



Global Private Banking

Notice of Change on HSBC Jade Terms and Conditions effective on 11 December 2023 (for clients who hold an HSBC Global Private Banking account in Hong Kong)

The Hongkong and Shanghai Banking Corporation Limited (“we”) would take this opportunity to notify you that with effect from 11 December 2023 (the “Effective Date”), HSBC Jade Terms and Conditions will be updated and, for those existing HSBC Jade clients who also hold an HSBC Global Private Banking account in Hong Kong (“Qualified Client”), will be renamed as Terms and Conditions for Personal Banking with Global Private Banking Status (the “Global Private Banking Status Terms and Conditions”).

Here is a summary of the main changes:

1. For Qualified Clients, we have refreshed the “HSBC Jade” brand to “Global Private Banking status”;
2. As long as you have an account with HSBC Global Private Banking and an HSBC personal banking account in Hong Kong, you will enjoy the Global Private Banking status without having to meet any qualifying balance in your HSBC personal banking account.
3. We have clarified that the Global Private Banking status gives you access to a wide range of benefits and privileges available from various third party partners.

The Global Private Banking Status Terms and Conditions will be binding on you if you are a Qualified Client on or after the Effective Date. If you do not agree to the changes and wish to withdraw from the Global Private Banking status, please contact your dedicated relationship manager. Your dedicated relationship manager will also assist you with any queries in relation to this notice or the Global Private Banking Status Terms and Conditions.

The full set of the Global Private Banking Status Terms and Conditions are set out below.

From the Effective Date, any reference to “HSBC Jade” in any information, materials, terms and conditions or communications from us shall be deemed to be referring to “Global Private Banking status” (for Qualified Clients) or “HSBC Premier Elite” (for those other than Qualified Clients), unless we specify otherwise.

If there is any discrepancy between the English and Chinese versions of this Notice, the English version shall prevail.

6 November 2023

Issued by The Hongkong and Shanghai Banking Corporation Limited

Terms and Conditions for Personal Banking with Global Private Banking Status

These Terms and Conditions govern the status enjoyed by holders of an HSBC Personal Banking Account in Hong Kong who at the same time hold an HSBC Global Private Banking account in Hong Kong ("Global Private Banking status") and are applicable to clients who are qualified for the Global Private Banking status ("Qualified Clients").

Between The Hongkong and Shanghai Banking Corporation Limited (referred to as "we", "us", "our" or "HSBC") and you as a client qualified for the Global Private Banking status ("you").

A. General Terms and Conditions

- 1) The Global Private Banking status is made available to you on these terms and conditions (the "Terms").

Benefits

- 2) The Global Private Banking status is an enhancement of your Integrated HSBC Personal Banking Account.
- 3) Except as otherwise referred to in these Terms, your HSBC Personal Banking Account will continue to be governed by the Integrated Account Terms and Conditions (as may be amended from time to time) and the charges will be the charges applicable to that account.
- 4) The Global Private Banking status gives you access to benefits and privileges, including access to selected premium financial and non-financial services and products. Details of the products, services and benefits which are available to you can be obtained by contacting your HSBC relationship manager. We may change, add, or withdraw any of these products, services and benefits from time to time.
- 5) The terms and conditions and the eligibility requirements which will apply to the products and services available through the Global Private Banking status will be set out or referred to in the details relating to each product or service.
- 6) We may offer Qualified Clients preferential fees and charges and beneficial terms and rates on products and services. Please check with your dedicated HSBC relationship manager for information about the prevailing fees, charges, terms and rates available to you. We may change these fees, charges, terms and rates from time to time and we will give you such notice as is required by the terms and conditions applicable to the products and services or which is legally required.

Eligibility for The Global Private Banking status

- 7) The Global Private Banking status is available to holders of an HSBC Personal Banking Account who at the same time hold an HSBC Global Private Banking account in Hong Kong.
- 8) We will notify you after you have become a client with Global Private Banking status.

- 9) The availability of the Global Private Banking status and your eligibility to enjoy the products, services and benefits of The Global Private Banking status may expire or be terminated in accordance with the paragraphs of the “Expiry or termination” section below.

