



Notice of Amendment to the Terms and Conditions for our Digital Services

Important Information

We're committed to improving our banking services to protect your interests and enhance your understanding of what you can expect of the services provided by us. We'll introduce an updated version of the personal e-banking terms and conditions (**Updated Personal e-Banking Terms**). The Updated Personal e-Banking Terms combine the existing "Hang Seng Personal e-Banking Terms and Conditions" (**Existing e-Banking Terms**) and the existing "End User License Agreement" (**EULA**), make the clauses easier to read and understand, and strengthen the focus on safeguards against frauds and scams.

Separately, we'll update the existing "Hang Seng e-Statement / e-Advice Terms and Conditions" to provide additional ways for us to send alert messages or notifications to you about your account e-statement or e-advice.

When do the changes take effect

The Updated Personal e-Banking Terms and the updated "Hang Seng e-Statement / e-Advice Terms and Conditions" (together, the "**Updated Terms**") will take effect on and from 20 Sep 2025 ("**Effective Date**").

What does it mean to you

The Updated Terms apply to all personal customers who use the personal e-banking services ("**Services**").

If you are an existing personal customer and continue to use the Services on or after the Effective Date, you will be bound by the Updated Terms.

If you do not accept the changes, you have the right to terminate the Services before the Effective Date.

For the avoidance of doubt, the Updated Terms do not apply to non-personal customers of the Services. Non-personal customers will continue to be subject to the existing terms and conditions governing the Services until further notice.

Summary of key changes to the Existing e-Banking Terms and EULA

- Adding a contents page, using more indicative headings, and putting most of the definitions at the end of the Updated Personal e-Banking Terms (note: contents page is not applicable to the on-screen version shown when you register for Services)
- Combining the Existing e-Banking Terms and EULA so that you can find the clauses in one document
- Re-arranging the contents and grouping the clauses about the same topic together and removing overlaps
- Making changes to reflect industry practices or our business practices
- Using generalised wording as appropriate so that the clauses may apply and accommodate the applicable laws and regulations, and regulatory expectations from time to time
- Simplifying the clauses and definitions
- Removing the wording relating to non-personal customers

For the specific changes to the Existing e-Banking Terms and EULA, please see the Appendix at the end of this Notice.

Changes to “Hang Seng e-Statement / e-Advice Terms and Conditions”

We'll make the following specific changes to the “Hang Seng e-Statement / e-Advice Terms and Conditions” .

Specific changes	
Updated “Hang Seng e-Statement / e-Advice Terms and Conditions”	Changes

5. Scope of the Service	<p>Replace paragraph (f) under clause 5 (Scope of the Service) with:</p> <p>“In the case where e-Advice or e-Statement is provided via Hang Seng Personal e-Banking, the Bank may, in its own discretion, send an alert message to the Customer's Designated Electronic Mail Address or to the Customer's mobile phone number maintained in the Bank's record, or use any other method, for example push notification in <u>the App (if applicable)</u>, to notify the Customer when the e-Advice or e-Statement is available to the Customer at<u>via</u> Hang Seng Personal e-Banking. Such alert message <u>or notification</u>, if sent by the Bank, may only be sent once. It is the sole responsibility of the Customer to check the Customer's Designated Electronic Mail Address or mobile phone regularly for such alert message <u>or notification</u>.”</p>
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Where you can obtain the Updated Terms

Between 11 Aug 2025 and the Effective Date, you can access the Updated Terms via the link provided in the existing Terms and Conditions. The links can be found using the following entry points:

For “Hang Seng Personal e-Banking Terms and Conditions” :

- After you logon to your Hang Seng Personal e-Banking on our website, click “Terms and Conditions” at the page footer
- After you logon to your Hang Seng Personal Banking mobile app, tap “Service Agreement” from the left menu, then tap “Terms and Conditions”

For “End User License Agreement” :

- Open your Hang Seng Personal Banking mobile app, tap “More” from the left menu, then tap “End User License Agreement”
- Open your Hang Seng Invest Express mobile app, tap “...” icon from the top right corner, then tap “End User License Agreement”
- After you logon to your Hang Seng Invest Express mobile app, tap “Help” from the left menu, then tap “End User License Agreement”

For “Hang Seng e-Statement / e-Advice Terms and Conditions” :

- You can access the Hang Seng e-Statement / e-Advice Service webpage at www.hangseng.com/estatement and click "Service opt in and usage " to view the Hang Seng e-Statement / e-Advice Terms and Conditions.

