

A CORPORATE COMMUNICATIONS ARRANGEMENT

Corporate Communication refers to any document issued or to be issued by the Bank for the information or action of holders of any of its securities, including, but not limited to, (a) the directors' report and annual accounts together with a copy of the auditor's report and, where applicable, a summary financial report; (b) the interim report and, where applicable, a summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a form of proxy.

The English and Chinese versions of the Bank's Corporate Communications of the Bank are available on the Bank's website at www.hangseng.com and the website of Hong Kong Exchanges and Clearing Limited ("HKEx") at www.hkexnews.hk. Shareholders and investors who would like to be notified when the Bank publishes its Corporate Communications may subscribe for the free News Alerts service on the HKEx's website.

Dissemination of Corporate Communications

1. Access through Website by Consent

The Bank makes available Corporate Communications (other than Actionable Corporate Communications as mentioned in the below relevant section, similarly hereinafter) to the shareholders by electronic means ("**Electronic Version**") through the Bank's website and the website of HKEx, provided that the relevant shareholders have consented (or are deemed to have consented) to receiving the Electronic Version.

2. Arrangements with Registered Shareholders

The Bank will seek from each new registered shareholder consent to receive the Electronic Version of all future Corporate Communications. If no response is received from a registered shareholder indicating his/her objection within a period of 28 days, the registered shareholder will be deemed to have elected to accept the Electronic Version. The Bank will henceforth notify the registered shareholder whenever a Corporate Communication has been made available on its website by email or, if no email address is provided, by post to his/her registered address.

To promote electronic dissemination of Corporate Communications, similar consent will be sought from existing registered shareholders annually at the time when the Bank publishes its annual report.

The Bank will despatch the printed form of Corporate Communications to the registered shareholders in their choice of language to their addresses pursuant to their request, or if consent has not been sought from them to receiving the Electronic Version.

A registered shareholder who has elected (or is deemed to have elected) the Electronic Version but for any reason has difficulty in accessing the relevant Corporate Communication(s) electronically, or wishes to receive printed form, the Bank will upon his/her request send the printed form to him/her free of charge.

3. Arrangements with Non-registered Shareholders

A notification of the publication of Corporate Communications on the Bank's website will be sent by email/post to non-registered shareholders whose shares in the Bank (whether or not held through a bank, broker, custodian or nominee (together, the **"Intermediaries"**)) are held in The Central Clearing and Settlement System and who has notified the Bank from time to time through Hong Kong Securities Clearing Company Limited that such person or company wishes to receive Corporate Communications of the Bank (**"non-registered shareholders"**). Non-registered shareholders should liaise with their Intermediaries for the arrangement and provide their email/address.

Non-registered shareholders may request to receive the printed form of published Corporate Communications through the Bank's Share Registrar by using the Request Form as provided on the Bank's website.

B CHOICE OF LANGUAGE AND MEANS OF RECEIPT OF CORPORATE COMMUNICATIONS

Upon publication of Corporate Communication(s) by the Bank on its website, a registered shareholder/non-registered shareholder who wishes to receive the relevant Corporate Communication(s) in printed form or in a language version other than his/her existing choice, may complete and submit the relevant Request Form to the Bank's Share Registrar by post to 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong, or by email to hangseng@computershare.com.hk.

A registered shareholder may, at any time, change his/her choice of language or means of receipt of the Bank's future Corporate Communications, free of charge, with reasonable notice in writing to the Bank's Share Registrar by completing and submitting the relevant Request Form. The change request will apply to the next and subsequent Corporate Communications of the Bank.

A shareholder's request for the printed form of the Bank's future Corporate Communications will remain valid for one year starting from the receipt date of instruction by the Share Registrar, until the instruction has been revoked or superseded (whichever is earlier).

Request Form for registered shareholders/non-registered shareholders to change their choice of language or means of receipt of all future Corporate Communications and/or to request the printed form is available for download below:

- [Corporate Communications Request Form \(for registered shareholders\)](#)
- [Corporate Communications Request Form \(for non-registered shareholders\)](#)

Shareholders who have any queries in relation to the choice of language and means of receipt of Corporate Communications may call the Bank's hotline on (852) 2198 7887 from 9:00 a.m. to 5:00 p.m. (Monday to Friday, excluding Hong Kong public holidays).

C ACTIONABLE CORPORATE COMMUNICATIONS

Actionable Corporate Communications will be sent to the Bank's shareholders individually.

"Actionable Corporate Communications" are any corporate communications that seek instructions from securities holders on how they wish to exercise their rights or make an election, including, but not limited to, (a) Election forms in connection with a dividend payment; (b) Excess application forms in connection with a rights issue or open offer; (c) Application forms for assured entitlement under an open offer; (d) Blue application forms for a preferential offering; (e) Pink application forms for employee reserved shares; (f) Acceptance forms in connection with takeovers, mergers and share buy-backs; and (g) Provisional allotment letters in connection with a rights issue.

Actionable Corporate Communications do not include a notice of meeting or a proxy form.

D FUTURE CHANGES

Our current arrangements regarding the dissemination of Corporate Communications and Actionable Corporate Communications are expected to be revised in the future as and when enabling laws are put in place which enable Hong Kong incorporated companies to adopt the paperless listing regime which is being implemented by The Stock Exchange of Hong Kong Limited. As and when the arrangements are revised, shareholders will be advised.