng, or
- the Cardmember or any Connected Person withholds or withdraws any consents that Hang Seng may need to process, transfer or disclose Cardmember Information for the Purposes (except for purposes connected with marketing or promoting products and services to the Cardmember), or
- Hang Seng has, or a member of the HSBC Group has, suspicions regarding Financial Crime or an associated risk,

Hang Seng may:

- (A) be unable to provide new, or continue to provide all or part of the Services to the Cardmember and reserve the right to terminate Hang Seng's relationship with the Cardmember;
- (B) take actions necessary for Hang Seng or a member of the HSBC Group to meet the Compliance Obligations; and
- (C) block, transfer, close or terminate the Cardmember's account(s) or any Card where permitted under local Laws.

In addition, if the Cardmember fails to supply promptly the Cardmember's, or a Connected Person's, Tax Information and accompanying statements, waivers and consents, as may be requested, then Hang Seng may make Hang Seng's own judgment with respect to the Cardmember's status or that of the Connected Person, including whether the Cardmember or a Connected Person is reportable to a Tax Authority, and may require Hang Seng or other persons to withhold amounts as may be legally required by any Tax Authority and paying such amounts to the appropriate Tax Authority.

(c) Financial Crime Risk Management Activity

(i) Financial Crime Risk Management Activity may include, but is not limited to: (A) screening, intercepting and investigating any instruction, communication, drawdown request, application for Services, or any payment sent to or by the Cardmember, or on the Cardmember's behalf; (B) investigating the source of or intended recipient of funds; (C) combining Cardmember Information with other related information in the possession of the HSBC Group; and (D) making further enquiries as to the status of a person or entity, whether they are subject to a sanctions regime, or confirming the identity and status of the Cardmember or a Connected Person.

(ii) Hang Seng and HSBC Group's Financial Crime Risk Management Activity may lead to the delay, blocking or refusing the making or clearing of any payment, the processing of the Cardmember's instructions or application for Services or the provision of all or part of the Services. To the extent permissible by law, neither Hang Seng nor any member of the HSBC Group shall be liable to the Cardmember or any third party in respect of any loss (howsoever it arose) that was suffered or incurred by the Cardmember or a third party, caused in whole or in part in connection with the undertaking of Financial Crime Risk Management Activity.

(d) Tax Compliance

The Cardmember, and each Connected Person acting in their capacity as a Connected Person (and not in their personal capacity), acknowledge that the Cardmember is solely responsible for understanding and complying with the Cardmember's tax obligations (including but not limited to, tax payment or filing of returns or other required documentation relating to the payment of all relevant taxes) in all jurisdictions in which those obligations arise and relating to the opening and use of account(s) or Services provided by Hang Seng or members of the HSBC Group. Each Connected Person acting in his/its capacity as a Connected Person (and not in his/its personal capacity) also makes the same acknowledgement in his/its own regard. Certain countries may have tax legislation with extraterritorial effect regardless of the Cardmember's or a Connected Person's place of domicile, residence, citizenship or incorporation. Neither Hang Seng nor any member of the HSBC Group provides tax advice. The Cardmember is advised to seek independent legal and tax advice. Neither Hang Seng nor any member of the HSBC Group has responsibility in respect of the Cardmember's tax obligations in any jurisdiction which they may arise including any that may relate specifically to the opening and use of account(s), Cards and Services provided by Hang Seng or members of the HSBC Group.

(e) Miscellaneous

(i) In the event of any conflict or inconsistency between any of this Clause and the provisions in or governing any other service, product, business relationship, account or agreement between the Cardmember and Hang Seng, this Clause shall prevail.

(ii) If all or any part of the provisions of this Clause become illegal, invalid or unenforceable in any respect under the law of any jurisdiction, that shall not affect or impair the legality, validity or enforceability of such provision in any other jurisdictions or the remainder of this Clause in that jurisdiction.

(f) Survival upon termination

This Clause shall continue to apply notwithstanding any termination by the Cardmember or Hang Seng or a member of the HSBC Group of the provision of any Services to the Cardmember, the closure of any of the Cardmember's account, or the termination of any of the Cardmember's Cards.

31. (a) Hang Seng shall obtain the written consent of the Club (which shall not be unreasonably withheld) before: -

(i) introducing items of fees and charges additional to those specified in paragraph (b) below; or

(ii) making any changes to these Terms to reflect arrangements specific to the Programme.

(b) Subject to paragraph (a) above, Hang Seng shall be entitled to prescribe, from time to time, fees and charges payable in respect of the use of the Card and/or the Services. Any such fees may be varied subject to Hang Seng's written notice given to the Cardmember for a period of not less than 60 days unless the variation is beyond the control of Hang Seng in which case reasonable notice will be given. Fees and charges currently payable include: -

(i) late charge;

(ii) cash advance interest;

(iii) finance charge on all outstanding balance (except cash advance);

(iv) card replacement fee;

(v) overlimit fee;

(vi) handling fee for: -

(1) cash advance;

(2) returned cheque or auto-pay rejection;

(3) retrieval of sales draft outside of the Club premises;

(4) retrieval of statement dated over three months' ago;

(5) payment by cheque or cashier order denominated in a currency other than Hong Kong dollar;

(6) refunding credit balance in Credit Card Account by cashier order;

(7) issuing credit reference letter;

(8) transaction at ATM installed or operated by entities other than Hang Seng; and

(vii) fees and charges beyond the control of Hang Seng and imposed by third parties including Mastercard International.

(c) Subject to paragraph (a) above, Hang Seng shall be entitled to revise these Terms from time to time and any revision to these Terms shall become effective subject to Hang Seng's written notice given to the Cardmember for a period of not less than 30 days for any variations affecting the liabilities or obligations of the Cardmember or for such reasonable period as Hang Seng may prescribe in the case of any other variations.

32. The Programme may be terminated and the manner in which it is operated may be amended or varied subject to the prior written consent of the Club and no such termination, amendment or variation shall affect, reduce or delay any liabilities or obligations of any Cardmember, Syndicate Treasurer or Managing Partner due, owing or incurred prior to such termination, amendment or variation.

33. Unless due to the negligence or wilful default of Hang Seng, its officers or employees, Hang Seng does not assume any liability or responsibility to the Cardmember or any third party for the consequences arising out of or in connection with: -

(a) access to the use of the Card and/or the Services by the Cardmember or any other person whether or not authorised unless Clause 19(b) applies or unless the Card has not been received by the Cardmember;

(b) any interruption, suspension, delay, loss, mutilation or other failure in transmission of the Cardmember's instructions or other information howsoever caused;

(c) its inability to execute any of the Cardmember's instructions due to prevailing market conditions and the manner and timing of execution of any instructions, and/or

(d) any mechanical failure, power failure, malfunction, breakdown, interruption or inadequacy of equipment or installation in connection with the performance of Hang Seng's functions under this Agreement, Acts of God or any other causes beyond the reasonable control of Hang Seng,

Provided that Hang Seng will bear the direct loss suffered by the Cardmember (to the extent of any amount wrongly posted to the Credit Card Account and any interest thereon) arising from the use of counterfeit card by a third party.

