

## 2024 Annual General Meeting (“AGM”) – Online User Guide

Online platform website: <https://meetings.computershare.com/HangSeng2024AGM>

Meeting date and time: Wednesday, 8 May 2024 at 3:30 p.m.  
(The online platform will be open for log in at around 2:30 p.m.)



### Login details:

#### (1) Registered Shareholders

##### (i) Individual Shareholders

Shareholder number: The **10-digit shareholder reference number starting with “C”** (SRN) printed under the barcode on the top right corner of the notification letter dated 28 March 2024

PIN: The **five-digit Personal Identification Number (PIN)** below the SRN

For the procedures and deadline of proxy(ies) appointment, please refer to the relevant Guidance for the AGM and Proxy Form of the Bank. Any proxy who has not received the login details by email by 12:00 noon on Tuesday, 7 May 2024 should contact the Bank’s Share Registrar, Computershare Hong Kong Investor Services Limited on (852) 2862 8555 for assistance.

##### (ii) Corporate Shareholders

Please contact the Bank’s Share Registrar on (852) 2862 8555 well in advance of the AGM for arrangement.

#### (2) Non-registered Shareholders

Please contact your banks, brokers, custodians or nominees or HKSCC Nominees Limited through which your shares are held (collectively “Intermediary”) as soon as possible and instruct the Intermediary to appoint you as proxy or corporate representative to attend the AGM online before the deadline(s) stipulated by your Intermediary.

Please be reminded to provide your email address to the Intermediary for receiving the login details from the Bank’s Share Registrar. Any proxy or corporate representative who has not received the login details by email by 12:00 noon on Tuesday, 7 May 2024 should contact the Bank’s Share Registrar on (852) 2862 8555 for assistance.

## Step-by-step procedures

### Log in

- 1 Visit <https://meetings.computershare.com/HangSeng2024AGM>

Select your preferred display language on the top right corner of the online platform.

Click “**Join Meeting Now**”.

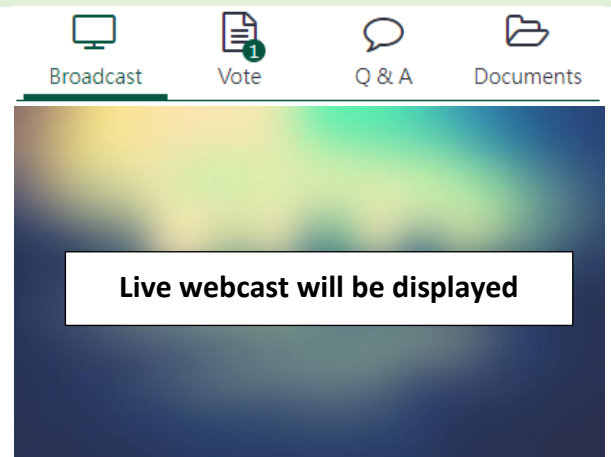
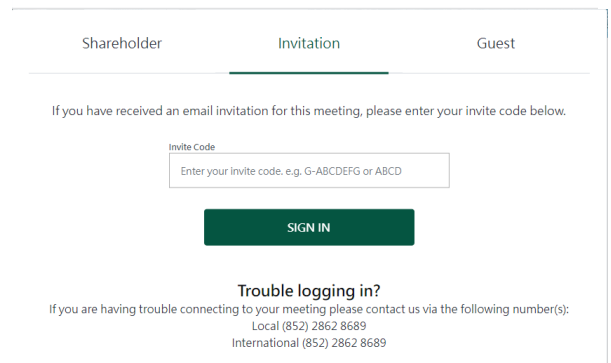
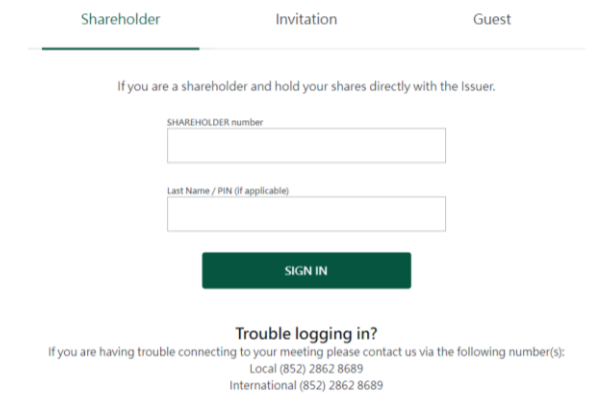
- 2 If you are a registered shareholder, please select “**Shareholder**”. Enter your **Shareholder number** and **PIN** (please refer to “Login details” set out on page 1 on this Online User Guide) and click “**Sign In**”.