Where you can obtain the Existing e-Banking Terms, EULA and Hang Seng e-Statement / e-Advice Terms and Conditions

You can download copies of the Existing e-Banking Terms, EULA and Hang Seng e-Statement / e-Advice Terms and Conditions from now until 31 Oct 2025 via the entry points above. Please note that entry point names may change. For more details, please refer to the table below.

You may also download this notice from our website (Hang Seng Bank Website Homepage > “Important notice” > “Notice of Amendment to the Terms and Conditions for our Digital Services”) from now until 31 Oct 2025.

You may not be able to access or download the Existing e-Banking Terms, EULA and Hang Seng e-Statement / e-Advice Terms and Conditions and this notice after the relevant date(s).

Entry point name

The above entry point name of “Terms and Conditions” and “End User License Agreement” to access or download a copy of the **Updated Personal e-Banking Terms** in Hang Seng Personal Banking mobile app and Hang Seng Invest Express mobile app will be changed on the following dates:

Mobile application	Date for entry point name change	Path of Entry Point on or after the Date listed on the left
Hang Seng Personal Banking mobile app	20 Sep 2025	<ul style="list-style-type: none"> • Open Hang Seng Personal Banking mobile app > "More" in left menu > "Terms and Conditions" • After logon to Hang Seng Personal Banking mobile app > "Service Agreement" in left menu > "Terms and Conditions" [rename on Traditional Chinese and Simplified Chinese only]
Hang Seng Invest Express mobile app	28 Sep 2025	<ul style="list-style-type: none"> • Open Hang Seng Invest Express mobile app > "..." icon from the top right corner > "Terms and Conditions" • After logon to Hang Seng Invest Express mobile app > "Help" in left menu > "Terms and Conditions"

Please be reminded to update your Hang Seng Personal Banking mobile app and/or the Hang Seng Invest Express mobile app to the latest version on the above dates to view the Updated Personal e-Banking Terms from the renamed entry point.

If there is any inconsistency between the English and Chinese versions of this notice, the English version shall prevail.

Hang Seng Bank Limited

Aug 2025

Appendix

Specific changes to the Existing e-Banking Terms and the EULA

The table below shows the substantive changes to draw your attention to the changes that matter to you. Tracking every change line-by-line is not feasible because we have consolidated and reorganised the clauses according to subjects, re-arranged the clauses, and simplified the wording of the Existing e-Banking Terms and EULA.

In the table below, unless otherwise defined in this notice, defined terms have the same meaning given to them in the Updated Personal e-Banking Terms.

Specific changes	
Updated Personal e-Banking Terms	Changes
<i>New components</i>	
Welcome section	<p>The Welcome section of the Updated Personal e-Banking Terms (i) replaces the opening note and Clause 2 of the Existing e-Banking Terms and the opening paragraphs of the EULA; and (ii) extends the Updated Personal e-Banking Terms to expressly cover Hang Seng Invest Express mobile app.</p> <p>The definition of “Other Terms” in the Welcome section and the new definition of “Services and Products” in the Updated Personal e-Banking Terms can accommodate the various services and functions that you may access using Personal e-Banking. This removes the need to set out specific service or function terms in the Updated Personal e-Banking Terms, including Clause 3g (relating to HARO) of the Existing e-Banking Terms.</p>

