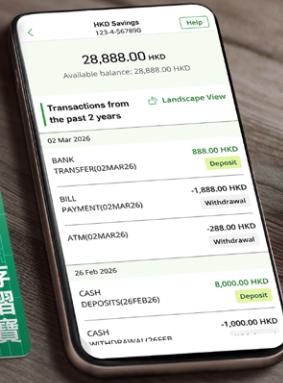




恒生銀行
HANG SENG BANK

Introduction to e-Passbook



Hang Seng e-Passbook – Passbook on Your Phone. One Card, One Device, Exclusively Yours

Tired of frequent trips to the branch just to check your passbook savings balance and records? With the brand-new e-Passbook, a simple tap lets you instantly view and download your HKD Passbook Savings Account balance and transaction history anytime, anywhere, right from your mobile phone. Less hassle, more convenience.

Switch to e-Passbook in just two steps

e-Passbook is only available to customers with valid personal HKD Passbook Savings Account(s) who do not have Hang Seng e-Banking. Simply:

1. Hold a mobile phone that supports Near Field Communication (NFC)*
2. Visit your nearest branch and download Hang Seng Mobile App to complete the application

* The mobile phone should be able to receive SMS, and are the supported models and operating system versions as we specify from time to time:

- iOS: iPhone with iOS 17.0 or above
- Android: NFC-enabled Android phones

Use with Ease, Enjoy with Care



Check your account status easily and safely

- Just a simple tap, you can check your HKD Passbook Savings Account balance, view transaction history for the past 2 years, and request records from the past 7 years, anytime, anywhere.
- Your transaction records can only be accessed via the designated mobile and e-Passbook, which are previously bound at the branch, ensuring greater security and peace of mind.



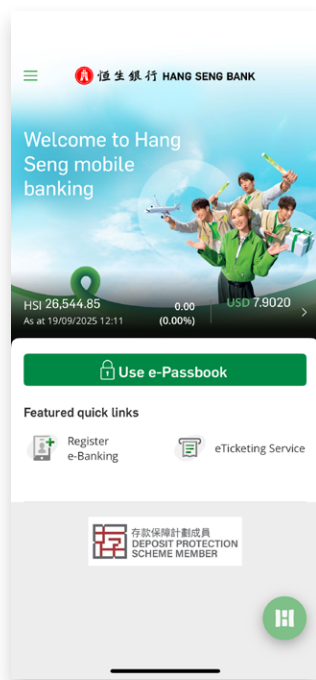
Thoughtful interface design, easy navigation

- Enjoy a newly designed interface with bigger, clearer fonts, providing you with a more comfortable reading experience.
- Tap "Landscape View" for a wider display, tailored to your viewing preference.

Please keep your e-Passbook and mobile phone safe, and do not allow others to use them. If your mobile phone or e-Passbook is lost, please call our Card Lost Reporting Hotline (852) 2836 0838 as soon as reasonably practicable to report the case. Please refer to Hang Seng website <https://www.hangseng.com/en-hk/resources/security/> regularly for more digital banking security tips.

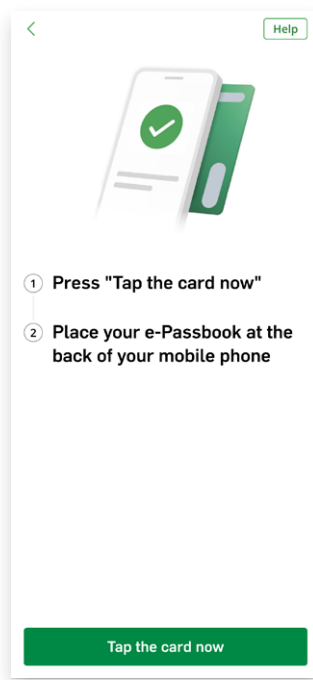
How to view transactions records with e-Passbook?

