

## Hang Seng Prestige Banking Welcome Offers Promotion (September – December 2024) – Terms and Conditions

### General Terms and Conditions:

- a. Unless otherwise specified, the promotion period of Hang Seng Prestige Banking Welcome Offers Promotion is from 24 September 2024 to 31 December 2024, both dates inclusive (“Promotion Period”).
- b. Each Eligible Customer can only enjoy the offers once unless otherwise specified. The offers cannot be used in conjunction with other promotional offers of the same product offered by Hang Seng Bank Limited (the “Bank”).
- c. The Bank reserves the right to suspend, vary or terminate this promotion and the related offers and to amend these terms and conditions at any time without prior notice. The decision of the Bank on all matters relating to this promotion and the related offers shall be final and binding on all the parties concerned. The relevant offers are subject to the terms and conditions of the relevant products / services. If there is any inconsistency between the terms and conditions of the relevant products / services and these terms and conditions, these terms and conditions shall prevail.
- d. No person other than the customer and the Bank (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.
- e. These terms and conditions are governed by and will be construed in accordance with the laws of the Hong Kong Special Administrative Region.
- f. These terms and conditions are subject to prevailing regulatory requirements.
- g. In case of any discrepancy between the English and the Chinese versions of these terms and conditions, the English version shall prevail.

### Prestige Banking Welcome Rewards – Terms and Conditions

- a. Unless otherwise specified, the offers are only applicable to customers who meet the account opening requirements and have newly opened / upgraded to Integrated Account of Prestige Banking (“Prestige Banking”) at the Bank branches or through digital channels (including Hang Seng Personal Banking mobile app / Hang Seng Personal e-Banking) or phone banking hotline during the Promotion Period (the “Eligible Customers”), excluding:
  - (i) existing customers who are holding sole-named or joint-named Prestige Banking; or
  - (ii) customers who have ever held any sole-named or joint-named Prestige Banking account with the Bank during the previous 12 months prior to the account opening / upgrade month; or
  - (iii) customers whose any accounts have been terminated in any period.
- b. “New Customer(s)” mentioned herein refers to Eligible Customers who have opened a new Prestige Banking of the Bank during the Promotion Period, excluding:
  - (i) existing customers who are holding any Hong Kong dollars / foreign currency savings, current, time deposit accounts or any Integrated Accounts at the Bank (including Prestige Banking, Preferred Banking, Green Banking and any other Integrated Account) (“Existing Customer(s)”), or
  - (ii) customers who have ever held any above account with the Bank in the previous 12 months prior to the account opening month; or
  - (iii) customers whose accounts mentioned above have been terminated in any period.
- c. In case the relevant Prestige Banking is a joint-named account, only the primary account holder can enjoy the offers.
- d. The Total Relationship Balance is the monthly aggregate balance of the daily average of all deposits, gold accounts, securities, investment funds, utilized overdraft facilities, credit card cash advances, outstanding balance of personal loans and the accumulated premiums paid for the designated life

insurance plans distributed by the Bank as an agent as well as Hang Seng MPF balance. For sole-named Integrated Account holders, their other joint-named account(s) will also be included.

- e. The Offers are not applicable to commercial customers.
- f. During the period from 24 September 2024 to 24 October 2024, customers can choose Reward Option 1: Cash Reward and 2 "Clockenflap Music & Arts Festival adult single day tickets" (the "Ticket Reward") or Reward Option 2: Cash Reward. Subsequently, from 25 October 2024 to 31 December 2024, customers can continue to enjoy Reward Option 2: Cash Reward.

**1. "Total Relationship Balance" Rewards Option 1: Cash Reward and 2 "Clockenflap Music & Arts Festival adult single day tickets" (the "Ticket Reward")**

- a. The promotion period is from 24 September 2024 to 24 October 2024, both dates inclusive ("Clockenflap Music & Arts Festival Promotion Period").
- b. The rewards are only applicable to customers who successfully submit the application on "Clockenflap Music & Arts Festival Adult Single Day Ticket Offer" registration page: [hangseng.com/camp10](https://hangseng.com/camp10), meet the account opening requirements, and have newly opened or upgraded to an Integrated Account of Prestige Banking during the Clockenflap Music & Arts Festival Promotion Period. The reward will be default to Option 2: "Total Relationship Balance" cash reward, if Eligible Customers do not submit the application through the registration page.
- c. All information provided by Eligible Customers in the "Clockenflap Music & Arts Festival Adult Single Day Ticket Offer" registration page must match with the Bank's records.
- d. In case the relevant Prestige Banking is a joint account, only the primary holder of the account can enjoy the offers.
- e. Eligible Customers who have newly opened / upgraded to Prestige Banking need to fulfill the requirement of 1.1 Cash reward and 1.2 Clockenflap Music & Arts Festival adult single day ticket in order to receive the relevant rewards.
- f. If Eligible Customers is unable to receive the ticket reward for any reason after successful registration, they will still be eligible for the cash reward under Option 2.
- g. Eligible customers must complete the following items on or before 31 October 2024, to receive the corresponding reward:
  - (i) Register for Hang Seng Personal e-Banking and maintain valid e-Banking account before receiving the ticket and cash rewards; and
  - (ii) Complete "Risk Profiling Questionnaire" or whose "Risk Profiling Questionnaire" record is valid before receiving the ticket and cash rewards
- h. Eligible Customers must maintain a valid Prestige Banking account at the time the Prestige Banking Total Relationship Balance Reward Option 1 is being awarded. If Eligible Customers have terminated the relevant Prestige Banking or changed such account to a non-Prestige Banking at the time when offers are being given, the Bank reserves the right to deduct from any accounts of the Eligible Customers maintained with the Bank an amount equivalent to the value of the reward without prior notice.
- i. The designated growth amount for the "Total Relationship Balance" and the related rewards are detailed in Appendix 1.

Appendix 1:

Designated Total Relationship Balance Growth Amount	Option 1: Cash Reward and 2 Clockenflap Music & Arts Festival adult single day ticket		
	Customers with valid Investment Accounts **	Customers without Investment Accounts *	

HKD5,000,000 or above	HKD20,900	HKD19,900	With 2 Clockenflap Music & Arts Festival adult single day tickets  (Value in HKD: \$2,560)
HKD3,000,000 - HKD4,999,999	HKD9,400	HKD8,400	
HKD1,000,000 – HKD2,999,999	HKD3,400	HKD2,400	

\*Investment Account includes Securities Account (Account suffix 085) and Investment Fund Account (Account suffix 382) only under the Integrated Account.

#Eligible Customers who have opened / upgraded their accounts from 24 September to 30 September 2024, must have activated / be holding Investment Accounts on or before October 31, 2024, and the Investment Accounts remain valid until 31 March 2025 in order to enjoy the relevant reward. Eligible Customers who have opened / upgraded their accounts from 1 October to 24 October 2024, must have activated / be holding Investment Accounts on or before 31 January 2025, and the Investment Accounts remain valid until 30 June 2025 in order to enjoy the relevant reward.

- j. For any enquiries about Prestige Banking Total Relationship Balance Reward Option 1 entitlement, customer should contact the Bank on or before 27 November 2024 for Ticket Reward or 31 December 2025 for Cash Reward, otherwise the customer shall be deemed to have forfeited the entitlement, if any, for the Reward and the Bank accepts no responsibility or liability under such circumstances.

### 1.1 Cash Reward

- a. Eligible Customers can enjoy the respective cash reward (detailed in Appendix 1) if they bring in designated “Total Relationship Balance” Growth amount shown in the above table on / before the last day of the month subsequent to the account opening / upgrade month and maintains the “Total Relationship Balance” Growth amount for the second, the third and the fourth months after the month of account opening / upgrade month. “Total Relationship Balance” Growth means the “Total Relationship Balance” in the second, the third and the fourth month after the month of account opening / upgrade month maintained by Eligible Customers in excess of their “Total Relationship Balance” in the month prior to the account opening / upgrade month. In case the “Total Relationship Balance” Growth amount recorded for the second, the third and the fourth months after the month of account opening / upgrade month is different, the cash reward entitled will be determined based on the lowest “Total Relationship Balance” Growth amount accordingly. For Eligible Customers who did not hold any account with the Bank in the month prior to the account opening / upgrade month, their “Total Relationship Balance” amount maintained in the month prior to the account opening / upgrade month will be treated as ZERO.
- b. Eligible Customers must fulfill the “Total Relationship Balance” requirement of HKD1,000,000 or above for the second, the third and the fourth months after the month of account opening / upgrade in order to enjoy the offer.
- c. Each Eligible Customer can enjoy the offers once only.
- d. Eligible customers must have completed the below items on or before 31 October 2024, to enjoy the respective cash reward:
  - (i) Register for Hang Seng Personal e-Banking and maintain valid e-Banking account before receiving cash rebate; and
  - (ii) Complete “Risk Profiling Questionnaire” or whose “Risk Profiling Questionnaire” record is valid as of 31 October 2024.
- e. Eligible customers who have opened or upgraded to Prestige Banking from 24 September 2024 to 30 September 2024, relevant cash reward will be credited in Hong Kong dollars into the relevant Prestige Banking Account of the Eligible Customers on or before 31 March 2025. Eligible Customers

must not terminate nor downgrade the accounts on or before 31 March 2025 in order to enjoy the cash reward.

