



恒生銀行
HANG SENG BANK

Introduction to Money Safe






What is Money Safe?

Money Safe is the latest anti-fraud-and-scam security feature introduced by the Hong Kong Monetary Authority (HKMA), set to launch by the end of 2025. You can deposit your idle funds into a Money Safe Account at the bank, similar to placing money into a "safe". The protected funds cannot be withdrawn or transferred freely. Once the funds are locked, you will need to visit our bank branches for additional verification in order to unlock them. This feature provides enhanced protection for your funds against potential losses due to fraud and scams.

Experience the Use of Money Safe Account (Interim)











- Hang Seng Bank will introduce Money Safe in phases. During the trial run period, the **Money Safe Account (Interim)** will be available to **personal banking customers aged 65 and above**, and will only be offered at designated branches.
- Please call our service hotline at 2822 0286 or visit any branch to make an appointment before visiting our designated branches to open a Money Safe Account (Interim), applicable for both sole and joint accounts.

Money Safe Account (Interim) Features

 Upgraded Protection	Open a segregated Integrated Account as a "safe". Funds transferred into the designated sub-accounts (see Protection Coverage) will be protected*. Upon transferring to the designated sub-account(s), funds cannot be transferred out, including cash withdrawals, fund transfers, payments, or transactions using funds in the Designated Account(s) (except for bank charges). You can continue to transfer funds into the designated sub-accounts in the future according to your needs to enhance protection. If you need to transfer funds from the designated sub-account(s), you are required to visit our branch in person for additional verification by our bank staff to proceed with unlocking the funds.
 Deposit Interest Rate	Protected funds will continue to earn interest at the current deposit interest rate. The deposit interest rate will be determined based on the deposit amount, currency, and account type.
 Seamless Upgrade	The Money Safe Account will be launched by the end of 2025. By that time, we will automatically upgrade your Money Safe Account (Interim) and provide you with a 30 days' prior notice. Please note that by opening Money Safe Account (Interim), you agree to the auto-upgrade arrangement.

* The funds transferred to the designated sub-accounts of the new Money Safe Account (Interim) opened at branches will be immediately protected. For other designated sub-accounts that do not have funds transferred within the same day of account opening, the account setup will be completed within 5 working days, and all funds in designated sub-accounts will be protected subsequently upon completion of the setup.

Money Safe Account (Interim) Protection Coverage








 Protected Funds	 Unprotected Funds
<p>Funds in the <u>designated sub-accounts</u> in the Money Safe Account (Interim):</p> <ul style="list-style-type: none"> Hong Kong Dollar Savings Account Hong Kong Dollar Current Account United States Dollar Savings Account Renminbi Savings Account	<p>The following in the Money Safe Account (Interim)[^]:</p> <ul style="list-style-type: none"> Time deposits (This function will be blocked for Money Safe Account (Interim)) Other foreign currencies savings (including but not limited to Pound Sterling (GBP), Japanese Yen (JPY), Euro (EUR), Canadian Dollar (CAD), Swiss Franc (CHF), Australian Dollar (AUD), New Zealand Dollar (NZD), and South African Rand (ZAR)) Investment sub-accounts Paper Gold Account

[^] Time deposits, ATM card and cheque book functions for this account will be blocked.

Important Notes

To ensure that the Money Safe Account (Interim) can support your daily use of funds and enhance your protection, please note the following.

For enquiries, please contact our staff at branches or call our service hotline at 2822 0228. You can also contact us via Hang Seng Personal Banking mobile app or through the "Live Chat" function on the Hang Seng Personal e-Banking homepage.

