

Notice of Phone Banking IVR Service Removal for HBCN Retail Business Banking Customers

Dear Customer,

Starting from May 1, 2025, the phone banking IVR service for HBCN Retail Business Banking customers will be demised. If any inquires on account balance, deposit rate, foreign exchange rate, or time deposit placement, inquiry, renewal, and maturity instruction's amendment, etc., you can still obtain support through one of the following channels such as HSBCnet, RBB WeChat Service Account, your Fusion Relationship Manager or HSBC Fusion Customer Service Hotline 400-820-1177.

We would like to take this opportunity to thank you for your continuous support to HSBC.

HSBC Bank (China) Company Limited

April 1, 2025