Expiry or termination

- 10) You will no longer be qualified for the Global Private Banking status if, for any reason, you are no longer an HSBC Personal Banking client or an HSBC Global Private Banking client in Hong Kong.
- 11) We may terminate your eligibility for HSBC Global Private Banking status:
- at any time by giving you not less than one month’s notice, or
 - immediately on giving notice if we reasonably consider that by continuing to be a Qualified Client or by continuing to make the products, service and benefits of the Global Private Banking status available to you we may break any law, regulation, code, court order or other duty or may be acting contrary to a recommendation, requirement or decision of any court, ombudsman, regulator or similar authority or may be exposed to action or censure from any government, regulatory or law enforcement or taxation authority.
- 12) If you do not wish to take advantage of the personal banking benefits offered under the Global Private Banking status, you may withdraw from the Global Private Banking status by giving notice to us through your HSBC relationship manager.
- 13) On the expiry or termination of your eligibility for the Global Private Banking status or upon your withdrawal from the Global Private Banking status, you may still be eligible for other benefits and privileges in accordance with the prevailing applicable eligibility criteria.
- 14) On expiry or on termination of your eligibility for the Global Private Banking status or upon your withdrawal from the Global Private Banking status, you will no longer be eligible to apply for the products and services which are available only to Qualified Clients. Each of these products and services which you are then using may either continue or be withdrawn according to the type of product or service and to the terms and conditions applicable to it. Any special terms or rates of charges or other benefits available only to Qualified Clients may no longer apply or be available to you either with immediate effect or after a period of notice according to the type of product or service and to the applicable terms and conditions. If there are any changes to the terms or charges applicable to the product, service or benefit which you are then using, we will notify you of those changes. You may consult your dedicated HSBC relationship manager for more information about these arrangements before your eligibility for the Global Private Banking status is terminated or your withdrawal from the Global Private Banking status.
- 15) Being a Qualified Client gives you access to products and services available from various suppliers (“Partners”) which are not part of HSBC nor connected with us. These products and services will be provided to you under agreements which will be made directly between you and the Partners. These agreements with the Partners will be made on their terms and conditions of business. These terms and conditions of business will be made available to you by the Partners before you enter into an agreement with the supplier. Before you enter into an agreement with or buy or use the products or services of the partner, please take time to read their terms and conditions of business. Your dedicated HSBC relationship manager will be pleased to assist you if you need help. HSBC is not responsible for the delivery of the products and services or for any failure on the part of the Partner in the delivery or non-delivery of their products or services.

16) We may make changes to these Terms at any time if we reasonably consider the change is to your advantage or is needed for any one or more of the following reasons. These reasons may relate to circumstances existing at the time or those that are expected to apply in the near future:

- to respond proportionately to changes in law;
- to meet HSBC's regulatory requirements;
- to reflect industry guidance and codes of practice;
- to respond to the making of a relevant recommendation, requirement or decision of any court, ombudsman, regulator or similar authority;
- to allow us to make reasonable changes to the way in which the Global Private Banking status operates or to offer or provide new or modified products, services and benefits.

17) We will give you notice of a change that is applicable to you in the manner as we consider appropriate.

Complaints

18) If the provision of services by HSBC to you as a Qualified Client falls short of your expectations, please raise your concerns with your dedicated HSBC relationship manager or contact our HSBC Hotline or email us at feedback@hsbc.com.hk quoting "Global Private Banking status". Concerns about services made available by the Partners should be directed in the first instance to the Partners, in accordance with their complaints procedures. If you are unable to resolve your concerns with the Partners, please raise the matter with us via the channels mentioned above.

B. The Collection and Use of Your Information

Data Privacy

19) From time to time, it is necessary for you to supply us with data to enable us to provide you with the products, services and benefits which are available to Qualified Clients or in connection with our servicing you. HSBC is committed to keeping your information private. You will find full details of how your information (including your personal data) may be used in the Integrated Account Terms and Conditions and the Data Privacy Notice (formerly known as Notice to Customers relating to the Personal Data (Privacy) Ordinance) as applicable to you (the "Notice"). You can obtain a copy of the Integrated Account Terms and Conditions and the Notice by asking your dedicated HSBC relationship manager or visiting our branches or our public website or contacting our HSBC Hotline.