- f. Eligible customers who have opened or upgraded to Prestige Banking from 1 October to 24 October 2024, relevant cash reward will be credited in Hong Kong dollars into the relevant Prestige Banking Account of the Eligible Customers on or before 30 June 2025. Eligible Customers must not terminate nor downgrade the accounts on or before June 2025, in order to enjoy the cash reward.

**Option 1: Cash Reward Timetable Illustration:**

Date of opening / upgrading (both dates inclusive)	Month of comparing "Total Relationship Balance" Growth Amount	Fund-in / deposit designated "Total Relationship Balance" Growth amount	Month for which designated "Total Relationship Balance" Growth Amount and "Total Relationship Balance" requirement must be maintained / fulfilled	Date of Cash Reward rebate
24 Sep – 30 Sep 2024	August 2024	On or before 30 October 2024	November, December 2024 and January 2025	On or before 31 March 2025
1 Oct – 24 Oct 2024	September 2024	On or before 30 November 2024	December 2024, January and February 2025	On or before 30 June 2025

- g. If Eligible Customers newly open / upgrade to more than one Prestige Banking, including any sole-named or joint-named account, during the Clockenflap Music & Arts Festival Promotion Period, entitlement to the offers will be based on the Prestige Banking with the earliest account opening / upgrading date.
- h. If Eligible Customers newly open / upgrade to both Prestige Banking and Preferred Banking during the Clockenflap Music & Arts Festival Promotion Period and fulfills the welcome offers requirement of Prestige Banking, entitlement to welcome offers will be based on Prestige Banking, and the relevant offers of Preferred Banking will not be applicable.
- i. If Eligible Customers newly open / upgrade to both Prestige Private and Prestige Banking during the Clockenflap Music & Arts Festival Promotion Period and fulfills the "Total Relationship Balance" Reward of the welcome offer requirement of both Prestige Private and Prestige Banking, entitlement to welcome offer will be based on the highest cash rewards, and the relevant lower cash reward will not be applicable.

**1.2 "Clockenflap Music & Arts Festival adult single day ticket"**

- a. Eligible Customers have newly opened / upgraded to Prestige banking during the Clockenflap Music & Arts Festival promotion period and fulfill the "Total Assets" Growth amount of HKD 1,000,000 or more by 30 October 2024, to receive the corresponding ticket reward. The Total Assets Growth

means the Total Assets on 31 October 2024 of the Eligible customers in excess of their "Total Relationship Balance" in the month prior to account opening / upgrade month to Prestige banking, and fulfill HKD 1,000,000 equivalent growth or more. For Eligible Customers who did not hold any account with the Bank in the month prior to the account opening / upgrade month, their "Total Relationship Balance" amount maintained in the month prior to the account opening / upgrade month will be treated as ZERO.

- b. "Total Assets" is the sum of daily aggregate balance of all deposits, gold accounts, securities, investment funds, utilized overdraft facilities, credit card cash advances, outstanding balance of personal loans and the accumulated premiums paid for the designated life insurance plans distributed by the Bank as an agent as well as Hang Seng MPF balance. For sole-named Integrated Account holders, only the other joint accounts where the eligible customer is the primary account holder will be counted.
- c. Eligible customers must have completed the below items on or before 31 October 2024, to enjoy the respective Ticket Reward:
  - (i) Register for Hang Seng Personal e-Banking and maintain valid e-Banking account before receiving cash rebate; and
  - (ii) Complete "Risk Profiling Questionnaire" or whose "Risk Profiling Questionnaire" record is valid as of 31 October 2024.
- d. Ticket Reward" (Option 1) cannot be changed once Eligible Customer has been chosen. If customer fails to deposit required amounts within the designated period, they will still be eligible for the cash reward under Option 2.

**Option 1: Ticket Reward Time Table Illustration:**

Option 1			
"Clockenflap Music & Arts Festival adult single day ticket" Timetable Illustration			
Date of opening / upgrading to Prestige Banking (both dates inclusive)	Date of Fund-in / deposit HKD 1,000,000 or more "Total Assets" Growth	Month of comparing "Total Assets" and "Total Relationship Balance" Growth Amount	Issue Date of Ticket Reward
24 – 30 September 2024	On or before 30 October 2024	August 2024	Late November 2024
1– 24 October 2024		September 2024	

- e. Each Eligible Customer can receive a maximum of 2 sets of Clockenflap Music & Arts Festival adult single day ticket redemption codes.
- f. The tickets issues are adult single day tickets for individuals aged 18 or above (not applicable for those aged 3 to 17).
- g. Clockenflap Music & Arts Festival adult single day ticket is require real-name registration. Entry will only be permitted if the name on the ticket matches that of the registered individual.
- h. Eligible Customers will be notified by SMS on or before 25 November 2024 about the redemption of the tickets. Eligible Customers must have a valid mobile phone number (with region code +852/+86) in the Bank's records to receive the SMS and confirm that the relevant number can receive SMS

message; otherwise, the Eligible Customer shall be deemed to have forfeited his/her right to receive the tickets.

- i. Eligible Customers should redeem the tickets from the relevant supplier/merchant. The Bank is not the supplier of the Clockenflap Music & Arts Festival adult single day tickets and is not responsible for all related obligations and liabilities. In case of disputes, customers should deal with the respective supplier/merchant directly.
- j. The assigned tickets date of this reward is 30 November 2024, however the availability of Ticket(s) are available on a first-come, first-served basis, while stocks last. If tickets for the specified date cannot be provided, the Bank will substitute the reward to the "Total Relationship Balance" Rewards Option 2 without further notice. Eligible Customers still needs to fulfill the respective requirement to enjoy the relevant cash reward.
- k. Tickets are only valid for the specified date and times as printed on the tickets and not able to change to another date.
- l. All related ticket redemption entitlement shall be based on the Bank records, which shall prevail. In case of any dispute, the decision of the Bank shall be final.
- m. In the case of shortage, the Bank reserves the right to replace the ticket reward with another item without prior notice. The value and nature of the replacement item may differ from the original ticket reward.
- n. Tickets cannot be exchanged for cash or other products, services or offers, and may subject to the relevant supplier/merchant's terms of use, for details please refer to the terms and conditions of the ticket: [clockenflap.com/en/eventtermsandconditions](https://clockenflap.com/en/eventtermsandconditions) .
- o. Ticket will not be re-issued in case of delivery failure due to invalid mobile phone number, loss, damage or unused after expiry date.
- p. Eligible Customers must maintain a minimum "Total Assets" balance of HKD1,000,000 before receiving the ticket reward to qualify for the reward.
- q. Eligible Customers must still fulfill the "Total Relationship Balance" reward requirements once they are entitled to the "Ticket Rewards". If any requirements of the "Total Relationship Balance" Reward are not fulfilled, the Bank reserves the right to deduct from any accounts of the Eligible Customers maintained with the Bank an amount equivalent to the value of the reward without prior

Example 1: Assuming New Customer(s) has opened Prestige Banking and activated an Investment Account on 2 October 2024, the "Total Relationship Balance" (TRB) is HKD0 in September 2024 (the month prior to the account opening month):

	Total Assets balance on 31 October 2024 (HKD)	TRB in December 2024 (HKD)	TRB in January 2025 (HKD)	TRB in February 2025 (HKD)	Lowest TRB Growth Amount (HKD)	Cash Reward Entitled (HKD)
Scenario 1	2,000,000	2,000,000	3,000,000	2,500,000	2,000,000	3,400 with 2 Clockenflap Music & Arts Festival adult single day tickets

