

## **Notification on Re-launch of Foreign Currency Time Deposit and Foreign Currency HSBC Step-Up Time Deposit Early Withdrawal Function via Digital Channel**

Dear Customer

The early withdrawal function of foreign currency time deposit and foreign currency HSBC step-up time deposit in digital channels has completed upgrade as planned and re-launched.

To provide more convenient and better digital channel banking services, the bank upgraded the digital system from 23rd Nov 2020 and temporarily suspended the early withdrawal function of foreign currency time deposit and foreign currency HSBC step-up time deposit in digital channels (WeChat service account and Mobile banking). During this period, the bank provided the early withdrawal of these products through Mobile banking customer service or via branch.

Now, the system upgrade has been completed, the early withdrawal digital function of foreign currency time deposit and foreign currency HSBC step-up time deposit are re-launched. Currently, foreign currency time deposit and foreign currency HSBC step-up time deposit early withdrawal can be done through the following three channels:

- **Mobile banking**
- **WeChat service account**
- **In branch**

**RMB deposit handling is not affected** - The completed system upgrade only affects partial services of WeChat service account and Mobile banking when you early withdraw foreign currency time deposit. RMB deposit service is not affected and the relevant services are available both online and in branch.

If you have any further questions or need to enquire more details, please consult your relationship manager, or call HSBC China Customer Service Hotline 95366, we are happy to help.

Regards,

HSBC Bank (China) Company Limited

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