34. The Cardmember will act in good faith in relation to all dealings with the Club and Hang Seng, and will notify the Club and Hang Seng of any change of employment, business, residential address or work place address or e-mail address or telephone number(s).
35. All Card Account Statements, notices or other communications relating to Credit Card Accounts shall be sent by Hang Seng by post or by e-mail to the address designated by the Principal Cardmember whether they relate to the Principal Cardmember or his/her Supplementary Cardmember. All Card Account Statements, notices or other communications relating to a Syndicate Account or a Partnership Account shall be sent to the Syndicate Treasurer and the Managing Partner respectively. Any Card Account Statement, notice or other communications given by Hang Seng to a Cardmember, a Syndicate Treasurer or a Managing Partner shall be deemed to have been received by the Cardmember, the Syndicate Treasurer or the Managing Partner two days after posting to the aforesaid address unless proved otherwise and any Card Account Statement, notice or other communications given by Hang Seng to the Cardmember by e-mail shall be deemed to have been received by the Cardmember immediately after transmitting to the Cardmember's aforesaid e-mail address. Items sent to a Cardmember, a Syndicate Treasurer or a Managing Partner are sent at their respective risk. All notices or other communications sent by a Cardmember, a Syndicate Treasurer or a Managing Partner to Hang Seng shall be deemed to have been received by Hang Seng two days (if posted in Hong Kong) and seven days (if posted by first class mail outside Hong Kong) after posting unless proved otherwise, except that notice of termination or loss of Card shall be effective on proof of receipt.
36. (a) Hang Seng may (but shall not be obliged to), and each Cardmember expressly authorises Hang Seng to, record by tape or other means all instructions and requests given by the Cardmember verbally to Hang Seng and all other verbal communications between the Cardmember and Hang Seng in connection with the Card and/or any of the Services including, without limitation, those given or communicated by telephone (collectively, "Verbal Communications"). **The Cardmember expressly agrees that if a dispute arises at any time in relation to the contents of any Verbal Communications, then the tape recording or such other records of such Verbal Communications, or a transcript of the same certified as a true transcript by an officer of Hang Seng, shall be conclusive evidence between Hang Seng and the Cardmember as to the contents and nature of such Verbal Communications unless and until the contrary is established and may be used as evidence in such dispute.**
- (b) Hang Seng reserves the right to refuse to act upon any Verbal Communications if, in its opinion, there are reasonable grounds for doing so. Furthermore, Hang Seng reserves the right to defer acting on any Verbal Communications and to require further information with respect to such Verbal Communications as Hang Seng may consider appropriate.
37. These Terms shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region. Hang Seng and each Cardmember submit to the non-exclusive jurisdiction of the Courts of the Hong Kong Special Administrative Region but these Terms may be enforced in the Courts of any competent jurisdiction.
38. The English version of these Terms shall prevail wherever there is a discrepancy between the English and the Chinese versions.
39. Each of the provisions of these Terms is severable and distinct from the others and, if at any time one or more of such provisions is or becomes illegal, invalid or unenforceable in any respect under the laws of any jurisdiction, the legality, validity or enforceability of the remaining provisions shall not be affected in any way.
40. (a) All payments to be made by the Cardmember, any guarantor, security provider or other person (collectively "the obligors" and each "an obligor") to Hang Seng under these Terms or under any documents relating to the Card service shall be made to Hang Seng as specified by Hang Seng without any set-off, counterclaim or condition and free and clear of all present and future taxes, deductions or withholdings of any nature whatsoever. If at any time an obligor is required to make any deduction or withholding for or on account of tax or otherwise from any payment to Hang Seng, the sum due from that obligor in respect of such payment shall be increased to the extent necessary to ensure that, after the making of such deduction or withholding, Hang Seng receives on the due date for such payment (and retains, free from any liability in respect of such deduction or withholding) a net sum equal to the sum which Hang Seng would have received had no such deduction or withholding been made or required to be made and it shall be the sole responsibility of the obligors to effect payment of such deduction or withholding to the relevant authority within the applicable time limit. The obligors shall jointly and severally indemnify Hang Seng against any losses, liabilities, interest, penalties, or costs and expenses payable or incurred by reason of any failure of the relevant obligor to make any such deduction or withholding or to effect payment of such deduction or withholding to the relevant authority within the applicable time limit or by reason of any increased payment not being made on the due date for such payment. Upon request of Hang Seng, the obligors shall jointly and severally and promptly deliver to Hang Seng evidence satisfactory to Hang Seng that such deduction or withholding has been made or (as applicable) any appropriate payment paid to the relevant authority.
- (b) Any fee or charge referred to in these Terms is exclusive of any value added tax, goods and services tax or any other tax which might be chargeable in connection with that fee or charge. If any value added tax, goods and services tax or other tax is so chargeable, it shall be paid by the relevant obligor at the same time as it pays the relevant fee or charge.
41. The Cardmember shall indemnify Hang Seng, its officers and employees against all liabilities, claims, demand, losses, damages, taxes, costs, charges and expenses of any kind (including legal fees on a full indemnity basis and related expenses, and any claims by any relevant authorities on Hang Seng for tax in respect of any profits or gains attributable to the Cardmember) which may be incurred by any of them and all actions or proceedings which may be brought by or against any of them in connection with the provision of the Card or any services in connection with the Card to the Cardmember or the exercises or preservation of Hang Seng's powers and rights under these Terms, unless due to the negligence or wilful default of Hang Seng, its officers or employees and only to the extent of direct and reasonably foreseeable loss and damage (if any) arising directly and solely therefrom. Hang Seng is entitled to withhold, retain or deduct such portion from the Cardmember's assets in the possession or control of Hang Seng or such amount from any of the Cardmember's accounts with Hang Seng as it reasonably determines to be sufficient to cover any amount which may be owed by the Cardmember under this Clause. This indemnity shall survive notwithstanding the termination of the Card or any services in connection with the Card or any part of them.
42. No person other than the Cardmember and Hang Seng will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these Terms.

Terms and Conditions for Interest-free Instalment Plan

Hang Seng Credit Card Cardmember can apply for Hang Seng Credit Card Interest-free Instalment Plan ("Instalment Plan") to purchase goods and/or services from specific merchants. The Instalment Plan is an interest-free loan transaction. Under the Instalment Plan, Hang Seng Bank Limited ("Hang Seng") would lend to the Cardmember an interest-free instalment loan amount ("Instalment Amount") which is equivalent to the purchase price of the goods and/or services, and pay the Instalment Amount to the merchant on behalf of the Cardmember. The Cardmember is required to repay the Instalment Amount by monthly instalments to Hang Seng according to the tenor of the Instalment Plan until the Instalment Amount is fully repaid. In any event, the Cardmember is required to repay the Instalment Amount in full to Hang Seng. Cardmember hereby applies for the Instalment Plan and irrevocably authorises Hang Seng to pay the merchant the Instalment Amount for purchase of the goods and/or services. Cardmember agrees to be bound by the following terms and conditions:

1. The Instalment Plan shall be subject to all applicable provisions in the cardmember agreement ("Cardmember Agreement") governing the use of the relevant Hang Seng credit card. Unless otherwise specified, all terms and expressions used in these Terms and Conditions shall have the same meanings as used in the Cardmember Agreement.
2. All applications for the Instalment Plan shall be subject to acceptance by Hang Seng. Hang Seng reserves the right to approve or reject any application without giving any reason therefor.
3. Upon approval of the Instalment Plan, Hang Seng will pay the Instalment Amount to the merchant in a lump-sum. After any application for the Instalment Plan is approved by Hang Seng, Cardmember shall not withdraw the application and/or cancel the purchase of the relevant goods and/or services. All Instalment Amount repaid are non-refundable and Cardmember shall duly repay all outstanding Instalment Amount.
4. **Hang Seng will debit Cardmember's designated Hang Seng credit card account ("Credit Card Account") with the Instalment Amount on a monthly basis according to the amount of each instalment and the number of monthly instalments as requested by Cardmember and agreed by Hang Seng, commencing from such date as Hang Seng may prescribe at its full discretion. Cardmember shall repay all monthly instalment amount debited or the sum of all outstanding instalments which may become immediately due and be liable for all finance charges, other charges and liabilities in accordance with the Cardmember Agreement and these Terms and Conditions.**
5. Hang Seng will hold an amount equivalent to the Instalment Amount from the credit limit of the Credit Card Account. Hang Seng will proportionally restore the credit limit of the Credit Card Account every month after Hang Seng successfully debits the Credit Card Account with instalment amount due.
6. **No finance charge is payable by the Cardmember under the Instalment Plan. Notwithstanding the foregoing, if the Cardmember fails to make full repayment of the statement balance specified in the Credit Card Account statement on or before the Payment Due Date, the Cardmember shall pay finance charge on all outstanding balance (including the Instalment Amount) on the Credit Card Account pursuant to the Cardmember Agreement. The Cardmember shall pay a finance charge on any monthly instalment amount due but unpaid at the prevailing interest rate of the Credit Card Account from the post date of such monthly instalment.**
7. **On default of payment or any moneys due under the Credit Card Account and/or in case of breach of any provisions of the Cardmember Agreement and/or any of these Terms and Conditions by Cardmember and/or in case of cancellation or termination of the Credit Card Account for whatever reason, the sum of all outstanding instalments and all moneys owing under these Terms and Conditions shall immediately become due and payable and shall, at the absolute discretion of Hang Seng be debited against the Credit Card Account. Hang Seng shall also be entitled to require Cardmember to deliver the goods to Hang Seng for Hang Seng's disposal at its absolute discretion.**
8. Cardmember may apply for early repayment of all but not part of the outstanding instalment balance of the Instalment Amount by written notice to Hang Seng. Hang Seng will debit the Credit Card Account with such outstanding balance upon acceptance of the application.
9. **Hang Seng disclaims any liability or duty relating to the goods and/or services. The goods and/or services are sold and supplied to Cardmember by the merchant who is solely responsible for all obligations and liabilities relating to the supply and sale of the goods and/or services to Cardmember. Any claims, disputes or complaints arising from the goods and/or services shall be resolved directly with merchant by the Cardmember. Whether or not such disputes be resolved (including but not limited to non-receipt of the goods and/or services), Cardmember shall not be relieved from his/her obligation to repay all moneys owing and the other liabilities towards Hang Seng in accordance with these Terms and Conditions and the Cardmember Agreement.**
10. For the purposes of effecting these Terms and Conditions, Cardmember agrees that Hang Seng can communicate and exchange his/her personal information with the merchant.
11. **When it is established that the Cardmember has acted in good faith, exercised reasonable care and diligence in safe-keeping the Card, the e-shopping Card Account Number and reported the loss, theft or misuse as soon as reasonably practicable upon notice or suspicions thereof, subject to applicable laws and regulations and unless due to the negligence or wilful default of Hang Seng, its officers or employees, the Cardmember shall be liable for all unauthorized Instalment Plan transactions made before Hang Seng actually receives the loss, theft or misuse report. The Cardmember shall be liable for all unauthorized Instalment Plan transactions if the Cardmember has acted fraudulently or with gross negligence or has failed to follow the safeguards or comply with the Cardmember's obligations set out in the Cardmember Agreement.**
12. Hang Seng shall be entitled at any time with notice to the Cardmember (a) cancel or terminate the Instalment Plan; (b) revise or add further provisions to these Terms and Conditions; and/or (c) demand Cardmember to repay all unpaid Instalment Amount or remaining outstanding balance immediately.
13. No person other than the Cardmember and Hang Seng will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these Terms and Conditions.
14. These Terms and Conditions are in addition to the Cardmember Agreement and in the event of any inconsistency between these Terms and Conditions and the Cardmember Agreement, these Terms and Conditions shall prevail. The Chinese translation is for reference only. In case of any discrepancy between the English version and the Chinese version, the English version shall prevail.

