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As an Integrated Business Solutions Account (“IBS Account”)<sup>1</sup> customer, you are entitled to a host of special banking privileges<sup>2</sup> to meet your business banking needs.

1. Integrated Business Solutions Account is an account status under our Business Integrated Account.
2. Our banking services are subject to the applicable terms and conditions of the Hang Seng Bank Limited (the “Bank”).

## 01 All-In-One Account Services

### All-In-One Account

All your day-to-day banking needs are taken care of within one single account.

**Hong Kong Dollar Savings Account** - daily compound interest will automatically be paid to your account every month

**Hong Kong Dollar Current Account** - make payments easily with cheques

**Foreign Currency Savings Account** - a wide choice of foreign currencies<sup>1</sup> is available. Interest is calculated daily and paid to your account half-yearly

**Time Deposits** - capture the potentials of better returns with different currency options to choose from

**Investment Accounts** - offer a variety of investment products ranging from certificates of deposit and bonds to securities, investment funds as well as other structured products

**Statement Gold** - buy and sell 99% fineness gold at the current quoted market price without physical delivery. Please refer to the Hang Seng Statement Gold / Passbook Gold Account brochure enclosed for details

### Consolidated Statement

Consolidated Statement gives you an at-a-glance summary of all transactions, overdraft facilities and the total investment portfolio under your IBS Account as well as balances of your other accounts maintained with the Bank.

1. The type of foreign currencies available are: AUD, CAD, EUR, JPY, NZD, GBP, CNY, CHF, ZAR, THB & USD. The Bank reserves the right to update the available foreign currencies from time to time.

## 02 Cash Management Services

### Currency Switching Service

- Simply place your instructions for fund transfers between accounts of specified currencies via our branches or Business e-Banking, and the instructions will be executed once your pre-set criteria are met
- Set-up, modification or deletion instructions made within the specified time on a business day will be effective on the next business day

- Numerous criteria are available, including 3 basic criteria: (1) exchange rate, (2) amount, (3) frequency and date. Other criteria include suspension period, expiry date and cumulative maximum transfer amount over a pre-defined period

## No-Bounce Cheque / Autopay Protection

- All cheques and autopay transactions of up to HK\$10,000 drawn on your IBS Current Account<sup>1</sup> will be covered, even if you exceed the available line of credit\*, or if there are insufficient funds in your account, giving you extra peace of mind
- Only applicable to customers who maintained an average daily Total Relationship Balance of HK\$200,000 over the previous month, subject to other terms and conditions set by the Bank. For details, please refer to "Business Integrated Account Terms and Conditions".

## AutoSweeping Service

- Your cheques / autopay sums are less likely to bounce, helping you to save interest expenses
  - If your Hong Kong Dollar Current Account is overdrawn or the line of credit is exceeded<sup>1</sup>, we will automatically transfer the required funds from your Hong Kong Dollar Savings Account within the same IBS Account on the following business day<sup>2</sup>
  - The AutoSweeping Service is applicable to a daily total overdraft / excess amount of HK\$20,000 or below<sup>3</sup>
  - Apart from overdraft / excess coverage, the AutoSweeping Service will transfer an additional sum of HK\$150<sup>4</sup> to your Hong Kong Dollar Current Account for paying the unauthorised overdraft service charge and overdraft interest<sup>5</sup>
- Including overdraft / excess falling within No-Bounce Cheque / Autopay Protection.
  - Only applicable to fund transfers from Hong Kong Dollar Savings Account to Hong Kong Dollar Current Account and subject to available balance of that savings account.
  - If the total overdraft / excess amount of the same day exceeds HK\$20,000, even if any one of the cheque / autopay transactions is equal to or below HK\$20,000, the AutoSweeping Service will not be activated.
  - If the available balance of the Hong Kong Dollar Savings Account after fund transfer for overdraft / excess is below HK\$150, the AutoSweeping amount will be limited to the total overdraft / excess of the day.
  - An unauthorised overdraft handling fee of HK\$120 will be charged per transaction. Interest at Prime Rate plus 8% per annum will be charged on the overdrawn amount. Please refer to the relevant terms and conditions for details.

## AutoSweeping Service Illustration

Overdraft Amount	Savings Account Available Balance	AutoSweeping Amount <sup>1</sup>	Current Account Balance After AutoSweeping <sup>2</sup>
HK\$1,000	HK\$3,000	HK\$1,150	HK\$150
HK\$1,000	HK\$1,100	HK\$1,000	HK\$0
HK\$1,000	HK\$800	HK\$0	-HK\$1,000
HK\$1,000	HK\$1,000	HK\$1,000	HK\$0
HK\$21,001	HK\$30,000	HK\$0	-HK\$21,001

1. The AutoSweeping amount is subject to the available balance of the Hong Kong Dollar Current Account at around 8:00 am on the following business day and that of the Hong Kong Dollar Savings Account upon funds transfer.
  2. This balance does not include any unauthorised overdraft charges and overdraft interest.
- Remark : If you do not wish to have this service, please visit any branch of the Bank to request cancellation.

