

Notice on cancellation of HBCN personal online bank payment function

Dear customers,

HSBC Bank (China) Company Limited expects to demise the payment function on HBCN personal online banking starting from October 24, 2026.

Demised services are,

- CNY domestic payment (include in-house transfer, real-time, normal, future and recurring)
- CNY Cross-Border outward remittance
- Foreign Currency outward remittance (Telegraphic Transfer)
- Global Transfer (including Realtime & future transfer)
- Other related payment functions, e.g. payee list display, etc.,

If you need to handle the above-mentioned payment business, please utilize our Mobile Banking service (the “HBCN” app) or visit our branch for payment business. Please note that other online banking services (e.g. term deposits, wealth management, and account inquiries, etc.) will remain unaffected. You can continue using these services through our Personal Online Banking channel.

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, HUAWAI 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

23 July 2026

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