Contents page	Added a contents page to set out the various clause headings in one go.
Clause 1 sets out the services offered by us under Personal e-Banking.	<p>Replaced the definition of "Services" in the Existing e-Banking Terms with the definition of "Services and Products" in the Updated Personal e-Banking Terms. The new definition describes the scope of the Services more clearly.</p> <p>Clause 1 of the Updated Personal e-Banking Terms replaces the descriptions of the Services in Clauses 1a and 2 of the Existing e-Banking Terms and in the opening paragraphs of the EULA.</p>
Clause 3 sets out how we may make changes to Personal e-Banking, including operational details and arrangements.	<p>Clarified that the changes to Personal e-Banking may include changes to the way we verify your identity.</p> <p>Clause 3 of the Updated Personal e-Banking Terms replaces Clause 1d of the Existing e-Banking Terms and Clauses 11.8, 11.14 and 11.20 of the EULA that relate to the use of Mobile Security Key and biometric authentication for identity verification.</p>
Clause 16 sets out your responsibility for staying vigilant and paying attention to alerts or warnings (if any) against fraud and scams received by you.	Added to strengthen focus on prevention of fraud and scams.

Clause 17 sets out your responsibility relating to the small-value funds transfer service if you choose to use such service.	Added to strengthen focus on prevention of fraud and scams.
<i>Consolidating, reorganising and simplifying clauses</i>	
Clause 2 sets out the intended users of Personal e-Banking.	<p>Simplified the description of who we intend to offer Personal e-Banking to.</p> <p>Clause 2 of the Updated Personal e-Banking Terms replaces Clause 1b of the Existing e-Banking Terms.</p>
Clause 4 sets out the steps you'll need to take before using Personal e-Banking.	<p>Consolidated and reorganised the relevant clauses of the Existing e-Banking Terms and the EULA that relate to the necessary steps for setting up to use the Services.</p> <p>Clause 4 of the Updated Personal e-Banking Terms replaces Clauses 3b and 4a of the Existing e-Banking Terms and Clauses 11.3, 11.4, 11.5 and 11.16 of the EULA.</p>
<p>Clause 5 sets out how we verify your identity.</p> <p>Clause 6 sets out the points to note about biometric authentication.</p>	Consolidated and reorganised the definitions in the Existing e-Banking Terms and the EULA that relate to identity verification, including biometric authentication.

	<p>The Updated Personal e-Banking Terms replaces the existing definitions with "Security Details" , "Security Code" , "Mobile Security Key" , "Permitted Mobile Device" and "Physical Security Token" . These definitions, Clause 5 and Clause 6 of the Updated Personal e-Banking Terms replace Clauses 4a, 4c and 5a of the Existing e-Banking Terms and Clauses 11.1, 11.2, 11.7, 11.10, 11.13, 11.16.4, 11.21 and 11.22 of the EULA.</p>
<p>Clause 7 sets out how you give instructions and how we handle your instructions.</p>	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to giving and handling instructions.</p> <p>Clause 7 of the Updated Personal e-Banking Terms replaces Clauses 5a, 5b, 5c and 5d of the Existing e-Banking Terms and Clauses 11.17.2 and 11.19 of the EULA.</p>
<p>Clause 8 sets out what information and documents you'll need to share with us and what we are authorised to do with them.</p>	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms that relate to your responsibility for supplying information and documents and our right to use and handle them.</p> <p>Clause 8 of the Updated Personal e-Banking Terms replaces Clauses 3b, 3c, 7a and 7b of the Existing e-Banking Terms.</p>
<p>Clause 9 sets out your responsibility for using Personal e-Banking properly.</p>	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to your responsibilities for proper use of the Services.</p>

