



**[Internet Banking & Mobile 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.

Whilst we continue our evolution, some functions that you have previously used online may, for a short time, will only be available through the call center or our branches. Please be assured that this system transition will not have any impact to your account information.

Changes to the core functions of internet and mobile banking will continuously be done throughout this year and into 2020. During the process of change, some services may be temporarily unavailable via internet and mobile banking. Please visit the branch that is nearest to you or call our Call Center for the services. If you do not have a Phone Banking PIN, we suggest that you apply for the service in advance in order for our Call Center representatives to serve you (Please click [this link](#) to download the application form).

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.

- Services which will be temporarily unavailable after the 30th of November

Internet Banking	Function Name	Alternative Service Channel
1	Open new foreign currency term deposit	Branch or Phone Banking Center
2	Update term deposit maturity instruction	Branch or Phone Banking Center
3	Edit/Delete future transfers	Branch or Phone Banking Center
4	Edit/Delete saved transfer payee	Branch or Phone Banking Center
5	Set up new alert via SMS	Mail in application form ( <a href="#">click here</a> to download) or Branch
6	Change Internet banking transfer limits	Phone Banking Center

Mobile Banking	Function Name	Alternative service channel
1	Open new term deposit	Internet Banking (Local currency), Branch or Phone Banking Center
2	Transfer to non-predestinated or non-saved payee	Internet Banking
3	Transfer to foreign currency account in other domestic bank	Internet Banking

- Services which will be terminated after the 30<sup>th</sup> of November: Net worth statement, Select accounts, Rename accounts and e-Advice request.