Scenario 2	800,000	1,100,000	900,000	850,000	850,000	Not Applicable (Failure to fulfil the requirement of AUM and TRB Growth Amount at HKD1,000,000 or above and failure to fulfill the requirement of maintaining TRB of HKD1,000,000 or above in the second, the third and the fourth month after account opening month.)
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Example 2: Assuming the Existing Customer(s) has upgraded to Prestige Banking and activated an Investment Account on 2 October 2024, the “Total Relationship Balance” (TRB) is HKD950,000 in September 2024 (the month prior to the account upgrading month):

	Total Assets balance on 31 October 2024 (HKD)	TRB in December 2024 (HKD)	TRB in January 2025 (HKD)	TRB in February 2025 (HKD)	Lowest TRB Growth Amount (HKD)	Cash Reward Entitled (HKD)
Scenario 1	3,950,000	3,950,000	4,000,000	4,100,000	3,000,000	9,400 with 2 Clockenflap Music & Arts Festival adult single day tickets
Scenario 2	1,950,000	2,000,000	2,000,000	1,950,000	1,000,000	3,400 with 2 Clockenflap Music & Arts Festival adult single day tickets
Scenario 3	800,000	1,100,000	1,000,000	1,150,000	50,000	Not Applicable (Failure to fulfil the requirement of AUM and TRB Growth Amount at HKD1,000,000 or above)
Scenario 4	900,000	2,000,000	2,300,000	980,000	30,000	Not Applicable (Failure to fulfill the requirement of AUM and TRB Growth Amount at HKD100,000 or above and failure to fulfill the requirement of maintaining TRB of HKD1,000,000 or above in the second, the third and the fourth month after account opening month.)

## 2. “Total Relationship Balance” Rewards Option 2: Cash reward

- a. Hang Seng Prestige Banking Welcome offer “Total Relationship Balance” Reward Option2, the promotion period is from 24 September 2024 to 31 December 2024, both dates inclusive.
- b. Eligible Customers can enjoy the respective cash reward (as set out in the table below) if they bring in designated “Total Relationship Balance” Growth amount shown in the below table on / before the last day of the month subsequent to the account opening / upgrade month and maintains the “Total Relationship Balance” Growth amount for the second, the third and the fourth months after the month of account opening / upgrade month. “Total Relationship Balance” Growth means the “Total

Relationship Balance” in the second, the third and the fourth month after the month of account opening / upgrade month maintained by Eligible Customers in excess of their “Total Relationship Balance” in the month prior to the account opening / upgrade month. In case the “Total Relationship Balance” Growth amount recorded for the second, the third and the fourth months after the month of account opening / upgrade month is different, the cash reward entitled will be determined based on the lowest “Total Relationship Balance” Growth amount accordingly. For Eligible Customers who did not hold any account with the Bank in the month prior to the account opening / upgrade month, their “Total Relationship Balance” amount maintained in the month prior to the account opening / upgrade month will be treated as ZERO.

- c. For Eligible Customers who have opened / upgraded to Prestige Banking within the period 24 September 2024 – 30 September 2024 with chosen option 2 must have completed below items on or before 31 October 2024 in order to enjoy the respective cash reward:
  - (i) Register for Hang Seng Personal e-Banking and maintain valid e-Banking account before receiving cash rebate; and
  - (ii) Complete “Risk Profiling Questionnaire” or whose “Risk Profiling Questionnaire” record is valid as of 31 October 2024.
- d. For Eligible Customers who have opened / upgraded to Prestige Banking within the period 1 October 2024 – 31 December 2024 with chosen option 2 must have completed below items on or before 31 January 2025 in order to enjoy the respective cash reward:
  - (i) Register for Hang Seng Personal e-Banking and maintain valid e-Banking account before receiving cash rebate; and
  - (ii) Complete “Risk Profiling Questionnaire” or whose “Risk Profiling Questionnaire” record is valid as of 31 January 2025.
- e. Eligible Customers must fulfil the “Total Relationship Balance” requirement of HKD1,000,000 or above for the second, the third and the fourth months after the month of account opening / upgrade in order to enjoy the offer.
- f. The specified growth amount for the "Total Relationship Balance" and the related rewards are detailed in Appendix 2.

Appendix 2:

Designated Total Relationship Balance Growth Amount	Option 2: Cash Reward	
	Customers with valid Investment Accounts *#	Customers without Investment Accounts*
HKD5,000,000 or above	HKD23,500	HKD22,500
HKD3,000,000 - HKD4,999,999	HKD12,000	HKD11,000
HKD1,000,000 – HKD2,999,999	HKD6,000	HKD5,000
HKD100,000 – HKD999,999	HKD500^	HKD500^

\*Investment Account includes Securities Account (Account suffix 085) and Investment Fund Account (Account suffix 382) only under the Integrated Account.

# Eligible customers who open or upgrade their accounts from 24 September to 30 September 2024, must activate or maintain their investment accounts by 31 October 2024, and continue to keep their accounts active until 31 March 2025. Eligible Customers who open or upgrade their accounts from October 1 to 31 December 2024, must activate or maintain their investment accounts by 31 January 2025, and continue to keep their accounts active until 30 June 2025, to receive the corresponding cash rewards.

^Only applicable to existing customers who upgrade to Prestige Banking within promotion period.



- g. Each Eligible Customer can enjoy the offers once only.
- h. For Eligible Customers who have opened or upgraded to Prestige banking account from 24 September 2024 to 30 September 2024, the bank will deposit the corresponding cash reward in HKD into the Eligible Customer's Prestige banking account by 31 March 2025. Eligible Customers must still hold a Prestige banking account on 31 March 2025, and must not have canceled or downgraded the account level prior to that date to qualify for the cash reward.
- i. For Eligible Customers who have opened or upgraded to Prestige banking account from 1 October 2024 to 24 October 2024, the bank will deposit the corresponding cash reward in HKD into the Eligible Customer's Prestige banking account by 30 June 2025. Eligible Customers must still hold a Prestige banking account on 30 June 2025, and must not have canceled or downgraded the account level prior to that date to qualify for the cash reward.

Option 2: Cash reward Timetable Illustration:

Date of opening / upgrading to Prestige Banking (both dates inclusive)	Month of comparing designated "Total Relationship Balance" Growth Amount	Fund-in / deposit designated "Total Relationship Balance" Growth amount	Month for which designated "Total Relationship Balance" Growth Amount and "Total Relationship Balance" requirement must be maintained / fulfilled	Date of "Total Relationship Balance" Cash Reward rebate
24 to 30 September 2024	August 2024	On or before 31 October 2024	November, December 2024 and January 2025	On or before 31 March 2025
1 to 31 October 2024	September 2024	On or before 30 November 2024	December 2024, January and February 2025	On or before 30 June 2025
1 to 30 November 2024	October 2024	On or before 30 December 2024	January, February and March 2025	
1 to 31 December 2024	November 2024	On or before 31 January 2025	February, March and April 2025	

Example 1: Assuming New Customer(s) has opened Prestige Banking and activated an Investment Account in October 2024, the "Total Relationship Balance" (TRB) is HKD0 in September 2024 (the month prior to the account opening month):

	TRB in December 2024 (HKD)	TRB in January 2025 (HKD)	TRB in February 2025 (HKD)	Lowest TRB Growth Amount (HKD)	Cash Reward Entitled (HKD)

Scenario 1	2,000,000	3,000,000	2,500,000	2,000,000	6,000
Scenario 2	1,100,000	900,000	850,000	850,000	Not Applicable (Failure to fulfil the requirement of TRB Growth Amount at HKD1,000,000 or above and failure to fulfill the requirement of maintaining TRB of HKD1,000,000 or above in the second, the third and the fourth month after account opening month.)

