

HSBC China takes over part of Citi China's onshore Consumer Wealth Business Transfer Preparation Notification

Dear Customer,

Thank you for your trust. With a history dating back to 1865 in Hong Kong and Shanghai, HSBC has built a wealth of experience in wealth management through various economic cycles, solidifying our presence in the Chinese market. Our dedication to delivering top-notch services with a worldwide outlook ensures that we can embark on a successful journey together with you.

This Transfer Preparation Notification follows the second letter from Citibank (China) Company, Ltd ("**Citi China**") you received in April 2024. HSBC Bank (China) Company Limited ("**we**" or "**HSBC China**") hereby provides you with this Transfer Preparation Notification to enhance our service to you.

The purpose of this letter is to share below important information with you:

1. Do you need to complete the online identity verification process?
2. How to complete online identity verification?
3. When can you start using HSBC China's banking services?
4. How to complete Online Banking / Mobile Banking registration?
5. How to get the Debit Card and Debit Card PIN?
6. Your HSBC China account service and customer segment and Relationship Manager
7. Your Personal Information in HSBC China
8. HSBC China's exclusive customer service hotline

For ease of your understanding, in this Transfer Preparation Notification,

New customer: refers to the customer who currently does not hold any personal bank account (including CNY settlement account/ multicurrency exchange savings account / multicurrency notes savings account) and/or product (including credit card and loan) in HSBC China.

Existing customer: refers to the customer who currently holds any personal banking account and/or product in HSBC China.

1


Do you need to complete the online identity verification process?

If you meet any of the following conditions, you will need to complete online identity verification:

- New customer; or
- Existing customer, but you still need to open a new account to receive transferred funds and investment product shares (For example, you need a new foreign currency exchange/notes savings account to receive foreign currency funds but you only have a CNY settlement account)

For an existing customer who does not need to open any new account, you do not need to complete identity verification (For example, you only need to transfer CNY funds and you already have a CNY settlement account), and the corresponding funds will be transferred to your existing account(s) in HSBC China.

If you are still unsure whether you need to complete online identity verification, please scan the QR code provided in Point 2 below to check.

Please complete the online identity verification as soon as possible before the "Closing Date" (expected to be 7 June 2024, with the final date to be set out in the Closing Advice which will be issued by Citi China). If you do not, you will not be able to use your new account(s) in HSBC China.

2


How to complete online identity verification?

The process depends on your identity type, please complete online identity verification following below guidance.

Identity type	Materials to be prepared in advance	Operation Process
Mainland Chinese resident	<ul style="list-style-type: none"> • Please prepare the Personal Identification and mobile phone number you used when opening your account with Citi China. 	Scan the QR code below to enter the webpage to complete the online identity verification.
Overseas resident (including Hong Kong SAR, Macao SAR, and Taiwan area residents)	<ul style="list-style-type: none"> • Please prepare the Personal Identification and mobile phone number you used when opening your account with Citi China, and • either your Citi China CNY settlement account number or your Citi China debit card settlement account number. 	

Online identity verification process will include the steps of verifying your identity information, informing you of important information, and confirming your debit card mailing address (if required). If you have any questions during the online identity verification process, please call HSBC China's dedicated customer service hotline at

(+86) 400 820 0006 or (+86 21) 5060 6440 or visit the nearest HSBC China branch (Personal Banking branch) for help from **June 11, 2024 (the first working day after the Closing Date, if the Closing Date is postponed for any reason, such date will also be postponed accordingly, hereinafter referred to as the "Service Starting Date")**.

Please note that even if you have completed the above-mentioned identity verification, if your accounts have been restricted or blocked due to, among others, Citi policy or applicable law or regulatory requirements as of the Closing Date, your relevant Citi China Products may not be transferred to HSBC China on the Closing Date.

(Remarks: if the account is blocked solely due to ID expiry, HSBC China will take over the accounts subject to customer's detail account status. If your ID of account-opening is near to expiry by the Closing Date, please visit your Citi China branch to renew your ID information in time so as to avoid any impact on your account transfer.)

