

Notice on cancellation of HBCN personal online bank payment function

Dear customers,

HSBC China previously issued a notice titled 'Notice on the Cancellation of HBCN Personal Online Banking Payment function on its official website on 23 July 2026. The effective date for this system change has now been updated **to 31 October 2026**.

If you haven't yet started using HBCN mobile banking services, to facilitate your subsequent transactions, we recommend that you download the mobile banking app through the following methods,

- 1) Scan QR code to download HSBC China Mobile Banking APP.



or

- 2) Download the app from your respective mobile app store: iOS users can also download the app from the App Store (search for either “汇丰银行” or "HSBC China" based on your system language). Android users can download it from the Baidu App Store, HUAWEI AppGallery, Xiaomi Market, Tencent Appstore or Google Play.

Thank you for your continued trust and support of HSBC China!

If you require assistance or have any inquiries, please feel free to contact our hotline (+86) - (21) - 95366 or consult with your relationship manager directly.

HSBC Bank (China) Company Limited

October 13, 2026

Note: The adjustment of the above functions may be further adjusted due to system or other reasons. The adjustment time listed in the text is subject to the actual effective time.