Clause 10 sets out your responsibility for using our App properly.	Clauses 9 and 10 of the Updated Personal e-Banking Terms replace Clauses 3a, 3d and 7c of the Existing e-Banking Terms and Clauses 2, 3.2, 7.1, 7.2, 11.18.2 and 11.18.5 of the EULA.
Clause 11 sets out your responsibility for safeguarding your Security Details, Permitted Mobile Device, Mobile Security Key and Physical Security Device.	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to your responsibilities for safeguarding your personal credentials and devices.</p> <p>Clause 11 of the Updated Personal e-Banking Terms replaces Clauses 4d and 4e of the Existing e-Banking Terms and Clause 11.18.1 of the EULA.</p>
Clause 12 sets out your responsibility relating to biometric authentication if you choose to use biometric authentication.	<p>Consolidated and reorganised the clauses in the EULA that relate to your responsibilities for choosing to use biometric authentication.</p> <p>Clause 12 of the Updated Personal e-Banking Terms replaces Clauses 11.1, 11.10, 11.11, 11.12, 11.15, 11.17.1, 11.18.3 and 11.18.4 of the EULA.</p>
Clause 13 sets out your responsibility for ensuring there is sufficient money in your Designated Account for your Transactions.	<p>Simplified the existing clauses for having sufficient money in your accounts for effecting your transactions.</p> <p>Clause 13 of the Updated Personal e-Banking Terms replaces Clause 5b of the Existing e-Banking Terms.</p>
Clause 14 sets out your responsibility for checking our confirmations of	Simplified the existing clauses for checking our receipts of instructions and transaction confirmations.

having received your instructions or completed a Transaction as instructed.	Clause 14 of the Updated Personal e-Banking Terms replaces Clause 5e of the Existing e-Banking Terms.
Clause 15 sets out your responsibility for preventing fraud and scams by taking the security measures we recommend in our security reminders and notifying us of unusual or suspicious transactions or other incidents.	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to your responsibility for preventing fraud and scams.</p> <p>Clause 15 of the Updated Personal e-Banking Terms replaces Clauses 4f, 4g, 4h and 7a of the Existing e-Banking Terms and Clause 11.18.6 of the EULA.</p>
Clause 18 sets out your liability for Transactions, the circumstances under which you are liable and the circumstances under which you are not liable.	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to your liability for transactions.</p> <p>Clause 18 of the Updated Personal e-Banking Terms replaces Clauses 4f, 4g, 10a and 10b of the Existing e-Banking Terms and Clause 11.19 of the EULA.</p>
Clause 19 deals with intellectual property rights including copyright and trade marks.	<p>Consolidated and reorganised the clauses in the EULA that relate to intellectual property matters. Updated the non-exhaustive list of third party trade marks to include Huawei marks.</p> <p>Clause 19 of the Updated Personal e-Banking Terms replaces Clauses 4.1 and 4.2 of the EULA.</p>

<p>Clause 20 sets out our disclaimers regarding technological tools including the internet, our website, Hang Seng Personal Banking mobile app and Hang Seng Invest Express mobile app.</p> <p>Clause 21 sets out our disclaimers regarding Third Party Materials, Third Party Websites and other resources.</p>	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to technological tools and third party resources.</p> <p>Clauses 20 and 21 of the Updated Personal e-Banking Terms replace Clauses 1c, 3f, 7d, 8e, 8f, 8g, 8h, 8i and 9b of the Existing e-Banking Terms and Clauses 5, 6 and 8.1.4 of the EULA.</p>
<p>Clause 22 sets out the protection to the trade secrets and other Confidential Information of HSBC Group (including us) and third parties.</p>	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to confidential information.</p> <p>Clause 22 of the Updated Personal e-Banking Terms replaces Clauses 8a, 8b, 8c and 8d of the Existing e-Banking Terms.</p>
<p>Clause 23 sets out the joint and several liability of joint account holders.</p>	<p>Clause 23 of the Updated Personal e-Banking Terms replaces Clause 17a of the Existing e-Banking Terms.</p>
<p>Clause 24 sets out our right to claim compensation from you if you fail to perform your obligations or are grossly</p>	<p>Reorganised the existing indemnity clause.</p> <p>Clause 24 of the Updated Personal e-Banking Terms replaces Clause 10c of the Existing e-Banking Terms.</p>

