

Concierge  
service







# Your Concierge service

Welcome to your Concierge service, delivered by Ten Lifestyle Group<sup>1</sup>, one of the world's leading concierge services. Designed to build a deep and considered understanding of your interests, aspirations and tastes, this service offers unrivalled and proactive support with unprecedented access and VIP treatment at every turn.

As part of this service an intuitive Concierge digital platform<sup>2</sup> offers expert led articles and reviews, as well as direct booking for flights, hotels and experiences, including last-minute guaranteed tables at top restaurants around the world.

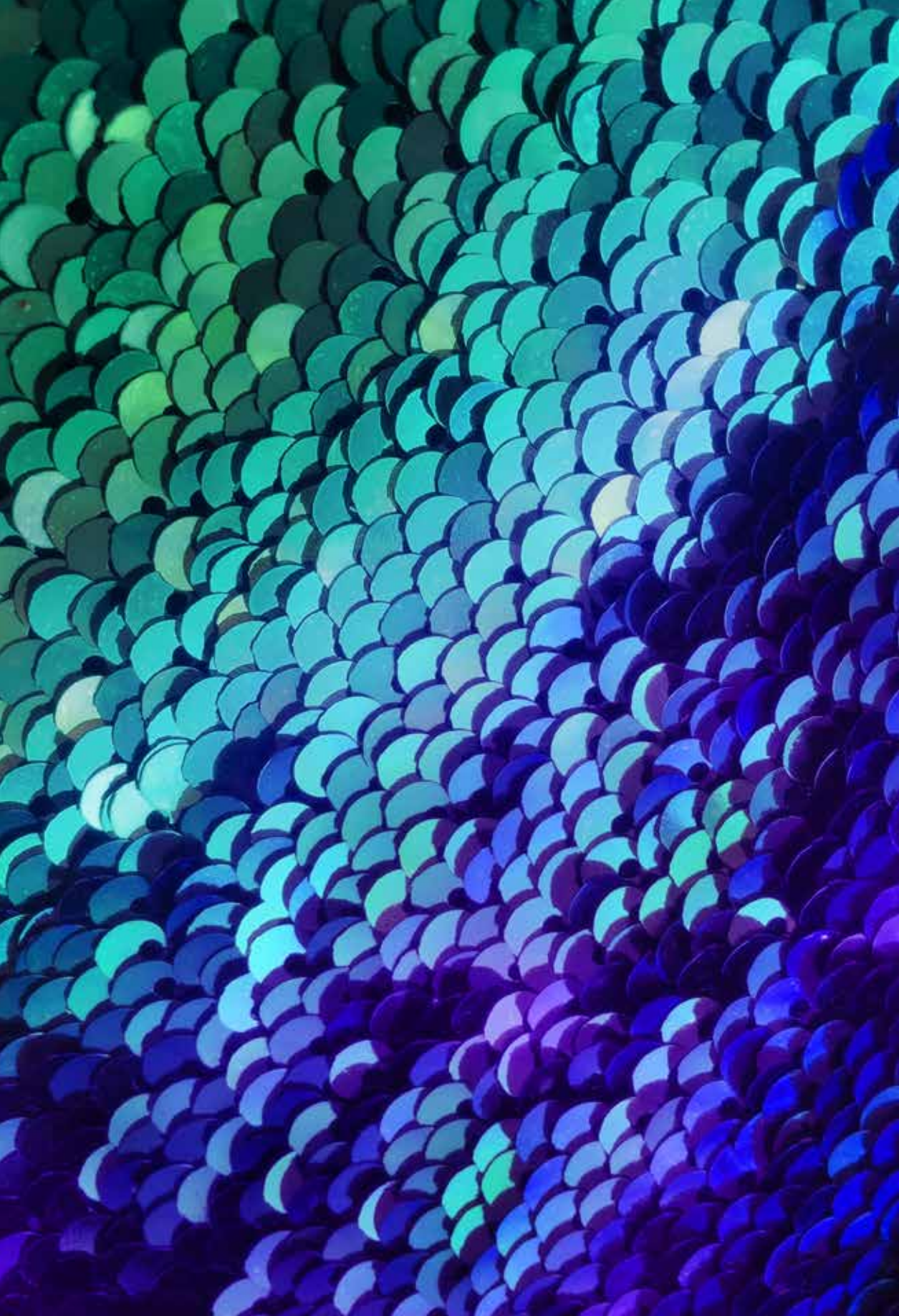
Alongside this digital platform, a global network of experts and contacts will be at your disposal 24/7 to offer advice and assistance, from securing those last-minute reservations and sold out tickets no one else can, to receiving extraordinary benefits and offers from a range of new global partners.

