

The Notification for the Revisions of HSBC General Agreement

Date: XX Mar 2025

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 14 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 your Relationship Manager or our 24-hour Call Center at (02) 6616-6000.

Below please find the comparison table for your notification.

- 1) **The following change will be effective from 1 Apr 2025. 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
I. General Terms and Conditions	I. General Terms and Conditions
(XVI) Notice: If the Customer changes his/her contact information (including address, telephone, fax and e-mail, etc.), the Customer shall immediately notify the Bank of such change via mail, personal internet banking, the Bank's Contact Centre, or other agreed method (the bank shall have necessary verification process in place prior to information change to protect the Customers' right). In the event that the Customer fails to give such notice, the Bank shall be entitled to	(XVI) Notice: 1. If the Customer changes his/her contact information (including address, telephone, fax and e-mail, etc.), the Customer shall immediately notify the Bank of such change via mail ^[Anita Li1] _[AATY2] , statement, personal internet banking, the Bank's Contact Centre, or other agreed method (the bank may have necessary verification process in place prior to information change to protect the Customers' right). In the

send the statement or any other notice according to the contact information retained by the Bank. **Such statement or notice shall be deemed properly served to the Customer after the ordinary delivery time needed for mailing service.** If the notice delivered in accordance with the address left by the Customer has been returned for any reason for two times or more, and cannot be duly served on the Customer, in order to protect the Customer's personal information, the Customer hereby agrees that the Bank is entitled not to send the notice to the Customer in accordance with the contact information left by the Customer and suspend part of the services rendered by the Bank to the Customer. The Bank will start rendering the suspended services and sending the notice to the Customer after the Customer provides the Bank with the updated contact information.

event that the Customer fails to give such notice, the Bank shall be entitled to send the statement or any other notice **by email, in writing, or by other means according to the contact information retained by the Bank. Such statement or notice shall be deemed properly served to the Customer after the ordinary delivery time needed for mailing service.**

2. **If the notice delivered in accordance with the contact information left by the Customer has been returned by the postal service or email server for any reason for two times or more, and cannot be duly served on the Customer, in order to protect the Customer's information, the Customer hereby agrees that the Bank is entitled not to send the notice to the Customer in accordance with the contact information left by the Customer and/or transmit the information by using certain encryption methods, and suspend part of the services rendered by the Bank to the Customer. The Bank will start rendering the suspended services and sending the notice to the Customer after the Customer provides the Bank with the updated contact information.**
3. When the Customer uses the electronic statements or electronic transaction notice service, in case of any omission, error, transmission failure, transmission delay, interception, any other delivery failure, or any situation where the content is disclosed to others in respect of the electronic statements or electronic transaction notices due to matters not attributable to the Bank, any consequences thereof shall be borne by the Customer. Except for matters

	<p>attributable to the Bank, in case of any loss or damage suffered by the Customer or any third party due to any incorrect or incomplete electronic notice, any reliance on the aforementioned notice, or the Customer's request for the Bank to reduce the encryption standards on the electronic notices, the Customer shall be solely responsible.</p> <p>4. The Bank may suspend or terminate the electronic statements or electronic transaction notice service, where:</p> <p>(1) The Bank system equipment requires necessary repair and maintenance;</p> <p>(2) The electronic communication equipment or information software equipment fails or the system or software/hardware equipment of the cooperating contractors of the Bank fails;</p> <p>(3) The service cannot be provided due to any natural disasters and force majeure events; or</p> <p>(4) The Customer is involved in any illegal use of electronic statements or electronic transaction notices or any breach of the Bank's risk control policies.</p> <p>5. In the event that the electronic notice received by the Customer is inconsistent with the actual transaction records of the account retained by the Bank, the transaction records retained by the Bank shall prevail.</p>
<p>V-2. Terms and Conditions for Visa Debit Card</p>	<p>V-2. Terms and Conditions for Visa Debit Card</p>
<p>(XIII) Payment</p> <p>1. The Cardholder agrees that upon transaction by the card, the Bank may first hold the transactional amount payable in the Cardholder's Designated Payment Account (Cardholder cannot withdraw such reserved amount) and</p>	<p>(XIII) Payment</p> <p>1. The Cardholder agrees that upon transaction by the card, the Bank may first hold the transactional amount payable in the Cardholder's Designated Payment Account (Cardholder cannot withdraw such reserved amount) and</p>