## 03 Multi-Channel Access

We support your business by offering comprehensive digital and physical service channels to help you manage your finances easily to catch hold of every opportunity!

### Digital Channels

With a smart and user-friendly interface, our digital channels help you improve your company's operation efficiency and save your time in managing your company's finances. Accessible via a great variety of digital devices and operating round the clock, our digital channels can work for you anytime anywhere at your convenience.

**Hang Seng Business Banking Mobile App<sup>1</sup>** is not only a gateway to Hang Seng Business Mobile Banking, but also a comprehensive mobile app to help you connect with us. Functions like applying Business Loan\* and making appointment with Business Banking Centres help you keep close to the latest market movements and promptly react to any opportunity. Grasp your smartphone, download the App by searching "Hang Seng Business Banking" at App Store or Google Play, and business opportunities are at your fingertips.

As our Business Banking customer, you can logon to **Hang Seng Business Mobile Banking** via Hang Seng Business Banking Mobile App to operate key financial functions such as Funds Transfer and Transaction Authorization in a secure and reliable online environment when you are on the move. Your every working moment is well-spent.

For a full range of business Internet banking services<sup>2</sup>, you can simply logon to **Hang Seng Business e-Banking** via your PC. Hang Seng Business e-Banking offers Cash Management, Trade\*, Loan\*, Management Control, as well as Investment Services<sup>3</sup> round the clock, you can sit back, relax and have full control of your business finances. Visit [hangseng.com/business/e-banking](https://hangseng.com/business/e-banking) for First Time Registration and enjoy our service now!

You are also welcomed to visit our website [hangseng.com/business](https://hangseng.com/business) to check out our latest promotions and new banking services. Hang Seng is always by your side for your business development!



1. iPhone, iPad and iPod Touch users can download the Hang Seng Business Banking Mobile App at Apple App Store. Android OS users can download at Google Play.
2. For details of the full range of services of Hang Seng Business e-Banking, please visit [hangseng.com/business/e-Banking](http://hangseng.com/business/e-Banking).
3. Important Note:  
For Online Securities Trading Services and Investment Funds Trading Services, please note that no maximum daily limit will be applied to the transactions of Securities Account(s) and Investment Fund Account(s). Primary User(s) may singly give instructions, enter into transactions with, and operate this/these account(s).

## Benefits of Digital Channels

You can always access our Hang Seng Business Banking Mobile App and website, and enjoy the following privileges upon using our banking services via Hang Seng Business e-Banking or Hang Seng Business Mobile Banking<sup>1</sup>:

- **Save over 70%** of transaction fee

Services	Special Online Discount	Standard Charge <sup>2</sup>
<b>Outward Remittance:</b> Account with Hang Seng in Mainland China / Macau (any currency)	<b>HK\$85</b>	HK\$190
Account with another bank in HK / Mainland China/ Macau (any currency)	<b>HK\$115</b>	HK\$220
Account in other countries - HKD and domicile currency - Non-domicile currency	<b>HK\$115</b>	HK\$220 HK\$260
<b>Local Interbank Transfer Services<sup>3</sup>:</b> Local Interbank Transfer (CHATS)	Remittance Currency HKD: <b>HK\$25</b> CNY: <b>HK\$25</b> Other currencies: <b>HK\$55</b>	HK\$190
Faster Payment System Payment Amount - HK\$100,000 equivalent or below - HK\$100,000 above – HK\$1,000,000 - CNY100,000 equivalent or below - CNY100,000 above – CNY1,000,000	<b>HK\$5</b> <b>HK\$10</b> <b>CNY5</b> <b>CNY10</b>	N/A
<b>Autopay Services:</b> AutoPayment AutoCollect	<b>No minimum charge</b>	Minimum charge: HK\$200 per instruction

- Enjoy **Preferential Time Deposit Rate online**<sup>4</sup>
  - Enjoy **interest-free repayment period** by settling bills online using your Hang Seng Commercial Card\*
  - Enjoy **32% premium discount** upon successful online application for Business Travelsure Protection Plan
  - Enjoy the benefits and convenience of the latest technology by making payments via **Apple Pay** and **Google Pay**<sup>5</sup> with your Hang Seng Commercial Card\*
1. The above offers are subject to the relevant terms and conditions, please visit the corresponding promotion page on [hangseng.com](http://hangseng.com) or refer to the respective product/promotional leaflet.
  2. Remittance Instructions received by the Bank before the cut-off times as specified by the Bank from time to time (i.e. the Cut-off times) may not be processed on the same day unless the applicant/remitter submits the remittance instruction on or before 12 noon Monday to Friday (i.e. business days) via branches or opts for the same day processing (an extra charge of HK\$40 will be levied).
  3. Local Interbank Transfer refers to any funds transfer via the Clearing House Automated Transfer System – CHATS, and Faster Payment System (FPS) is a real-time payment platform provided by Hong Kong Interbank Clearing Limited.
  4. For details, please refer to the "Rates" section at [hangseng.com](http://hangseng.com).
  5. Applicable to designated card types only.