Example 2: Assuming the Existing Customer(s) has upgraded to Prestige Banking and activated an Investment Account in October 2024, the “Total Relationship Balance” (TRB) is HKD950,000 in September 2024 (the month prior to the account upgrading month):

	TRB in December 2024 (HKD)	TRB in January 2025 (HKD)	TRB in February 2025 (HKD)	Lowest TRB Growth Amount (HKD)	Cash Reward Entitled (HKD)
Scenario 1	1,950,000	2,000,000	2,100,000	1,000,000	6,000
Scenario 2	1,300,000	1,450,000	1,250,000	300,000	500
Scenario 3	1,100,000	1,000,000	1,150,000	50,000	Not Applicable (Failure to fulfil the requirement of TRB Growth Amount at HKD1,000,000 or above)
Scenario 4	2,000,000	2,300,000	980,000	30,000	Not Applicable (Failure to fulfill the requirement of TRB Growth Amount at HKD100,000 or above and failure to fulfill the requirement of maintaining TRB of HKD1,000,000 or above in the second, the third and the fourth month after account opening month.)

Example 3: Assuming the Existing Customer(s) upgraded to Prestige Banking and Prestige Private, and activated an Investment Account in October 2024, the “Total Relationship Balance” (TRB) is HKD7,900,000 in September 2024 (the month prior to the account upgrading month):

	TRB in December 2024 (HKD)	TRB in January 2025 (HKD)	TRB in February 2025 (HKD)	Lowest TRB Growth Amount (HKD)	Amount of Cash Reward (HKD)		Cash Reward Entitled (HKD)
					Prestige Private	Prestige Banking	
Scenario 1	8,900,000	9,000,000	9,100,000	1,000,000	6,000	6,000	6,000
Scenario 2	8,300,000	8,450,000	8,250,000	300,000	Not Applicable (Failure to fulfil the requirement of TRB Growth)	500	500

					Amount at HKD1,000,000 or above)		
Scenario 3	8,000,000	8,300,000	7,980,000	80,000	Not Applicable (Failure to fulfill the requirement of Prestige Banking TRB Amount at HKD100,000 or above or the requirement of Prestige Private TRB Growth Amount at HKD1,000,000 or above and failure to fulfill the requirement of maintaining Prestige Private Total Relationship Balance of HKD8,000,000 or above in the second, the third and the fourth month after account opening month)		

- j. If Eligible Customers newly open / upgrade to more than one Prestige Banking, including any sole-named or joint-named account, during the Promotion Period, entitlement to the offers will be based on the Prestige Banking with the earliest account opening / upgrading date.
- k. If Eligible Customers newly open / upgrade to both Prestige Banking and Preferred Banking during the Promotion Period and fulfills the welcome offers requirement of Prestige Banking, entitlement to welcome offers will be based on Prestige Banking, and the relevant offers of Preferred Banking will not be applicable.
- l. If Eligible Customers newly open / upgrade to both Prestige Private and Prestige Banking during the Promotion Period and fulfills the “Total Relationship Balance” Reward of the welcome offer requirement of both Prestige Private and Prestige Banking, entitlement to welcome offer will be based on the highest cash rewards, and the relevant lower cash reward will not be applicable.
- m. Eligible Customers must maintain a valid Prestige Banking account at the time the Prestige Banking Total Relationship Balance Reward Option 2 is being awarded. If Eligible Customers have terminated the relevant Prestige Banking or changed such account to a non-Prestige Banking at the time when offers are being given, the Bank reserves the right to deduct from any accounts of the Eligible Customers maintained with the Bank an amount equivalent to the value of the reward without prior notice.
- n. For any enquiries about Prestige Banking Total Relationship Balance Reward Option 2 entitlement, customer should contact the Bank on or before 31 December 2025, otherwise the customer shall be deemed to have forfeited the entitlement, if any, for the Reward and the Bank accepts no responsibility or liability under such circumstances.

### 3. Open Family+ account to enjoy HKD200 cash reward

- a. The offer is only applicable to customers who are holding sole-named or joint-named Prestige Banking have successfully opened Family+ account during the Promotion Period and fulfill the below requirements (“Specific Customer(s)”):

Requirements	Cash Reward entitled
1) Having successfully opened Family+ account during the Promotion Period, excluding: <ul style="list-style-type: none"> <li>(i) customers who are holding sole-named or joint-named Family+ account, or</li> <li>(ii) customers who have previously held sole-named or joint-named Family+ account in the past 12 months prior to the month of Family+ account opening; and</li> </ul> 2) Bringing in HKD10,000 or above “Total Relationship Balance” Growth amount on or before the last day of the month after the month of Family+ account	HKD200

opening and maintain the “Total Relationship Balance” Growth amount for the second, the third and the fourth months after the month of Family+ account opening (as illustrated in below Time Table); and	
3) Maintaining positive monthly balance (i.e. monthly balance above HKD0) in Family+ account for the second, the third and the fourth months after the month of Family+ account opening	

- b. Each customer can enjoy the offers once only.
- c. For Specific Customers who have opened Family+ account from 24 September 2024 to 30 September 2024, the bank will deposit the corresponding cash reward in HKD into the Specific Customers 's Prestige banking account by 31 March 2025. Eligible Customers must still hold a Prestige banking and Family+ account on 31 March 2025, and must not have canceled or downgraded the account level prior to that date to qualify for the cash reward.
- d. For Specific Customers who have opened Family+ account from 1 October 2024 to 31 December 2024, the bank will deposit the corresponding cash reward in HKD into the Specific Customers's Prestige banking account by 30 June 2025. Eligible Customers must still hold a Prestige banking and Family+ account on 30 June 2025, and must not have canceled or downgraded the account level prior to that date to qualify for the cash reward.
- e. If Specific Customers have opened more than one Family+ account, including any sole-named or joint-named account, during the Promotion Period, entitlement to the offers will be based on the earliest date of opening Family+ account.
- f. Specific Customers must maintain valid Prestige Banking and Family+ account at the time being awarded. If Specific Customers have terminated the relevant Prestige Banking and Family+ account or changed such account to a non-Prestige Banking at the time when offers are being given, the Bank reserves the right to deduct from any accounts of the Specific Customers maintained with the Bank an amount equivalent to the value of the reward without prior notice.
- g. In case the relevant Family+ account is a joint-named account, only the primary account holder can enjoy the offers.

**Time Table Illustration:**

Date of opening Family+ account (both dates inclusive)	Month of comparing designated “Total Relationship Balance” Growth Amount	Fund-in / deposit designated “Total Relationship Balance” Growth amount	Month for which (i) HKD10,000 or above “Total Relationship Balance” Growth Amount and (ii) positive monthly balance in Family+ account must be maintained	Date of Cash Reward rebate
24 to 30 September 2024	August 2024	On or before 31 October 2024	November, December 2024 and January 2025	On or before 31 March 2025
1 to 31 October 2024	September 2024	On or before 30 November 2024	December 2024, January and February 2025	On or before 30 June 2025
1 to 30 November 2024	October 2024	On or before 31 December 2024	January, February and March 2025	
1 to 31 December 2024	November 2024	On or before 31 January 2025	February, March and April 2025	

**4. Upgrade to Prestige Banking via Hang Seng Personal Banking mobile app / Hang Seng Personal e-Banking account opening / upgrade rewards (“Mobile Account Opening / Upgrade Reward”)**

- a. Eligible Customers who wish to enjoy the Mobile Account Opening / Upgrade Reward must successfully opened / upgraded to Prestige Banking through Hang Seng Personal Banking mobile app / Hang Seng Personal e-Banking within the Promotion Period (i.e. on or before 31 December 2024) and fulfill the below requirements in order to be entitled to the cash reward:

Requirements	Cash Reward entitled
1) Fulfil the requirements under the Prestige “Total Relationship Balance” Reward after successfully opened / upgraded to Prestige Banking; and 2) Customers who open or upgrade their accounts from 24 September 2024 to 30 September 2024 (Eligible Customers) must complete the following tasks by 31 October 2024, to receive the corresponding cash reward: (i) Register for Hang Seng Personal e-Banking and maintain valid e-Banking account before receiving cash reward; and (ii) Complete Risk Profiling Questionnaire or whose “Risk Profiling Questionnaire” record is valid as of 31 October 2024  Or  3) Customers who open or upgrade their accounts from 1 October 2024 to 31 December 2024 (Eligible Customers) must complete the following tasks by 31 January 2025, to receive the corresponding cash reward: (i) Register for Hang Seng Personal e-Banking and maintain valid e-Banking account before receiving cash reward; and (ii) Complete Risk Profiling Questionnaire or whose “Risk Profiling Questionnaire” record is valid as of 31 January 2025	HKD 300

- b. Eligible Customers can only enjoy the Mobile Account Opening / Upgrade Reward once.  
 c. Eligible Customers can enjoy Mobile Account Opening / Upgrade Reward and Prestige Banking “Total Relationship Balance” Reward at the same time.  
 d. Mobile Account Opening / Upgrade Reward is not applicable to Prestige Banking accounts opened via Branch Assistant Mode in Hang Seng Personal Banking mobile app.  
 e. Relevant cash reward will be credited in Hong Kong dollars into the relevant Prestige Banking Account of the Eligible Customers on or before 31 March 2025. Eligible Customers must not terminate nor downgrade the Prestige Banking on or before 31 March 2025 in order to enjoy the cash reward.  
 f. Relevant cash reward will be credited in Hong Kong dollars into the relevant Prestige Banking Account of the Eligible Customers on or before 31 March 2025. Eligible Customers must not terminate nor downgrade the Prestige Banking on or before 31 March 2025 in order to enjoy the cash reward.