 You should	 You should not
 Ensure you maintain sufficient funds in other accounts for daily and ad hoc use.	 Deposit funds into other designated sub-accounts (that have not been deposited on the day of account opening at the branch), through other channels (such as e-Banking) within five working days (i.e., before the account is set up) after opening the new Money Safe Account (Interim). Otherwise, the funds will not be protected before the completion of account setup. Example: <ul style="list-style-type: none">• If you open a new Money Safe Account (Interim) at a branch and deposit HK\$500,000 into the HKD Savings Account), the HKD Savings Account will be immediately protected, and all future deposits will also be protected.• For other designated sub-accounts (i.e., HKD Current Account, USD Savings Account and CNY Savings Account), since you have not deposited funds at the time of opening the Money Safe Account (Interim) at the branch, the account setup needs to be completed within five working days. Upon completion, all funds in the designated sub-accounts will be protected. However, if you deposit funds through non-branch channels (such as e-Banking) before the account setup is completed, the funds will only be protected after the account setup is done.
 Only transfer funds that need to be protected to the Money Safe Account (Interim).	 Set up any instructions for funds transfer out (e.g., autopay, direct debit authorisation, standing instructions, remittance, loan or mortgage repayment, etc.).  Open other banking products such as investments or activate other sub-accounts in the Money Safe Account (Interim). Otherwise, we are unable to upgrade your account automatically.

Terms and Conditions for Money Safe Account (Interim):

1. Money Safe Account (Interim) is an Integrated Account. These Terms and Conditions together with the Integrated Account Terms and Conditions and other terms and conditions that apply to Integrated Account (collectively, "Other Terms") govern your use of the Money Safe Account (Interim). You agree to comply with these Terms and Conditions and Other Terms. If there is any conflict between these Terms and Conditions and Other Terms, these Terms and Conditions will prevail for the Money Safe Account (Interim) protection.
 2. Money Safe Account (Interim) protection is only applicable to the following Sub-accounts of the Money Safe Account (Interim): Hong Kong Dollar Savings Account, Hong Kong Dollar Current Account, United States Dollar (USD) Savings Account, and Renminbi (CNY) Savings Account ("Designated Account(s)").
 3. Money Safe Account (Interim) protection is not applicable to other foreign currencies savings (including but not limited to British Pound Sterling (GBP), Japanese Yen (JPY), Euro (EUR), Canadian Dollar (CAD), Swiss Franc (CHF), Australian Dollar (AUD), New Zealand Dollar (NZD) and South African Rand (ZAR)), investment Sub-accounts and Gold Account.
 4. Upon transferring to the Designated Account(s), funds cannot be transferred out, including cash withdrawals, fund transfers, payments or transactions using funds in the Designated Account(s) (except for bank charges). You must cancel or not to set up any instructions for fund transfer out (for example, autopay, direct debit authorization, standing instructions, remittance, loan or mortgage repayment, etc..) as in some cases these instructions may still go through. We shall not be liable for any loss to you or any person arising from or in connection with any instructions for fund transfer out.
 5. If there is a need to transfer funds from the Designated Account(s), you are required to visit designated branches of Hang Seng Bank Limited ("Hang Seng" or "we") for verifications.
 6. Time Deposits, ATM card and cheque book function for Money Safe Account (Interim) will be blocked.
 7. Money Safe Account will be launched on or before 31 December 2025. By then, if you only hold deposits in the Designated Account(s) and do not hold foreign currency savings other than USD or CNY in the Money Safe Account (Interim), nor open other banking products such as investments/ insurance, we will automatically convert your Money Safe Account (Interim) to Money Safe Account. We will notify you on the account conversion arrangements and details before the account conversion (no less than 30 days in advance). Otherwise, you must visit Hang Seng branches in person if you would like to convert your Money Safe Account (Interim) to Money Safe Account.
 8. We may revise these Terms and Conditions at any time by giving you notice according to regulatory requirements. You will be bound by the revised Terms and Conditions if you continue to use and maintain the Money Safe Account (Interim) after the changes come into effect.
 9. No person other than you and Hang Seng (which includes its successors and assigns) will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provision of these Terms and Conditions
 10. These Terms and Conditions are governed by and will be construed in accordance with the laws of the Hong Kong Special Administrative Region.
 11. If there is any discrepancy between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.
- * Note: You may download the terms & conditions for future reference, or if you prefer to download the same version of terms & conditions later, you may visit hangseng.com/welcome within 30 days. You may not be able to access or download such version after 30 days. If you have declared your preferred way to receive banking documents (if any), your preference will remain effective in future communication. If you wish to change the preferred way to receive banking documents, you could send the instructions to us through mobile banking app, branch and hotline. Banking documents of applications of products and services through digital channels are provided in non-paper based format only