## Hang Seng Business e-Banking Extended Service Hours

Services	Cut-off Time of Business e-Banking	Cut-off Time of Branches
Local Interbank Transfer (CHATS)	Mon – Fri: 5:45 pm	Till branch closing
Outward Remittance	Mon – Fri: 6:00 pm <sup>1</sup> Sat: 12:00 pm	Till branch closing
Cheque Deposit	Mon – Sat, Sun and Public Holiday: 7:00pm (e-Cheque)	Mon – Fri: till branch closing
Faster Payment System	No Cut-off Time (7x24 Hours Service)	N.A. <sup>2</sup>

1. For details, please refer to [hangseng.com/business/ortt\\_timetable](http://hangseng.com/business/ortt_timetable).
2. Faster Payment System transaction is not supported by branches.

## Hang Seng Business e-Banking Maximum Portfolio Daily Limit<sup>1</sup>

Services	Maximum Portfolio Daily Limit (HK\$ or Equivalent)	Default Daily Limit (HK\$ or Equivalent)
Fund transfer within the same IBS Account	Unlimited	
Fund transfer between other designated Hang Seng Bank accounts under your company name	HK\$100,000,000	HK\$0
Fund transfer to Designated Beneficiary Accounts <sup>2</sup>	HK\$20,000,000	HK\$0
Fund transfer to Non-Designated Beneficiary Accounts <sup>2</sup>	HK\$2,000,000	HK\$0
Autopay	HK\$3,000,000	HK\$0
Bill Payment	HK\$1,000,000	HK\$3,000

1. Customers can always choose to set a lower limit, add or delete a beneficiary account under Business e-Banking. For subsequent limit increase, please visit any branch of the Bank.
2. This service includes transfers from the designated current, savings and / or integrated accounts to third party beneficiary accounts maintained and / or not maintained with the Bank.

## Business Banking Centre

Hang Seng Business Banking Centres are located in prime commercial areas and staffed with dedicated professionals to provide you with one-stop commercial banking services<sup>1</sup> including business and trade accounts\* opening, business loans\* and commercial cards\* application, trade finance solutions\* and advising services, and other different kinds of business management solutions to meet the everyday needs of all industries.

You can search and make appointment with selected Business Banking Centre via Hang Seng Business Banking Mobile App to enjoy our professional commercial banking services at your convenience!

1. Not including cash transaction such as deposit, withdrawal, etc.

## 24-hour Automated Phone Banking Services

- You can access your IBS Account from anywhere in the world by using your phone PIN and a touch-tone telephone
- Different staff can be assigned as authorised users with independent access to as many as 21 accounts
- You can also request for a Phone Banking Advice which provides a comprehensive overview of all phone banking transactions performed by your authorised users, giving you total control

- You may set a lower transfer limit that better suits your company's financial needs
- You can also connect to our 24-hour Business Direct by one tap on Hang Seng Business Banking Mobile App!



Services	Maximum Daily Transfer Limit for Each Authorised User
Fund transfer within IBS Account	Unlimited
Fund transfer between other designated accounts under your company name	Unlimited
Fund transfer to designated third-party account	HK\$1,000,000 or equivalent (per account)

1. 24-hour Business Partner Direct - Mainland (Toll-free) allows you to contact Hang Seng Bank Limited for free even when staying in Mainland China. This hotline is applicable to general enquiries on commercial banking service, but not applicable to enquiries / transactions of investment related matters. The toll-free hotline can be accessed from mobile lines, fixed telephone lines, payphones and call cards. Please note that the Bank assumes no responsibilities for charges by any phone / telecommunications service providers, as well as all claims, disputes and complaints in relation thereto.

## Self-Service Banking

### Self-Service Cards

To save your time in queuing up at our branch counters, IBS Account offers you with:

- **Deposit Cards** which allow you and your delegates to make deposit to your Hong Kong Dollar Accounts<sup>1</sup> registered in card via Automated Teller Machines (ATM), Cheque Deposit Machines (CQM) and Cash Deposit Machines (CDM) without the need to key in account numbers or card PIN manually
- **Hang Seng Cards** with independent access to 3 Hong Kong Dollar Accounts<sup>1</sup> registered in card for a wide range of banking services via ATM, CQM, CDM, EPS, UnionPay and PPS





## Automated Teller Machine (ATM)

- You can use your Hang Seng Cards to withdraw cash, make transfers, enjoy the Bill Payment Service, request statement or cheque book and check account balance

## Cheque Deposit Machine (CQM)

- Deposit up to 30 cheques at one time at any CQM and your account will be credited instantly<sup>2</sup>. You can also obtain a comprehensive advice with cheque images and deposit account's name



