

## FAQ for customers who only have HSBC Direct Account before 5 July 2104

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## ◆ General Information

**Q: What is the difference between HSBC Direct and HSBC banking accounts?**

A: Please refer to the comparison table as below:

	Original HSBC Direct (Before Migration)	HSBC Personal Banking (After Migration)
Foreign Deposit	Only USD foreign currency savings account existed in the original HSBC Direct account.	After migration, customers could open Multiple Foreign currency account and open USD 、 AUD 、 CAD 、 EUR 、 GBP 、 HKD 、 YEN 、 NZD 、 SGD 、 SWISS Franc 、 SEK 、 ZAR 、 RMB accounts!
Term Deposit	Do not offer foreign currency term deposit, nor special campaign and interest mark-up	Offer foreign currency term deposit and related campaigns!
Non Designated Transfers	Cannot make non-designated transfers	Can make non-designated transfers
Security Device	Traditional security technique	Security device enhance your security level of financial management and prevent unauthorized transactions of your account!
Wealth Dashboard	Do not offer Wealth Dashboard function	The new HSBC's wealth dashboard is a holistic online wealth management solution platform. It gives you a unified overview of your holdings with HSBC and unprecedented control over your wealth; all in a simple-to-use interface.

## ◆ Personal Information

**Q: Will my personal information in HSBC Direct have any change after the migration?**

Your personal data in HSBC Direct will remain unchanged.

Q: After migration, will my HSBC Direct account be changed?

A: No. Your original HSBC Direct account will remain unchanged.

## ◆ Phone Banking Service

Q: What shall I do if I forgot my phone banking PIN?

A:

•The 6 digits numerical numbers of your internet banking PIN is your Phone banking PIN.

•If you remember your internet PIN / password, please follow the steps as below:

1. Visit HSBC Direct website ([www.hsbcdirect.com.tw](http://www.hsbcdirect.com.tw)) and login with your username, PIN and password by 4 Jul 2014
2. Select "Password Management"
- 3 Select "Reset Phone Banking PIN"
4. Click "Request Phone Banking PIN" and click "Confirm". Once you have successfully submitted the request, we will send your new Phone Banking PIN to your correspondence address.

•If you forget your Internet PIN / password or can not apply phone banking PIN reset via Internet banking platform:

By 4 Jul 2014:

Please go to HSBC Direct website ([www.hsbcdirect.com.tw](http://www.hsbcdirect.com.tw)) "Download Forms" and download "Phone Banking PIN Reset or Internet PIN and Password Activation Application Form" . Please complete all sections of the form and return your application form to HSBC by 1. Visiting an HSBC branch, or 2. Mail to P.O.BOX 167-2617 Taipei, Taiwan, HSBC Bank (Taiwan) Limited Credit & Account Service.

After 5 Jul 2014:

Please go to HSBC official website (<http://www.hsbc.com.tw>) "Form Download- Financial Service Category" and download "Phone Banking / Offline Password Reset / Security Device Request Form" . Please complete all sections of the form and return your application form to HSBC by 1. Visiting an HSBC branch, or 2. Mail to P.O.BOX 167-2617 Taipei, Taiwan, HSBC Bank (Taiwan) Limited Credit & Account Service.

Reminder: If your correspondence address has changed, please go to HSBC branches to change your personal information of correspondence address to ensure you can receive the correct Internet PIN.

**Q: Will my Phone Banking PIN of HSBC Direct be applicable after migration?**

Please set up your new HSBC phone banking PIN after migration with the following steps:

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Please call +886 2 8072 3000, and use your Direct Phone Banking PIN to set up a new 6-digit HSBC Phone Banking PIN .

## ◆ Internet Banking Service

### Q: Can I still log in to HSBC Direct Internet banking after migration?

Sorry, you will not be able to log in to HSBC Direct Internet banking after 5 July. After registering for HSBC Internet Banking and receiving Security Device, you can log in HSBC Internet Banking to manage your original Direct account. If you want to register for HSBC Internet Banking, please follow the steps below.

### Q: Is there any set-up change to my ex-HSBC Direct pre-designated account?

Your original HSBC Direct pre-designated account setting will remain unchanged, the execution time of domestic interbank schedule transfer will remain unchanged in the afternoon, but if it is not domestic interbank schedule transfer, the execution time will be shifted from afternoon to system book entries time in the evening. When you complete the HSBC Internet banking registry and receive your token, you can check all the previous schedule transfer set-up from the internet banking platform directly. If you would like to delete or revise the original setting, please call contact center or fill “TWD/USD Designated Account Application Form” and mail it back to “P.O.BOX 167-2617 Taipei, Taiwan, HSBC Bank (Taiwan) Limited Credit & Account Service” or visit branch.

### Q: Why Security Device is required in HSBC internet banking?

A: The Security Device meets HSBC group standard that can protect you from Internet Banking fraud. You may enjoy all the Internet Banking services with an enhanced level of security which minimize the chance of unauthorized use and protect you against possible online threats.

## ◆ HSBC Direct ATM Card/ VISA Card

### Q: Is the ATM card/Visa debit card of my original HSBC Direct account still valid after the migration?

After migration, you can still use HSBC Direct ATM card/Visa Debit card to withdraw or transfer the original account balance of your original HSBC Direct TWD Demand deposit account. The posing function of the original HSBC Direct Visa debit card will still be effective until card expiry.

## ◆ Account Management

### TWD Demand Deposit

#### Q: How will you calculate the TWD interest rate after the migration?

A: We will calculate on a daily simple-interest basis and settled every single month, and count to your principle in the next day. If your balance is under TWD 10,000, HSBC will not count interest of the day. If you deposit or transfer demand deposit out of HSBC operation period by ATM or Internet banking, the interest will be count starting from the deposit date. After 5 Jul 2014, the HSBC Direct TWD Demand Deposit interest Rate will no longer be applicable.

#### Q: Is the TWD deposit rate changed after the migration?

A: : HSBC Direct TWD Demand Deposit Account interest rate will no long be applicable. It will be based on the interest rate published on HSBC website for TWD demand deposit account (Please note the current interest rate for HSBC Direct TWD Demand Deposit Account is 0.26%; and for HSBC TWD Demand Deposit Account is 0.02%). Once there is any change, it will be announced on HSBC (Taiwan) website.