**5. Foreign Currency Savings Deposit Interest Rate up to 8% p.a.**

The promotion period is from 1 July 2024 to 30 September 2024. Foreign exchange involves exchange rate risk. Terms and Conditions apply. For details, please visit [hangseng.com/depositspromo7](https://hangseng.com/depositspromo7).

**6. Hang Seng Prestige Multi-Currency Debit Mastercard® Offer**

Please visit [www.hangseng.com/mcy\\_debit](https://www.hangseng.com/mcy_debit) for the terms of conditions of the Offer.

**7. Free Shares Rewards for TRB Growth and opening of Securities Account**

- a. The promotion period is from 1 July 2024 to 30 September 2024. Eligible Customers can enjoy up to 16 units of the Tracker Fund of Hong Kong (stock code: 2800) (“Free Shares Reward”) if he / she completes the below items on or before the last calendar day of the month subsequent to the account opening/upgrade month:
- (i) Fulfil the “Designated Total Relationship Balance Growth Amount” requirement shown in the below table; and
  - (ii) Successfully open Securities Accounts (personal/ joint) under Integrated Accounts and/ or Family+ account of the Bank (“New Securities Accounts”), and all of the account holders of the New Securities Account must not hold any Securities Account (personal/ joint) with the Bank within a period of 6 months preceding the account opening date (“New Securities Customers”). If a New Securities Customer opens more than one New Securities Account during the Promotion Period, only the New Securities Account with the earliest account opening date will be eligible for this Free Shares Reward; and
  - (iii) Complete submission of “Local Securities – Client Consent” by all of the New Securities Accounts’ holders.

	Types of Eligible Customers	Designated Total Relationship Balance Growth Amount	Securities Accounts	Free Shares Rewards
(1)	Eligible Customers who opened/ upgraded to Prestige Banking	HKD100,000 or above	Open New Securities Accounts and complete submission of “Local Securities – Client Consent”	8 units of Tracker Fund
(2)	Eligible Customers who opened New Family+ account <sup>^</sup>	HKD 10,000 or above		8 units of Tracker Fund

<sup>^</sup> Only applicable to Eligible Customers who successfully opened Family+ account during the Promotion Period, excluding (i) customers who are holding sole-named or joint-named Family+ account, or (ii) customers who have previously held sole-named or joint-named Family+ account in the past 12 months prior to the month of Family+ account opening.

- b. Each Eligible Customer can enjoy Free Shares Rewards of up to 16 units only (“Free Shares”), i.e. 8 units under category (1) in the above table, and 8 units under category (2) in the above table. In the case of a joint-named account, only the primary account holder can enjoy this offer.
- c. If Eligible Customers have opened more than one Family+ account, including any sole-named or joint-named account, during the Promotion Period, entitlement to Free Shares Reward will be based on the earliest date of opening Family+ account.
- d. The offer of Free Shares Reward is provided by Hang Seng Bank (the “Bank”). However, please note that Tracker Fund (stock code: 2800) (the “ETF”) is managed by Hang Seng Investment Management Limited (which is a wholly-owned subsidiary of the Bank), the ETF’s Index Provider, one or more of the Participating Dealers and/or market makers currently also include members of the HSBC Group. Please refer to the prospectus documents of the ETF for details of the conflicts of interest in respect of the ETF that may arise (and the relevant product details including the risk disclosures).
- e. Also, please note the relevant risks related to trading of odd lots, including if the proceeds of the odd lots selling order are less than the related charges, customer must pay the difference and bear the loss that may arise from. The processing time of odd lots trading is related to the stock liquidity and the number of odd lot shares. Due to the manual processing of odd lot orders, there is no definite range of price difference between the odd lots and the board lots; such orders may take longer to process and are not guaranteed to be executed. Normally, the execution price of an odd lot order will have several spreads worse than that of a board lot order. In addition, the Bank may only get quote(s)

and execute the odd lot trade(s) for customers through one of the few brokers as may be designated by the Bank from time to time, while the Bank will act in customers' best interests with relevant best execution factors taken into account in relation to customers' order(s).

- f. The Bank will place orders to buy the Free Shares in the secondary market (Hong Kong Stock Exchange) in the name of the relevant Eligible Customers, and deposit the same into the New Securities Accounts of the such Eligible Customers on or before the last day of the 4th month subsequent to the account opening/upgrade month. Such orders will be shown as a "buy trade" in the Securities Account monthly statement of the relevant month.
- g. The relevant Eligible Customers do not have to pay for any securities transaction fee involved for this "buy trade" of the Free Shares, including brokerage fees, custody fee (1 year waiver since the deposit month), securities deposit charges, nominee services fee and any third party transaction charges such as transaction levy, stamp duty and trading fee, handling fee, securities management fee etc. ("Securities Transaction Fee").
- h. This promotion and the offer of Free Shares Reward do not represent, and should not be construed as, any investment advice from the Bank and the Bank has not taken into consideration the individual circumstances of any customers. Investment involves risks. There can be no guarantee, and no representation is made, on the performance of the Free Shares or as to whether losses would be incurred/profit would be made from the Free Shares. Customers must make their investment decisions in light of their own investment objectives, investment experience, financial situation or other needs etc., and (where necessary) should consult their own professional advisers before making any investment decisions.
- i. Please note that in respect of the Free Shares deposited into the Securities Accounts of the relevant Eligible Customers, customers are still subject to the fees and charges applicable to Securities Account, including custody fee (to be charged on a per account basis after expiry of the 1 year waiver mentioned in paragraph g above) in respect of their securities holding and the relevant Securities Transaction Fee, transfer fee and/or capital gain tax etc. when they sell, transfer or otherwise dispose of the Free Shares in the future. For the details of our Securities Account fees and charges, please refer to Hang Seng Bank website > Investments > Securities> Securities Services Charges.
- j. Completion time of the criteria set out in paragraph a above is subject to the Bank's record. The Bank will determine the eligibility of the customers to join the Promotion based on the record held by the Bank. In case of any disputes, the Bank's record shall be final and conclusive.
- k. Each Eligible Customer who is entitled to the Free Shares Reward(s) must maintain valid Prestige Banking / Family+ account, New Securities Account and "Local Securities – Client Consent" until the Free Shares are deposited into the New Securities Account. If an Eligible Customer who is entitled to the Free Shares Reward(s) has terminated the relevant Prestige Banking / Family+ account or changed such account to a non-Prestige Banking or otherwise does not maintain a valid Prestige Banking/Family+ account at the time the Free Shares are to be deposited into the New Securities Account, the Bank reserves the right to deduct from any accounts of the Eligible Customers maintained with the Bank an amount equivalent to the value of the Free Shares Reward(s) (as determined by the Bank at its sole discretion with reference to the market value of the Free Shares at the relevant date/time) without prior notice.
- l. In case of any reason the Bank is unable to provide the Free Shares as reward under this offer, the Bank reserves the right to substitute the Free Shares with other reward(s) at any time without prior notice. The value or nature of the substitute reward(s) may differ from the Free Shares specified in these Terms and Conditions.

## **8. PayDay+ Promotion**

The promotion period is from 2 July 2024 to 30 September 2024. Terms and conditions apply. Please visit [hangseng.com/payrolloffer6](https://hangseng.com/payrolloffer6) for the eligibility of PayDay+ customers and detailed Terms and Conditions of the PayDay+ offer.