Terms and Conditions for Selected Merchant Interest-free Instalment Plan

Hang Seng Credit Card Cardmember can apply for Hang Seng Credit Card Selected Merchant Interest-free Instalment Plan ("Selected Merchant Instalment Plan") to purchase goods and/or services from specific merchants. The Selected Merchant Instalment Plan is an interest-free loan transaction. Under the Selected Merchant Instalment Plan, Hang Seng Bank Limited ("Hang Seng") would lend to the Cardmember an interest-free instalment loan amount ("Instalment Amount") which is equivalent to the purchase price of the goods and/or services, and pay the Instalment Amount to the merchant on behalf of the Cardmember. The Cardmember is required to repay the Instalment Amount by monthly instalments to Hang Seng according to the tenor of the Selected Merchant Instalment Plan until the Instalment Amount is fully repaid, subject to termination of the Selected Merchant Instalment Plan in accordance with the terms herewith. Cardmember hereby applies for the Selected Merchant Instalment Plan and irrevocably authorises Hang Seng to pay the merchant the Instalment Amount for purchase of the goods and/or services. Cardmember agrees to be bound by the following terms and conditions:

1. The Selected Merchant Instalment Plan shall be subject to all applicable provisions in the cardmember agreement ("Cardmember Agreement") governing the use of the relevant Hang Seng credit card. Unless otherwise specified, all terms and expressions used in these Terms and Conditions shall have the same meanings as used in the Cardmember Agreement.
2. All applications for the Selected Merchant Instalment Plan shall be subject to acceptance by Hang Seng. Hang Seng reserves the right to approve or reject any application without giving any reason therefor.
3. After any application for the Selected Merchant Instalment Plan is approved by Hang Seng, Cardmember shall not withdraw the application and/or cancel the purchase of the relevant goods and/or services. Hang Seng will pay the Instalment Amount to the merchant by monthly instalments according to the amount of each instalment and the number of monthly instalments as requested by Cardmember and agreed by Hang Seng or in such other manner as Hang Seng in its absolute discretion may consider appropriate.
4. **Hang Seng will debit Cardmember's designated Hang Seng credit card account ("Credit Card Account") with the Instalment Amount on a monthly basis according to the amount of each instalment and the number of monthly instalments as requested by Cardmember and agreed by Hang Seng, commencing from such date as Hang Seng may prescribe at its full discretion. Regardless of whether or not the Cardmember has received the goods and/or services provided by the merchant on the month or at any time prior to repayment, Cardmember shall repay all monthly instalment amount debited or the sum of all outstanding instalments which may become immediately due and be liable for all finance charges, other charges and liabilities in accordance with the Cardmember Agreement and these Terms and Conditions. All Instalment Amount repaid are non-refundable.**
5. **The Selected Merchant Instalment Plan will be terminated immediately upon the happening of all or any of the following events:**
 - (i) if the merchant (being a limited company or corporation) is petitioned to be wound up or dissolved whether voluntarily or compulsorily, or a statutory demand under the Bankruptcy Ordinance is issued and served against the merchant (being a partnership or individual) in respect of a debt due by the merchant and is not complied with or is petitioned bankrupt by any person for any reason whatsoever, or the merchant enters into any arrangement or composition with the merchant's creditors or suffers any distress or execution to be levied on the merchant's goods;
 - (ii) if the merchant ceases business or closes down all of its business outlets;
 - (iii) if the merchant's merchant account with Hang Seng is closed or terminated for whatever reason.
6. **In the event the Selected Merchant Instalment Plan is terminated pursuant to Clause 5 above, Hang Seng will stop paying to the merchant any outstanding Instalment Amount, and will no longer debit the Credit Card Account with the outstanding monthly instalments of the Instalment Amount. The Cardmember is not required to repay Hang Seng for the remaining balance of Instalment Amount that is outstanding but not debited to the Credit Card Account upon termination of the Selected Merchant Instalment Plan. For the avoidance of doubt, Cardmember is required to repay Hang Seng any Instalment Amount debited to the Credit Card Account prior to the termination of the Selected Merchant Instalment Plan.**
7. Hang Seng will hold an amount equivalent to the Instalment Amount from the credit limit of the Credit Card Account. Hang Seng will proportionally restore the credit limit of the Credit Card Account every month after Hang Seng successfully debits the Credit Card Account with instalment amount due. Upon termination of the Selected Merchant Instalment Plan pursuant to Clause 5 above, any credit limit so held will be restored.
8. **No finance charge is payable by the Cardmember under the Selected Merchant Instalment Plan. Notwithstanding the foregoing, if the Cardmember fails to make full repayment of the statement balance specified in the Credit Card Account statement on or before the Payment Due Date, the Cardmember shall pay finance charge on all outstanding balance (including the Instalment Amount) on the Credit Card Account pursuant to the Cardmember Agreement. The Cardmember shall pay a finance charge on any monthly instalment amount due but unpaid at the prevailing interest rate of the Credit Card Account from the post date of such monthly instalment.**
9. **On default of payment or any moneys due under the Credit Card Account and/or in case of breach of any provisions of the Cardmember Agreement and/or any of these Terms and Conditions by Cardmember and/or in case of cancellation or termination of the Credit Card Account for whatever reason, the sum of all outstanding instalments and all moneys owing under these Terms and Conditions shall immediately become due and payable and shall, at the absolute discretion of Hang Seng be debited against the Credit Card Account. Hang Seng shall also be entitled to require Cardmember to deliver the goods to Hang Seng for Hang Seng's disposal at its absolute discretion.**
10. Cardmember may apply for early repayment of all but not part of the outstanding instalment balance of the Instalment Amount by written notice to Hang Seng. Hang Seng will debit the Credit Card Account with such outstanding balance upon acceptance of the application.
11. **Hang Seng disclaims any liability or duty relating to the goods and/or services. The goods and/or services are sold and supplied to Cardmember by the merchant who is solely responsible for all obligations and liabilities relating to the supply and sale of the goods and/or services to Cardmember. Any claims, disputes or complaints arising from the goods and/or services shall be resolved directly with merchant by the Cardmember. Whether or not such disputes be resolved (including but not limited to non-receipt of the goods and/or services), Cardmember shall not be relieved from his/her obligation to repay all moneys owing and the other liabilities towards Hang Seng in accordance with these Terms and Conditions and the Cardmember Agreement.**

12. For the purposes of effecting these Terms and Conditions, Cardmember agrees that Hang Seng can communicate and exchange his/her personal information with the merchant.
13. **When it is established that the Cardmember has acted in good faith, exercised reasonable care and diligence in safe-keeping the Card and reported the loss, theft or misuse as soon as reasonably practicable upon notice or suspicions thereof, subject to applicable laws and regulations and unless due to the negligence or wilful default of Hang Seng, its officers or employees, the Cardmember shall be liable for all unauthorised Selected Merchant Instalment Plan transactions made before Hang Seng actually receives the loss, theft or misuse report. The Cardmember shall be liable for all unauthorised Selected Merchant Instalment Plan transactions if the Cardmember has acted fraudulently or with gross negligence or has failed to follow the safeguards or comply with the Cardmember's obligations set out in the Cardmember Agreement.**
14. Hang Seng shall be entitled at any time with notice to the Cardmember (a) cancel or terminate the Selected Merchant Instalment Plan; (b) revise or add further provisions to these Terms and Conditions; and/or (c) demand Cardmember to repay all unpaid Instalment Amount or remaining outstanding balance immediately.
15. No person other than the Cardmember and Hang Seng will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these Terms and Conditions.
16. These Terms and Conditions are in addition to the Cardmember Agreement and in the event of any inconsistency between these Terms and Conditions and the Cardmember Agreement, these Terms and Conditions shall prevail. The Chinese translation is for reference only. In case of any discrepancy between the English version and the Chinese version, the English version shall prevail.

ATM Terms and Conditions

The use of ATMs by a holder of a Platinum Mastercard Card or Gold Mastercard Card (a "Cardmember") shall be subject to all applicable provisions in The Hong Kong Jockey Club Membership Card Terms and Conditions - For Mastercard Cards set out above (the "Mastercard Card Terms") and the following terms and conditions. Each Cardmember who uses ATMs will be bound by all those provisions, terms and conditions.

1. Unless otherwise specified, words and expressions having defined meanings in the Mastercard Card Terms shall have the same meanings when used in these ATM Terms and Conditions.
2. The facilities and services provided by Hang Seng which may be accessed by a Card at ATMs shall be specified by Hang Seng from time to time. Hang Seng may add to, terminate or vary any such facilities and services at its discretion.
3. **Hang Seng shall also be entitled to charge fees for transactions effected through ATMs installed and operated by persons other than Hang Seng inside and/or outside the Hong Kong Special Administrative Region in such manner and at such rate as Hang Seng may at its discretion from time to time determine and announce. Any such fees may be varied in accordance with Clause 31 of the Mastercard Card Terms.**
4. **All withdrawal or transfer from any account concerned shall only be made if there are sufficient funds, or pre-arranged credit is available, in that account. If any withdrawal or transfer is made without sufficient fund or pre-arranged credit, the Cardmember shall repay to Hang Seng on demand the sum representing the shortfall or the amount of such withdrawal or transfer (as the case may be) together with interest thereon at such rate as Hang Seng may from time to time specify from the time the shortfall arises or the withdrawal or transfer is effected (as the case may be) up to the date of actual repayment (as well after as before judgment).**
5. **The liability of Hang Seng to the Cardmember for any loss or damage incurred or suffered by the Cardmember as a result of any failure, breakdown or malfunction of all or any of the facilities and services made available to his/her Card due to the negligence or wilful default of Hang Seng shall be limited to twice the value of the relevant transaction.**
6. The Cardmember hereby irrevocably authorises Hang Seng to debit from the relevant account(s) designated by the Cardmember to be operated by the use of his/her Card at ATMs the amount of any withdrawal, transfer and/or transaction involving such account(s) according to the records of Hang Seng. For any withdrawal, transfer or transaction carried out in any currency other than Hong Kong dollars, Hang Seng shall have complete discretion to convert such foreign currency by any lawful means at its disposal at the rate of exchange as conclusively determined by Hang Seng to be prevailing at the relevant time in the relevant foreign exchange market without reference to or consent from the Cardmember. **Hang Seng shall be entitled to charge a handling fee for each currency conversion at such rate(s) as Hang Seng may from time to time prescribe at its discretion.**
7. The records of Hang Seng in relation to any withdrawal, transfer and/or transaction involving the use of a Card at ATMs shall in all respects be conclusive against and binding on the Cardmember unless and until the contrary is established.
8. Unless otherwise announced by Hang Seng, cash and/or cheques may be deposited by the use of a Card at ATMs in any account with Hang Seng subject to the following: -
 - (a) any cash and/or cheque so deposited shall not be treated as having been received by Hang Seng until after the verification of Hang Seng (such verification may not take place on the day of deposit) and, subject to such verification, Hang Seng is entitled not to credit the same to the relevant account which means that the funds will not be available for use;
 - (b) the advice(s) issued by an ATM or by Hang Seng by any other means in respect of the acceptance of any such deposit represents only what has purportedly been deposited in the relevant account by the use of a Card at the ATM and shall in no way bind Hang Seng as to its correctness;
 - (c) any deposit shall only be treated as having been received by Hang Seng upon its duly crediting the cash into the relevant account or (in the case of a cheque deposit) upon crediting the cheque into the relevant account subject to such cheque being honoured and paid.
9. **The Cardmember acknowledges and agrees that Hang Seng have the right to disclose in strict confidence to other persons such information concerning the Cardmember and his/her accounts with Hang Seng as may be necessary or required in connection with the processing of any transfer, withdrawal and/or transaction from or to any such account by the use of his/her Card at ATMs.**
10. No person other than the Cardmember and Hang Seng will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these ATM Terms and Conditions.