#### Q: If my nickname of TWD Demand Sub-account be remained?

A: Yes. You may find the nicknames of your sub-accounts as you log in the new Internet Banking Platform.

#### Q: Can I open more the sub-accounts after the account migration?

A: No, you cannot open more the sub-accounts after the account migration.

#### Q: How can I withdraw the cash of the balance of HSBC Direct TWD Demand Deposit Account?

A: You can continue to use HSBC Direct ATM Card to withdrawal/transfer the remaining HSBC Direct TWD balance from your original Direct account. You can also visit branches to withdraw cash.

#### Q: After migration, will my Pre-defined account of HSBC Direct be changed?

A: No, but the Pre-defined code and sequence may be different. If you need to add new designated account you may fill out the "TWD Pre-defined Account/Account Linkage Application Form and send back to P.O.BOX 167-2617 Taipei, Taiwan, HSBC Bank (Taiwan)

Limited Credit & Account Service” or visit branch.

**Q: Can I make the transactions with non Pre-defined account after the migration?**

A: Yes. But please be informed that the maximum of each transaction is set to zero for account security. Please call 24-hour hotline +886 8072-3000 and verify your identification. After the verification you can start the transaction with non Pre-defined account. (Please note that the maximum amount of non Pre-defined account is TWD 50,000 per transaction, TWD 100,000 per day and TWD 200,000 per month.)

**Q: After account migration, if anyone would like to wire money to the account, do I need to notify them the migration and account number change?**

A: No, you do not have to. The HSBC Direct account no and money-wiring info will remain unchanged.

**Q: After account migration, how should I conduct TWD transfer transactions?**

A: You can conduct TWD transfer transactions via the 4 following options:

- 1) Via HSBC Internet banking: transfer into TWD designated accounts and non-designated accounts\*  
\*Transfer limitation is NT\$50,000 per transaction, NT\$100,000 daily, and NT\$200,000 monthly.
- 2) Via HSBC Contact Center: transfer into TWD designated accounts
- 3) Via HSBC Direct ATM/Visa Debit Card: your HSBC Direct ATM card will still be valid. You can use the ATM card to make TWD designated accounts and non-designated accounts transactions in any ATM machine in Taiwan.
- 4) Visit HSBC Branch

**Q: After account migration, will there be any transaction fee incurred from making transfer transactions to designated account in TWD saving account?**

A: Yes. But after Migration, the tariff of HSBC Direct accounts will no longer be applicable. The tariff applicable to HSBC Integrated Account will govern. Current tariff is NT\$5 per transaction for inter-bank withdraw and NT\$15 per transaction for inter-bank transfer. (Separate announcement will be made on HSBC official website if any change happens in the future)

If you open other account before migration day, your HSBC Direct account will be automatically migrated to the newly opened account and enjoy the same service and tariff of the account. For example, if you apply HSBC Premier/Advance prior to 5 July

2014, the tariff of HSBC Premier/Advance will govern.

**Q: Since the interest rate is different, will the interest incurred from the Direct account be paid to my Direct account before migration day?**

A: Yes. The interest of HSBC Direct will be accrued until 3 July 2014 and to be paid to the account directly. The interest after 4 July 2014 will be combined in next interest payment date. (The interest on 4 Jul will still be calculated based on HSBC Direct TWD/USD Demand deposit account interest rate.)

### ◆ TWD Term Deposit

**Q: After migration, will there be any setting change to my original TWD Term Deposit in HSBC Direct account?**

A: No. The original TWD term deposit account number, balance, and deposit instruction remains unchanged.

**Q: My HSBC Direct Term Deposit is still not yet at maturity. What shall I do if I wish to withdraw early? How is the interest calculated?**

A: Before migration day, you can dial HSBC Direct Contact center 02-8073-3101. Our specialist will help you to complete the required processes after verifying your Phone and Banking PIN. The interest is calculated as below.

1. No interest is earned if less than a month.
2. If the term is more than a month, interest is calculated at 20% off the board rate on the start date of the deposit and calculated by the board rate of the actual saving period. Because HSBC Direct only provides terms of one-month, three-months, six-months, nine-months and one-year, the interest will be 80% of prorated of the most close and less term, if you withdraw your term deposit before it matures. For instance, if a one-year TWD Term Deposit is withdrawn in the seventh month, the interest is calculated as 20% off the interest rate of the six-months board rate when creating the Term Deposit.

**Q: After my HSBC Direct account is migrated to Integrated account, the interest rate of the renewed TWD term deposit will be the same with the original TWD term deposit interest rate?**

A: No. The renewal interest rate is calculated according to the HSHBC TWD Term Deposit board rate on the day you apply for renewal. After 5 Jul 2014, the HSBC Direct board rate will no longer exist.

## USD Demand Deposit

**Q: After my HSBC Direct account is migrated to Integrated account, how is the interest rate calculated?**

A: Interest rate calculation will be adjusted. Before migration, it is calculated on a daily simple-interest basis and settled every single month. After migration, it is calculated on a daily simple-interest basis and settled every 21 Jun and 21 Dec (the settlement will advance to the prior business day if the day is holiday) and it will be incorporated to principal on the next business day.

**Q: Will there be any interest rate change after migration?**

A: HSBC Direct USD Demand Deposit Account interest rate will no longer be applicable. It will be based on the interest rate published on HSBC website for USD demand deposit account. Please note the current interest for HSBC Direct USD Demand Deposit Account is 0.1%; and for HSBC USD Demand Deposit Account is 0.01%. Once there is any change in the future, announcements will be made on HSBC (TW) official website.

**Q: After my HSBC Direct account is migrated to Integrated account, how to open other foreign currency account?**

A: Please visit any of our branches to open other foreign currency account, we will open a Foreign Currency general service account for you.

**Q: After migration, can I withdraw and deposit USD cash via counter service?**

A: Yes. The following fee table is for your reference.

Service Item	Fee of HSBC Integrated account
USD Cash Withdrawal	0.5%(at least TWD 150)
USD Cash Deposit	0.5%(at least TWD 150)

**Q: My family routinely transfers US dollars from other overseas banks into my HSBC Direct USD savings account? Do I need to notify them the wiring info change?**

A: No need. After migration, your account no and wiring info will remain unchanged.

