

**Notice on Adjustment of HSBC China Premier Elite Concierge Platform
(Effective from May 22, 2025)**

Dear Client,

To provide you with a more exclusive and enjoyable experience, our HSBC China Premier Elite Concierge Service will soon be upgraded.

We would like to remind you that the current Premier Elite TEN Concierge Service, and its digital platform* <https://www.concierge.hsbc.com>, will cease accepting new service requests from May 22, 2025 (inclusive). Services already reserved before May 22 will still be supported by the TEN Concierge Service team.

Looking ahead, we will collaborate with carefully selected partners to continue providing an elevated suite of concierge services, bringing you global travel, international education, golf, health and wellness privileges. Our newly upgraded Concierge Service Platform will be launched on May 22, inviting you to step into new Premier Elite experiences. For further details, new Concierge Service Platform entrance and contact information, please stay tuned for updates through official HSBC communications.

Should you have any questions, please contact your Premier Relationship Director, or call our 24/7 service hotline at (+86) 21 95366

*The TEN Concierge Service and its digital platform are owned and operated by Ten Lifestyle Commercial Consulting (China), a subsidiary of Ten Lifestyle Group.

HSBC Bank (China) Company Limited
April 23, 2025