

User Guide

e-Sign Personal Banking

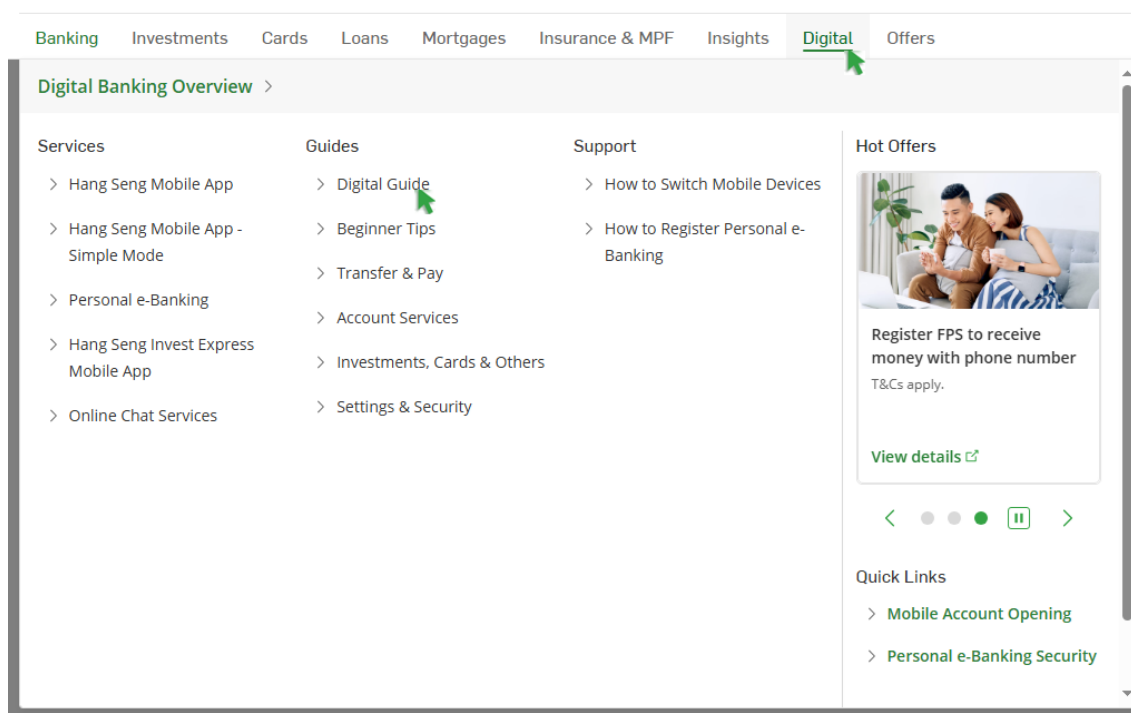
STEP 1

Log in to “e-Sign Platform”








If you have received an email regarding there is a document that required your signature on e-Sign Platform, please log in to “e-Sign Platform” to start your signing procedures.

To log in to e-Sign Platform, please follow the steps below:

1. Click **e-Sign Platform** under **Digital > Digital Guide> Other services** tab located on the top of the Hang Seng Personal Banking website.



Other popular services

Investments	Cards	Other Services
 <p>24/7 Online Foreign Exchange Instant FX trading anytime, anywhere Learn more</p>	 <p>FX Order Watch & Rate Alert Pre-set desired exchange rate to grasp momentary opportunity Learn more</p>	
 <p>e-Ticketing Get an eTicket via mobile app to minimise waiting time Learn more</p>	 <p>eAppointment Service Plan your banking time efficiently with an online appointment Learn more</p>	
 <p>Hang Seng Mobile App – Simple Mode Making your mobile banking just as simple and easy to use Learn more</p>	 <p>Personal Banking WeChat Official Account Global market updates, wealth management product details an... Learn more</p>	
 <p>e-Sign Platform Access, sign and submit documents via e-Sign Platform Learn more</p>		

2. Log in by entering your email address and mobile phone number.

e-Sign Platform

Personal > digital > e-Sign Platform

Important Notes

1 If you receive any suspicious calls or emails that claim to be from us, please remain vigilant. Our staff will never ask you to provide sensitive personal information such as usernames and passwords over the phone or email, contact you using pre-recorded voice messages, nor will we ask you to provide your personal information by clicking any links. If you suspect that a fraudulent activity has occurred on your account, please contact us immediately.

2 Please note, for security reasons, you should not disclose your e-Signature credentials, especially the one-time password to access your documents, to third parties.

Sign your documents online

Important Notes Enter the email address and mobile number you have provided before. Please read, understand and agree to the relevant Terms and Conditions before proceeding.