If you are a non-registered shareholder, proxy or corporate representative, you will receive an **invitation email** with a meeting URL if you have provided your email address. Upon clicking the URL, you will be directed to the meeting page. Click “**Join Meeting Now**” and click “**Sign In**”.

Alternatively, you can select “**Invitation**” and enter your **invitation code** which can be found in the invitation email.

### Broadcast viewing

- 3 To view the live webcast of the AGM proceedings, click on “**Broadcast**”.



## Voting

- 4 Click **“Vote”** to cast your vote(s). You can see the resolutions(s) and voting options when the poll opens. You can vote on each resolution by
- clicking on one of the available voting options (**“For”** or **“Against”**), the entire available votes will be selected by default; or
  - clicking **“Split Vote”** and input the relevant number of shares under the respective voting options if only part of the representing shareholding is to be voted, click **“Submit Vote”** to submit your vote(s).

To change your vote(s), select **“Click here to change your vote”**. The final options you select before the poll closes shall be your final voting instruction for the resolutions. You can also review your vote(s) before the poll closes.

Broadcast Vote Q & A Documents

Resolutions

ALL FOR ALL AGAINST

1 To receive and consider the audited financial statements and the Reports of the Directors and of the Auditor for the year ended 31 December 2023.

FOR AGAINST

Split Vote

1 To receive and consider the audited financial statements and the Reports of the Directors and of the Auditor for the year ended 31 December 2023.

We have received your vote For  
Click here to change your vote.

## Q & A

- 5 If you would like to submit question(s) during the AGM, click **“Q&A”** and you can submit your question(s) in the text box at the bottom. Your question(s) will only be seen by the Bank.

Broadcast Vote Q & A Documents

Your question(s)

You may enter a question using the field below.  
Questions are limited to 2000 characters.

0 character(s) Send

## Documents

- 6 If you would like to refer to the meeting documents during the AGM, click **“Documents”** to select the document(s) you would like to read.

Broadcast Vote Q & A Documents

Annual Report / 年報

## Assistant

If you experience technical difficulties or require assistance while using the online platform during the AGM, please contact the Bank's Share Registrar's on (852) 2862 8555 from 9:00 a.m. to 4:00 p.m. on Wednesday, 8 May 2024. Please note that the hotline cannot record your vote(s) over the telephone.

## **SOME TIPS:**

- (i) You will need a reliable Internet connection with adequate speed to support video streaming (for example, as if you are watching a YouTube video).
- (ii) However, unlike pre-recorded videos, if the speed of your Internet connection is not fast enough to keep pace with the AGM proceedings, parts of the meeting broadcast may be skipped or missed. You will not receive the broadcast on a delayed basis.
- (iii) If your Internet connection is inadequate or interrupted, your attendance at the AGM online may be interrupted and you may be unable to vote or submit questions. This however will not affect the AGM proceedings which will continue and will remain valid and effective.
- (iv) When your Internet connection is restored, you should be able to re-join the AGM online but you would have missed a or some part(s) of the AGM proceedings (including voting).

As the online AGM is technology dependent and the above are some of the possible risks with the online AGM, should you find these unacceptable, you are encouraged to exercise your voting rights by appointing a proxy. To ensure your right to vote is exercised, you are encouraged to appoint the Chairman of the AGM as your proxy.

*References to time and dates in this Online User Guide are to Hong Kong time and dates.*