Collection of Your Information

20) HSBC may collect information about you through your banking relationship (as set out in the Integrated Account Terms and Conditions and the Notice) and collect information about you through any available sources.

21) HSBC may also collect information about you from the Partners and from anyone they ask to provide services to you, including:

- contact information that you provide to make bookings;
- information about enquiries that you make to the Partners, including enquiries for which no booking is made (such as enquiries about recreation, property searches and management, education and health services);

- information about bookings that are made through the Partners, including event bookings, dining bookings, travel dates, travel destinations and hotel bookings;
- information about interests and preferences, including brands that you like and companies that you buy from; and
- details collected by the Partners relating to your registration, preference or use or purchase of the Partners' services or products.

Use of Your Information

22) HSBC will use, process, transfer and disclose information about you and your use of services under the Global Private Banking status (including your use of Partners' services) to:

- provide you with a broader range of investment, insurance, and banking products and services;
- provide you access to the services of the Partners and other third parties providing services in connection with the Global Private Banking status;
- enable HSBC (including your relationship manager) to understand your needs and preferences (including contacting you about products and services tailored to your needs, if you agree to it) and conduct market research;
- send you direct marketing materials, if you agree to it (note: acceptance of these Terms will not change your marketing preference maintained in the Bank); and
- carry out the purposes as stated in the Integrated Account Terms and Conditions and the Notice.

Data Sharing

23) HSBC may share your information with carefully selected third parties to support our processing of your information and provide the products, service and benefits available from the Global Private Banking status. We will always ensure that these third parties process your information in accordance with applicable data protection laws and our own internal standards. HSBC may also share your information with other parties (within or outside Hong Kong) as set out in the Integrated Account Terms and Conditions and the Notice for the purposes as stated in those terms. Your information may also be shared between us and Partners or third parties providing services in connection with the Global Private Banking status for the purposes of any enquiries or complaints about the services provided to you.

24) HSBC and third parties who receive your information from HSBC may be located in countries where data protection laws do not provide the same standard of protection as they do in the country in which you live. HSBC will always ensure that your information will be protected by a strict code of secrecy and security and handled in accordance with applicable data protection laws. By remaining as a Qualified Client, you agree that your data may be transferred to countries where data protection laws do not provide the same standard of protection as they do in the country in which you live.

25) Should HSBC decide to replace any Partner (the "Outgoing Partner") with another Partner (the "Incoming Partner") in relation to the same type of service, to facilitate a smooth transition from one to the other and reduce any inconvenience to you caused by the transition process, HSBC may require the Outgoing Partner to share information that it holds about you with the Incoming Partner. This information may be shared before you have activated your registration with the Incoming

Partner. That information may also be delivered by the Outgoing Partner to the Incoming Partner through HSBC. Any such information will be shared in accordance with applicable law and regulation.

Your Responsibility

- 26) HSBC may also connect you with Partners and other third parties through your use of the services under the Global Private Banking status, these third parties may collect your information directly from you and through your use of these services. Please note that third parties you provide your information to should have their own privacy policies and will handle your information in accordance with their policies. Please ensure that you review the privacy policies and accept their terms before using their services. HSBC does not accept any liability for your use of their services. You are also required to ensure that any third parties whose information is provided by you to us or to Partners or other third parties through your use of the services under the Global Private Banking status has been notified of and agreed to the collection and use of their information in the same way as your information as set out in these terms.
- 27) For more information in relation to data privacy and data sharing under these terms, please contact your relationship manager or visit our public website.

Governing Law

- 28) The laws of the Hong Kong Special Administrative Region govern these Terms.
- 29) The English version of these Terms prevails to the extent of any inconsistency between the English and the Chinese versions. Any Chinese version of these Terms is for reference only.
- 30) You submit to the non-exclusive jurisdiction of the Hong Kong courts. These Terms may be enforced in the courts of any competent jurisdiction.
- 31) No person other than you and us will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these Terms.

If you have questions about these Terms, please contact our HSBC Hotline or ask your dedicated HSBC relationship manager or visit our branches.