1.Name of Beneficiary Bank: "HSBC Bank (Taiwan) Limited"

2.Swift Code: "HSBCTWTP"

3.Address of Beneficiary Bank: "13-14F., No. 333, Sec. 1, Keelung Rd., Xinyi District, Taipei City 110, Taiwan"

4. Beneficiary's Account Name: the English name you provided to our bank
5. Beneficiary's Account Number: HSBC Direct USD savings account number ( total 12 digits )

### ◆ **Statement**

#### **Q: How the statement will be delivered after migration?**

A: After migration, you will receive the paper-based consolidated statement to your correspondence address recorded in HSBC Direct account.

#### **Q: After migration, will I still receive the email notice of statement download of HSBC Direct account?**

A: After migration, you will no longer receive the email notice of statement download of HSBC Direct account. Please apply HSBC internet banking service first. After logging in the service platform, you can request the e-statement/email notice service via "Statement and Notice" section. Once you apply the service, you can log on the platform to check statement details and related service notice on the 2<sup>nd</sup> working day of your statement cycle day and you will no longer receive paper statement.

#### **Q: After migration, how to change the statement delivery set-up?**

A: You can change the statement delivery set-up via HSBC internet banking platform.

#### **Q: Since the HSBC Direct platform can not be accessible after migration, how can I check the previous HSBC Direct statement?**

A: We highly recommend you to download HSBC Direct statement per your need via HSBC Direct internet banking platform before migration. Or you can call HSBC contact center at 02-8072-3000 or visit any branch to apply paper statement after certain security check.

### ◆ **Unit Trust Information**

#### **Q: What will be the impacted to my mutual funds after migration?**

A: After migration, HSBC Direct internet banking platform will no longer be accessible. But you could still make Lump Sum subscription/ monthly installment plan subscription/redemption/switch service via HSBC banking account internet banking platform. Except for internet banking platform, you could also make good use of counter and contact center service to make transactions.

**Q: Compared with HSBC Direct internet banking platform, what is the major difference between HSBC Direct and HSBC internet banking?**

**A:**

Transaction Type	Ex- HSBC Direct Internet banking platform (Before Migration)	HSBC banking account internet banking platform (After Migration)
Lump Sum Subscription	Provided	Provided
Redemption	Provided	Provided
Switch	Not Provided	Provided
Monthly Installment Plan (MIP) subscription	Provided	Provided (footnote 1)
Check Unit Trust holding/balance	Provided	Provided
Check Monthly Installment Plan (MIP) purchase instruction	Provided	Not Provided; But could be enquired via contact center phone PAC or branch
Change Existing Direct Monthly Installment Plan (MIP) purchase instruction	Provided	Provided (footnote 2)
Suspense, recover, or terminate existing Direct Monthly Installment Plan (MIP) purchase instruction	Provided	Not Provided; But could be enquired via contact center phone PAC or branch
Personalized investment portfolio analysis	Not Provided	Provided
Search and compare Funds	Not Provided	Provided
Customized market news and information update	Not Provided	Provided

Note 1: The debit date of HSBC banking account could be set as 6<sup>th</sup>/16<sup>th</sup>/26<sup>th</sup>. If there is any debit date provided in the future, please refer to the announcement on website.

Note 2: After migration, existing MIP transactions of ex-Direct account' s setting remains unchanged but cannot be changed. If customer would like to change the MIP settings, it is required to terminate the debit schedule and reapply for new MIP subscription instruction. After migration, customers could make new MIP subscription via branch, internet banking or contact center. But the change request of the new MIP subscription could only be done via contact center or branch.

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**Q: After migration, is there any change to fee charge?**

A: The redemption fee of existing holdings of HSBC Direct account will follow original HSBC Direct tariff table; but fund switch of the existing holdings of HSBC Direct or new MIP subscription, change, redemption will follow Mutual Fund related instructions of HSBC banking account. You can log on to the FAQ section of our official website.

<http://www.hsbc.com.tw>, front-page=>personal=>investment=>FAQs=>Unit Trust)

We will provide special offers to mutual funds from time to time, which will be published on official website.

**Q: After migration, how to subscribe new mutual funds? Is there any change to the minimum subscription amount?**

A: After account migration, you could subscribe new mutual funds via HSBC banking account internet banking, contact center or branch; all new subscribed mutual funds will follow HSBC unit trust account operation guidance of HSBC banking account including tariff and minimum subscription amount, etc. If there is any change in the future, the latest-announced tariff table will govern.

The minimum subscription amount per Mutual Fund related instructions of HSBC banking account stated is as follows, which has some differences.

- Lump Sum Subscription: equivalent of NTD50,000
- Monthly Installment Plan (MIP) subscription:
  - ✓ via internet banking: equivalent of NTD5,000/per subscription
  - ✓ via branch or contact center: equivalent of NTD3,000/per original subscription, up to 3 mutual funds to be selected on one application form; the total original subscription on the form is required to be NTD5,000.

**Q: After migration, how to redeem the existing mutual fund holdings of ex-HSBC Direct account? How to calculate the management fee of the redeemed funds? What is the difference of the functions in redemption page? Is there any change in the restriction of partial redemption?**

A: After migration, you can redeem the existing holdings via internet banking, contact center or branch. The redemption fee remains unchanged, and it is charged based on 0.2% annual fee and actual holding days (free of charge for Domestic money market fund). When the redemption transaction is executed, we will charge related fee from the redemption fee. Customers could choose to redeem the units partially or totally.

There are more redemption options of HSBC internet banking platform for customers to choose from. The subscribed units are displayed under the same fund in HSBC Direct platform. When redeeming funds, it is based on first-in-first-out concept. In other words, the former subscribed units will be redeemed. After migration, the serial no of each subscription will be displayed under the same fund, which will allow customers to

redeem the units subscribed at any time. If there is any change of the minimum invested amount of the partial redemption, Mutual Fund related rules of HSBC banking account will govern. The holding under each fund code should have minimum balance requirement of of TWD 50,000 under each ref. no of tax lot after partial redemption when redeeming funds under original HSBC Direct account.