3



When can you start using HSBC China's banking services?

Existing customer

You can check your current deposits and time deposits transferred from 9:00 am on the Service Starting Date. The related banking services will be used normally for the transferred deposits and investment products from that moment onward.

You still need to complete online identity verification to use your new account (if any) in HSBC China for this transfer.

New customer:

If you have completed the online identity verification and the account status is normal, you can start at 9:00 am on the Service Starting Date to use the related banking services normally, including inquiry, transfer, deposit/investment product purchase and redemption.

Please note:

- If you hold investments in any QDII-Mutual Funds investing in offshore funds managed by Franklin Templeton Investment or Allianz Global Investors, as the overseas fund houses need necessary processing time to conduct units transfer after the closing date, HSBC China expects your redemption and switching out application submitted can be processed normally from 15:00 pm, 11 Jun 2024 at the latest.
- If you hold Local Unit Trust, Mutual Recognized HK Funds and Private Asset Management Plan, it is expected that you can check your transferred product holdings and submit your redemption/switching out application no later than 18:00 pm on the Service Starting Date, as it takes some processing time for the relevant Transfer Agent to complete product unit transfer on the Service Starting Date.
- If you want to use Online Banking/Mobile Banking services, you need to complete the relevant Online Banking/Mobile Banking registration according to the instructions in point 4 below after completing your identity verification.
- From the Service Starting Date, HSBC China will inform you that the account has been successfully transferred by letter, SMS, etc., and assist you to use various banking services of HSBC China.

4



How to complete Online Banking/Mobile Banking registration?

Existing customer

Your current registration status of Online Banking and Mobile Banking in HSBC China will remain unchanged.

New customer

To facilitate Online Banking and Mobile Banking registration, we will preset and send a Phone Banking PIN. After you complete online identity verification, we will register Phone Banking Service for you and we will provide you with **Phone Banking Number**. Your Phone Banking Service will be effective from the Service Starting Date.

You can use the **Phone Banking Number and Phone Banking PIN** to register for HSBC China Online Banking/Mobile Banking and create your username and password before the Service Starting Date. After you have registered for Online Banking/Mobile Banking, you can log into our Online Banking/Mobile Banking from 9:00 am on the Service Starting Date, to view your account and fund details.

If you have already activated Online Banking/Mobile Banking with Citi China, we will automatically activate Online Banking/Mobile Banking non-counter transfer services for you in accordance with the principle of inheriting your original services with Citi China. The initial total daily transfer limit is RMB 1,000 (or its equivalent) and the maximum number of transfers is 10. You can adjust the total daily transfer limit and maximum numbers of transfer through Online Banking/Mobile Banking later. For customers who have not activated Online Banking/Mobile Banking services with Citi China, you can apply in person at HSBC China branch (Personal Banking branch) from the Service Starting Date, if you want to enable non-counter transfer services.

5



How to get the Debit Card and Debit Card PIN

Existing customers with RMB settlement accounts

- Your current debit card status in HSBC China will remain unchanged.

New/existing customer who needs to open a RMB settlement account

- If you hold a Citi China debit card, we will automatically issue a new HSBC debit card for you. You will not need to apply for a debit card in person at HSBC China branch. Please check and confirm your mailing address (statement address) in Citi China account and then confirm it for HSBC China to deliver your debit card during online identity verification process. We will send you the debit card and debit card PIN mailer respectively from May 2024. Debit card related terms and various transaction limits will be available for your review and confirmation during the online identity verification process, and you can also find specific transaction limits information in the "Guide of Debit Card Enabling" which will be sent to you with your debit card.
- For customers who need to open a new HSBC RMB settlement account, if you do not hold a Citi China debit card, HSBC China will not pre-issue a debit card for you. You can apply for an HSBC debit card during the online identity verification process, then we will pre-issue a debit card for you and send you the debit card and debit card PIN mailer starting from early June 2024.

