

## The Notification for the Revisions of HSBC Personal Internet Banking/Mobile Banking Service Agreement

Date: 15 Nov 2021

1. According to HSBC General Agreement, the Bank may, via a written notice, posted at visible area of the Bank's branches or announced on the Bank's Internet main page at least 7 days in advance, amend the terms and conditions of General Agreement. If the Customer disagrees with such amendments, he/she/it may notify the Bank in written form within the designated notification period to terminate the applicable terms and conditions as well as transactions and services with the Bank. The Customer needs to be cooperative with the Bank in account closing procedure. If the Customer fails to notify of termination within the designated notification period and continues to conduct transactions with or using services of the Bank, the Customer shall be deemed to agree with the amendments.
2. This amendment is announced as this notification; should you have any query, please do not hesitate to contact us via our branch networks or our 24-hour Call Center at (02)6616-6000.

Below please find the comparison table for your notification.

The following change will be effective from 25 Nov 2021. The original one is still applicable before the effective date. If the Customer disagrees with such change, he/she/it may notify the Bank in writing prior to the effective date to terminate the General Agreement as well as transactions and services with the Bank and should cooperate with the Bank in account closing procedure.

Original	Revised
<b>5. Process of Activation, Use Restriction and Service Items</b>	<b>5. Process of Activation, Use Restriction and Service Items</b>
B. You must download the HSBC Taiwan app to your portable devices to use Mobile Banking via a portable device (smart phone or tablet), and register biometric credential and HSBC Taiwan mobile banking PIN by using security code (generated from user password+ SMS One Time Password or Security Device)	B. You must download the HSBC Taiwan app to your portable devices to use Mobile Banking via a portable device (smart phone or tablet), and register biometric credential and HSBC Taiwan mobile banking PIN by using security code (generated from user password+ SMS One Time Password or Security Device) <b>to activate your online banking authentication service</b>
15. Transaction Checking	15. Transaction Checking

<p>N/A</p>	<p>D. After you successfully register the Internet Banking service, if you do not change the statement delivery method through our Internet Banking, we will take it as your agreement with the Bank to send your statement of the previous month by way of eStatement going forward, and you can use the "Statement &amp; Alert Service" function of the Internet Banking to view your statements for the last 12 months. You can always send a message through the " Secure Messages " function of Internet Banking any time if you need to change the statement delivery method.</p>
<p><b>27. Governing Law and Jurisdiction</b></p>	<p><b>27. Governing Law and Jurisdiction</b></p>
<p>This Agreement shall be governed by and construed in accordance with the laws of the R.O.C. and normal banking practice. The parties hereto agree that Taipei District Court shall be the court of first instance for any disputes or litigation arising with respect to this Agreement.</p>	<p>This Agreement shall be governed by and construed in accordance with the laws of the R.O.C. and normal banking practice. The parties hereto agree that Taipei District Court shall be the court of first instance for any disputes or litigation arising with respect to this Agreement. <b>However, it shall not be excluded the submission of the jurisdiction to the courts for small claims under Article 47 of the Consumer Protection Law and Article 436-9 of the Code of Civil Procedure.</b></p>