Terms and Conditions for Hang Seng Credit Card Cash Dollar Rewards

Hang Seng Credit Card "Cash Dollar Rewards" (the "Membership Rewards Programme") are programmes offered by Hang Seng Bank Limited ("Hang Seng").

Eligibility

1. The Membership Rewards Programme is available to valid Hang Seng World Mastercard Card, Platinum Mastercard Card and The Hong Kong Jockey Club Membership Card (Platinum and Gold Mastercard Cards) from time to time issued by Hang Seng either as principal cards or supplementary cards (each a "Card" and collectively the "Cards"). For the avoidance of doubt, spending with any Card which has expired, is stolen or otherwise invalid in the opinion of Mastercard International Incorporated, and/or Hang Seng will not generate any Cash Dollars or other privileges or benefits under the Membership Rewards Programme.

Cash Dollars

2. Spending by a Cardmember for goods and services through each Credit Card Account ("Credit Card Account") and/or e-shopping Card Account (as defined in "The Hong Kong Jockey Club Membership Card Terms and Conditions - For Mastercard Cards" and "Hang Seng World Mastercard Card and Platinum Mastercard Card Cardmember Agreement (Individual)") will generate Cash Dollars under the Membership Rewards Programme. Hang Seng and/or the Designated Merchants (to be defined in Clause 9) will from time to time inform the Cardmembers in their relevant marketing materials about the rate(s) at which Cash Dollars are generated.

Bonus Period

3. Cash Dollars will be accumulated for a period (the "Bonus Period") during which they may be redeemed in accordance with these Terms and Conditions. Subject to Clause 4, the length of a Bonus Period is 12 months or longer as Hang Seng may specify in the relevant marketing materials from time to time, except that the length of the first and the final Bonus Periods will depend on the date on which the Card is issued and terminated respectively. The last day of Bonus Period will be referred to as the "Bonus Closing Date".

Expiry

4. Hang Seng may from time to time prescribe (i) the Bonus Closing Date and (ii) a period or date falling after the Bonus Closing Date upon which any unredeemed Cash Dollars will expire and be reset to zero.

Supplementary Cardmember

5. Cash Dollars generated in respect of any supplementary Card will be attributed to the relevant principal Credit Card Account. Both the principal Cardmember and supplementary Cardmember may redeem Cash Dollars.

Means of Indication

6. Cash Dollars accumulated in respect of the Card(s) of the Cardmember will be indicated to the Cardmember on Card statement(s), notice(s), circular(s), or via other appropriate means (including electronic means).

Hang Seng's Records Conclusive

7. Hang Seng's computer records with respect to the Cardmember on Cash Dollars accumulated and redeemed from time to time are conclusive and binding against the Cardmember unless and until the contrary is established.

No Cash Redemption

8. Cash Dollars cannot be redeemed for cash.

Redemption of Cash Dollars

9. Subject to Clause 5, Cash Dollars may be redeemed by the Cardmember for goods and services prescribed by such merchants as Hang Seng may from time to time designate (the "Designated Merchants"). Hang Seng will from time to time update in <Terms and Conditions for Hang Seng Credit Card Cash Dollars and Merchant Dollars Designated Merchants> and other relevant marketing materials the list of Designated Merchants and the relevant redemption details and conditions. If there is any earning and/or redemption of Cash Dollars in any transaction which, in Hang Seng's reasonable opinion, involves any abusive or fraudulent behaviours which are invalid/ineligible for any Cash Dollar rewards, Hang Seng reserves the right to deduct the Cash Dollars credited pursuant to such transactions from the Cardmember's credit card/spending card account at any time without prior notice. In the event that the relevant Cash Dollars have already been redeemed, Hang Seng reserves the right to charge the equivalent value of such redeemed Cash Dollars or the appropriate portion of Cash Dollars amount awarded to the relevant credit card/spending card account on the conversion rate of HK\$1 for every \$1 Cash Dollar at any time without prior notice. Hang Seng has the right to cancel any accumulated Cash Dollars upon the termination (regardless of whether such termination is initiated by Hang Seng or by the Cardmember) of the relevant credit card/spending card and to charge the Cardmember for any unpaid Cash Dollars amount on the conversion rate of HK\$1 for every \$1 Cash Dollar unpaid in such circumstances.

Balance of Price

10. Any amount of a transaction not settled with Cash Dollars must be paid by the Cardmember with his/her Card.

Beyond Hang Seng's Control

11. **Hang Seng will not be responsible for any delay or failure in redeeming any Cash Dollars due to the refusal of any Designated Merchants and/or the failure and/or inadequacy of power or any electronic communication network beyond the reasonable control of Hang Seng, nor will Hang Seng be responsible in any way for any goods and/or services provided by any Designated Merchant. The Cardmember and the relevant Designated Merchant will resolve any complaint directly.**

Display and Treatment of Information

12. The Cardmember authorises the display and treatment of information relating to his/her Card Account(s) and Cash Dollars recorded on such account(s) for the purpose of the Membership Rewards Programme and for the Cardmember's reference and redemption.

Changes to the Membership Rewards Programme and the Services

13. Hang Seng Bank may at any time with notice to the Cardmembers (i) enhance, replace and/or revise the types of benefits and privileges available under the Membership Rewards Programme and/or the Services; (ii) revise or add to these Terms and Conditions and (iii) suspend or terminate the Membership Rewards Programme and/or the Services.

Interpretation

14. Unless the context otherwise requires, words importing the singular include the plural and vice versa and words importing a gender include every gender.

Contracts (Rights of Third Parties) Ordinance

15. No person other than the Cardmember and Hang Seng will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these Terms and Conditions.

English Version to Prevail

16. The English version of these Terms and Conditions shall prevail whenever there is a discrepancy between the English and the Chinese versions.

The Hong Kong Jockey Club Membership Card Terms and Conditions - For Private Label Cards

The Hong Kong Jockey Club Membership Private Label Card (the "Card") is issued by Hang Seng Bank Limited ("Hang Seng") for The Hong Kong Jockey Club (the "Club") pursuant to The Hong Kong Jockey Club Membership Card Programme (the "Programme") subject to the following terms and conditions ("these Terms") as membership cards to (A) certain categories of members designated by the Club and (B) members of the Club of other categories who opt for the Card instead of a Mastercard credit card (each a "Principal Cardmember" and collectively the "Principal Cardmembers"), and the respective Spouses and Unmarried Children/Overseas Students collectively "Children") of such members and each Cardmember will be bound by these Terms.

1. (a) A Principal Cardmember may authorise (subject to the agreement of the Club) Hang Seng to issue a Card to his/her spouse and each or any of his/her Children (each a "Supplementary Cardmember").
 - (b) in these Terms the term "Cardmember" includes, where the Context permits or requires, a Principal Cardmember and a Supplementary Cardmember and their respective personal representatives and lawful successors.
 - (c) For the purposes of these Terms: -
 - (i) "Absent Member" means any person as Hang Seng may have been notified by the Club to be registered as such by the Club in accordance with the Articles of Association of the Club;
 - (ii) "Corporate Member" means any person whose name has been entered into the Corporate Members' Register of the Club;
 - (iii) "Corporate Nominee" means, in respect of a Corporate Member, any person as Hang Seng may have been notified by the Club to be the nominee of that Corporate Member;
 - (iv) "Managing Partner", in respect of a Partnership, means any Cardmember as Hang Seng may have been notified by the Club to be the managing partner of that Partnership from time to time;
 - (v) "Partnership" means a partnership approved and registered by the Club pursuant to the Rules of Racing of the Club;
 - (vi) "Partnership Account" means the account opened and maintained by a Managing Partner with Hang Seng in accordance with Clause 11(b);
 - (vii) "Syndicate" means a syndicate approved and registered by the Club pursuant to the Rules of Racing of the Club;
 - (viii) "Syndicate Account" means the account opened and maintained by a Syndicate Treasurer with Hang Seng in accordance with Clause 11(b); and
 - (ix) "Syndicate Treasurer", in respect of a Syndicate, means any Cardmember as Hang Seng may have been notified by the Club to be the treasurer of that Syndicate from time to time.
 - (d) Under the Programme, certain categories of members of the Club have the right to request Hang Seng to issue to him/her a Club membership card which is a Mastercard credit card (instead of a Card) and to issue (subject to the agreement of the Club) to his/her spouse and each or any of his/her Children a supplementary membership card which is a Card. These Terms shall apply to the spouse and each of the Children of any such member to whom Hang Seng has issued a Card. Further, in that case, she references in these Terms to "Principal Cardmember" shall include any such member and, notwithstanding that Hang Seng has issued a Mastercard credit card (and not a Card) to him/her, these Terms shall apply to him/her to the extent that he/she is responsible as a "Principal Cardmember", and references to his/her "Card" shall mean the Mastercard credit card issued by Hang Seng to him/her under the Programme.
 - (e) Under the Programme:
 - (i) the Cards issued by Hang Seng to Absent Members and their Supplementary Cardmembers upon the request of the Absent Members and subject to the Club's approval are valid for specified periods on a temporary basis and such Cards may be in any documentary form;
 - (ii) Hang Seng may issue Cards to Corporate Nominees subject to the Club's approval.
2. **Each Cardmember must sign the Card immediately upon receipt and shall be fully responsible for any failure or delay in so doing.**
 3. **All Cards shall remain the joint property of the Club and Hang Seng and shall be returned to Hang Seng by Cardmembers immediately upon the request of the Club or Hang Seng. A Principal Cardmember shall procure the return of Cards by his/her Supplementary Cardmembers upon the request of the Club or Hang Seng.**
 4. **Each Card is not transferable and shall only be used by the Cardmember to whom it is issued exclusively for purposes designated or allowed by the Club and Hang Seng.**
 5. Hang Seng shall waive the annual fees of the Cards during the continuation of the Programme.
 6. **Each Cardmember shall assume full responsibility for all debts and liabilities incurred and transactions effected by the use of his/her Card and/or in connection with his/her membership with the Club (whether or not authorised or whether such use is by a third party unless Clause 18(b) applies) and for all costs, expenses, charges and fees in respect thereof (including, without limitation, legal fees on a full indemnity basis) reasonably incurred by Hang Seng in enforcing these Terms and/or recovering any sum owed by the Cardmember to Hang Seng.**
 7. (a) (i) **The Principal Cardmember shall be liable for all debts and liabilities incurred and transactions effected by the Principal Cardmember and each Supplementary Cardmember by use of their Cards and/or in connection with their membership with the Club from time to time.**

