

Notice on Amending of the Phonebanking Service General Terms and Conditions of *HSBC Bank (China) Company Limited*

Dear Customers:

Starting from 1 May 2025, the Phonebanking IVR service for the HSBC Retail Business Banking customers of HSBC Bank (China) Company Limited (the “**Bank**”) will be demised. The Bank has revised the clauses of the *Phonebanking Service General Terms and Conditions*, which are hereby announced. The revised document has been published on the official site of the Bank, under the section of “Retail Business Banking” – “Banking Accounts & Services” – “One Contact” (www.hsbc.com.cn/fusion/accounts/list/one-contact/).

Please click the link below to read the updated document.

[*Phonebanking Service General Terms and Conditions*](#)

The revised *Phonebanking Service General Terms and Conditions* will be effective on 1 May 2025. Upon the expiration of the period of public notice, if you do not send a request for cancelation of the phonebanking service at our bank, it shall be deemed that you have consented to and accepted the new *Phonebanking Service General Terms and Conditions*.

We will continue to improve our service. If you have questions, please call our Fusion Customer Service hotline 400-820-1177. Thank you for your understanding and support!

HSBC Bank (China) Company Limited
1 Apr 2025