## Cash Deposit Machine (CDM)

- Deposit cash via a CDM and your account will be credited instantly



## Purchase through Easy Pay System (EPS)

- Make payments through EPS terminals at participating retailers
- Your account will be debited directly and a receipt will be issued by the EPS terminal



## Purchase through UnionPay

- Make payments through UnionPay terminals at participating retailers all over the world
- Your account will be debited directly and a receipt will be issued by the UnionPay terminal (daily limit is shared with EPS's)








## Payment By Phone Service (PPS)

- Settle Hang Seng Commercial Cards payments and other public utilities payments such as government rates, tax bills and telephone bills, etc



## Details of using ATMs in Hong Kong and abroad:

Feature	Hong Kong	Worldwide
No. of ATMs	Over 1,000	Over 900,000
Daily transaction limit (per card)		
Cash withdrawal <sup>3</sup>	HK\$20,000	the overseas ATM daily cash withdraw limit (including cash advance) of all ATM / credit cards are pre-set to HK\$0 <sup>A</sup>
Fund transfers between accounts encoded on the same Card	HK\$999,000	HK\$999,000
Fund transfers to accounts not encoded on the same Card / third-party accounts (including Hang Seng Bank and HSBC accounts)	HK\$50,000	HK\$50,000 (only applicable to fund transfers to other Hang Seng Bank accounts)
Bill Payment Service	HK\$100,000 (including PPS daily limit)	---
EPS service	HK\$50,000	---
Purchase through UnionPay <sup>4</sup>	HK\$50,000 <sup>5</sup>	HK\$50,000 <sup>5</sup>
Language on screen	English / Chinese	Instructions on most screens are in English
ATM symbols	Standard ATM  恒生銀行 HANG SENG BANK  HSBC 滙豐 	HSBC ATM Network  <sup>6</sup> CUPATM Network <sup>7</sup> 
Types of currency withdrawn	Hong Kong dollar	Local currency of that country

1. Including your IBS Savings Account, IBS Current Account, plus another Hang Seng Bank Account in the same name.
2. Only cheques deposited before 4:30pm on clearing days are shown in the account instantly.
3. Due to different dispensing limits of ATMs per withdrawal, you may need to perform more than one transaction to obtain the amount of cash you require.
4. In addition to PIN verification, merchants may request Cardholder to sign the transaction slip when making transactions. (Signature must be identical to Cardholder's signature on the back of the card)
5. Daily limit is shared with EPS's.
6. ATM cards cannot be used at designated HSBC ATMs (including Argentina, Brazil, France, Greece, Malta, Mexico, New Zealand, Panama, and Turkey).
7. Please visit [www.unionpayintl.com](http://www.unionpayintl.com) to check the countries / locations of the ATMs which can accept ATM chip cards.

For details of ATMs handling fees and services available, please visit [hangseng.com](http://hangseng.com).

## Overseas ATM Cash Withdrawal

- <sup>A</sup> If you would like to withdraw cash (including cash advance\*) at overseas ATM, you must activate the overseas ATM cash withdrawal function by setting the overseas ATM daily cash withdrawal limit and activation period in advance at the following channels.
- ATM of Hang Seng Bank and HSBC in Hong Kong
  - Hang Seng Personal and Business e-Banking
  - Automated Phone Banking Hotlines
  - Activation Steps via ATM
    1. Select "Other Services" and then "Maintain Overseas ATM Daily Withdrawal Limit" in ATM main menu.
    2. Set the overseas ATM daily cash withdrawal limit (including cash advance\*) – choice of HK\$10,000 or HK\$20,000.
    3. Input the activation period – up to 1 year.
    4. Once the overseas ATM cash withdrawal function is successfully activated, the Bank will immediately send a confirmation SMS to the customer's mobile phone number as recorded with us.

For details, please visit [hangseng.com/overseas\\_atm](http://hangseng.com/overseas_atm).

## Important Notes

- The overseas ATM daily cash withdrawal limit is applicable to all ATM / credit cards.
- Customers are required to set the overseas ATM cash withdrawal limit for each individual ATM / credit card.
- Customers can activate the overseas ATM cash withdrawal function via Hang Seng Personal and Business e-Banking or Automated Phone Banking Hotlines overseas. But such activation function is not available at overseas ATM.
- Never disclose your ATM / Credit Card PIN and Phone PIN to anyone, including our staff.
- SMS confirmation of successful activation will not be forwarded even if you have subscribed to an "SMS Forwarding" service provided by telecommunications service providers in Hong Kong. Please ensure your mobile phone number registered with the Bank is valid and up-to-date.
- The ATM Chip Cards cannot be used on the PLUS / Cirrus ATM network. If you would like to use PLUS / Cirrus ATM services, you may link your Hang Seng Bank account to your Hang Seng VISA Card / Mastercard® (if applicable).
- You can set up, amend or cancel the limit through the activation channels mentioned above with immediate effect.
- For non-personal customers, the Authorised Hang Seng Cardholder must be the Primary User or Secondary User of Hang Seng Business e-Banking or the Authorised Phone Banking User who may operate the relevant account(s) through such channel in order to activate the overseas ATM daily cash withdrawal limit of such account(s) via such channel.