<p>then transfer such transactional amount for payment when the Merchant or the Acquirer requests payment from the Bank (i.e., on the Debit Date). However, if the Merchant or the Acquirer does not request payment from the Bank within 8 calendar days from the date on which the transaction is made by the card, the Bank shall release the reservation on such amount. The Bank shall pay the saving interest to cardholders for transaction hold amount based on the interest rate of the original contract with the Bank during the amount hold period.</p>	<p>then transfer such transactional amount for payment when the Merchant or the Acquirer requests payment from the Bank (i.e., on the Debit Date). However, if the Merchant or the Acquirer does not request payment from the Bank within 15 calendar days from the date on which the transaction is made by the card, the Bank shall release the reservation on such amount. The Bank shall pay the saving interest to cardholders for transaction hold amount based on the interest rate of the original contract with the Bank during the amount hold period.</p>
<p>XII. FX Order Watch (FXOW) Service</p>	<p>XII. FX Order Watch (FXOW) Service</p>
<p>(II) FX Order Watch Services Terms</p> <p>1.Definitions</p> <p>(1) FXOW Instruction: the Customers who have applied for FXOW services can set up the “Target Execution Rate” by visiting the Bank’s branches or calling to Contact Center to place the “FX Limit Order” or “FX Rate Alert”.</p> <p>4.FXOW Business Hours: FXOW instructions or other FXOW related matters shall be submitted during the Bank’s business hours either by visiting the Bank’s branch business premises or calling to Contact Center. The Bank’s business hours are subject to the Bank’s rules and announcements from time to time. In the event of regulatory changes, fierce currency market fluctuation, a failure of computer system, or other force majeure incidents which as a matter of practice prevent the Bank from offering the FXOW services, the Bank may reject to provide such services or your FXOW instructions that have been placed may not be</p>	<p>(II) FX Order Watch Services Terms</p> <p>1.Definitions</p> <p>(1) FXOW Instruction: Means the Customers can set up the “Target Execution Rate” by visiting the Bank’s branches or calling to Contact Center or other methods agreed by the Bank to place the “FX Limit Order” or “FX Rate Alert”.</p> <p>4.FXOW Business Hours: FXOW instructions or other FXOW related matters shall be submitted during the Bank’s business hours by visiting the Bank’s branch business premises or calling to Contact Center or other methods agreed by the Bank. The Bank’s business hours are subject to the Bank’s rules and announcements from time to time. In the event of regulatory changes, fierce currency market fluctuation, a failure of computer system, or other force majeure incidents which as a matter of practice prevent the Bank from offering the FXOW services, the Bank may reject to provide such services or your FXOW instructions</p>

<p>processed.</p> <p>5. Order Cancellation: Subject to the instruction is still valid and the Market Rate has not hit the Execution Rate, the Customer may apply for FXOW cancellation during the Bank’s business hours either by visiting the Bank’s branch business premises or calling to Contact Center. The Customer understands that FXOW system may not be real-time processing and the FXOW may already be executed or not be able to cancel when the Customer places the order cancellation. Therefore, the Bank does not guarantee the cancellation of an order. Once the order cannot be cancelled, the Bank has the right to execute the original FXOW instruction as it is.</p> <p>7. When the Customer places FXOW instruction by visiting the Bank’s branch business premises, the content of the Customer’s instruction is evidenced by the “FX Order Watch _ Confirmation Letter”. If FXOW instruction is given by the Customer through calling to Contact Center, the instruction regarding order type, currency, amount, Target Execution Rate, Execution Rate, expiration date, transfer out/in accounts and FX Rate Alert is evidenced by the Customer confirmation during the call and such call confirmation will be recorded accordingly.</p>	<p>that have been placed may not be processed.</p> <p>5. Order Cancellation: Subject to the instruction is still valid and the Market Rate has not hit the Execution Rate, the Customer may apply for FXOW cancellation during the Bank’s business hours by visiting the Bank’s branch business premises or calling to Contact Center or other methods agreed by the Bank. The Customer understands that FXOW system may not be real-time processing and the FXOW may already be executed or not be able to cancel when the Customer places the order cancellation. Therefore, the Bank does not guarantee the cancellation of an order. Once the order cannot be cancelled, the Bank has the right to execute the original FXOW instruction as it is.</p> <p>7. When FXOW instruction placed by the Customer through calling to Contact Center or other methods agreed by the Bank, the instruction regarding order type, currency, amount, Target Execution Rate, Execution Rate, expiration date, transfer out/in accounts and FX Rate Alert is evidenced by the Customer confirmation during the call or other methods agreed by the Bank and such Customer confirmation will be recorded and maintained accordingly.</p>
<p>XIII. Investment in Structured Deposit (“SD”) and Dual Currency Investment (“DCI”) and Related Services</p>	<p>XIII. Investment in Structured Deposit (“SD”) and Dual Currency Investment (“DCI”) and Related Services</p>
<p>XIII. Investment in Structured Deposit (“SD”) and Dual Currency Investment (“DCI”) and Related Services (I) General Terms and Conditions:</p>	<p>XIII. Investment in Structured Investment (“SI”) and Dual Currency Investment (“DCI”) and Related Services (I) General Terms and Conditions:</p>