Enter Information

Email address

Mobile number

Declaration

☒ I acknowledge that:

(i) I have read, understood and agreed to the [Site Terms and Conditions](#)

(ii) I have read, understood and agreed to the [Terms and Conditions for e-Sign](#)

(iii) I have read, understood and agreed to the [Privacy Notice Policy](#)

(iv) I am physically located in Hong Kong and understand that this service aims to provide in Hong Kong only

Next

3. Please read and acknowledge the Terms and Conditions of “e-Sign Platform”.

Steps for Signing on e-Sign Platform

Sign your documents online

Important Notes Enter the email address and mobile number you have provided before . Please read, understand and agree to the relevant Terms and Conditions before proceeding.

Enter information

Email address

Mobile number

+852

Declaration

☒ I acknowledge that:

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Next

4. Click **Next**. You will land on the e-Sign Platform page.

Sign your documents online

Important Notes Enter the email address and mobile number you have provided before . Please read, understand and agree to the relevant Terms and Conditions before proceeding.

Enter information

Email address

Mobile number

+852

Declaration

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(i) I have read, understood and agreed to the [Site Terms and Conditions](#)

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Next

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Hang Seng Subsidiaries
Contact Us
Site Map

Online Security Tips
Service Charges
Rates Information

Important Notices
Regulatory Disclosures
System Maintenance Schedule

Manage your finances on the go
Download on the App Store
GET IT ON Google Play
Download the APK File

*Note:

- Please ensure you are physically located in Hong Kong when accessing the e-Sign Platform. Otherwise, you will not be able to proceed with the service.
- If you have any issues regarding the login details, please contact the respective bank handling staff.

STEP 2

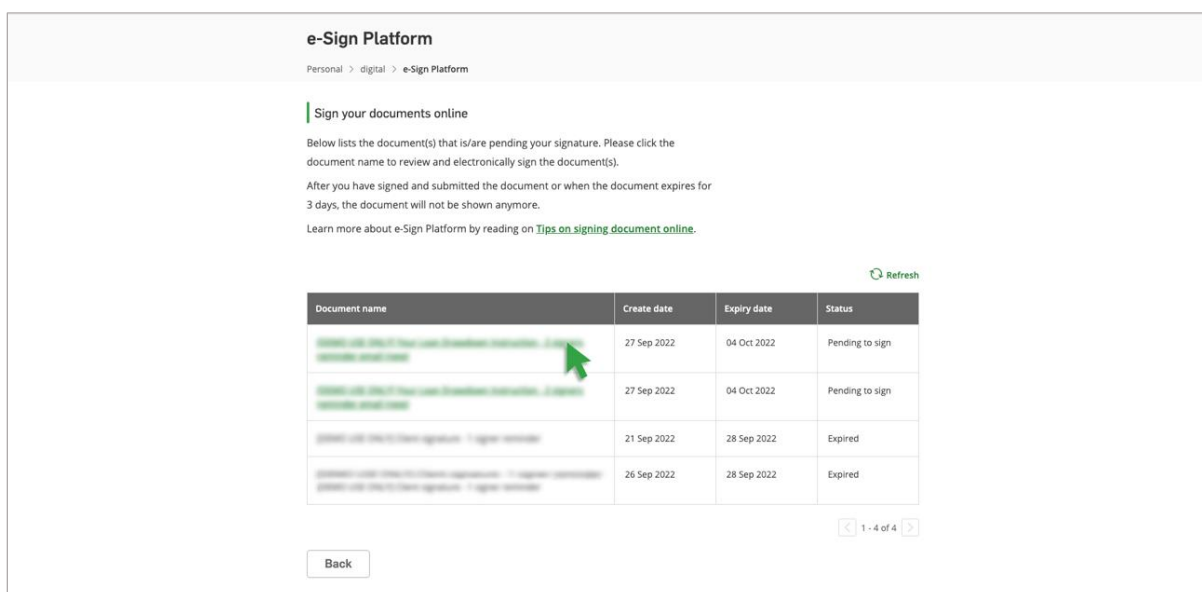
Select a Document to Sign

All documents pending signature will be listed on the page.

Please select and click the relevant document to proceed.

***Note:**

Please sign the document before expiry date. Once the document has expired, please contact the respective bank handling staff for assistance. All expired documents will be automatically deleted 3 days from the expiry date.



e-Sign Platform
Personal > digital > e-Sign Platform

Sign your documents online

Below lists the document(s) that is/are pending your signature. Please click the document name to review and electronically sign the document(s).
After you have signed and submitted the document or when the document expires for 3 days, the document will not be shown anymore.
Learn more about e-Sign Platform by reading on [Tips on signing document online](#).