- (ii) **Each Supplementary Cardmember shall be liable only for all debts and liabilities incurred and transactions effected by him/her from time to time.**
- (iii) **For the avoidance of doubt, Hang Seng is entitled to recover all or any debts and liabilities of a Supplementary Cardmember from either the Principal Cardmember or the Supplementary Cardmember or both.**
- (b) **The Syndicate Treasurer and the Managing Partner shall be solely liable for the total amount of all debts, liabilities, obligations, costs, fees, charges and expenses debited or to be debited to the Syndicate Account and the Partnership Account respectively from time to time notwithstanding that any such amount is incurred by other members of the Syndicate or the Partnership (as the case may be) or that such other members are not liable therefor or bound by these Terms.**
8. Each Cardmember shall be entitled to use his/her Card as a Club membership card to obtain goods and services at the Club, any outlet owned or operated by the Club and any merchant designated by the Club and Hang Seng, and to enjoy other facilities and privileges offered by the Club to the Cardmember from time to time.
9. Hang Seng shall not in any way be responsible for the refusal or failure of the Club or any merchant, for any reason, to accept or honour the Card nor shall Hang Seng be responsible in any way for the goods, services and/or facilities supplied to any Cardmember, any Syndicate, any Partnership and their respective members or any other person. Neither shall Hang Seng be responsible for any matter relating to a Cardmember's membership or status with the Club or any dealing between a Syndicate or a Partnership (and their respective members) with the Club. **Any complaint by a Cardmember, a Syndicate or a Partnership (or their respective members) shall be resolved by the Cardmember or the Syndicate or Partnership (and their respective members) with the Club or the relevant merchant and no claim or dispute of any nature between such parties may be the subject of set-off or counter-claim against Hang Seng.**
10. No Cardmember is entitled to any cash advance by use of his/her Card.
11. (a) **Each Cardmember shall open and maintain a Card account (the "Card Account") to the satisfaction of Hang Seng** to which the following sums shall be debited: -
- (i) the values of all the issued sales slips relating to the transactions effected by the Cardmember by use of his/her Card;
 - (ii) any sums due by the Cardmember to the Club arising from or in connection with his/her membership or status with the Club as the Club may advise Hang Seng from time to time;
 - (iii) any finance charges and interest as provided in Clauses 15(a) and 24(d); and
 - (iv) all other fees, charges and expenses which may be owed by the Cardmember to Hang Seng from time to time in connection with the use of his/her Card or otherwise under these Terms.
- (b) **Each Syndicate Treasurer and each Managing Partner shall open and maintain a Syndicate Account and a Partnership Account respectively to the satisfaction of Hang Seng** to which the following sums shall be debited: -
- (i) any sums due by the Syndicate or the Partnership (as the case may be) to the Club as the Club may advise Hang Seng from time to time;
 - (ii) any finance charges and interest as provided in Clauses 15(a) and 24(e); and
 - (iii) all other fees, charges and expenses which may be owed by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng from time to time under these Terms.
- (c) For the avoidance of doubt, no syndicate membership card or partnership membership card will be issued under the Programme by Hang Seng to a Syndicate, a Partnership, the Syndicate Treasurer, the Managing Partner or any member of the Syndicate or Partnership and no membership card will be issued to a Corporate Member.
12. Each Cardmember, Syndicate Treasurer and Managing Partner authorise Hang Seng to accept any advice of the Club referred to in Clauses 11(a)(ii) and 11(b)(i) as conclusive evidence of their respective liabilities to the Club (unless and until the contrary is established) and debit the relevant sums to the Card Account of the Cardmember, the Syndicate Account and the Partnership Account respectively without obtaining further proof or records and without prior notice to or consent of the Cardmember, the Syndicate Treasurer or the Managing Partner.
13. (a) No interest will accrue on credit balance in a Card Account, Syndicate Account or a Partnership Account.
- (b) Each Cardmember agrees that Hang Seng may debit his/her Card Account to make a partial or full refund of his/her credit balance by any means determined by Hang Seng, including making a transfer to any of the Principal Cardmember's bank accounts with Hang Seng or sending a cashier's order to the address designated by the Principal Cardmember, at any time without prior notice.
14. (a) Unless otherwise agreed with the relevant Cardmember, Syndicate Treasurer or Managing Partner, Hang Seng will supply account statements in respect of each Card Account, each Syndicate Account and each Partnership Account at monthly intervals ("Account Statements") on such date and setting out such details (as Hang Seng in consultation of the Club may from time to time determine) of all sums debited and credited to the Card Account, the Syndicate Account and the Partnership Account respectively during the relevant statement period. The Account Statements will also indicate the debit balance on the Card Account of the Cardmember, the Syndicate Account and the Partnership Account respectively for the relevant month owed by the Cardmember, the Syndicate Treasurer and the Managing Partner to Hang Seng (the "New Balance") and the date on which the New Balance is due (the "Payment Due Date").
- (b) Hang Seng will have the discretion whether to supply an Account Statement if (i) there are no entries covering the relevant statement period and credit or debit balance on the Card Account, the Syndicate Account or the Partnership Account (as the case may be) since the last Account Statement is less than HKD 10 or the equivalent amount in foreign currency (or such other amount as determined by Hang Seng from time to time) or (ii) where the Card has been cancelled or terminated by Hang Seng or the Cardmember for whatever reason or where the Syndicate or the Partnership has been dissolved and there is a debit balance in the Card Account, the Syndicate Account or the Partnership Account (as the case may be) overdue for such period considered by Hang Seng to be unacceptable.
- (c) **Without prejudice to the provisions of Clauses 24 and 25, when a Card has been cancelled or terminated by the Cardmember or Hang Seng or when a Syndicate or a Partnership has been dissolved or when a Syndicate Account or a Partnership Account has been terminated, it is the duty of the Cardmember, the Syndicate Treasurer or the Managing Partner to request for updated Account Statement or to inquire with Hang Seng from time to time on the outstanding balance of the Card Account, the Syndicate Account or the Partnership Account for repayment purpose and interest and finance charge (where applicable) shall continue to accrue thereon until full repayment.**
- (d) All Account Statements shall be sent by Hang Seng to the address designated by the Principal Cardmember whether they relate to the Principal Cardmember or any of his/her Supplementary Cardmembers.

