



[Online Banking service change]

At HSBC, we focus on delivering best in class digital services to our customers. As part of this commitment, we are in the process of implementing new online and mobile banking experiences to you in Taiwan. HSBC will continue to deliver new functionality, access, navigation and usability enhancements for both online and mobile banking on an ongoing basis, making it easier than ever for customers to bank with us through our digital channels.

Changes to the core functions of Online Banking will continuously be done throughout this year. During the process of change, you might see different formats of webpages and few Online Banking services are terminated after the 30th of November 2019. Please be assured that this system transition will not have any impact to your account information.

The upgrade of the platform is a new and important milestone for HSBC to providing better services and digital experiences to our customers. We sincerely thank you for your patience and support.

- Online Banking and Mobile Banking services which are terminated or temporarily unavailable after the 30th of November 2019.

| Online Banking/ Mobile Banking | Function Name | Terminated / Temporarily unavailable | Alternative service channel |
|-----------------------------------|---|--|--|
| Online Banking | Set up new alert via SMS | Terminated | Branch or Mail application form |
| Online Banking | Select accounts | Terminated | Contact Centre |
| Online Banking | Rename accounts | Terminated | |
| Online Banking | Net worth statement | Terminated | |
| Online Banking | e-Advice request | Terminated | |
| Mobile Banking | Open new term deposit | Temporarily unavailable | Online Banking |
| Mobile Banking | Transfer to non-predestinated or non-saved payee | Temporarily unavailable | Online Banking |
| Mobile Banking | Transfer to foreign currency account in other domestic bank | Temporarily unavailable | Online Banking |