## 04 | Payment Solutions

### Payroll Services

- With our payroll services, you can automate your employees' salary payments and generate tax returns more efficiently
  - You can also store your payroll data and generate comprehensive reports<sup>1</sup> including Payroll Advice, Tax Reports (such as Employer's Return of Remuneration and Pensions IR56B), Audit Trail Report etc.
  - Offer RMB Payroll Services<sup>2</sup>, enabling you to pay salary to your employees in RMB.
1. Should you require additional autopay services such as stop payment, additional payment codes and re-process transaction, etc., other autopay sundry charges will apply. For details, please call 24-hour Business Partner Direct 2198 8000.
  2. Customer is required to apply the service separately. Please contact our staff for details.

### Hang Seng Commercial Cards\*

Hang Seng UnionPay RMB Diamond Commercial Card and Hang Seng Platinum Commercial Mastercard, using Renminbi and Hong Kong Dollar for settlement respectively, bring you dual currency spending advantages to let you pay business expenses with flexibility, wherever you are. What's more, you can also benefit from better expense management and comprehensive protection as well as superior privileges.

- Individual and consolidated statements for both cardholder(s) & company
- Pre-set credit limit and cash advance service for specific card(s)<sup>1</sup>
- Free travel insurance of up to US\$500,000 coverage<sup>2,3</sup>
- 24-hour personal assistant services<sup>4</sup>, helping you with worldwide emergency assistance, restaurant reservation, air-ticket and hotel accommodation, corporate gifts arrangement and translation services, etc.
- Exclusive access to The Hong Kong Jockey Club VIP Box
- A range of fantastic global business privileges for you to enjoy in Hong Kong, the Mainland and abroad. For more details, please visit [hangseng.com/comcardyearound](http://hangseng.com/comcardyearound)

## Hang Seng UnionPay RMB Diamond Commercial Card



- Extensive network on the Mainland & worldwide
- All transactions are settled in Renminbi, getting rid of foreign exchange differences for your Mainland spending. Foreign currency conversion fee is waived for non-Renminbi transactions, keeping down your business travel expenses
- Earn a CNY1 cash rebate<sup>5</sup> for every CNY250 retail spending which is directly credited to the credit card. The reward is unlimited

## Hang Seng Platinum Commercial Mastercard



- Unauthorised spending protection with coverage of up to US\$500,000<sup>3,6</sup>
- Company logo printed on card surface to reflect distinct identity<sup>7</sup>
- Earn \$1 Cash Dollar<sup>5</sup> for every HK\$250 retail spending on your card. For Mainland and overseas spending, you can even receive an up to 2.4% Cash Dollars reward<sup>8</sup>
- Mastercard smartdata.gen2 online expense management platform

For details, please refer to the relevant leaflet or visit [hangseng.com/comcard](http://hangseng.com/comcard).

1. Cardholders can activate/set overseas ATM cash withdrawal limit of Commercial Card account via ATM, Hang Seng Business e-Banking or Credit Card Customer Service Hotline. If cardholders activate or set up the above limit through Hang Seng Business e-Banking, the cardholder must be the primary user of Hang Seng Business e-Banking or an authorised user of the respective Commercial Card account. For details, please visit [hangseng.com/overseas\\_atm](http://hangseng.com/overseas_atm).
2. To enjoy free travel insurance with up to US\$500,000/HK\$2,000,000 indemnity limit with Hang Seng UnionPay RMB Diamond Commercial Card ("UnionPay Commercial Card") / Hang Seng Platinum Commercial Mastercard ("Commercial Mastercard") respectively, Authorised Card User ("Cardholder") is required to make payment for the fares of travel tour or transportation tickets with the card before departure from Hong Kong.
3. The scope of coverage, exclusions, indemnity limits and compensation are subject to the detailed terms and conditions of relevant insurance policy. For details, please call our 24-hour Customer Service Hotline (852) 2998 8222.
4. For details, terms and conditions, please visit [hangseng.com/comcard](http://hangseng.com/comcard).
5. For details, terms and conditions, please visit [hangseng.com/loyalty\\_tc](http://hangseng.com/loyalty_tc).
6. The service provides protection for each Commercial Mastercard of up to US\$25,000 (applicable to companies with 5 cards or above), or up to US\$7,500 (applicable to companies with 2-4 cards), and each company of up to US\$500,000 per year, and the protection period is from the 75th day preceding the cardholder's employment termination date to the 14th day thereafter.
7. HK\$100 annual administration fee will be charged for each Commercial Mastercard with company logo printed thereon.
8. Successful registration via online or call at 2998 6000 is required to enjoy up to 2.4% Hang Seng Credit Card Cash Dollars reward. For the promotion period, details, terms and conditions, please visit [hangseng.com/promotion2](http://hangseng.com/promotion2).