**Q: What is the management fee of fund redemption via HSBC internet banking platform?**

A: If the fund redemption is conducted via HSBC internet banking, the fund management fee will follow HSBC account Unit Trust tariff and charge list. When customer performs redemption transactions, we will charge related fees from the redeemed amount. The annual fee rate of HSBC mutual fund account is as follows.

Offshore fund annual fee rate: 0.4%; domestic fund annual fee rate: 0.2% (free of charge for domestic money market fund)

(The rate mentioned here is for reference only. Please refer to the "Banking service tariff and product fee information" for the latest fee details. Once any change in the future, please follow the latest tariff announced on the official website.

**Q: After migration, the existing mutual funds of ex-HSBC Direct account can be switched or partially switched? How much is the fee? Is there any restriction on the partial redemption amount?**

A: After migration, the existing mutual funds of ex-HSBC Direct account can be switched or partially switched (limited to the same series of fund in the same company) via HSBC internet banking, contact center or branch. The switch fee will follow HSBC banking account investment-related product tariff. NTD500 will be charged per switch of Premier/Advance account. NTD800 will be charged per switch of other banking account. (Limited to funds under the same fund house).

If money market fund is switched to non- money market fund, marginal switching fee will be charged for first switch based on HSBC banking account investment product tariff.

If it is partially switched, the minimum investment amount restriction will follow HSBC operational regulations. Amount transferred in for a fund under individual unit trust tax lot code is at least NTD50,000 (present value) or equivalent of foreign currency, excluding of switch fee.

And the remaining balance of every single transaction series no fund after switch is at least NTD50,000 or equivalent of foreign currency.

**Q: After migration, how to check the current holdings of mutual funds? Is there any difference of holdings display between HSBC internet banking platform and ex-Direct platform?**

A: Three options are provided to check current mutual funds holdings?

a. When logging in HSBC internet banking platform(footnote 1), your mutual funds holdings and recent two years transactions including item name, amount, subscription date, and profit and loss will be viewed. HSBC internet banking platform will integrate all your current deposit and investment information, including deposit, mutual funds, ETF, bonds, structured note, gold account, and structured product. The platform will also provide deep portfolio analysis; further, personalized investment portfolio analysis and in-time market analysis, which is unique to the market, is provided. HSBC internet banking platform displays mutual fund items by holdings. Customers could expand the transaction details to view the display approach for investment holding of HSBC Personal Internet Banking is by fund level from the drop-down menu. If a mutual fund is subscribed at different times, the different subscription of the same mutual fund will be displayed together and its profit and loss will be calculated together. You could also click to show secondary unit, which is mutual fund transaction no, to view the profit and loss of the subscription.

b. Current month' s mutual fund and transaction details will be provided in composite statement of each month.

c. Current month' s mutual fund and recent transaction details can be enquired from contact center.

Footnote 1: how to apply HSBC internet banking platform? Please take a look of internet banking service for more details.

**Q: After migration, will I receive advise Letter of unit trust security redemption/ switching? Is the notice to be sent whenever subscription/redemption/switch is conducted? Via what channel?**

Except for monthly composite statement, a paper-based advise letter of unit trust security redemption/ switching will be sent to your correspondence address within 10 working days after the Lump Sum subscription/redemption/switch transactions conducted by customers are confirmed by mutual fund company. You could also check the transaction details via HSBC internet banking. But the MIP transaction details will not be sent separately.

**Q: After migration, how to enquiry the MIP holdings summary and related information of ex-Direct account?**

**A:** After migration, you can enquiry the ex-Direct account' s MIP holdings summary and related information including Fund name, amount, subscribed date, accumulated investment amount via HSBC internet banking platform. But please be noted that HSBC internet banking platform cannot display the original MIP instructions, such as debit account no, debit date and debit amount. If you still need to enquiry the non-displayed Information, please call contact center or visit branch.

**Q: The original MIP instructions of ex-Direct account will be executed as instructed?**

A: Yes. The original MIP instructions of ex-Direct account will be executed as instructed. The debit date, debit amount, fund name, and fee will remain unchanged. Your fund transactions and holdings summary will be integrated in the monthly composite statement. The confirmation letter of HSBC Direct Monthly Investment Plan will not be sent separately.

**Q: How may I suspend, resume, or change the setting on my HSBC Direct multiple installed payment after the migration? If it cannot be changed, how may I re-apply? Can it be changed if the multiple installed payment was established via HSBC account platform?**

A: We do not offer multiple installed payment setting change besides suspending, resuming, and terminating multiple installed payment. You may suspend or resume the multiple installed payment services via our Contact Centre or visit our branch. You may apply for new multiple installed payment via HSBC Personal Internet Banking, Contact Centre, or visit our branch as we are not able to change the original setting.

All new mutual fund transactions, charges, operations, and account crediting are aligned with the HSBC account unit trust operation guidance. Please kindly refer to Q4 for more details. In addition, HSBC will provide Personal Internet Banking unit trust campaign. Please check the HSBC website for the latest offer.

Also, multiple installed payment established via HSBC account platform is not limited by the description above. You may inquire, suspend, resume, or change (including underlying, amount, and date) the multiple installed payment via our Contact Centre.

**◆ Others**

**Q: I am not located in Taiwan and not able to go back within a short period; will I be able to manage my HSBC Direct account after migration?**

A: If you are overseas, before migration, please make sure your HSBC Direct phone banking PIN is still valid to further apply HSBC phone banking service and internet banking service by following the steps listed below after migration.

**HSBC Phone Banking Service:**

Please set up your new HSBC phone banking PIN after migration with the following steps.

1. Call our 24-hour phone banking service at +886 2 8072 3000.
2. Use your original HSBC Direct phone banking PIN to reset a new 6-digit HSBC phone banking PIN.
3. After the setup, you will be able to manage your original HSBC Direct account with our HSBC phone banking service

Once the system' s migrated, your original phone banking PIN will be invalid. We suggest you to confirm your HSBC Direct phone banking PIN' s still effective before migration for applying a new HSBC phone banking PIN.

**HSBC Internet Banking Service:**

Please register for HSBC Internet Banking after migration with the following steps.