Access your account status anytime, anywhere in just a few simple steps:



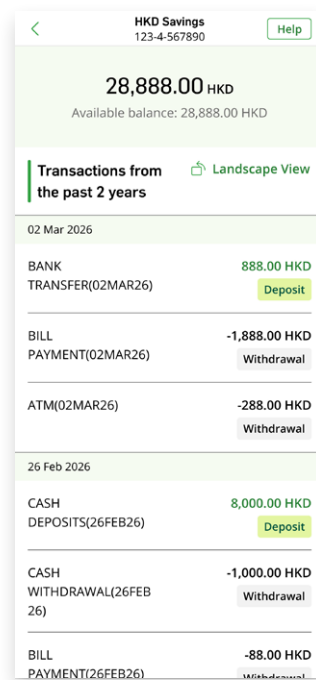
Step 1

Open your Hang Seng Mobile App and tap "Use e-Passbook"



Step 2

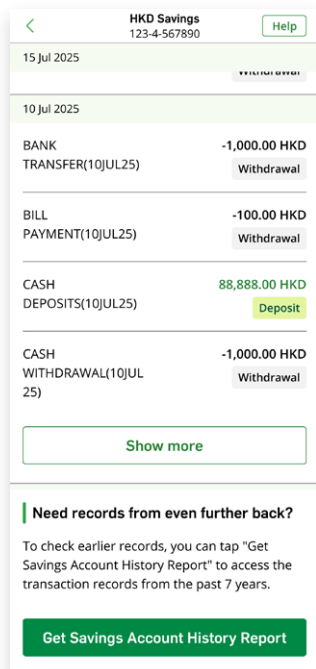
Place your e-Passbook at the back of your mobile phone



Step 3

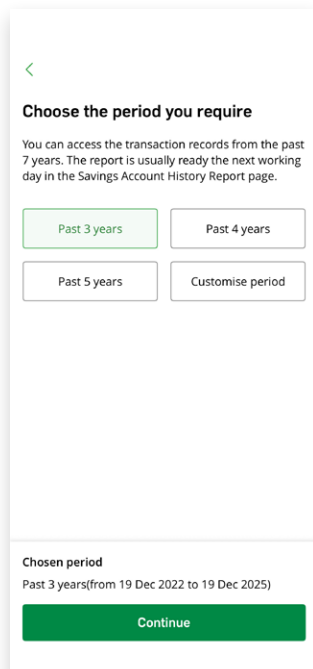
You'll see your account balance and transaction records for the past 2 years

Want to check earlier records?



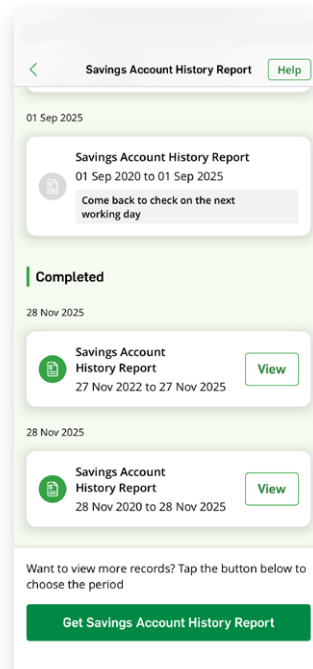
Step 1

On the e-Passbook account details page, scroll down and tap "Get Savings Account History Report"



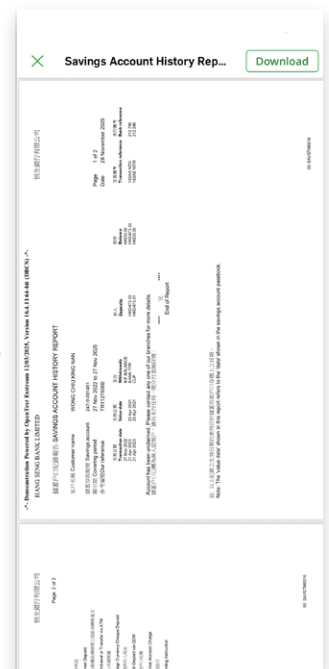
Step 2

Choose the period you require and confirm



Step 3

Normally, report request will be processed by the next working day. Tap "View" to open the report



Step 4

View and download the report

Note: Please review the records carefully to see if there are any errors, discrepancies, unauthorized debits or other transactions or entries arising from whatever cause. Transaction records may occasionally take longer to appear due to system upgrades or maintenance, you can check the system maintenance schedule on our website.