negligent in using Personal e-Banking, etc.	
<p>Clause 25 states that our records are final.</p> <p>Clause 26 states that the information available to you via Personal e-Banking is for reference only and not binding.</p> <p>Clause 27 sets out our right to set the currency for making or receiving payments using Personal e-Banking and the applicable exchange rates if a currency exchange is needed.</p>	<p>Reorganised and grouped the clauses relating to these matters in sequence.</p> <p>Clauses 25, 26 and 27 of the Updated Personal e-Banking Terms replace Clauses 3e, 5f and 5g of the Existing e-Banking Terms.</p>
<p>Clause 28 sets out our responsibilities in relation to Personal e-Banking, the matters that we are responsible for and the matters that we are not.</p>	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to limitation of our liabilities.</p> <p>Clause 28 of the Updated Personal e-Banking Terms replaces Clauses 9a, 9d and 9e of the Existing e-Banking Terms and Clauses 11.23 and 11.24 of the EULA.</p>
<p>Clause 29 sets out how we may use and disclose your personal data.</p>	<p>Clause 29 of the Updated Personal e-Banking Terms replaces Clause 17d of the Existing e-Banking Terms.</p>

Clause 30 sets out our fees arrangement.	Clause 30 of the Updated Personal e-Banking Terms replaces Clause 6 of the Existing e-Banking Terms.
Clause 31 sets out the arrangement for terminating Personal e-Banking.	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to termination of services.</p> <p>Clause 31 of the Updated Personal e-Banking Terms replaces Clause 11 of the Existing e-Banking Terms and Clauses 8 and 11.20 of the EULA.</p>
Clause 32 sets out the arrangement for amending our terms and fees.	<p>Consolidated and reorganised the clauses in the Existing e-Banking Terms and the EULA that relate to amendments.</p> <p>Clause 32 of the Updated Personal e-Banking Terms replaces Clauses 6 and 13 of the Existing e-Banking Terms and Clause 10.2 of the EULA.</p>
Clause 33 sets out the communications arrangements.	Clause 33 of the Updated Personal e-Banking Terms replaces Clause 14 of the Existing e-Banking Terms.
<p>Clause 34 is the no waiver clause.</p> <p>Clause 35 deals with our costs and expenses on collecting debts from you.</p>	<p>Reorganised and grouped the clauses relating to these general matters in sequence.</p> <p>Clause 34 of the Updated Personal e-Banking Terms replaces Clause 16 of the Existing e-Banking Terms.</p>

<p>Clause 36 is the severability clause.</p> <p>Clause 37 is the no third party rights clause.</p> <p>Clause 38 is the governing law and jurisdiction clause.</p> <p>Clause 39 is the governing version clause.</p>	<p>Clause 35 of the Updated Personal e-Banking Terms replaces Clause 17c of the Existing e-Banking Terms.</p> <p>Clause 36 of the Updated Personal e-Banking Terms replaces Clause 15 of the Existing e-Banking Terms.</p> <p>Clause 37 of the Updated Personal e-Banking Terms replaces Clause 17e of the Existing e-Banking Terms.</p> <p>Clause 38 of the Updated Personal e-Banking Terms replaces Clause 18 of the Existing e-Banking Terms and Clause 9 of the EULA.</p> <p>Clause 39 of the Updated Personal e-Banking Terms replaces Clause 19 of the Existing e-Banking Terms and Clause 10.1 of the EULA.</p>
<p>Clause 40 sets out the definitions and interpretation rules.</p>	<p>Consolidated and reorganised the definitions in the Existing e-Banking Terms and the EULA.</p> <p>Clause 40 of the Updated Personal e-Banking Terms replaces the various definitions in the Existing e-Banking Terms and the EULA.</p>