1. Please use your new HSBC Phone Banking PIN + the first 9 digits of your original HSBC Direct account number to register for Internet Banking on the HSBC (Taiwan) website.
2. We will send you a Security Device for Internet Banking within 7 to 14 working days by registered mail after your Internet registration. After receiving the Security Device, you will be able to log onto HSBC Internet Banking to access your original HSBC Direct account. Before receiving the Security Device, you will be temporarily restricted from logging onto the HSBC Internet Banking service to access your original account.

FAQ for customers who have Premier/Advance/Integrated+ HSBC Direct Account before 5 July 2014

- ◆ Personal Information
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- ◆ Account Management
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- ◆ Unit Trust Information
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## ◆ Personal Information

**Q: Will my personal information in HSBC Direct have any change after the migration?**

If your personal data of HSBC Direct differs from that your HSBC Premier/Advanced/Integrated Account, the information of your HSBC Premier/Advanced/Integrated Account will be applicable.

**Q: After migration, will my HSBC Direct account be changed?**

A: No. Your original HSBC Direct account will remain unchanged.

## ◆ Personal Banking

**Q: Will my Phone Banking PIN of HSBC Direct be applicable after migration?**

You can manage your ex-HSBC Direct account via your HSBC Phone banking PIN. (The original HSBC Direct phone banking PIN will be invalid after migration. If you have not held the phone banking PIN or it has been expired, you may fill the HSBC phone banking PIN application form or visit any branch to apply one). We recommend you to confirm your HSBC phone banking PIN is still valid to avoid the gap period that you can not enjoy phone banking service due to system migration.

## ◆ Internet Banking

**Q: Is there any set-up change to my ex-HSBC Direct pre-designated account?**

Your original HSBC Direct pre-designated will still be applicable. After migration, you can enquire, delete or revise the original set-up. If you cannot perform those functions, please call contact center or fill "TWD/USD Designated Account Application Form" and mail it back to "P.O.BOX 167-2617 Taipei, Taiwan, HSBC Bank (Taiwan) Limited Credit & Account Service" or visit branch.

**Q: Can I still log in to HSBC Direct Internet banking after migration?**

Sorry, you will not be able to log in to HSBC Direct Internet banking after 5 July. You can manage your original Direct account via Internet Banking Platform.

If you already have Internet Banking access, the log-in process remains the same. You will be able to view your original HSBC Direct account after you log in to HSBC Internet Banking.

If you do not have the access to Internet Banking, please apply the access after the migration. After registering for HSBC Internet Banking and receiving Security Device, you can log in HSBC Internet Banking to manage your original Direct account. If you want to register for HSBC Internet Banking, please go to HSBC official website

(<http://www.hsbc.com.tw>), find “Internet Banking” on the right side of the page and click “Register” .

You can register for Internet Banking by two ways:

Option 1: using your bank account number (first 9 digits) plus your phone banking PIN (6 digits) to register.

Option 2: using your ATM card or Visa Debit card number plus your magnetic stripe PIN and issue number to register.

After clicking “Register” on HSBC official website, you will find the screen as below:

**Registration**

**Register for Internet Banking Service**

If you have a personal bank account with HSBC, you can register now to set up internet banking. The process is quick and easy.

The first step is to identify yourself, which you can do in one of two ways:

**Option 1: using your bank account number (first 9 digits) plus your phone banking PIN (6 digits)**

**Option 2: using your ATM card or Visa Debit card number ([View Sample](#)) plus your magnetic stripe PIN (4 digits) and Issue number**

Please select the option you wish to use, and enter the required information below

Option 1: Bank Account Number (First 9 Digits)

Phone Banking PIN (6 digits)

[Continue](#)

#### Q: Why Security Device is required in HSBC internet banking?

A: The Security Device meets HSBC group standard that can protect you from Internet Banking fraud. You may enjoy all the Internet Banking services with an enhanced level of security which minimize the chance of unauthorized use and protect you against possible online threats.

#### ◆ HSBC Direct ATM Card/Visa Card

Q: Is the ATM card/Visa debit card of my original HSBC Direct account still valid after the migration?

After migration, you can still use HSBC Direct ATM card/Visa Debit card to withdraw or transfer original HSBC Direct TWD Demand deposit account balance, which is the account balance of the account number printed on the card). The posing function of the ex-HSBC Direct Visa debit card can be effective until card expiry. Your current HSBC ATM card/Visa card can withdraw or transfer the TWD demand deposit account balance of your current HSBC account.

## ◆ Account Management

### TWD Demand Deposit

#### Q: How will you calculate the TWD interest rate after the migration?

A: We will calculate on a daily simple-interest basis and settled every single month, and count to your principle in the next day. If your balance is under TWD 10,000, HSBC will not count interest of the day. If you deposit or transfer demand deposit out of HSBC operation period by ATM or Internet banking, the interest will be count starting from the deposit date. The interest of HSBC Direct will be accrued until 3 July 2014 and to the account directly. The interest after 4 July 2014 will be combined in next interest payment date.

#### Q: Is the TWD deposit rate be changed after the migration?

A: : HSBC Direct TWD Demand Deposit Account interest rate will no long be applicable. It will be based on the interest rate published on HSBC website for TWD demand deposit account (Please note the current interest rate for HSBC Direct TWD Demand Deposit Account is 0.26%; and for HSBC TWD Demand Deposit Account is 0.02%).

#### Q: If my nickname of TWD Demand Sub-account be remained?

A: Yes. You may find the nicknames of your sub-accounts as you logging in the new Internet Banking Platform.

#### Q: Can I open more the sub-accounts after the account migration?

A: Sorry, you cannot open more the sub-accounts after the account migration.

#### Q: How can I withdraw the cash of the balance of HSBC Direct TWD Demand Deposit Account?

A: Please continue to use HSBC Direct ATM Card to withdrawal/transfer the remaining HSBC Direct TWD balance from your original Direct account. You can also visit branches to withdraw cash.

#### Q: After migration, will my Pre-defined account of HSBC Direct be changed?

A: No, but the Pre-defined code and sequence may be different. If you need to add new designated account you may fill out the "TWD Pre-defined Account/Account Linkage Application Form and send back to P.O.BOX 167-2617 Taipei, Taiwan, HSBC Bank (Taiwan) Limited Credit & Account Service" or visit branch.