<p>3. Investment in Structured Deposit and DCI is not within the scope of insurance coverage of Central Deposit Insurance Corporation; the Customer therefore shall undertake the credit risks of the Bank.</p> <p>(II) Terms and Conditions Concerning the Structured Deposit ("SD"):</p> <p>1. Definition:</p> <p>(3) "Letter of Intent" means a subscription letter signed and consented by the Customer for each investment that the Bank has made available to the Customer in accordance with the terms and conditions concerning SD.</p> <p>(4) "Confirmation Letter" means a separate confirmation issued by the Bank to the Customer in respect of each investment made subject to terms and conditions concerning SD.</p> <p>(6) "Value Date" means the Business Day specified in the Confirmation Letter as the date the Investment Amount to be deposited in the Bank in accordance with the terms and conditions concerning SD.</p> <p>(7) "Fixing Time" means the time in the Fixing Date specified in the Confirmation Letter that the Bank shall determine, in accordance with the terms and conditions concerning SD, whether to exercise the option on behalf of the Customer.</p> <p>(8) "Fixing Date" means the date specified in the Confirmation Letter that the Bank shall determine, in accordance with the terms and conditions concerning SD, whether to exercise the option on behalf of the Customer at or about the Fixing Time.</p> <p>(14) "Investment Return" means the sum</p>	<p>3. Investment in Structured Investment and DCI is not within the scope of insurance coverage of Central Deposit Insurance Corporation; the Customer therefore shall undertake the credit risks of the Bank.</p> <p>(II) Terms and Conditions Concerning the Structured Investment ("SI"):</p> <p>1. Definition:</p> <p>(3) "Letter of Intent" means a subscription letter signed and consented by the Customer for each investment that the Bank has made available to the Customer in accordance with the terms and conditions concerning SI.</p> <p>(4) "Confirmation Letter" means a separate confirmation issued by the Bank to the Customer in respect of each investment made subject to terms and conditions concerning SI.</p> <p>(6) "Value Date" means the Business Day specified in the Confirmation Letter as the date the Investment Amount to be deposited in the Bank in accordance with the terms and conditions concerning SI.</p> <p>(7) "Fixing Time" means the time in the Fixing Date specified in the Confirmation Letter that the Bank shall determine, in accordance with the terms and conditions concerning SI, whether to exercise the option on behalf of the Customer.</p> <p>(8) "Fixing Date" means the date specified in the Confirmation Letter that the Bank shall determine, in accordance with the terms and conditions concerning SI, whether to exercise the option on behalf of the Customer at or about the Fixing Time.</p> <p>(14) "Investment Return" means the sum</p>
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<p>representing the return of the investment calculated and payable in accordance with the terms and conditions concerning SD and the terms of the Confirmation Letter.</p> <p>2. Investment: (3) The terms and conditions of each investment shall comply with the provisions of the Confirmation Letter of such investment. The Confirmation Letter of each investment, together with the terms and conditions concerning SD shall consist a single agreement between the Bank and the Customer. In case of any discrepancy between the Confirmation Letter and the terms and conditions concerning SD, the provisions of the Confirmation Letter shall prevail.</p> <p>3. Payment upon Maturity: (2) The investment return shall be calculated on the Maturity Date in accordance with the linked option. The actual return and the specific product characteristic shall be governed by the specification set forth in the Letter of Intent and Confirmation Letter. The types of options that may be linked to the Structured Deposit include:</p> <ul style="list-style-type: none"> i) Currency Option ii) Interest Rate Option iii) Equity Option iv) Equity Index Option v) Other underlying that may be linked in accordance with the regulations of competent authorities <p>(3) In the event that the Maturity Date or a payment date specified in the terms</p>	<p>representing the return of the investment calculated and payable in accordance with the terms and conditions concerning SI and the terms of the Confirmation Letter.</p> <p>2. Investment: (3) The terms and conditions of each investment shall comply with the provisions of the Confirmation Letter of such investment. The Confirmation Letter of each investment, together with the terms and conditions concerning SI shall consist a single agreement between the Bank and the Customer. In case of any discrepancy between the Confirmation Letter and the terms and conditions concerning SI, the provisions of the Confirmation Letter shall prevail.</p> <p>3. Payment upon Maturity: (2) The investment return shall be calculated on the Maturity Date in accordance with the linked option. The actual return and the specific product characteristic shall be governed by the specification set forth in the Letter of Intent and Confirmation Letter. The types of options that may be linked to the Structured Investment include:</p> <ul style="list-style-type: none"> i) Currency Option ii) Interest Rate Option iii) Equity Option iv) Equity Index Option v) Other underlying that may be linked in accordance with the regulations of competent authorities <p>(3) In the event that the Maturity Date or a payment date specified in the terms</p>