## **9. Prestige Banking – First 6-month Grace Period for Fund-in**

Eligible Customers who newly open / upgrade to Prestige Banking can enjoy first 6-month grace period for fund-in without below balance monthly fee. After the first 6-month grace period, the standard monthly fee for Prestige Banking will be applied if the Total Relationship Balance of the previous month is below HKD1,000,000. If the Total Relationship Balance of previous month is below HKD1,000,000 or HKD500,000, monthly fee for Prestige Banking of HKD40 or HKD340 will be applied respectively. For details of the monthly fee, please check with the Bank's staff.

**Terms and Conditions of other Rewards and Privileges:**

**10. Up to HKD8,888 FX cash reward for Global Money<sup>+</sup> Users**

The promotion period of foreign exchange reward is from 23 June 2024 to 30 September 2024. Foreign Exchange involves Exchange Rate Risk. Terms and conditions apply, please refer to [hangseng.com/gmtoffer](https://hangseng.com/gmtoffer) for more details.

**11. Time Deposit Offer**

During the Promotion Period, Eligible Customers can enjoy preferential interest rate by placing a time deposit with Eligible New Fund Balance via online banking (including Hang Seng Personal e-Banking and Hang Seng Mobile App), branch or Phone Banking. Terms and Conditions apply. For details, please visit [hangseng.com/depositpromo5](https://hangseng.com/depositpromo5).

**12.1 Investment Products Offers**

**Subscription of Relevant Investment Products Offer:**

The promotion period of the offer is from 1 July 2024 to 30 September 2024. The offer is only applicable to Prestige Private or Prestige Banking personal customers who did not have any subscription of Relevant Investment Products between 1 January 2024 and 15 June 2024 via any integrated account(s) and channels of the Bank. Terms and conditions apply to the offer. Investment involves risks, please visit [hangseng.com/invpromotion](https://hangseng.com/invpromotion) for details.

**0% Fund Subscription Fee Offer:**

The promotion period of this offer is from 1 July 2024 to 30 September 2024, both dates inclusive. Terms and Conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/fundoffer](https://hangseng.com/fundoffer) for details.

**Fund Subscription Fee Offer:**

The promotion period of this offer is from 1 January 2024 to 31 December 2024, both dates inclusive. Terms and conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/invfund](https://hangseng.com/invfund) for details.

**Investment Fund Transfer-In Offer:**

The promotion period for this offer is from 2 January 2024 to 31 December 2024, both dates inclusive. Terms and conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/invpromotion](https://hangseng.com/invpromotion) for details.

**Online Investment Services Subscription Offer:**

The promotion period for this offer is from 1 July 2024 to 30 September 2024, both dates inclusive. Terms and conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/invpromo](https://hangseng.com/invpromo) for details.

**12.2 Family+ Investment Products Offers**

**Investment Product Subscription Offer**

The promotion period of this offer is from 1 July 2024 to 30 September 2024, both dates inclusive. The offer is applicable to Prestige Private/Prestige Banking customers who hold Family+ account of the Bank and who did not successfully subscribe any Capital Protected Structured Notes ("Designated Investment Product") with the Bank between 1 January 2024 and 30 June 2024. Terms and Conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/esginvest](https://hangseng.com/esginvest) for details.

**0% Fund Subscription Fee Offer:**



The promotion period of this offer is from 1 July 2024 to 30 September 2024, both dates inclusive. Terms and Conditions apply to the offer. Investment involves risk. Please visit [hangseng.com/fundooffer](https://hangseng.com/fundooffer) for details.

### **13. Securities Services Offer**

Promotion period of these Securities Services offers are from 1 July 2024 to 30 September 2024, both dates inclusive. "New Securities Customers" (including all the account holders of the New Securities Account) means customers who must not hold any securities account (personal / joint) with the Bank within a period of 6 months preceding the account opening date. Investment involves risks. Terms and Conditions apply to the services and offers. For details, please contact our branch staff or visit [hangseng.com/stockoffer](https://hangseng.com/stockoffer).

### **14. Insurance Plans Offer**

#### **Life Insurance Offer (Designated Life Insurance Offer):**

a. The promotion period is from 1 July 2024 to 30 September 2024, both dates inclusive. Terms and conditions apply. Please note the relevant product risks. For details, please contact our branch staff or visit [hangseng.com/lifeinsurance](https://hangseng.com/lifeinsurance) for details.

b. Successfully apply eCancerPro Insurance Plan to enjoy cancer protection and a 3-month premium waiver in the first year with promo code "3JUSC3" or eFamilyPro Life Insurance Plan to enjoy life protection and a 8-month premium waiver in the first year with promo code "3MASF8". The promotion period is from 1 July 2024 to 30 September 2024, both dates inclusive. Terms and Conditions apply. Please note the relevant product and credit risks. For details, please contact us at 2998 8038 or please visit [hangseng.com/ins-discount](https://hangseng.com/ins-discount). This plan is underwritten by Hang Seng Insurance Company Limited.

#### **General Insurance Plan Offers:**

##### **Studysure Protection Plan**

Terms and Conditions apply to promotion offer and insurance plan. Please note the relevant product risks. The promotion period is from 30 June 2024 to 30 September 2024, both dates inclusive. Please visit [hangseng.com/gi1](https://hangseng.com/gi1) for the Terms and Conditions of promotion offer. Please call our hotline at (852) 2998 9888 for the details and obtaining dedicated promotion code.

##### **Travelsure Protection Plan (Annual Global Cover)**

Terms and Conditions apply to promotion offer and insurance plan. Please note the relevant product risks. The promotion period is from 1 July 2024 to 30 September 2024, both dates inclusive. Please visit [hangseng.com/gi1](https://hangseng.com/gi1) for the Terms and Conditions of promotion offer. Please call our hotline at (852) 2998 9888 for the details and obtaining dedicated promotion code.

##### **Travelsure Protection Plan (Annual China Cover)**

Terms and Conditions apply to promotion offer and insurance plan. Please note the relevant product risks. The promotion period is from 1 July 2024 to 30 September 2024, both dates inclusive. Please visit [hangseng.com/gi1](https://hangseng.com/gi1) for the Terms and Conditions of promotion offer. Please call our hotline at (852) 2998 9888 for the details and obtaining dedicated promotion code.

##### **Home Care Plus Home Insurance Plan**

Terms and Conditions apply to promotion offer and insurance plan. Please note the relevant product risks. The promotion period is from 1 July 2024 to 30 September 2024, both dates inclusive. Please visit [hangseng.com/gi1](https://hangseng.com/gi1) for the Terms and Conditions of promotion offer. Please call our hotline at (852) 2998 9888 for the details and obtaining dedicated promotion code.

### **15. Foreign Exchange Offer**

The promotion period is from 2 July 2024 to 30 September 2024. For exchange of designated currencies and set up of 1-week / 1-month time deposit at the same time with designated transaction amount. The above interest rate offers are quoted with reference to the interest rates offered by the Bank on 2 July

2024 and are for reference only. The relevant interest rates will be subject to revision based on the prevailing market conditions. Terms and conditions apply. Visit [hangseng.com/forexoffer](https://hangseng.com/forexoffer) for more details.

#### **16. Prestige Privileges**

Terms and Conditions apply to the privileges. For details, please visit [hangseng.com/prestige/privilege](https://hangseng.com/prestige/privilege).

#### **17. Hang Seng Prestige World Mastercard® Offer**

The Promotion Period of the welcome gifts is till 31 December 2024. New Credit Card Customers are required to accumulate transaction amount of HK\$10,000 within 60 days from the date of new card issuance in order to enjoy \$600 +FUN Dollars and Existing Credit Card Customers are required to accumulate transaction amount of HK\$8,000 within 60 days from the date of new card issuance in order to enjoy \$300 +FUN Dollars. The welcome gifts are not applicable to Principal Card customers who are currently holding and / or have ever held any Hang Seng Prestige World Mastercard during the 12 months immediately preceding the date of application. Terms and conditions apply. For details, please contact our branch staff or visit Hang Seng Bank Website: Cards > Credit Card Products > Prestige World Mastercard.

#### **18. Hang Seng Olive Privileges**

The Promotion Period is from 1 July 2024 to 30 September 2024, both dates inclusive. Terms and Conditions apply. For details, please contact our branch staff or visit [hangseng.com/olive-promo](https://hangseng.com/olive-promo).