#### Q: Can I make the transactions with non Pre-defined account after the migration?

A: Yes. But please be informed that the maximum of each transaction is set to zero for account security. Please call 24-hour hotline +886 8072-3000 to terminate non Pre-defined account transactions.

**Q: After account migration, if anyone would like to wire money to the account, do I need to notify them the migration and account number change?**

A: No, you do not have to. The HSBC Direct account no and money-wiring info will remain unchanged.

**Q: After account migration, how should I conduct TWD transfer transactions?**

A: You can conduct TWD transfer transactions via the 4 following options:

1. Via HSBC Internet banking: transfer into TWD designated accounts and non-designated accounts\*

\*Transfer limitation is NT\$50,000 per transaction, NT\$100,000 daily, and NT\$200,000 monthly.

2. Via HSBC Contact Center: transfer into TWD designated accounts

3. Via HSBC Direct ATM/Visa Debit Card: your HSBC Direct ATM card will still be valid. You can use the ATM card to make TWD designated accounts and non-designated accounts transactions in any ATM machine in Taiwan.

4. Visit HSBC Branch

**Q: After account migration, will there be any transaction fee incurred from making transfer transactions to designated account in TWD saving account?**

A:

The preferential scheme of Premier/Advance/Integrated account will be applicable.

\*Premier customers can enjoy the fee waiver (up to 50 times per month) for intra-bank transfer at other bank ATMs and inter-bank cash withdrawal/transfer. ATM cash withdrawal and local transfer will be charged for NT\$ 5 and NT\$ 15 respectively if exceeding 16 times.

\*Advance customers can enjoy the fee waiver (up to 15 times per month) for intra-bank transfer at other bank ATMs and inter-bank cash withdrawal/transfer. ATM cash withdrawal and local transfer will be charged for NT\$ 5 and NT\$ 15 respectively if exceeding 16 times.

\*Integrated account customers: ATM cash withdrawal and local transfer will be charged for NT\$ 5 and NT\$ 15 respectively if exceeding 16 times.

**Q: Can I transfer to my original HSBC Direct Account with the same account number from Premier/Advance/Integrated account?**

A: Yes, you can transfer to my original HSBC Direct Account with the same account number from Premier/Advance/Integrated account.

INTERNAL

**Q: Since the interest rate is different, will the interest incurred from the Direct account be paid to my Direct account before migration day?**

A: Yes. The interest of HSBC Direct will be accrued until 3 July 2014 and to be paid to the account directly. The interest after 4 July 2014 will be combined in next interest payment date. (The interest on 4 Jul will still be calculated based on HSBC Direct TWD/USD Demand deposit account interest rate.)

**Q: After migration, will there be any setting change to my original TWD Term Deposit in HSBC Direct account?**

A: No. The original TWD term deposit account number, balance, and deposit instruction remains unchanged.

**Q: My HSBC Direct Term Deposit is still not yet at maturity. What shall I do if I wish to withdraw early? How is the interest calculated?**

A: Before migration day, you can dial HSBC Direct Contact center 02-8073-3101. Our specialist will help you to complete the required processes after verifying your Phone and Banking PIN. The interest is calculated as below.

1. No interest is earned if less than a month.
2. If the term is more than a month, interest is calculated at 20% off the board rate on the start date of the deposit and calculated by the board rate of the actual saving period. Because HSBC Direct only provides terms of one-month, three-months, six-months, nine-months and one-year, the interest will be 80% of prorated of the most close and less term, if you withdraw your term deposit before it matures. For instance, if a one-year TWD Term Deposit is withdrawn in the seventh month, the interest is calculated as 20% off the interest rate of the six-months board rate when creating the Term Deposit.

**Q: After my HSBC Direct account is migrated to Integrated account, the interest rate of the renewed TWD term deposit will be the same with the original TWD term deposit interest rate?**

A: No. The renewal interest rate is calculated according to the HSHBC TWD Term Deposit board rate on the day you apply for renewal. After 5 Jul 2014, the HSBC Direct board rate will no longer exist.

## **USD Demand Deposit**

**Q: After my HSBC Direct account is migrated to Integrated account, how is the interest rate calculated?**

A: Interest rate calculation will be adjusted. Before migration, it is calculated on a daily simple-interest basis and settled every single month. After migration, it is calculated on a daily simple-interest basis and settled every 21 Jun and 21 Dec (the settlement will

advance to the prior business day if the day is holiday) and it will be incorporated to principal on the next business day.

**Q: Will there be any interest rate change after migration?**

A: HSBC Direct USD Demand Deposit Account interest rate will no long be applicable. It will be based on the interest rate published on HSBC website for USD demand deposit account. Please note the current interest for HSBC Direct USD Demand Deposit Account is 0.1%; and for HSBC USD Demand Deposit Account is 0.01%. Once there is any change in the future, announcements will be made on HSBC (TW) official website.

**Q: After my HSBC Direct account is migrated to Integrated account, how to open other foreign currency account?**

A: If you already have foreign currency account, you can open accounts of other currencies by Call Center.

**Q: After migration, can I withdraw and deposit USD cash via counter service?**

A: Yes. The following fee table is for your reference.

Service Items	Premier Account	Advanced Account	Integrated Account
USD Cash Withdrawal	0.35%(at least TWD 100)	0.5%(at least TWD 100)	0.5%(at least TWD 150)
USD Cash Deposit	0.35%(at least TWD 100)	0.35%(at least TWD 100)	0.5%(at least TWD 150)

**Q: My family routinely transfers US dollars from other overseas banks into my HSBC Direct USD savings account? Do I need to notify them the wiring info change?**

A: No need. After migration, your account no and wiring info will remain unchanged.

1.Name of Beneficiary Bank: "HSBC Bank (Taiwan) Limited"

2.Swift Code: "HSBCTWTP"

3.Address of Beneficiary Bank: "13-14F., No. 333, Sec. 1, Keelung Rd., Xinyi District, Taipei City 110, Taiwan"

4.Beneficiary' s Account Name: the English name you provided to our bank

5.Beneficiary' s Account Number: HSBC Direct USD savings account number ( total 12 digits )

**◆ Statement**

**Q: What is the way of sending my account statement?**

The statement of your HSBC Direct account will be consolidated into your existing HSBC

Premier/Advance/Integrated banking composite statement, and will be sent to you based on your original setting.