- The pre-issued HSBC debit card can only be used normally from Service Starting Date. Please keep your debit card, PIN mailer and the “Guide of Debit Card Enabling” safe once you receive them. Please follow the instructions in the guidance to activate the card and modify the initial password.

6



Your HSBC China account service and customer segment and Relationship Manager

Account service and customer segment:

We will provide you with one of the following account services based on your total relationship balance and internal policies. Regardless of what type of account service provided after Closing Date, you could apply for account service type change based on your account needs.

- **Global Private Banking**

- **Premier Elite**

*We will offer Premier Elite account service to Citigold® Private Client Customers with Citi China and waive the Premier Elite monthly service fees up to 31 October 2024 (included). After that, we will look at your total relationship balance and adjust your account service type based on the qualification criteria and the requirement at that time. If you are not a Citigold® Private Client Customer and intend to upgrade to Premier Elite, you can apply after the Closing Date.

- **Premier**

*We will offer Premier account service to other customers and waive the Premier monthly service fees up to 31 October 2024 (included). After that, we will look at your total relationship balance and adjust your account service type based on the qualification criteria / requirement at that time.

Please refer to the notification sent to you after the Service Starting Date for the details of your account service type offered and monthly service fee.

Please note that the above arrangement does not apply to staff account.

The table below explains the different HSBC China account service types, customer segment, qualification criteria and monthly service fee. Such criteria and fee standard might be changed by HSBC China from time to time. Please refer to our website for the most updated information.

Account Service Type	Customer Segment	Qualification Criteria (“TRB”) (in CNY’k)	Monthly Service Fee Waiving Criteria (“TRB”) (in CNY’k)	Monthly Service Fee (in CNY)
Global Private Banking	Global Private Banking customer	12,800	n/a	Free
Premier Elite	Premier Elite customer	6,000	500	300
Premier	Premier customer	500		
Advance	Advance customer	100	100	100
Mass	Mass customer	n/a	n/a	Free

Remarks: TRB mentioned in Qualification Criteria and Monthly Service Fee Waiving Criteria means “Total Relationship Balance”, it refers to the combined monthly average balance of all HSBC China accounts under one customer number.

Relationship Manager:

If you have registered for Mobile Banking, you can check your Relationship Manager information on the “Me” page of the HSBC China Mobile Banking app from 9:00 am on the Service Starting Date. Also, you can call the HSBC China exclusive customer service hotline to inquire about such information.

7



Your Personal Information in HSBC China

New customer:

We will retain and use your personal information maintained in Citi China.

Existing customer:

To provide you with better account service and to comply with laws, regulations and internal policies, we will compare your personal information maintained in us with those maintained in Citi China. If there is any discrepancy, we will contact you from the Service Starting Date onwards to confirm the latest personal information with you.

HSBC China and Citi China have different requests for customer information to be collected. To ensure that you can use your account in the usual way from the Service Starting Date, we may, subject to compliance with relevant laws, regulations and internal policies, process some of your information where necessary during account opening. Among these, if your Citi China records do not indicate the country where you work, we will use your country of residence that’s recorded with Citi China as the country where you work. If you want to update your information, please contact CitiPhone® 400-821-1880 (+86-21-3896-9500 for overseas customers), or contact your Citi China Relationship Manager as soon as possible.

8



HSBC China’s exclusive customer service hotline

We are here to serve and respond to your needs during this transfer. Please call **(+86)400 820 0006 or (+86 21) 5060 6440** if you have any questions.

You can also visit your nearest HSBC China Branch (personal banking branch) for help from the Service Starting Date. We will serve you wholeheartedly and look forward to serving you to open up new wealth possibilities.

For more information regarding the products and services by HSBC China and our service after transfer, please visit <https://www.hsbc.com.cn/en-cn/banking/move-to-hsbc/faq/> “FAQ” for enquiry.

From the moment you join us, HSBC China is committed to safeguarding your wealth journey and helping you unlock a world of opportunities.

Best Regards,

HSBC Bank (China) Company Limited

May 2024