#### **19. Customer Referral Offer**

The Promotion Period of this offer is from 1 July 2024 to 30 September 2024, both dates inclusive. Terms and Conditions apply. For details, please contact our branch staff or visit [hangseng.com/mgm1](https://hangseng.com/mgm1).

### **Important Notes**

#### **About Risk Profile Questionnaire:**

The Risk Profiling Questionnaire is provided by Hang Seng Bank Limited (the "Bank") and is intended to help the customer understand his / her risk profile and investment needs. The Bank makes no guarantee, representation or warranty and accepts no responsibility or liability as to the accuracy or completeness of the information or recommendation given. The suggestions are derived from information that the customer has provided to the Bank. The suggestions are designed to meet the needs discussed in this test and are in line with the customer's attitude towards risk. The suggestions are for the customer's consideration when making his / her own investment decisions. The suggestions are not an offer to sell or a solicitation to buy any financial products and the suggestions should not be considered as investment advice.

#### **Life Insurance Plans:**

The above information is intended as a general summary of information for reference only. Please refer to the promotion leaflets / flyers and contracts for the important information such as detailed coverage, exact Terms and Conditions and exclusions of the relevant Life Insurance Plans. Please refer to the product brochures for the relevant product risks. The above Life Insurance Plans are underwritten by Hang Seng Insurance Company Limited ("Hang Seng Insurance"). Hang Seng Insurance is authorized and regulated by the Insurance Authority of the HKSAR. The Bank is an insurance agent authorized by Hang Seng Insurance and the insurance products are products of Hang Seng Insurance but not the Bank. In respect of an eligible dispute (as defined in the Terms of Reference for the Financial Dispute Resolution Centre in relation to the Financial Dispute Resolution Scheme) arising between the Bank and you out of the selling process or processing of the related insurance product transaction, the Bank will enter into a Financial Dispute Resolution Scheme process with you; however any dispute over the contractual terms of the insurance products should be resolved between Hang Seng Insurance and you directly.

#### **General Insurance Plans:**

The above general insurance plan ("this Plan") is underwritten by Chubb Insurance Hong Kong Limited ("Chubb") which is authorised and regulated in Hong Kong SAR by the Insurance Authority. Chubb reserves the right of final approval of the policy issuance. The Bank is registered as an insurance agency

by the Insurance Authority (License No.: FA3168) and authorised by Chubb for distribution of this Plan. This Plan is a product of Chubb and not the Bank. Upon application to this Plan, insurance premium will be payable to Chubb, and Chubb will provide the Bank with commission and performance bonus as remuneration for distribution of this Plan. The existing staff remuneration policy on sales offered by the Bank takes into account various aspects of the staff performance instead of focusing solely on the sales amount.

In respect of an eligible dispute (as defined in the Terms of Reference for the Financial Dispute Resolution Centre in relation to the Financial Dispute Resolution Scheme) arising between the Bank and the customer out of the selling process or processing of the related transaction, the Bank is required to enter into a Financial Dispute Resolution Scheme process with the customer; however, any dispute over the contractual terms of the insurance product, underwriting, claims and policy service should be resolved directly between Chubb and the customer.

The above information is intended to be a general summary for reference only. Please refer to the policy wording for exact terms, conditions, details of the exclusions and relevant product risks.

## **Risk Disclosure**

### **Risk Disclosure of Investment Fund:**

- Investors should note that all investments involve risks (including the possibility of loss of the capital invested), prices or value of investment fund units may go up as well as down and past performance information presented is not indicative of future performance. Investors should read carefully and understand the relevant offering documents of the investment funds (including the fund details and full text of the risk factors stated therein) and the Notice to Customers for Fund Investing before making any investment decision. Investment funds are investment products and some may involve derivatives. Investors should carefully consider their own circumstances whether an investment is suitable for them in view of their own investment objectives, investment experience, preferred investment tenor, financial situation, risk tolerance abilities, tax implications and other needs, etc., and should understand the nature, terms and risks of the investment products. Investors should obtain independent professional advice if they have concerns about their investment.

The risks for funds which are index funds include but not limited to:

- Tracking error risk: There can be no assurance that the performance of the relevant fund will be identical to the performance of the relevant index. Factors such as the fees and expenses borne by the relevant fund, the time differences associated with portfolio re-balancing, the prices at which the constituent stocks of the relevant index are acquired or disposed by the relevant fund, the market condition at the relevant time of acquisition or disposal, the index-tracking strategies or financial derivative instruments used will affect the performance of such fund relative to the relevant index.
- Passive investment risk: Fund manager does not have any discretion to select stocks individually or to take defensive positions in declining markets or changes in the composition of the index. Hence, any fall in the relevant index will result in corresponding fall in the value of the relevant fund. The composition of the relevant index may change and stocks currently comprising the relevant index may subsequently be delisted. Other stocks may also be added subsequently to become constituent stocks of the relevant index.
- Concentration risk: The relevant fund may be concentrated in a single or particular sector(s) or single country / region. The performance of the relevant fund could depend substantially on the performance of the relevant single or particular sector(s) / market(s) and the relevant fund is likely to be more volatile than a broad-based fund as it is more susceptible to adverse conditions in the relevant single or particular sector(s) / market (s). In seeking to reflect the weightings of constituent stocks of the relevant index, investments of the relevant fund may be concentrated in a single constituent stock or several constituent stocks. The performance of the relevant index and the fund may be significantly affected by the price fluctuation of one or several of the constituent stocks of the relevant index.

The risks for funds which are bond funds, including but not limited to the credit / default risks of the issuers of the bonds in which the bond funds invest, interest rate risk and liquidity risk etc.

**Risk Disclosure of Structured Products:**

- Structured Products involve derivatives. The investment decision is yours but you should not invest in a Structured Product unless the intermediary who sells it to you has explained to you that the Structured Product is suitable for you having regard to your financial situation, investment experience and investment objectives. Structured Product is a complex product and you should exercise caution in relation to Structured Products. The market value of the Structured Products may fluctuate and investors may sustain a total loss of their investment. Prospective investors should therefore ensure that they understand the nature of the Structured Products and carefully study the risk factors set out in the offering documents for the Structured Products and, where necessary, seek independent professional advice, before they decide whether to invest in any Structured Products. If you purchase the Structured Products, you are relying upon the creditworthiness of the Issuer of the Structured Products.
- Liquidity risk - Structured Products are designed to be held to its maturity. You may not be able to sell your investment in the Structured Products before maturity. If you try to sell the Structured Products before maturity, the amount you receive may be substantially less than the investment amount you paid for the Structured Products.
- Credit risk of the Structured Products issuer - Structured Products constitute general unsecured and unsubordinated contractual obligations of the issuer. When you buy Structured Products, you will be relying on the creditworthiness of the Structured Products issuer and of no other person. You have no rights under the terms and conditions of the Structured Products against any issuer of any linked underlying(s). If the relevant Structured Products issuer becomes insolvent or default on its obligations under the Structured Products, in the worst case scenario, you could lose all of your investment.
- Not the same as investing in linked underlying(s) - Investing in Structured Products is not the same as investing in the linked underlying(s). Changes in the market price or level of any linked underlying(s) may not lead to a corresponding change in the market value of, or your potential gain or loss under, the Structured Products.
- Before making any investment, investors should i) read and fully understand all the offering documents relating to Structured Products and all the risk disclosure statements and risk warnings therein; and ii) make investment decisions in light of your own investment objectives, financial position and particular needs and where necessary consult your own professional advisers before investing.

**Important Risk Warning of Bond and Certificate of Deposit Product:**

- Bonds and Certificates of Deposit (CDs) are investment products. The investment decision is yours but you should not invest in a bond / CD unless the intermediary who sells it to you has explained to you that the bond / CD is suitable to you having regard to your financial situation, investment experience and investment objectives. Your intermediary is under a duty to assure that you understand the nature and risks of this product, and that you have sufficient net worth to be able to assume the risks and bear the potential losses of trading in this product.
- Bonds are not deposits and should not be treated as substitute for conventional time deposits.
- Certificate of Deposit is not a protected deposit and is not protected by the Deposit Protection Scheme in Hong Kong.
- Investors who purchase bonds / CDs are exposed to the credit risk of the issuer and guarantor (if any) of the bonds / CDs. There is no assurance of protection against a default by the issuer / guarantor in respect of the repayment obligations. In the worst-case scenario, any failure by the issuer and the guarantor (if any) to perform their respective obligations under the bonds / CDs when due may result in a total loss of all of your investment.