**Q: How can I apply for the statement before the migration?**

A: Please call Call Center at +886 8072-3000 to apply or you can visit branches to apply the statement before migration after identity verification.

**Q: How can I do if I do not want to receive physical statement after the migration?**

A: You can apply for e-statement on HSBC Internet Banking before the migration. By doing that you will receive e-statement consolidating the information of your original Direct account after migration. If you do not have Internet banking, please register for Internet banking to set the instruction.

If you would like to register for Internet Banking, please go to HSBC official site (Taiwan) and you can find "Personal Internet Banking" on the right side. Please click "log on" and you can choose to register by HSBC account number or ATM card/VISA card to register.

**Q: Will I receive the notice to download the statement of Direct Account after the migration?**

A: No, you will not receive the notice to download the statement of Direct Account after the migration. The statement of your HSBC Direct account will be consolidated into your existing HSBC Premier/Advance/Integrated banking composite statement, and will be sent to you based on your original setting.

**Q: After migration, how to change the statement delivery set-up?**

A: You can change the statement delivery set-up via HSBC internet banking platform.

**Q: Since the HSBC Direct platform can not be accessible after migration, how can I check the previous HSBC Direct statement?**

A: We highly recommend you to download HSBC Direct statement per your need via HSBC Direct internet banking platform before migration. Or you can call HSBC contact center at 02-8072-3000 or visit any branch to apply paper statement after certain security check.

**◆ Unit Trust Information**

**Q: What will be the impacted to my mutual funds after migration?**

A: After migration, HSBC Direct internet banking platform will no longer be accessible. But you could still make Lump Sum subscription/ monthly installment plan subscription/redemption/switch service via HSBC banking account internet banking platform. Except for internet banking platform, you could also make good use of counter and contact center service to make transactions.

**Q: Compared with HSBC Direct internet banking platform, what is the major difference between HSBC Direct and HSBC internet banking?**

**A:**

Transaction Type	Ex- HSBC Direct Internet banking platform (Before Migration)	HSBC banking account internet banking platform (After Migration)
Lump Sum Subscription	Provided	Provided
Redemption	Provided	Provided
Switch	Not Provided	Provided
Monthly Installment Plan (MIP) subscription	Provided	Provided (footnote 1)
Check Unit Trust holding/balance	Provided	Provided
Check Monthly Installment Plan (MIP) purchase instruction	Provided	Not Provided; But could be enquired via contact center phone PAC or branch
Change Existing Direct Monthly Installment Plan (MIP) purchase instruction	Provided	Provided (footnote 2)
Suspense, recover, or terminate existing Direct Monthly Installment Plan (MIP) purchase instruction	Provided	Not Provided; But could be enquired via contact center phone PAC or branch
Personalized investment portfolio analysis	Not Provided	Provided
Search and compare Funds	Not Provided	Provided
Customized market news and information update	Not Provided	Provided

Note 1: The debit date of HSBC banking account could be set as 6<sup>th</sup>/16<sup>th</sup>/26<sup>th</sup>. If there is any debit date provided in the future, please refer to the announcement on website.

Note 2: After migration, existing MIP transactions of ex-Direct account' s setting

remains unchanged but cannot be changed. If customer would like to change the MIP settings, it is required to terminate the debit schedule and reapply for new MIP subscription instruction. After migration, customers could make new MIP subscription via branch, internet banking or contact center. But the change request of the new MIP subscription could only be done via contact center or branch.

**Q: After migration, is there any change to fee charge?**

A: The redemption fee of existing holdings of HSBC Direct account will follow original HSBC Direct tariff table; but fund switch of the existing holdings of HSBC Direct or new MIP subscription, change, redemption will follow Mutual Fund related instructions of HSBC banking account. You can log on to the FAQ section of our official website.

<http://www.hsbc.com.tw, front-page=>personal=>investment=>FAQs=>Unit Trust>

We will provide special offers to mutual funds from time to time, which will be published on official website.

**Q: After migration, how to subscribe new mutual funds? Is there any change to the minimum subscription amount?**

A: After account migration, you could subscribe new mutual funds via HSBC banking account internet banking, contact center or branch; all new subscribed mutual funds will follow HSBC unit trust account operation guidance of HSBC banking account including tariff and minimum subscription amount, etc. If there is any change in the future, the latest-announced tariff table will govern.

The minimum subscription amount per Mutual Fund related instructions of HSBC banking account stated is as follows, which has some differences.

- Lump Sum Subscription: equivalent of NTD50,000
- Monthly Installment Plan (MIP) subscription:
  - ✓ via internet banking: equivalent of NTD5,000/per subscription
  - ✓ via branch or contact center: equivalent of NTD3,000/per original subscription, up to 3 mutual funds to be selected on one application form; the total original subscription on the form is required to be NTD5,000.

**Q: After migration, how to redeem the existing mutual fund holdings of ex-HSBC Direct account? How to calculate the management fee of the redeemed funds? What is the difference of the functions in redemption page? Is there any change in the restriction of partial redemption?**

A: After migration, you can redeem the existing holdings via internet banking, contact center or branch. The redemption fee remains unchanged, and it is charged based on 0.2% annual fee and actual holding days (free of charge for Domestic money market fund). When the redemption transaction is executed, we will charge related fee from the redemption fee. Customers could choose to redeem the units partially or totally.

There are more redemption options of HSBC internet banking platform for customers to choose from. The subscribed units are displayed under the same fund in HSBC Direct platform. When redeeming funds, it is based on first-in-first-out concept. In other words, the former subscribed units will be redeemed. After migration, the serial no of each subscription will be displayed under the same fund, which will allow customers to redeem the units subscribed at any time. If there is any change of the minimum invested amount of the partial redemption, Mutual Fund related rules of HSBC banking account will govern. The holding under each fund code should have minimum balance requirement of of TWD 50,000 under each ref. no of tax lot after partial redemption when redeeming funds under original HSBC Direct account.

