Conditions of Use for Virtual Card

About these Conditions of Use

These Conditions of Use form part of the contractual documentation governing Your use of the Hang Seng Commercial World Mastercard Virtual Card ("**Virtual Card**") and should be read together with:

(i) the Cardmember Agreement governing the use of the Hang Seng Commercial Cards; and

(ii) the Hang Seng Mastercard Smart Data Service/Hang Seng Commercial World Mastercard Virtual Card Service Application and Cancellation Form (including the Terms & Conditions of Smart Data Service contained therein)

(collectively, the "**Virtual Card Terms and Conditions**").

1. These Conditions of Use set out mandatory requirements in relation to the Customer and/or You using a Virtual Card.
2. Capitalised terms used but not defined in these Conditions of Use are as defined in the Virtual Card Terms and Conditions.
3. Non-compliance with these Conditions of Use will be deemed as 'negligence' for the purpose of the Virtual Card Terms and Conditions.
4. If there's any conflict between these Conditions of Use and the Virtual Card Terms and Conditions, the Virtual Card Terms and Conditions will take priority.
5. We may vary these Conditions of Use from time to time upon notice to the Customer.

Deploying a Virtual Card

When issuing a Virtual Card, the Customer and You must take all reasonable precautions to prevent fraudulent use of the Virtual Card, including the following:

- Issuing Virtual Cards for authorised business expenses only with clearly defined spending limits and expiry dates.
- Not sharing Virtual Card details via unsecure methods such as email or messaging platforms to prevent fraudsters from intercepting the Customer's / Your information.
- Using the Mastercard Smart Data platform to set card controls, for example, Merchant Category Group (MCG) restrictions or single transaction limits, to limit transactions to specific types of merchants and reduce the risk of unauthorised or excessive spending.
- Using the Mastercard Smart Data platform to cancel cards that are no longer needed or if the Customer / You think the card may have been compromised.
- To enhance tracking and control, assigning one Virtual Card per vendor or transaction type and where possible, setting cards to single use.
- Regularly reviewing transactions and Virtual Card statements in the Mastercard Smart Data platform to identify any suspicious activity or errors.
- Regularly reviewing and updating users that have access to the Mastercard Smart Data platform.

Keeping card details secure

- The Customer and You must ensure that the Virtual Card details are shared securely via the Mastercard Smart Data platform with the Customers' suppliers, including service providers who deal with associated expenses.

Statements

The Customer and You should check each Credit Card Statement relating to the Virtual Cards. Where any unrecognised transactions are identified, the section on 'Card cancellation' should be followed.

Card cancellation

If any of the following occur, the Customer and You must immediately cancel the issued Virtual Card:

- the card is no longer needed
- suspected fraud is identified
- an unrecognised transaction is identified
- the security of a Virtual Card has been compromised.

Jurisdiction

These Conditions of Use are governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region.

Definitions

We, **Us** and **Our** means Hang Seng Bank Limited and its branches.

You and **Your** means the Commercial World Mastercard Cardholder and/or the Virtual Card User in regard to the Virtual Card Service.

The Customer means the entity which has entered into an agreement with Us for the provision of Virtual Card Service or, if We are issuing the card at the request of the entity's parent company/entity then the Customer is such parent company/entity.