- (e) Each Account Statement shall be accepted by the relevant Cardmember or Syndicate Treasurer or Managing Partner (as the case may be) as correct except to the extent that the Cardmember, the Syndicate Treasurer or the Managing Partner notifies Hang Seng, in writing, of any alleged error or omission within 60 days from the Account Statement date. Hang Seng's records shall, in all other respects, be conclusive unless and until the contrary is established. Hang Seng shall be entitled to charge a fee for over three months' Account Statement retrieval.
15. Unless otherwise agreed by Hang Seng each Cardmember, Syndicate Treasurer and Managing Partner shall pay promptly the New Balance specified in the relevant Account Statement on or before the Payment Due Date (which shall not be less than three weeks after the Account Statement date) specified in that Account Statement or otherwise upon suspension or termination of his/her Card in accordance with Clause 24(b). If Hang Seng has not actually received payment of the New Balance in full on or before the Payment Due Date on which it is due, the Cardmember, the Syndicate Treasurer or the Managing Partner (as the case may be) shall pay: -
- (a) a finance charge on all sums for the time being outstanding from the Cardmember, the Syndicate Treasurer or the Managing Partner to Hang Seng on a daily basis at such rate as Hang Seng may from time to time prescribe at its discretion; and
- (b) an additional late charge at such rate as Hang Seng may from time to time prescribe at its discretion.
16. (a) Payments received by Hang Seng in respect of a Card Account will be applied in the following order in or towards payment of: -
- (i) any outstanding finance charges;
- (ii) the New Balance specified in the last Account Statement;
- (iii) any outstanding amount incurred by or for the account of the relevant Cardmember during the current statement period and all relevant fees and charges; and
- (iv) any other amount owed by the relevant Cardmember to Hang Seng arising from or in connection with his/her Card or otherwise under these Terms.
- (b) Payments received by Hang Seng in respect of a Syndicate Account or a Partnership Account will be applied in the following order in or towards payment of: -
- (i) any outstanding finance charges;
- (ii) the New Balance specified in the last Account Statement;
- (iii) any outstanding amount in respect of liabilities incurred during the current statement period; and
- (iv) any other amount owed by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng under these Terms.
17. Each Cardmember shall at all times safeguard his/her Card against possible loss and damage and keep it under his/her possession or control and must not permit it to be used by any other person.
18. (a) In the case of loss or theft of his/her Card, the Cardmember shall notify Hang Seng as soon as reasonably practicable: -
- (i) through online channels designated by Hang Seng from time to time; or
- (ii) in writing addressed to Hang Seng at such location as Hang Seng may from time to time notify; or
- (iii) by telephone at such telephone numbers as Hang Seng may from time to time prescribe (and Hang Seng may ask the Cardmember to confirm in writing with any details given).
- (b) If a Card is lost or stolen and the Cardmember has as soon as reasonably practicable notified Hang Seng of such loss or theft in the manner specified in Clause 18(a), and the Cardmember has acted in good faith, exercised reasonable care and diligence in safe-keeping the Card, the Cardmember's liability for any unauthorised transactions shall be confined to any and all unauthorised transactions where the Cardmember has acted fraudulently or with gross negligence (including failing to notify Hang Seng as soon as reasonably practicable of the loss or theft of the Card).
- (c) Hang Seng may at its discretion act on any oral notice purportedly given by a Cardmember and any action so taken by Hang Seng shall not render Hang Seng howsoever liable to the Cardmember and shall not otherwise discharge the liabilities of the Cardmember.
19. Hang Seng may at its discretion and on such terms and conditions and at such charges agree to issue a replacement Card for any Card which is damaged, lost or stolen.
20. The Cardmember will act in good faith in relation to all dealings with the Club and Hang Seng, and will notify the Club and Hang Seng of any change of employment, business, residential address or work place address or telephone number(s).
21. (a) The Principal Cardmember and his/her Supplementary Cardmembers may obtain, through the Customer Service Enquiry Hotline made available by Hang Seng, such information and details as Hang Seng may determine from time to time in relation to all or any of their Card Accounts, transactions effected by all or any of them and dealings by all or any of them with Hang Seng.
- (b) Hang Seng shall be entitled to prescribe from time to time the telephone number for the Customer Service Enquiry Hotline and the information required to be provided by the caller for the purpose of using the Customer Service Enquiry Hotline.
- (c) **Provided that Hang Seng has acted in good faith, it shall not be liable for providing any information or details through the Customer Service Enquiry Hotline to any unauthorised person who purports to be the Principal Cardmember or any of his/ her Supplementary Cardmembers.**
22. Hang Seng shall not employ any debt collection agency in relation to any Cardmember as long as he/she remains a member of the Club or a person designated by the Club to be eligible to use a Card or a Mastercard card under the Programme. **Where Hang Seng is entitled to employ any debt collection agency, the relevant Cardmember shall be liable for all costs and expenses reasonably incurred by Hang Seng as a result.**
23. **Collection and disclosure of information of the Cardmember**
- (a) Definitions
- Terms used in this Clause shall have the meanings set out in Clause 1 or the meanings set out below. Where there is any conflict between the meaning of a term set out in Clause 1 and the meaning set out below, the meaning set out below shall apply in this Clause.

Authorities includes any local or foreign judicial, administrative, public or regulatory body, any government, any Tax Authority, securities or futures exchange, court, central bank or law enforcement body, self-regulatory or industry bodies or associations of financial service providers or any of their agents with jurisdiction over any part of the HSBC Group.

Cardmember Information means all or any of the following items relating to the Cardmember or that of a Connected Person, where applicable: (i) Personal Data, (ii) information about the Cardmember, the Cardmember's accounts, Cards, transactions, use of Hang Seng's products and services and the Cardmember's relationship with the HSBC Group and (iii) Tax Information.

Compliance Obligations means obligations of the HSBC Group to comply with (a) any Laws or international guidance and internal policies or procedures, (b) any demand from Authorities or reporting, disclosure or other obligations under Laws, and (c) Laws requiring the HSBC Group to verify the identity of its customers.

Connected Person means a person or entity (other than the Cardmember) whose information (including Personal Data or Tax Information) is provided by the Cardmember, or on behalf of the Cardmember, to any member of the HSBC Group or which is otherwise received by any member of the HSBC Group in connection with the provision of the Services. A **Connected Person** may include, but is not limited to, any guarantor or third party security provider, a member, a director or officer of a company, partners or members of a partnership, any "substantial owner", "controlling person", or investor of a fund, beneficial owner, trustee, settlor or protector of a trust, account holder of a designated account, payee of a designated payment, a representative, agent or nominee, or any other persons or entities with whom the Cardmember has a relationship that is relevant to the Cardmember's relationship with the HSBC Group.

controlling persons means individuals who exercise control over an entity. For a trust, these are the settlor, the trustees, the protector, the beneficiaries or class of beneficiaries, and anybody else who exercises ultimate effective control over the trust, and for entities other than a trust, these are persons in equivalent or similar positions of control.

Financial Crime means money laundering, terrorist financing, bribery, corruption, tax evasion, fraud, evasion of economic or trade sanctions, or violations, or any acts or attempts to circumvent or violate any Laws relating to these matters.

Financial Crime Risk Management Activity means any action to meet Compliance Obligations relating to or in connection with the detection, investigation and prevention of Financial Crime that Hang Seng or members of the HSBC Group may take.

HSBC Group means HSBC Holdings plc, its affiliates, subsidiaries, associated entities and any of their branches and offices (together or individually), and "member of the HSBC Group" has the same meaning.

Laws include any local or foreign law, regulation, judgment or court order, voluntary code, sanctions regime, agreement between any member of the HSBC Group and an Authority, or agreement or treaty between Authorities and applicable to Hang Seng or a member of the HSBC Group.

Personal Data means any information relating to an individual from which such individual can be identified.

Services includes (a) the opening, maintaining, closing, and terminating of the Cardmember's accounts or any Card, (b) the provision of credit facilities and other banking, financial and insurance products and services, processing applications, credit and eligibility assessment, and (c) maintaining Hang Seng's overall relationship with the Cardmember, including marketing services or products to the Cardmember, market research, insurance, audit and administrative purposes.

substantial owners means any individuals entitled to more than 10% of the profits of or with an interest of more than 10% in an entity, directly or indirectly.

Tax Authorities means Hong Kong or foreign tax, revenue or monetary authorities.

Tax Certification Forms means any forms or other documentation as may be issued or required by a Tax Authority or by Hang Seng from time to time to confirm the Cardmember's tax status or the tax status of a Connected Person.

Tax Information means documentation or information about the Cardmember's tax status or the tax status of any owner, "controlling person", "substantial owner" or beneficial owner or Connected Person. "**Tax Information**" includes, but is not limited to, information about: tax residence and/or place of organisation (as applicable), tax domicile, tax identification number, Tax Certification Forms, certain Personal Data (including name(s), residential address(es), age, date of birth, place of birth, nationality, citizenship).

Reference to the singular includes the plural (and vice versa).

(b) Collection, use and sharing of Cardmember Information

This sub-clause (b) explains how Hang Seng will use information about the Cardmember and Connected Persons. The Notice to Customers and Other Individuals relating to the Personal Data (Privacy) Ordinance that applies to the Cardmember and other individuals (the "**PICS**") also contains important information about how Hang Seng and the HSBC Group will use such information and the Cardmember should read this Clause in conjunction with the PICS. Hang Seng and members of the HSBC Group may use Cardmember Information in accordance with this Clause and the PICS.

Cardmember Information will not be disclosed to anyone (including other members of the HSBC Group), other than where:

- Hang Seng is legally required to disclose;
- Hang Seng has a public duty to disclose;
- Hang Seng's legitimate business purposes require disclosure;
- the disclosure is made with the data subject's consent;
- it is disclosed as set out in this Clause or the PICS.

COLLECTION

(i) Hang Seng and other members of the HSBC Group may collect, use and share Cardmember Information. Cardmember Information may be requested by Hang Seng or on behalf of Hang Seng or the HSBC Group, and may be collected from the Cardmember directly, from a person acting on the Cardmember's behalf, from other sources (including from publicly available information), and it may be generated or combined with other information available to Hang Seng or any member of the HSBC Group.

USE

(ii) Hang Seng and members of the HSBC Group may use, transfer and disclose Cardmember Information in connection with the purposes set out in the PICS and matching against any data held by the Hang Seng or the HSBC Group for whatever purpose (whether or not with a view to taking any adverse action against the Cardmember) (the "**Purposes**").

SHARING

- (iii) Hang Seng may (as necessary and appropriate for the Purposes) transfer and disclose any Cardmember Information to the recipients set out in the PICS (who may also use, transfer and disclose such Cardmember Information for the Purposes).

THE CARDMEMBER'S OBLIGATIONS

- (iv) The Cardmember agrees to supply Cardmember Information, and to inform Hang Seng promptly and in any event, within 30 days in writing if there are any changes to Cardholder Information supplied to Hang Seng or a member of the HSBC Group from time to time, and to respond promptly to any request for Cardmember Information from Hang Seng or a member of the HSBC Group.
- (v) The Cardmember confirms that every Connected Person whose information (including Personal Data or Tax Information) has been (or will be) provided to Hang Seng or a member of the HSBC Group has (or will at the relevant time have) been notified of and agreed to the processing, disclosure and transfer of their information as set out in this Clause and the PICS (as may be amended or supplemented by Hang Seng from time to time). The Cardmember shall advise any such Connected Persons that they have rights of access to, and correction of, their Personal Data.