- Renminbi (RMB) is not a freely convertible currency. As such, investors trading bonds and / or CDs denominated in RMB are subject to additional risks (such as currency risk).
- The above is not an exhaustive list of risk factors. Please refer to the section on “Risk Factors” in the relevant “Bond / Certificate of Deposit Trading Services” Factsheet to understand other risk factors applicable to bonds and CDs.
- The information displayed does not constitute nor is it intended to be construed as any professional advice, offer, solicitation or recommendation to deal in Bonds / CDs. Investors should be aware that all investments involve risks (including the possibility of loss of the capital invested). The prices of Bonds and CDs may go up as well as down and past performance is not indicative of future performance. Investors should not only base on this information alone to make investment decisions, and should carefully consider whether an investment is suitable for them in view of their own investment objectives, investment experience, investment tenor, financial situation, risk tolerance abilities, tax implications and other needs, etc., and should read the relevant product offering documents and terms and conditions (including the full text of the risk factors therein) in detail before making any investment decisions. Investors should obtain independent professional advice if they have concerns about their investment.
- No guarantee, representation, warranty or undertaking, express or implied, is made as to the fairness, accuracy, timeliness, completeness or correctness of any general financial and market information, news services and market analysis, projections and / or opinions (“Market Information”) provided above and the basis upon which any such Market Information have been made, and no liability or responsibility is accepted by the Bank in relation to the use of or reliance on any such Market Information whatsoever provided in the webinar.
- Investors must make their own assessment of the relevance, accuracy and adequacy of the information provided and make such independent research / investigations as they may consider necessary or appropriate for the purpose of such assessment. The Bank does not make any representation or recommendation or assessment as to whether or not any of the investment(s) mentioned are suitable or applicable to any persons and thus shall not be held responsible in this regard.

**Risk Disclosure of MaxiInterest Investment Deposit:**

- This is a structured product involving derivatives. The investment decision is yours but you should not invest in the MaxiInterest Investment Deposit unless the intermediary who sells it to you has explained to you that the product is suitable for you having regard to your financial situation, investment experience and investment objectives. Investors should read the relevant Important Facts Statement, Terms and Conditions and risk disclosure statement before making any investment decision.
- Investors should note that this product is not capital protected and is not a normal time deposit, and thus should not be considered as normal time deposit or its alternative.
- Earnings on this product are limited to the nominal interest payable. As the principal and the earning will be paid in the Deposit Currency or the Linked Currency, whichever has depreciated against the other, investors will have to bear the potential losses due to currency depreciation, which may be substantial. If the product is withdrawn before maturity, investors will also have to bear the costs involved. Such losses and costs may reduce the earnings and the principal amount of this product. Investors should seek professional advice where necessary. The relevant Terms and Conditions of this product are available upon request to the staff of the Bank.
- This product is not a protected deposit and is not protected by the Deposit Protection Scheme in Hong Kong.
- Investment in this product is subject to the credit risk of the Bank.
- Renminbi (RMB) is subject to foreign exchange control by the PRC government and thus investors investing in the MaxiInterest Investment Deposit involving RMB are subject to the currency risk of RMB.

**Risk Disclosure of Capital Protected Investment Deposit:**

- This is a structured product involving derivatives. The investment decision is yours but you should not invest in the Capital Protected Investment Deposit unless the intermediary who sells it to you has explained to you that the product is suitable for you having regard to your financial situation, investment experience and investment objectives. Investor should read the Important Facts Statement of the relevant investment type, the relevant term sheet, Terms and Conditions and risk disclosure statement before making any investment decision.
- Investor should note that this product is not normal time deposit and thus should not be considered as normal time deposit or its alternative.
- This product is not a protected deposit and is not protected by the Deposit Protection Scheme in Hong Kong.
- Investment in this product is subject to the credit risk of the Bank.
- Renminbi (RMB) is subject to foreign exchange control by the PRC government and thus investors investing in the Currency-Linked Capital Protected Investment Deposit involving RMB are subject to the currency risk of RMB.

**Risk Disclosure of Structure Notes:**

- Structured notes involving derivatives are defined as complex products under the Guideline on Online Distribution and Advisory Platforms from the Securities and Futures Commission ("SFC"), you should exercise caution in relation to this product and seek independent professional advice when necessary before making investment decisions.
- Some structured notes provide a minimum return on your principal, provided the structured notes are held to maturity. You should also read the risk factors set out in the relevant offering documents of the structured notes before making any investment decisions.
- The information on this marketing material is provided for reference only and shall not be considered as investment advice. It does not constitute any offer, invitation or recommendation to any person to purchase any structured notes described herein. If you have any doubt, you should seek independent professional advice.
- The information contained on this marketing material has not been reviewed by the SFC or any other regulatory authority in Hong Kong.

**Risk Disclosure of Securities Investment:**

Investors should note that investment involves risks. The prices of securities fluctuate, sometimes dramatically. The price of a security may move up or down, and may become valueless. It is as likely that losses will be incurred rather than profit made as a result of buying and selling securities.

Investors should note that investing in different Renminbi-denominated securities and products involves different risks (including but are not limited to currency risk, exchange rate risk, credit risk of issuer / counterparty, interest rate risk, liquidity risk (where appropriate)). The key risks of investing in securities via the Stock Connect Northbound Trading include:

- Once the respective quota is used up, trading will be affected or will be suspended.
- Stock Connect Northbound Trading will only operate on days when both markets are open for trading. Investors should take note of the days the Stock Connect Northbound Trading is open for business and decide according to their own risk tolerance whether or not to take on the risk of price fluctuations in securities during the time when Stock Connect Northbound Trading is not trading.
- When a security is recalled from the scope of eligible securities for trading via Stock Connect Northbound Trading, that security can only be sold but NOT bought.
- Investors will be exposed to currency risk if conversion of the local currency into RMB is required.

Foreign securities carry additional risks not generally associated with securities in the domestic market. The value or income (if any) of foreign securities may be more volatile and could be adversely affected by

changes in many factors. Client assets received or held by the licensed or registered person outside Hong Kong are subject to the applicable laws and regulations of the relevant overseas jurisdiction which may be different from the Securities and Futures Ordinance (Cap.571) and the rules made thereunder. Consequently, such client assets may not enjoy the same protection as that conferred on client assets received or held in Hong Kong.

Investors should note that ETF is different from a typical unit trust and many factors will affect its performance. In general, the market price per ETF unit may be significantly higher or lower than its net asset value per unit due to market demand and supply, liquidity, and scale of trading spread in the secondary market and will fluctuate during the trading day. ETF is different from stocks, investors should read the offering documents of the relevant ETF and understand the features and risks of ETF etc.

### **RMB Currency Risk**

Renminbi ("RMB") is subject to exchange rate risk. Fluctuation in the exchange rate of RMB may result in losses in the event that the customer subsequently converts RMB into another currency (including Hong Kong Dollars). Exchange controls imposed by the relevant authorities may also adversely affect the applicable exchange rate. RMB is currently not freely convertible and conversion of RMB may be subject to certain policy, regulatory requirements and / or restrictions (which are subject to changes from time to time without notice). The actual conversion arrangement will depend on the policy, regulatory requirements and / or restrictions prevailing at the relevant time.

### **Foreign Currency Risk**

Foreign Exchange involves Exchange Rate Risk. Fluctuations in the exchange rate of a foreign currency may result in gains or losses in the event that the customer converts the deposits from foreign currency to another currency, and/or in the event that the customer converts a foreign currency time deposit to another currency (including Hong Kong Dollar) upon maturity.

To borrow or not to borrow? Borrow only if you can repay!

Investors should not only base on this material alone to make any investment decision, but should read in detail the relevant risk disclosure statements.

These promotion materials have not been reviewed by the Securities and Futures Commission in Hong Kong ("SFC"). The information contained herein is for general information and reference purposes only and is not intended to provide professional investment or other advice. It is not intended to form the basis of any investment decision. You should not make any investment decision based solely on the information and services provided herein. Before making any investment decision, you should take into account your own circumstances including but not limited to your financial situation, investment experience and investment objectives, and should understand the nature, terms and risks of the relevant investment product. You should obtain appropriate professional advice where necessary.

These promotion materials are not intended to provide or regard as legal or taxation advice, or investment recommendations.