## 05 RMB Commercial Banking Services<sup>1</sup>

Investment involves risks. Prices of foreign exchange and investment products may go up as well as down and may even become valueless. Investors should read in detail the offering documents and the Risk Disclosure Statement of the relevant investment products before making any investment decision.

- With the RMB Savings Sub-account under the IBS Account, your company can enjoy services including cash deposits and withdrawals, account transfers, remittances / local interbank transfers and two-way RMB exchanges etc.
- Allow funds transfers to self-named or third party accounts (including personal or commercial accounts) without limitation on transaction amount and purposes
- You can open a separate RMB Current Account<sup>2</sup> to issue cheques to individuals or business partners
- Other RMB Commercial Banking Services include payroll, investments, loans\* and trade services\* etc.<sup>2</sup>

1. The RMB Commercial Banking Services are bound by relevant terms and conditions. In case of any disputes, the Bank reserves the right of final decision. For more details, terms and conditions, please visit [hangseng.com](http://hangseng.com) or call 2198 8000.

2. Customer is required to apply for the above services separately, please contact our staff for details.

Note: All the information set out in this document is provided to the best of the Bank's knowledge and understanding of the relevant laws, rules, regulations, directives and guidelines governing or otherwise applicable to the RMB Savings and / or RMB Current Account, the RMB Savings Sub-account under IBS Account and / or RMB Commercial Banking Services. Please refer to any updates which may be published or issued by the Bank and any latest guidelines issued by the relevant authorities governing the same from time to time. Please visit any branch of the Bank or contact our staff for the most updated information on the above.

## 06 Investment and Treasury Services

Investment involves risks (including the possibility of loss of the capital invested). Prices of investment products may go up as well as down and may even become valueless. Past Performance is not indicative of future performance. Foreign securities carry additional risks not generally associated with securities in the domestic market. The value or income of foreign securities may be more volatile and could be adversely affected by changes in many factors. Investors should not only base on this marketing material alone to make any investment decision, but should read in detail the offering documents and the Risk Disclosure Statement of the relevant investment products. Even if the investment product concerned is a principal-protected investment / product, investors may lose the capital protection and may be subject to the risk of capital loss if they dispose of or withdraw from such investment / product prior to maturity. Investing in different Renminbi products involves different risks (including but are not limited to currency risk, exchange rate risk, credit risk of issuer / counterparty, interest rate risk, liquidity risk (where appropriate)).

### Diversified Investment Products

Securities Services	<ul style="list-style-type: none"> <li>• Trade Hong Kong stocks, Stock Connect securities and US securities</li> <li>• Set various types of orders, including Limit Order, Market Order, Stop Loss Order, All-in-One Order, At-auction Order and At-auction Limit Order during auction trading to suit your investment needs</li> </ul>
Investment Fund Services	<ul style="list-style-type: none"> <li>• Distribute several hundreds of investments funds, managed by Hang Seng Investment Management Limited and other asset management houses</li> <li>• Online Fund SuperMart provides a full coverage of market commentaries and product information to help you find out and size up market conditions in order to build an asset allocation portfolio which matches your goals</li> </ul>
"MaxiInterest" Investment Deposit	<ul style="list-style-type: none"> <li>• Choose from 88 possible different currency combinations to earn potentially higher interest rates than normal time deposits</li> <li>• Select from a wide range of deposit periods from one week to three months to match your investment strategies</li> <li>• Online platform gives you an instant view of the latest interest rates for different Initial Exchange Rates and deposit tenors. You can also set the Initial Exchange Rate which best fits your appetite</li> </ul>
Capital Protected Investment Deposit	<ul style="list-style-type: none"> <li>• Enjoy 100% principal protection if held to maturity, with an investment tenor as short as 2 months</li> <li>• Online investment platform provides potential return calculators and historical trend charts, as well as online easy-to-use search functions are available to help you select and subscribe easily and quickly</li> </ul>

Bonds and Certificates of Deposit (CDs)	<ul style="list-style-type: none"> <li>Gain access to a wide variety of issued bonds and CDs covering various major currencies</li> </ul>
Structured Products	<ul style="list-style-type: none"> <li>Capture opportunities from structured products featuring yield enhancement and capital growth potential</li> </ul>
RMB Investments	<ul style="list-style-type: none"> <li>RMB denominated Funds</li> <li>RMB Bond Trading and RMB Bond IPOs</li> <li>RMB denominated securities trading</li> <li>RMB "MaxiInterest" Investment Deposit</li> <li>RMB Capital Protected Investment Deposit</li> </ul>

**Important Note:** For Online Securities Services and Investment Fund Services, please note that no maximum daily limit will be applied to the transactions of Securities Account(s) and Investment Fund Account(s). Primary User(s) may singly give instructions, enter into transactions with, and operate this/these account(s).

