

**Notice on Amending of the Personal Customer Phonebanking  
Application Form and 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 *Personal Customer Phonebanking Application Form and Phonebanking Service General Terms and Conditions of HSBC Bank (China) Company Limited*, which are hereby announced. The revised documents have been published on the official site of the Bank, under the section of “Personal” – “Banking Accounts & Services” – “Download Forms” ([www.hsbc.com.cn/en-cn/help/document-download](http://www.hsbc.com.cn/en-cn/help/document-download)).

Please click the links below to read the updated documents.

[\*Personal Customer Phonebanking Application Form\*](#)  
[\*Phonebanking Service General Terms and Conditions\*](#)

The revised *Personal Customer Phonebanking Application Form and Phonebanking Service General Terms and Conditions* will be effective on 1 May 2025. Upon the expiration of the period of public notice, if you apply for using or keep using the phonebanking service at our bank, it shall be deemed that you have consented to and accepted the new *Personal Customer Phonebanking Application Form and Phonebanking Service General Terms and Conditions*.

We will continue to improve our service. If you have questions, please call our Customer Service hotline 95366. Thank you for your understanding and support!

HSBC Bank (China) Company Limited  
1 Apr 2025