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## Notification about update customer contact number

Dear Customers,

According to <Notice of the People's Bank of China concerning Relevant Matters on Strengthening Payment & Settlement Management and Preventing New Types of Illegal or Criminal Telecommunication Network Activities> (PBOC 2016 No.261), to prevent new types of illegal or criminal telecommunication network activities and protect customer property safety and rights, please ensure that your existing mobile phone number registered with our Bank is valid, current and owned by yourself.

The Bank is having a cleanup exercise on a phone number using by multiple customers. To update your phone number or maintain the number you have registered with our Bank, please bring along your valid ID and relevant supporting documents (e.g. a recent bill issued by Communication carrier with your name and mobile number printed) to a HBCN branch to do so.

To adhere the requirement, non-counter transactions in RMB settlement accounts will be suspended if there is no reasonable proofs of duplicate number submitted within the timeframe. Any questions please contact Customer Service Hotline at 95366 or +86 95366.

Please accept our apologies for any inconvenience caused.

Yours sincerely,

Retail Banking & Wealth Management  
HSBC (China) Co, Ltd.  
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