

To 致： **The Hongkong and Shanghai Banking Corporation Limited**
香港上海滙豐銀行有限公司

Date 日期	dd 日 / mmm 月 / yyyy 年
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REQUEST FOR "CHAT WITH US" / "HSBC HK RM CHAT" TRANSCRIPT
「線上對話」 / 「滙豐香港 RM CHAT」副本申請

- Note 注意：**
- Please write in block letters and tick the applicable boxes. 請用正楷填寫，並在適當的地方加上剔號。
 - Please use the signature(s) associated with the specified bank account. 請使用與有關戶口一致的有效簽署方式。
 - Please maintain your own records as much as possible. Kindly note that you can only retrieve authenticated chat (initiated by you after logging on to Personal Internet Banking / HSBC HK Mobile Banking App / Reward+) if it is available.
請妥善保管您的相關紀錄。請留意，只有透過登入個人網上理財 / 香港滙豐流動理財應用程式 / Reward+ 後啟動的加密對話副本可供存取（如適用）。
 - HSBC reserves the right to decline your request and the disclosure of any third-party personal data. 本行保留拒絕有關申請及透露第三者個人資料的權利。
 - Please return your completed and signed form by mail to "The Hongkong and Shanghai Banking Corporation Limited" P O Box 72677, Kowloon Central Post Office, Kowloon, Hong Kong. 請將已填妥並簽署的表格寄回九龍中央郵政局郵政信箱 72677 號「香港上海滙豐銀行有限公司」收。
 - Your request will normally be processed within 10 working days (excluding Saturday, Sunday and public holiday) upon receipt of your form.
在一般情況下，本行將在收到您的申請表後十個工作天內（不包括星期六、日及公眾假期）處理您的申請。

Your Details 申請人資料

Name 姓名	Contact Telephone Number 聯絡電話號碼
Identification Document Details 身分證文件資料	
Type 種類： <input type="checkbox"/> Hong Kong Identity Card 香港身分證 <input type="checkbox"/> Passport 護照 <input type="checkbox"/> Other 其他 <input type="text"/>	
Number 號碼： <input type="text"/>	

- "Chat with Us" 「線上對話」
HSBC HK Mobile Banking App 香港滙豐流動理財應用程式 / Personal Internet Banking 個人網上理財 / Reward+
- "HSBC HK RM CHAT" 「滙豐香港 RM CHAT」
 WhatsApp WeChat 微信

Transcript Details 副本詳情

Period 時間： From 由 <input type="text"/>	To 至 <input type="text"/>	Time 時間： <input type="text"/>
Agent's Name (if any) 客服姓名 (如有) <input type="text"/>		

Method of Delivery 送遞方式

Mailing Method 郵寄方法
<input type="checkbox"/> Registered Mail 掛號形式 <input type="checkbox"/> Courier (With extra charge*) 速遞 (需額外收費*)
Mailing Address 郵寄地址
<input type="checkbox"/> Mail to my correspondence address per HSBC's records 寄往本人在貴行記錄中的通訊地址
<input type="checkbox"/> Mail to the following address# 寄往以下地址#
<input type="text"/>
#Only applicable to customers who have already closed their bank/credit card accounts. #僅適用於已結束銀行戶口/信用卡客戶。

Chat Transcript Record Retrieval Request and Courier Service Charge* Debit Authorisation

「線上對話」副本申請及速遞手續費*支付授權

<input type="checkbox"/> My Debit Account Number 本人在貴行付款戶口號碼 <input type="text"/>	with HSBC
<input type="checkbox"/> Paid by cash at Branch 於分行以現金付款	
*Please refer to the bank tariff guide for the service charge. *費用請參閱銀行費用服務簡介。	

Terms and Conditions 服務條款及細則

In submitting this application, the Customer shall for all purposes have agreed to the following: 遞交申請表後，即表示您同意及接受以下各項：

1. Not to allow himself or anyone else to record or duplicate the transcript by any means or any device; 任何人均不可將該副本抄製任何副本；
2. Not to share the transcripts with any third party; 不可與任何第三方分享該副本；
3. Keep the transcript and information therein strictly confidential at all times; 確保將該副本及其內容保密處理；
4. Not to disclose any content of the transcript (including, without limitation, anything said, proposed, discussed, exchanged, expressed, negotiated, agreed, settled and done in the chat) to any other persons or parties unless by compulsion of law;
除因法律的強制要求，不可將該副本的任何內容（包括但不限於任何於對話中所提及、建議、討論、交流、發表、商討、同意、和解或作出的事宜）向任何人士或人等披露；
5. Keep the transcripts under safe custody to avoid unauthorised access; and 將副本妥善保管以防止他人在未經許可的情況下使用/接觸該副本；及
6. Not to hold the Bank responsible for the consequences of any unauthorised access to the transcript or the Customer's sharing of its content with any third party and to fully indemnify the Bank against all losses and claims that may arise therefrom.
如有關副本於您保存期間發生外泄或因您與第三者分享該副本而導致的後果與滙豐無關，滙豐亦毋須因此而承擔任何責任，若因此導致滙豐蒙受損失或索償，您則須承擔相關責任。

Customer Signature and Declaration 客戶簽署及聲明

I understand that the "Chat with Us"/"HSBC HK RM Chat" transcript may contain my personal data and other confidential information and that I shall be entirely responsible for keeping them safe and confidential. I also confirm that I have read, fully understood and agree to the above terms and conditions. Please provide me with my chat transcript as requested and as kept by HSBC.

本人明白「線上對話」/「滙豐香港 RM Chat」副本的內容可能包含本人的個人資料或其他機密資料，本人有責任將該等資料小心妥善保管及保密。故本人特此聲明，本人已閱讀及明白上述服務條款及細則，請滙豐提供有關對話的副本。

X

Customer Signature(s) (Please use the signature(s) associated with the specified bank account) 客戶簽署（請使用與有關戶口一致的有效簽署方式）

Full Name (s) (in Block Letters)

全名（請用正楷填寫）：

For Bank Use Only 銀行專用		
Received on	Transcript Retrieved on Date and by Staff (Full Name and Signature)	Branch Chop
<input type="checkbox"/> ID Checked OR <input type="checkbox"/> Signature Verified Initial:	Date of Transcript Delivery to Customer	
Remarks		