**Risk Warning of MaxiInterest Investment Deposit and Capital Protected Investment Deposit:**

- MaxiInterest Investment Deposit ("MXI Deposit") and Capital Protected Investment Deposit ("CPI Deposit") are structured products involving derivatives. The investment decision is yours but you should not invest in the "MXI Deposit" or "CPI Deposit" unless the intermediary who sells it to you has explained to you that "MXI Deposit" or "CPI Deposit" is suitable for you having regard to your financial situation, investment experience and investment objectives. Investors should read the relevant Important Facts Statement, Terms and Conditions and risk disclosure statement (for "MXI" Deposit") or the Important Facts Statement of the relevant investment type, the relevant term sheet, Terms and Conditions and risk disclosure statement (for "CPI Deposit") before making any investment decision.
- "MXI Deposit" is not capital protected and is not a normal time deposit, and thus should not be considered as a normal time deposit or its alternative. Earnings on "MXI Deposit" are limited to the nominal interest payable. As the principal and the earnings will be paid in the Deposit Currency or the Linked Currency, whichever has depreciated against the other, investors will have to bear the potential losses due to currency depreciation, which may be substantial. If the product is withdrawn before maturity, investors will also have to bear the costs involved. Such losses and costs may reduce the earnings and the principal amount of this product. Investors should seek professional advice when necessary. The relevant Terms and Conditions of this product are available upon request to the staff of the Bank.
- Renminbi (RMB) is subject to foreign exchange control by the PRC government and thus investors investing in the "MXI Deposit" and "CPI Deposit" involving RMB are subject to the currency risk of RMB.
- "CPI Deposit" is not a normal time deposit and thus should not be considered as a normal time deposit or its substitute.
- "MXI Deposit" and "CPI Deposit" are not protected deposits and are not protected by the Deposit Protection Scheme in Hong Kong.
- Investments in "MXI Deposit" and "CPI Deposit" are subject to the credit risk of the Bank.



#### **Risk Warning of Bonds and Certificates of Deposit:**

- Bonds and Certificates of Deposit ("CDs") are investment products. The investment decision is yours but you should not invest in a bond/CD unless the intermediary who sells it to you has explained to you that the bond/CD is suitable for you having regard to your financial situation, investment experience and investment objectives. Your intermediary is under a duty to assure that you understand the nature and risks of this product, and that you have sufficient net worth to be able to assume the risks and bear the potential losses of trading in this product.
- Bonds are not deposits and should not be treated as a substitute for conventional time deposits.
- CDs are not protected deposits and are not protected by the Deposit Protection Scheme in Hong Kong.
- Investors who purchase a bond/CD are exposed to the credit risk of the Issuer and the Guarantor (if any) of the bond/CD. There is no assurance of protection against a default by the issuer/guarantor in respect of the repayment obligations. In the worst case scenario, any failure by the issuer and the guarantor (if any) to perform obligations when due may result in the loss of all of your investment.
- Renminbi (RMB) is not a freely convertible currency. As such, investors trading bonds and/or CDs denominated in RMB are subject to additional risks (such as currency risk).

#### **Risk Warning of Equity Linked Structured Product:**

The market value of the equity linked structured product may fluctuate and investors may sustain a total loss of their investment. Prospective investors should therefore ensure that they understand the nature of the equity linked structured product and carefully study the risk factors set out in the offering documents for the equity linked structured product and, where necessary, seek independent professional advice, before they decide whether to invest in equity linked structured product. If you purchase the equity linked structured product, you are relying upon the creditworthiness of the Issuer of equity linked structured product.

## **07** Remittance Services

- Your company can initiate your remittance instruction via our extensive branch network or Hang Seng Business e-Banking
- You can pre-set instructions up to 45 days in advance and enjoy discounts of up to 55% on regular transaction fee with Business e-Banking

#### **Notes:**

- Only applicable to the commercial customers of the Bank.
- The Bank reserves the right to change the offer and amend the related terms and conditions from time to time without prior notice.
- In case of disputes, the decision of the Bank shall be final.

## **08** Standby Overdraft Facility\*

### **Unsecured Overdraft Facility**

- It provides you with standby revolving credit limit to help you meet unexpected financial needs

For details, please visit [hangseng.com](http://hangseng.com) or any branch of the Bank.

## 09 Banking Offers

As an IBS Account customer, you are entitled to a host of special banking privileges<sup>1</sup>:

- Up to 140 basis points T/T exchange rate premium of major foreign currencies vs Hong Kong Dollars<sup>2</sup>
- Free payroll services<sup>3</sup>

1. For more details, please visit our website at [hangseng.com/ibs](http://hangseng.com/ibs).
2. The foreign exchange offer is only applicable to converting HKD to designated foreign currency with Integrated Business Solutions Account or vice versa. Foreign exchange rates are subject to review according to changes in market conditions from time to time. The Bank reserves the right to change the above foreign exchange rate offers at any time. Before making the relevant transaction, please check with our staff for the effective exchange rate applicable to the transaction.
3. Free payroll services offer includes waivers on registration fee, annual fee and transaction fee of Hang Seng Autopay Service and charges on first set-up with fewer than ten second parties.