- (vi) The Cardmember consents and shall take such steps as are required from time to time for the purposes of any applicable data protection law or secrecy law to permit Hang Seng to use, store, disclose, process and transfer all Cardmember Information in the manner described in these Terms. The Cardmember agrees to inform Hang Seng promptly in writing if the Cardmember is not able or has failed to comply with the obligations set out in sub-clause (b)(v) and (b)(vi) in any respect.

- (vii) Where

- the Cardmember or any Connected Person fails to provide promptly Cardmember Information reasonably requested by Hang Seng, or
- the Cardmember or any Connected Person withholds or withdraws any consents that Hang Seng may need to process, transfer or disclose Cardmember Information for the Purposes (except for purposes connected with marketing or promoting products and services to the Cardmember), or
- Hang Seng has, or a member of the HSBC Group has, suspicions regarding Financial Crime or an associated risk,

Hang Seng may:

(A) be unable to provide new, or continue to provide all or part of the Services to the Cardmember and reserve the right to terminate Hang Seng's relationship with the Cardmember;

(B) take actions necessary for Hang Seng or a member of the HSBC Group to meet the Compliance Obligations; and

(C) block, transfer, close or terminate the Cardmember's account(s) or any Card where permitted under local Laws. In addition, if the Cardmember fails to supply promptly the Cardmember's, or a Connected Person's, Tax Information and accompanying statements, waivers and consents, as may be requested, then Hang Seng may make Hang Seng's own judgment with respect to the Cardmember's status or that of the Connected Person, including whether the Cardmember or a Connected Person is reportable to a Tax Authority, and may require Hang Seng or other persons to withhold amounts as may be legally required by any Tax Authority and paying such amounts to the appropriate Tax Authority.

- (c) Financial Crime Risk Management Activity

- (i) Financial Crime Risk Management Activity may include, but is not limited to: (A) screening, intercepting and investigating any instruction, communication, drawdown request, application for Services, or any payment sent to or by the Cardmember, or on the Cardmember's behalf; (B) investigating the source of or intended recipient of funds; (C) combining Cardmember Information with other related information in the possession of the HSBC Group; and (D) making further enquiries as to the status of a person or entity, whether they are subject to a sanctions regime, or confirming the identity and status of the Cardmember or a Connected Person.

- (ii) Hang Seng and HSBC Group's Financial Crime Risk Management Activity may lead to the delay, blocking or refusing the making or clearing of any payment, the processing of the Cardmember's instructions or application for Services or the provision of all or part of the Services. To the extent permissible by law, neither Hang Seng nor any member of the HSBC Group shall be liable to the Cardmember or any third party in respect of any loss (howsoever it arose) that was suffered or incurred by the Cardmember or a third party, caused in whole or in part in connection with the undertaking of Financial Crime Risk Management Activity.

- (d) Tax Compliance

The Cardmember, and each Connected Person acting in their capacity as a Connected Person (and not in their personal capacity), acknowledge that the Cardmember is solely responsible for understanding and complying with the Cardmember's tax obligations (including but not limited to, tax payment or filing of returns or other required documentation relating to the payment of all relevant taxes) in all jurisdictions in which those obligations arise and relating to the opening and use of account(s) or Services provided by Hang Seng or members of the HSBC Group. Each Connected Person acting in his/its capacity as a Connected Person (and not in his/its personal capacity) also makes the same acknowledgement in his/its own regard. Certain countries may have tax legislation with extraterritorial effect regardless of the Cardmember's or a Connected Person's place of domicile, residence, citizenship or incorporation. Neither Hang Seng nor any member of the HSBC Group provides tax advice. The Cardmember is advised to seek independent legal and tax advice. Neither Hang Seng nor any member of the HSBC Group has responsibility in respect of the Cardmember's tax obligations in any jurisdiction which they may arise including any that may relate specifically to the opening and use of account(s), Cards and Services provided by Hang Seng or members of the HSBC Group.

- (e) Miscellaneous

- (i) In the event of any conflict or inconsistency between any of this Clause and the provisions in or governing any other service, product, business relationship, account or agreement between the Cardmember and Hang Seng, this Clause shall prevail.

- (ii) If all or any part of the provisions of this Clause become illegal, invalid or unenforceable in any respect under the law of any jurisdiction, that shall not affect or impair the legality, validity or enforceability of such provision in any other jurisdictions or the remainder of this Clause in that jurisdiction.

- (f) Survival upon termination

This Clause shall continue to apply notwithstanding any termination by the Cardmember or Hang Seng or a member of the HSBC Group of the provision of any Services to the Cardmember, the closure of any of the Cardmember's account, or the termination of any of the Cardmember's Cards.

24. (a) (i) A Principal Cardmember may cancel or terminate his/her Card at any time by giving reasonable written notice to Hang Seng and returning the principal Card and any supplementary Card at the same time, such cancellation or termination to be effective upon Hang Seng actually receiving such notice and Card(s). Where any supplementary Cards are issued, the Principal Cardmember or the Supplementary Cardmember may cancel or terminate the relevant supplementary Card by giving written notice to Hang Seng and returning the relevant supplementary Card at the same time, such cancellation or termination to be effective upon Hang Seng actually receiving such notice and Card. **All returned Cards must be cut. The Principal Cardmember shall be liable for all payments arising from the use of the principal Card and any supplementary Card and each Supplementary Cardmember shall be liable for all payments arising from his/ her use of the supplementary Card until the relevant Cards have been returned to Hang Seng or until Hang Seng is able to implement the procedures applicable to lost Cards. Any related charges arising from such procedures shall be borne by the Principal Cardmember or the relevant Supplementary Cardmember.**
- (ii) A Principal Cardmember who has applied to the Club to become an Absent Member shall terminate his/her Card and all and any supplementary Cards in accordance with Clause 24(a)(i).
- (b) Notwithstanding any provisions in these Terms, Hang Seng may upon notification to the Club suspend and with the Club's consent terminate any Card at any time without prior notice to the Cardmember except that such notification or consent is not required where Hang Seng is allowed or required by any law, court orders, rules, guidelines and/or codes applicable from time to time to suspend or terminate any Card or where the Programme is terminated or where Hang Seng is of the reasonable opinion that suspension or termination of any Card is appropriate in the circumstances to protect the interest of the Cardmember, the Club and/or Hang Seng.
- (c) Notwithstanding any provisions in these Terms, Hang Seng shall have the right to suspend or terminate a Syndicate Account or a Partnership Account and refuse to reactivate it or make any further debit to it or open a succeeding Syndicate Account or Partnership Account in the name of a succeeding Syndicate Treasurer or Managing Partner (as the case may be) if any New Balance remains outstanding after the relevant Payment Due Date.
- (d) **Upon suspension or termination of a Card by the Cardmember or by Hang Seng for whatever reason, all sums owing by the Cardmember to Hang Seng in connection with his/her Card or otherwise under these Terms (whether debited to the Card Account or not and whether incurred or discovered before or after such suspension or termination) shall become immediately due and payable without demand and (where applicable) upon incurrence or discovery of the relevant indebtedness. The Cardmember or (if applicable) his/her estate shall be liable for settling such sums. Hang Seng shall be entitled to charge interest at such rate as Hang Seng may from time to time at its discretion specify on any unpaid sums on a daily basis from the date of suspension or termination of the Card or (where applicable) from the date of incurrence or discovery of the relevant indebtedness until Hang Seng shall have actually received payment (whether before or after judgment).**
- (e) **Upon suspension or termination of a Syndicate Account or a Partnership Account or the dissolution of a Syndicate or a Partnership, all sums owing by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng under these Terms (whether debited to the Syndicate Account or the Partnership Account or not and whether incurred or discovered before or subsequent to such suspension, termination or dissolution) shall become immediately due and payable without demand and (where applicable) upon incurrence or discovery of the relevant indebtedness. The Syndicate Treasurer or the Managing Partner (as the case may be) shall be liable for settling such sums. Hang Seng shall be entitled to charge interest at such rate as Hang Seng may from time to time at its discretion specify on any unpaid sums on a daily basis from the date of such suspension, termination or dissolution or (where applicable) from the date of incurrence or discovery of the relevant indebtedness until Hang Seng shall have actually received payment (whether before or after judgment). Such suspension, termination or dissolution shall not affect, reduce or delay any liabilities or obligations of the Syndicate Treasurer or the Managing Partner (as the case may be) due, owing or incurred prior to suspension, termination or dissolution.**
25. Suspension or termination of any Card for whatever reason shall be without prejudice to the right of Hang Seng to settle any transaction effected by the Cardmember or debit any amount to his/her Card Account in accordance with any advice given by the Club, whether such transaction or debit is effected before or after suspension or termination of the Card. **Further, suspension or termination of any Card for whatever reason shall not affect, reduce or delay any liabilities or obligations of the Cardmember due, owing or incurred prior to such suspension or termination.**
26. (a) Hang Seng may, at any time and without notice, apply any credit balance in any currency on any of the Principal Cardmember's account, whether in the name of the Principal Cardmember or in the names of the Principal Cardmember and any other person(s), in or towards satisfaction of any indebtedness owing by the Principal Cardmember and/or any Supplementary Cardmember to Hang Seng under these Terms whether actual or contingent.
- Hang Seng may, at any time and without notice, apply any credit balance in any currency on any of the Supplementary Cardmember's account, whether in the name of that Supplementary Cardmember or in the names of that Supplementary Cardmember and any other person(s), in or towards satisfaction of any indebtedness owing by that Supplementary Cardmember to Hang Seng in respect of use of his/her Card.
- In the case of a joint account where the Principal Cardmember or the Supplementary Cardmember is one of the joint account holders, Hang Seng may exercise the rights in Clause 26(a) and apply any credit balance on such joint account in or towards satisfaction of any indebtedness owing to Hang Seng by such Principal or Supplementary Cardmember.
- (b) Hang Seng may, at any time and without notice, apply any credit balance in any currency on any account of a Syndicate Treasurer or a Managing Partner in or towards satisfaction of any indebtedness owed by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng under these Terms whether actual or contingent.
- (c) Hang Seng shall be entitled to exercise a lien over all property of the Principal Cardmember which is in the possession or control of Hang Seng for custody or any other reason and whether or not in the ordinary course of business, with power for Hang Seng to sell such property to satisfy such indebtedness owed by the Principal Cardmember and/or any Supplementary Cardmember to Hang Seng.
- Hang Seng shall be entitled to exercise a lien over all property of the Supplementary Cardmember which is in the possession or control of Hang Seng for custody or any other reason and whether or not in the ordinary course of business, with power for Hang Seng to sell such property to satisfy such indebtedness owed by that Supplementary Cardmember to Hang Seng.