When booking through this service you can expect an added level of intelligence and luxury, from complimentary drinks and bespoke menus at Michelin starred restaurants, to behind the scenes tours of famous opera houses and theatre, as well as room upgrades and credits to be used towards spa and dining experiences at the world's top hotels.

<sup>1</sup> HSBC Jade clients will enter into a direct agreement with Ten Lifestyle Group PLC under which Ten Lifestyle Group PLC and its affiliates will deliver the lifestyle service available under the Jade Concierge Service. HSBC will not be a party to that agreement and will not be responsible for the delivery of the lifestyle services. To view Ten Lifestyle Group PLC's terms of business, please visit <http://www.jade.hsbc.com/cn/en-gb/> call 400 1203 678 (Mandarin), 400 1203 658 (Cantonese) or 400 1203 648 (English) or send an email to [concierge.sc-cn@jade.hsbc.com](mailto:concierge.sc-cn@jade.hsbc.com) (Mandarin), [concierge.tc-cn@jade.hsbc.com](mailto:concierge.tc-cn@jade.hsbc.com) (Cantonese) or [concierge.en-cn@jade.hsbc.com](mailto:concierge.en-cn@jade.hsbc.com) (English).

<sup>2</sup> Digital solution available through the Concierge service is owned and operated by Ten Lifestyle Group PLC.





## Dining experiences

The global team of dining specialists at your Concierge have established and trusted relationships with restaurant managers and Maîtres Ds worldwide across some of the most exclusive and exciting places to dine in the world. Through your Concierge digital platform you can instantly book short-notice, almost impossible to get tables and find out about the best and most exciting places to dine in your city right now, as well as new openings and launches. And should you wish for recommendations based on personal experiences, lifestyle managers are on hand by email or phone whenever, wherever you are in the world.

