

HSBC JADE PASSPORT Client FAQs

1. Introducing - HSBC Jade Passport

We understand your aspirations aren't restrained by physical spaces or borders. That's why Jade Passport is designed to give you the freedom to follow whatever opportunities life brings, all whilst taking a Premier status and selected Jade benefits with you.

2. What is HSBC Jade Passport?

As an HSBC Jade client of HSBC Hong Kong, HSBC China or HSBC Singapore, and the existing Premier customer in the other two markets, you can now enjoy the Jade Passport within these countries/region. Your Jade status in one country/region unlocks access to selected exclusive products, preferential rates, discounts and an enhanced level of service in these three Asia markets. Your global Jade status unlocks access to selected exclusive products, preferential rates, discounts, fee waivers and an enhanced level of service¹ in your new market.

3. Where is HSBC Jade Passport available?

HSBC Jade Passport is currently available in Hong Kong SAR, mainland China and Singapore. Additional locations may be added over time, for further information please contact your dedicated Relationship Manager.

4. How can I access Jade Passport?

You will need an existing or newly established HSBC Premier account with HSBC Hong Kong, HSBC China or HSBC Singapore to access Jade Passport benefits and features.

5. What HSBC Jade products, services and account enhancements will I receive with Jade Passport?

Jade Passport unlocks a similar range of products, services and benefits available to you as a HSBC Jade client in your new market without the need to meet local eligibility requirements:

- A dedicated Relationship Manager to help manage your financial needs.
- Selected exclusive products, preferential rates, discounts, fee waivers and an enhanced level of service* on a wide selection of our banking, investment and insurance products and services.

You will also continue to enjoy your existing Jade global benefits in your upcoming Jade passport markets including:

- The HSBC Jade concierge service, delivered by Ten Lifestyle Group, as well as exceptional offers from our collaboration partners Our exclusive Jade Centers providing an exceptional level of service for your needs
- Our exclusive Jade Centers providing an comfortable and privacy environment for your needs

To learn more about the Jade Passport benefits, please speak to your dedicated Relationship Manager.

PUBLIC - ¹ Availability of products and services under HSBC Jade Passport is subject to regulatory requirements, eligibility and suitability.

6. What if I stop being a HSBC Jade client in mainland China?

If you are no longer an HSBC Jade client in mainland China, access to Jade benefits and those enjoyed through Jade Passport will be withdrawn. For more information about HSBC Jade eligibility requirements, please speak to your dedicated Relationship Manager.

7. Can I benefit from Jade Passport in more than one location?

Yes, as an HSBC Jade client of HSBC Hong Kong, HSBC China or HSBC Singapore, as well as the Premier customer in other two markets, you will be eligible to receive the same expert level of service and benefits in any location (other two markets) where Jade Passport is available.

8. What should I do next?

If you have any questions about Jade Passport, please speak to your dedicated Relationship Manager.