- (d) **Hang Seng shall be entitled to exercise a lien over all property of a Syndicate Treasurer or a Managing Partner which is in possession or control of Hang Seng for custody or any other reason and whether or not in its ordinary course of business, with power for Hang Seng to sell such property to satisfy any indebtedness owed by the Syndicate Treasurer or the Managing Partner (as the case may be) to Hang Seng.**
- (e) **For the avoidance of doubt, Clause 26 shall not be applied against a Supplementary Cardmember to satisfy any indebtedness owed by the Principal Cardmember to Hang Seng under these Terms.**
27. (a) Hang Seng shall obtain the written consent of the Club (which shall not be unreasonably withheld) before: -
- (i) introducing items of fees and charges additional to those specified in paragraph (b) below; or
 - (ii) making any changes to these Terms to reflect arrangements specific to the Programme.
- (b) Subject to paragraph (a) above, Hang Seng shall be entitled to prescribe, from time to time, fees and charges payable in respect of the use of the Card and/or services in connection with the Card. Any such fees may be varied subject to Hang Seng's written notice given to the Cardmember for a period of not less than 60 days unless the variation is beyond the control of Hang Seng in which case reasonable notice will be given. Fees and charges currently payable include: -
- (i) late charge;
 - (ii) finance charge on all outstanding balance;
 - (iii) card replacement fee;
 - (iv) handling fee for: -
 - (1) returned cheque or auto-pay rejection;
 - (2) retrieval of statement dated over three months' ago;
 - (3) payment by cheque or cashier order denominated in a currency other than Hong Kong dollar;
 - (4) refunding credit balance in card account by cashier order;
 - (5) issuing credit reference letter; and
 - (v) fees and charges beyond the control of Hang Seng and imposed by third parties.
- (c) Subject to paragraph (a) above, Hang Seng shall be entitled to revise these Terms from time to time and any revision to these Terms shall become effective subject to Hang Seng's written notice given to the Cardmember for a period of not less than 30 days for any variations affecting the liabilities or obligations of the Cardmember or for such reasonable period as Hang Seng may prescribe in the case of any other variations
28. The Programme may be terminated and the manner in which it is operated may be amended or varied subject to the prior written consent of the Club and no such termination, amendment or variation shall affect, reduce or delay any liabilities or obligations of any Cardmember, Syndicate Treasurer or Managing Partner due, owing or incurred prior to such termination, amendment or variation.
- 29. Unless due to the negligence or wilful default of Hang Seng, its officers or employees and only to the extent of direct and reasonably foreseeable loss and damage (if any) arising directly and solely therefrom, Hang Seng does not assume any liability or responsibility to any Cardmember or any third party for the consequences arising out of or in connection with: -**
- (a) **access to the use of the Card by the Cardmember or any other person whether or not authorised, unless Clause 18(b) applies or unless the Card has not been received by the Cardmember;**
 - (b) **any interruption, suspension, delay, loss, mutilation or other failure in transmission of the Cardmember's instructions or other information howsoever caused; and/or**
 - (c) **any mechanical failure, power failure, malfunction, breakdown, interruption or inadequacy of equipment or installation in connection with the performance of Hang Seng's functions under these Terms, Acts of God or any other causes beyond the reasonable control of Hang Seng,**
- Provided that Hang Seng will bear the direct loss suffered by the Cardmember (to the extent of any amount wrongly posted to the Card Account and any interest thereon) arising from the use of counterfeit Card by a third party.**
30. Any Account Statement, notice or other communication relating to a Syndicate Account or a Partnership Account shall be sent to the Syndicate Treasurer and the Managing Partner respectively. Any Account Statement, notice or other communication given by Hang Seng to a Cardmember, Syndicate Treasurer or a Managing Partner shall be deemed to have been received by the Cardmember, the Syndicate Treasurer or the Managing Partner two days after posting, unless proved otherwise. Items sent to the Cardmember, the Syndicate Treasurer or the Managing Partner are sent at their respective risk. All notices or other communications sent by a Cardmember, Syndicate Treasurer or Managing Partner to Hang Seng shall be deemed to have been received by Hang Seng two days (if posted in Hong Kong) and seven days (if posted by first class mail outside Hong Kong) after posting unless proved otherwise, except that notice of termination or loss of Card shall be effective on proof of receipt.
31. (a) Hang Seng may (but shall not be obliged to), and the Cardmember expressly authorises Hang Seng to, record by tape or other means all instructions and requests given by any Cardmember verbally to Hang Seng and all other verbal communications between the Cardmember and Hang Seng in connection with the Card including, without limitation, those given or communicated by telephone (collectively, "Verbal Communications"). **Each Cardmember expressly agrees that if a dispute arises at any time in relation to the contents of any Verbal Communications, then the tape recording or such other records of such Verbal Communications, or a transcript of the same certified as a true transcript by an officer of Hang Seng, shall be conclusive evidence between Hang Seng and the Cardmember as to the contents and nature of such Verbal Communications unless and until the contrary is established and may be used as evidence in such dispute.**
- (b) Hang Seng reserves the right to refuse to act upon any Verbal Communications if, in its opinion, there are reasonable grounds for doing so. Furthermore, Hang Seng reserves the right to defer acting on any Verbal Communications and to require further information with respect to such Verbal Communications as Hang Seng may consider appropriate.
32. These Terms shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region. Hang Seng and each Cardmember submit to the non-exclusive jurisdiction of the Courts of the Hong Kong Special Administrative Region but these Terms may be enforced in the Courts of any competent jurisdiction.

33. Unless the context otherwise requires, words importing the singular include the plural and vice versa and words importing a gender include every gender. Unless otherwise stated, reference to Clauses means the clauses of these Terms.
34. The English version of these Terms shall prevail wherever there is a discrepancy between the English and the Chinese versions.
35. No person other than the Cardmember and Hang Seng will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these Terms.
36. Each of the provisions of these Terms is severable and distinct from the others and, if at any time one or more of such provisions is or becomes illegal, invalid or unenforceable in any respect under the laws of any jurisdiction, the legality, validity or enforceability of the remaining provisions shall not be affected in any way.
37. (a) All payments to be made by the Cardmember, any guarantor, security provider or other person (collectively "the obligors" and each "an obligor") to Hang Seng under these Terms or under any documents relating to the Card service shall be made to Hang Seng as specified by Hang Seng without any set-off, counterclaim or condition and free and clear of all present and future taxes, deductions or withholdings of any nature whatsoever. If at any time an obligor is required to make any deduction or withholding for or on account of tax or otherwise from any payment to Hang Seng, the sum due from that obligor in respect of such payment shall be increased to the extent necessary to ensure that, after the making of such deduction or withholding, Hang Seng receives on the due date for such payment (and retains, free from any liability in respect of such deduction or withholding) a net sum equal to the sum which Hang Seng would have received had no such deduction or withholding been made or required to be made and it shall be the sole responsibility of the obligors to effect payment of such deduction or withholding to the relevant authority within the applicable time limit. The obligors shall jointly and severally indemnify Hang Seng against any losses, liabilities, interest, penalties, or costs and expenses payable or incurred by reason of any failure of the relevant obligor to make any such deduction or withholding or to effect payment of such deduction or withholding to the relevant authority within the applicable time limit or by reason of any increased payment not being made on the due date for such payment. Upon request of Hang Seng, the obligors shall jointly and severally and promptly deliver to Hang Seng evidence satisfactory to Hang Seng that such deduction or withholding has been made or (as applicable) any appropriate payment paid to the relevant authority.
- (b) Any fee or charge referred to in these Terms is exclusive of any value added tax, goods and services tax or any other tax which might be chargeable in connection with that fee or charge. If any value added tax, goods and services tax or other tax is so chargeable, it shall be paid by the relevant obligor at the same time as it pays the relevant fee or charge.
38. The Cardmember shall indemnify Hang Seng, its officers and employees against all liabilities, claims, demand, losses, damages, taxes, costs, charges and expenses of any kind (including legal fees on a full indemnity basis and related expenses, and any claims by any relevant authorities on Hang Seng for tax in respect of any profits or gains attributable to the Cardmember) which may be incurred by any of them and all actions or proceedings which may be brought by or against any of them in connection with the provision of the Card or any services in connection with the Card to the Cardmember or the exercises or preservation of Hang Seng's powers and rights under these Terms, unless due to the negligence or wilful default of Hang Seng, its officers or employees and only to the extent of direct and reasonably foreseeable loss and damage (if any) arising directly and solely therefrom. Hang Seng is entitled to withhold, retain or deduct such portion from the Cardmember's assets in the possession or control of Hang Seng or such amount from any of the Cardmember's accounts with Hang Seng as it reasonably determines to be sufficient to cover any amount which may be owed by the Cardmember under this Clause. This indemnity shall survive notwithstanding the termination of the Card or any services in connection with the Card or any part of them.