Notes: The Bank reserves the right to revise any interest rates, fees, charges, special offers and other services from time to time.

### **Risk Disclosure of Foreign Currency and RMB Currency:**

#### **Foreign Currency Risk**

Foreign exchange involves exchange rate risk. Fluctuations in the exchange rate of a foreign currency may result in gains or losses in the event that the customer converts HKD to foreign currency or vice versa.

#### **RMB Currency Risk**

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

## 10 | Other Business Banking Services

We also offer a wide array of leading-edge financial solutions to fulfil your business needs. Your IBS Account Monthly Fee takes into account your total business relationship with the Bank. Act now to consolidate your banking with us!

Type of Service	Solutions that We Offer	
Business Finance Services*	<ul style="list-style-type: none"> <li>• Business Loan (including Instalment Loan and Business Overdraft Facility)</li> <li>• SME Loan Guarantee Scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Equipment Financing</li> <li>• Bank Guarantee</li> <li>• Mortgage Loan / Business Mortgage-Link</li> </ul>
Trade Services*	<p>Import Trade Services</p> <ul style="list-style-type: none"> <li>• Import Documentary Credit (DC) Issuance</li> <li>• Back-to-Back DC Issuance</li> </ul> <p>Export Trade Services</p> <ul style="list-style-type: none"> <li>• DC Bills Processing</li> <li>• DC Advising</li> <li>• DC Confirmation</li> </ul> <p>Receivables Finance Guarantee</p> <ul style="list-style-type: none"> <li>• Bank Guarantee</li> </ul>	<ul style="list-style-type: none"> <li>• Import Collection Bills</li> <li>• Shipping Guarantee</li> <li>• Trade Loans for Buyers</li> <li>• DC Transfer</li> <li>• Export Collection Bills</li> <li>• Trade Loans for Sellers</li> <li>• Standby Documentary Credit</li> </ul>
Insurance Services	<ul style="list-style-type: none"> <li>• Property Insurance, such as Fire Insurance, Burglary Insurance, Business Interruption Insurance, etc</li> <li>• Liability Insurance, such as Public Liability, Employees Compensation, etc</li> <li>• Marine Cargo / Inland Transit Insurance</li> </ul>	<ul style="list-style-type: none"> <li>• Private and Commercial Vehicle Insurance</li> <li>• Business Travelsure Protection Plan</li> <li>• Office Protection Plan</li> <li>• Retail Protection Plan</li> </ul>
Human Resources Solutions	<ul style="list-style-type: none"> <li>• Employees' Compensation</li> <li>• Key Person Insurance</li> <li>• Group Medical Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Mandatory Provident Fund</li> <li>• Payroll Service</li> </ul>
Cash Management Services	<ul style="list-style-type: none"> <li>• Autopay</li> <li>• Bill Payment</li> <li>• Network Counter Pay-In Service</li> <li>• Remittance/Local Interbank Transfer</li> </ul>	<ul style="list-style-type: none"> <li>• Cash and Cheque Collection</li> <li>• Bill Payment Collections</li> <li>• Cheque Outsourcing Service</li> <li>• Dividend Payment</li> </ul>

## 11 Important Telephone Numbers

Hotline	Telephone Number
24-Hour Business Partner Direct	Hong Kong: 2198 8000 Mainland (Toll-free) <sup>1</sup> : 4001 20 8288
24-Hour Automated Securities Enquiry Hotline	2166 6822
24-Hour Lost Card Hotline	2836 0838

1. 24-hour Business Partner Direct - Mainland (Toll-free) allows you to contact us for free even when staying in Mainland China. This hotline is applicable to general enquiries on commercial banking service, but not applicable to enquiries/transactions of investment related matters. The toll-free hotline can be accessed from mobile lines, fixed telephone lines, payphones and call cards. Please note that the Bank assumes no responsibilities for charges by any phone/telecommunications service providers, as well as all claims, disputes and complaints in relation thereto.

## 12 Monthly Service Fee

Total Relationship Balance <sup>1</sup>	Monthly Fee
HK\$50,000 equivalent or above	Waived
Below HK\$50,000	HK\$200

1. The Total Relationship Balance is the monthly aggregate balance of the daily average of customer's deposits, gold accounts, securities, investment funds, utilised overdraft facilities, credit card cash advances and the outstanding balance of loans (except mortgage loans), trade finance and Hang Seng MPF Balance and the premiums paid for that month for the designated general insurance plans distributed by the Bank as an agent.

Note: The Bank reserves the right to revise any interest rates, fees, charges, special offers and other services from time to time.

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