

Easy, Secure & Environment Friendly

HSBC Account e-Statement

Dear Customer,

At HSBC, we are committed towards creating a greener environment that can be enjoyed by the generations to come. We would like to partner with you in reducing the impact of our operations on the ecosystem. Effective from 14 July 2018, we will cease mailing paper statement for your joint account(s) and sole account(s), if any, instead we will provide you with e-Statements via your HSBC Online Banking which are more convenient and secure. If you are currently receiving Email e-Statement via your email, you will continue to receive Email e-Statement and will not be affected.

In addition to receiving your e-Statements under the Online Banking service, you may also choose to check your account information through Mobile Banking or HSBC China WeChat Service Account.

To provide you with account information in a timely manner, please ensure that you have registered for access to HSBC Online Banking or Mobile Banking or HSBC China WeChat Service Account. Please kindly follow the steps below for registration:

Follow and register HSBC China WeChat Service Account: (Available only in Chinese)

- 1) Scan the QR code below, or search for “HSBCeBanking”. Follow HSBC China WeChat Service Account and enjoy basic online banking services.



- 2) Type key words “绑定” in the chat box or select from the menu related to account information. Once “账户绑定” information appears, click and go to next step.



- 3) Register with your HSBC RMB current account, debit card or credit card number.



4) Select“账户查询”from the menu of “个人银行” to check the account balance.



5) Click“账户余额”message and login with mobile banking account to check the account details.



Download and register Mobile Banking:

Scan the QR code below, or go to the app store, search for “HSBC” and download HSBC Mobile Banking.



- iPhone App Store: App Store. It is limited to iPhone 5S and system versions iOS 10.1.1 or later
- Android App Store includes: Tencent MyApp, Baidu Mobile Assistant, Huawei App Market, Google Play. It is limited to Android versions 5.0 or later

If you have registered HSBC Online Banking or Mobile Banking and wish to continue to receive paper statement, please notify us by calling 4008208828 (Premier customers) or 4008208878 (Advance customers) before 12 July 2018.

If you have already started using e-Statement Service and wish to receive paper statement, please notify us by 1) requesting this in the e-Statement and e-Advice section after logging on HSBC Online Banking, or 2) calling 4008208828 (Premier customers) or 4008208878 (Advance customers), or 3) visiting a HSBC branch.

HSBC, as always, provide you with quality service. Thanks for your support!

HSBC Bank (China) Company Limited

Date: 4 June 2018