



**[Internet 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 mobile and internet 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 30<sup>th</sup> 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 services which are terminated after the 30<sup>th</sup> of November 2019: Net worth statement, Select accounts, Rename accounts and e-Advice request.
- Online Banking and Mobile Banking services which are temporarily unavailable after the 30<sup>th</sup> of November 2019.

Online/Mobile Banking	Function Name	Alternative service channel
Online Banking	Set up new alert via SMS	Mail in application form (click <a href="#">here</a> to download) or Branch
Mobile Banking	Open new term deposit	Online Banking
Mobile Banking	Transfer to non-predestinated or non-saved payee	Online Banking
Mobile Banking	Transfer to foreign currency account in other domestic bank	Online Banking