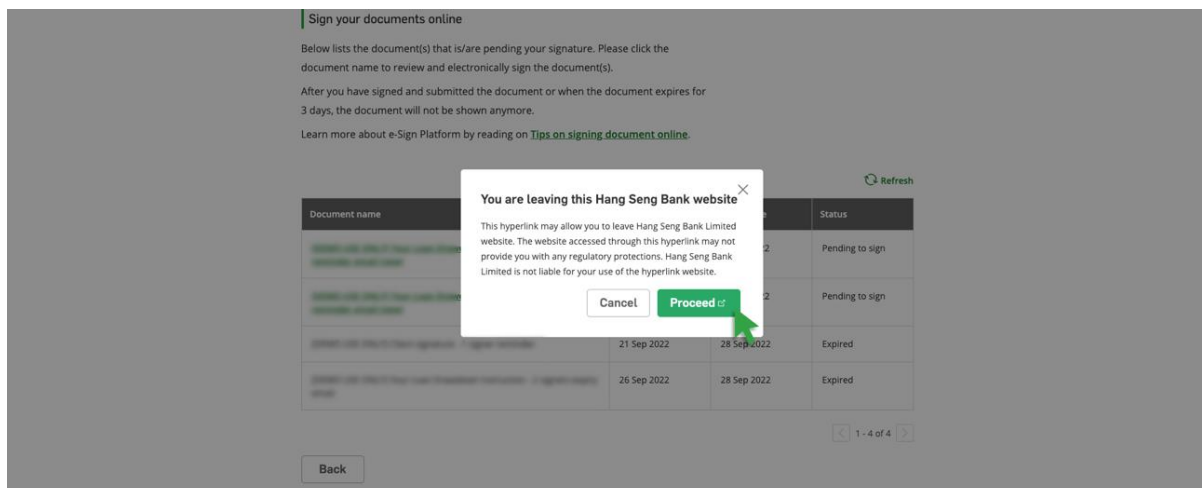
[Refresh](#)

Document name	Create date	Expiry date	Status
[Document Name]	27 Sep 2022	04 Oct 2022	Pending to sign
[Document Name]	27 Sep 2022	04 Oct 2022	Pending to sign
[Document Name]	21 Sep 2022	28 Sep 2022	Expired
[Document Name]	26 Sep 2022	28 Sep 2022	Expired

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Click **Proceed** to agree opening the Adobe Sign website on a new tab for further action.



Sign your documents online

Below lists the document(s) that is/are pending your signature. Please click the document name to review and electronically sign the document(s).
After you have signed and submitted the document or when the document expires for 3 days, the document will not be shown anymore.
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You are leaving this Hang Seng Bank website

This hyperlink may allow you to leave Hang Seng Bank Limited website. The website accessed through this hyperlink may not provide you with any regulatory protections. Hang Seng Bank Limited is not liable for your use of the hyperlink website.

[Cancel](#) [Proceed](#)

STEP 3

Review and Sign the Document

Select **Voice Call** or **Text Message** and click **Send Code**. Then verify your identity as instructed.

***Note: Voice Call supports English and Mandarin only.**

The screenshot shows the Adobe Acrobat Sign interface. At the top, it says "Adobe Acrobat Sign" and "Sign In". The main content area displays a document titled "Loan Drawdown Instruction" with a lock icon. The text reads: "This document requires phone verification. Please confirm your identity by entering a verification code sent to the following phone number: +XXX XXXX8258. If this is not your phone number, please contact [redacted]." Below this, there are "Verification Options" with two radio buttons: "Voice Call" (selected) and "Text Message". A "Send Code" button is at the bottom. A small note states: "After clicking the 'Send Code' button you will receive a phone call or text message with a verification code that you must enter to view the document. Standard text messages and voice rates apply."

Preview the document carefully, then click **View and Sign**.

The screenshot shows the Hang Seng Bank Loan Drawdown Instruction form. The form is in Chinese and English. It includes sections for: "甲部 Part A - 借款入資料 Borrower Information", "乙部 Part B - 提取指示 Drawdown Instruction", "丙部 Part C - 付款方式 Payment Instruction", and "丁部 Part D - 其他指示 Other Instructions". The form has various input fields for dates, amounts, and names. On the right side, there is a sidebar with "Actions" including "Download PDF", "Download Audit Report", "Hide Agreement", "Share", and "Add Notes". At the bottom right, there is a "Recipients (1 Completed)" section. The footer of the form includes the Hang Seng Bank logo and name, and a language selector set to "English: UK".

Then click **OK** to review and complete the document.

恒生銀行
HANG SENG BANK

Options

Required fields: 1

提取貸款指示
Loan Drawdown Instruction

致：恒生銀行有限公司
To: Hang Seng Bank Limited
請把填妥的表格交回信貸服務部。
Please return the completed form to Credit Services Department.
注意：標有星號(*)之欄位為必填。
Note: Fields marked with an asterisk (*) are mandatory.