**Q: What is the management fee of fund redemption via HSBC internet banking platform?**

A: If the fund redemption is conducted via HSBC internet banking, the fund management fee will follow HSBC account Unit Trust tariff and charge list. When customer performs redemption transactions, we will charge related fees from the redeemed amount. The annual fee rate of HSBC mutual fund account is as follows.

Offshore fund annual fee rate: 0.4%; domestic fund annual fee rate: 0.2% (free of charge for domestic money market fund)

(The rate mentioned here is for reference only. Please refer to the "Banking service tariff and product fee information" for the latest fee details. Once any change in the future, please follow the latest tariff announced on the official website.

**Q: After migration, the existing mutual funds of ex-HSBC Direct account can be switched or partially switched? How much is the fee? Is there any restriction on the partial redemption amount?**

A: After migration, the existing mutual funds of ex-HSBC Direct account can be switched or partially switched (limited to the same series of fund in the same company) via HSBC internet banking, contact center or branch. The switch fee will follow HSBC banking account investment-related product tariff. NTD500 will be charged per switch of Premier/Advance account. NTD800 will be charged per switch of other banking account. (Limited to funds under the same fund house).

If money market fund is switched to non- money market fund, marginal switching fee will be charged for first switch based on HSBC banking account investment product tariff.

If it is partially switched, the minimum investment amount restriction will follow HSBC operational regulations. Amount transferred in for a fund under individual unit trust tax lot code is at least NTD50,000 (present value) or equivalent of foreign currency, excluding of switch fee.

And the remaining balance of every single transaction series no fund after switch is at least NTD50,000 or equivalent of foreign currency.

**Q: After migration, how to check the current holdings of mutual funds? Is there any difference of holdings display between HSBC internet banking platform and ex-Direct platform?**

A: Three options are provided to check current mutual funds holdings?

a. When logging in HSBC internet banking platform(footnote 1), your mutual funds holdings and recent two years transactions including item name, amount, subscription date, and profit and loss will be viewed. HSBC internet banking platform will integrate all your current deposit and investment information, including deposit, mutual funds, ETF, bonds, structured note, gold account, and structured product. The platform will also provide deep portfolio analysis; further, personalized investment portfolio analysis and in-time market analysis, which is unique to the market, is provided. HSBC internet banking platform displays mutual fund items by holdings. Customers could expand the transaction details to view the display approach for investment holding of HSBC Personal Internet Banking is by fund level from the drop-down menu. If a mutual fund is subscribed at different times, the different subscription of the same mutual fund will be displayed together and its profit and loss will be calculated together. You could also click to show secondary unit, which is mutual fund transaction no, to view the profit and loss of the subscription.

b. Current month' s mutual fund and transaction details will be provided in composite statement of each month.

c. Current month' s mutual fund and recent transaction details can be enquired from contact center.

Footnote 1: how to apply HSBC internet banking platform? Please take a look of internet banking service for more details.

**Q: After migration, will I receive advise Letter of unit trust security redemption/ switching? Is the notice to be sent whenever subscription/redemption/switch is conducted? Via what channel?**

Except for monthly composite statement, a paper-based advise letter of unit trust security redemption/ switching will be sent to your correspondence address within 10 working days after the Lump Sum subscription/redemption/switch transactions conducted by customers are confirmed by mutual fund company. You could also check the transaction details via HSBC internet banking. But the MIP transaction details will not be sent separately.

**Q: After migration, how to enquiry the MIP holdings summary and related information of ex-Direct account?**

A: After migration, you can enquiry the ex-Direct account' s MIP holdings summary and

related information including Fund name, amount, subscribed date, accumulated investment amount via HSBC internet banking platform. But please be noted that HSBC internet banking platform cannot display the original MIP instructions, such as debit account no, debit date and debit amount. If you still need to enquiry the non-displayed Information, please call contact center or visit branch.

**Q: The original MIP instructions of ex-Direct account will be executed as instructed?**

A: Yes. The original MIP instructions of ex-Direct account will be executed as instructed. The debit date, debit amount, fund name, and fee will remain unchanged. Your fund transactions and holdings summary will be integrated in the monthly composite statement. The confirmation letter of HSBC Direct Monthly Investment Plan will not be sent separately.

**Q: How may I suspend, resume, or change the setting on my HSBC Direct multiple installed payment after the migration? If it cannot be changed, how may I re-apply? Can it be changed if the multiple installed payment was established via HSBC account platform?**

A: We do not offer multiple installed payment setting change besides suspending, resuming, and terminating multiple installed payment. You may suspend or resume the multiple installed payment services via our Contact Centre or visit our branch. You may apply for new multiple installed payment via HSBC Personal Internet Banking, Contact Centre, or visit our branch as we are not able to change the original setting. All new mutual fund transactions, charges, operations, and account crediting are aligned with the HSBC account unit trust operation guidance. Please kindly refer to Q4 for more details. In addition, HSBC will provide Personal Internet Banking unit trust campaign. Please check the HSBC website for the latest offer. Also, multiple installed payment established via HSBC account platform is not limited by the description above. You may inquire, suspend, resume, or change (including underlying, amount, and date) the multiple installed payment via our Contact Centre.

**◆ Others**

**Q: I am not located in Taiwan and not able to go back within a short period; will I be able to manage my HSBC Direct account after migration?**

**HSBC Phone Banking Service:**

You can manage your original Direct Account by Phone Banking (the original Phone Banking password will be invalid. If you do not have the password or the password is

invalid, please go to HSBC official website (<http://www.hsbc.com.tw>) "Form Download-Financial Service Category" and download "Phone Banking / Offline Password Reset / Security Device Request Form" . Please complete all sections of the form and return your application form to HSBC by 1. Visiting an HSBC branch, or 2. Mail to P.O.BOX 167-2617 Taipei, Taiwan, HSBC Bank (Taiwan) Limited Credit & Account Service. Please remember your PIN to enjoy continuous service during the migration .

**HSBC Internet Banking Service:**

If you already registered Internet Banking for Premier/Advanced/Integrated account, you can easily find your original Direct account when logging in Internet Banking and manage your original Direct account on the platform.

If you have not registered Internet Banking for Premier/Advanced/Integrated account, please register it to easily manage your account in the future.