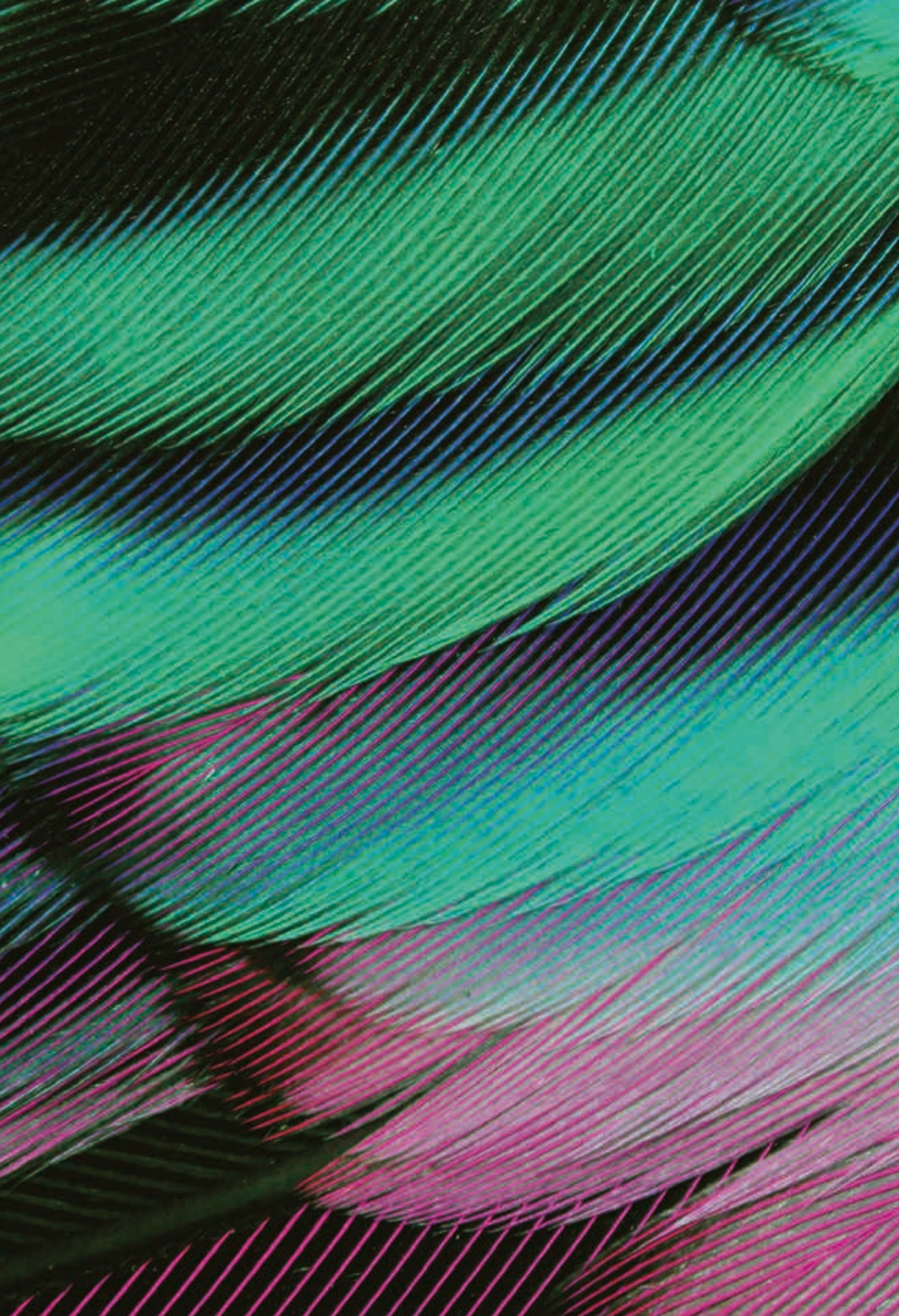
## Night life

Lifestyle managers can get you on the list at top-level nightclubs, bars and members clubs worldwide. Visiting a new city? Let them organise your night out complete with waived entrance fees and complimentary drinks on arrival. They can also access membership at private members clubs around the world and even remove or reduce the joining fees.

## Tailor-made travel

Enjoy complimentary room upgrades, breakfasts and dining and spa credits at more than 1,600 five-star hotels around the world when you book through your Concierge service. For the duration of your stay you will be treated as a VIP, often with a personal welcome from the manager and a gift on arrival. Either speak to your experienced Travel team, who can advise on the best places to spend your precious time away precisely exactly as you wish, or book via the Concierge digital platform and instantly access your benefits.





## Entertainment

If you want to see a show, experience a band or support your favourite team your Concierge service can ensure you're right there in the heart of the action. Your Tickets team has extensive industry connections with venues and box offices worldwide and can access the seats you want, as well as VIP hospitality options for a more luxurious experience. To ensure you never miss out, you can personalize your online profile or mention to one of your lifestyle managers the musicians, artists and bands you prefer, so they can alert you the minute they announce a tour.

## Let us begin

To begin using your Concierge service simply contact your dedicated Jade Relationship Manager who will guide you through the set-up process, which takes only a few moments. All you then need to do is to contact Ten Life Style Group, and get your Concierge service registered with your client number.

Notes: The above mentioned benefits may subject to change, please refer to your Lifestyle Manager's for more information.