甲部 Part A – 借款人資料 Borrower Information

借款人姓名 *
Name of Borrower

乙部 Part B – 提取指示 Drawdown Instruction

自簽日期
Facility Letter Date (Optional)

借款種類 *
Facility Type

定期借貸 Term Loan

提取金額 *
Drawdown Amount

首期利息期
First Interest Period (首期利息期自提取日期起計算)
(First Interest Period commences from Drawdown Date)

提取日期 *
Drawdown Date

丙部 Part C – 付款方式 Payment Instruction

提取人應將款項存入 *
Credit to HASE Account

存戶戶口號碼 *
Account for Requested Loan to be Credited to

存戶戶口名稱 *
Account Holder Name

丁部 Part D – 其他指示 Other Instructions

Please review the document carefully and ensure the information is accurate. Then click **Click here to sign** and follow on-screen instruction to proceed.

Terms defined in the Facility Letter shall have the same meaning in this Loan Drawdown Instruction.

3. 受適用的信貸函中之條款及條件規限
The drawing to be made under this Loan Drawdown Instruction is subject to the terms and conditions of the applicable facility letter.

4. 我們確認借貸提取屬我們的權力範圍內，已通過適當的行動獲得有效授權，並不會超過我們借款(無論所給予的法令、法規、協議或其他方式)的任何限制。(適用於企業借款人)
We confirm that the drawing to be made under this Loan Drawdown Instruction is within our powers, has been validly authorized by appropriate action and will not cause any limit on our borrowings (whether imposed by statute, regulation, agreement or otherwise) to be exceeded. (Applicable to Corporate Borrower only)
文義如有歧義，以英文本為準。
In case of discrepancies between the English and Chinese versions of this Loan Drawdown Instruction, the English version shall prevail.

借款人簽署 Signature of the Borrower

銀行專用 For Bank Use

Exchange Rate:

Numbering:

Deal No.:

Dealer:

GBS ☐ CBA ☐ BBD ☐

Others:

* Click here to sign

請用留存本行之印章簽署 Please use signature(s)/stamp(s) filed with the Bank

To sign the documents, you can select either method:

1. **Draw** - Sign directly on your device; or
2. **Image** - Import your signature image

Please select the appropriate method and proceed to sign. Click **Apply** if you are satisfied with your signature.

The screenshot displays the Hang Seng Bank e-Sign platform interface. A modal window for signing is open, showing a signature 'hi' on a white background. The modal has 'Draw' and 'Image' tabs at the top, and 'Close' and 'Apply' buttons at the bottom. A green arrow points to the 'Apply' button. The background shows the 'Loan Drawdown' form with sections for Borrower Information, Drawdown Instruction, and Payment Instruction. The form includes fields for Name of Borrower, Facility Letter Date, Facility Type, Drawdown Amount, Drawdown Date, and Account for Requested Loan. The 'Apply' button is highlighted in blue.

STEP 4 Completion

Your signature will be displayed on the document once you have completed the previous steps.
Click **Click to Sign** if you agree the Terms and Conditions and Agreement of Consumer Disclosure.

Part E – 聲明 Declaration

1. 本項取貨款項不可轉帳。
The Loan Drawdown Instruction is irrevocable.

2. 信貸函條款的所有修訂均與本項取貨款項有關。
Terms defined in the Facility Letter shall have the same meaning in this Loan Drawdown Instruction.

3. 受過本行信貸函中之條款及條件限制。
The drawing to be made under this Loan Drawdown Instruction is subject to the terms and conditions of the applicable facility letter.

4. 我們確認本項取貨款項是在我們的權力範圍內，已透過適當的行動獲得有效授權，並不會超過我們借款（無論所給予的指令、授權、協議或其他方式的任何限制，適用於企業借款人）。
We confirm that the drawing to be made under this Loan Drawdown Instruction is within our powers, has been validly authorized by appropriate action and will not exceed any limit on our borrowings (whether imposed by statute, regulation, agreement or otherwise) to be exceeded. (Applicable to Corporate Borrower only)

文檔如有歧義，以英文本為準。
In case of discrepancies between the English and Chinese versions of this Loan Drawdown Instruction, the English version shall prevail.

借款入簽署 Signature of the Borrower

銀行專用 For Bank Use

Exchange Rate:	
Numbering:	
Deal No.:	
Drawn:	
GBS:	<input type="checkbox"/> CBA <input type="checkbox"/> BBD <input type="checkbox"/>
Others:	

請將留存本行之印鑑簽署 Please use signature(s)/stamps filed with the Bank

By signing, I agree to this agreement, the [Consumer Disclosure](#) and to do business electronically with Hang Seng Bank.

Click to Sign

You have finished signing the document and you are welcome to click **Download a Copy** to download the signed document for your record.

恒生銀行
HANG SENG BANK

✓ You're all set

You finished signing "XXXXX":

All parties will be notified via email. You can also [download a copy](#) of what you just signed.

Manage your Acrobat Sign agreements

Manage