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<p>and conditions concerning SD or in the Confirmation Letter is not a Business Day, the Bank shall, on the next Business Day following the Maturity Date or the payment date, make the payment of the Maturity Value and all interest accrued from the Maturity Date or the relevant payment date to the day prior to the date the payment is actually made, at the interest rate applicable in the Bank within the Republic of China for the relevant Maturity Date according to the terms and conditions concerning SD.</p>	<p>and conditions concerning SI or in the Confirmation Letter is not a Business Day, the Bank shall, on the next Business Day following the Maturity Date or the payment date, make the payment of the Maturity Value and all interest accrued from the Maturity Date or the relevant payment date to the day prior to the date the payment is actually made, at the interest rate applicable in the Bank within the Republic of China for the relevant Maturity Date according to the terms and conditions concerning SI.</p>
<p>XIV. Service of Investing Non-Discretionary Trust Funds in Domestic/Foreign Securities (as Permitted by the Competent Authority only)</p>	<p>XIV. Service of Investing Non-Discretionary Trust Funds in Domestic/Foreign Securities (as Permitted by the Competent Authority only)</p>
<p>(I) General Terms: 16.Taxes: In order to comply with the tax regulations of the US Treasury, the Customer must fill in US Tax Identity Document (W-8BEN, W-8BEN-E), which should be updated regularly with validity per the US tax law or the Bank's requirements. Upon any change in circumstances (CiC) impacting the customer's personal tax status, the Customer shall notify the Bank immediately and sign back the updated US tax identity document (W-9, W-8BEN, W-8BEN-E). If the document provided by the Customer becomes invalid or expired, the Customer is obligated to sign back the updated document to the Bank immediately upon notification. If</p>	<p>(I) General Terms: 16.Taxes: (2) In order to comply with the US tax regulations, the Customer must sign back the Certificate of Foreign Status of Beneficial Owner for US Tax Withholding and Reporting (W-8BEN, W-8BEN-E), which should be updated regularly with validity varying with US tax regulations or the Bank's notifications. The Customer shall notify the Bank immediately of any change in circumstances (CiC) that might impact the customer's status and sign back the updated US tax status document (W-8BEN, W-8BEN-E or W-9). If the document provided by the Customer becomes invalid or gets expired, the Customer is obligated to sign back the updated document to the</p>

<p>the Customer fails to provide the updated document before the due date, the Bank would impose maximum withholding tax according to the regulation.</p> <p>18. Status Restrictions and Customer Representations and Warranties:</p> <p>(4) The Customer understands and specially agrees that upon filing taxes on investment gains/interests/dividends/debt interests/profits, the Bank will not assist in claiming any tax treaty benefits in terms of favorable withholding tax rates (whether the Customer claims to apply upon filing the relevant tax forms or not) and will always file taxes at the highest withholding rates applicable to non-USPs.</p>	<p>Bank immediately upon notification. Before the validity of the provided document is confirmed or if the document is deemed invalid after the Bank's internal validation process, the Customer agrees that the primary withholding agent would impose the withhold tax at the highest tax rate according to the regulation.</p> <p>18. Status Restrictions and Customer Representations and Warranties:</p> <p>(4) Unless otherwise notified or announced by the Bank, the Customer understands and agrees that the Bank would not assist to claim any tax treaty benefits in terms of preferential withholding tax rates (whether the Customer claims to apply or not upon signing the relevant tax forms) and will comply with the tax filing and settlement requirements at the highest withholding rate applicable to non-USPs.</p>
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HSBC Bank (Taiwan) Limited