

Managing your Safe Deposit Locker smartly



Together we thrive

A guide on how to use your Safe Deposit Locker properly

For many generations, the highly-valued Safe Deposit Locker service has provided our customers with a safe and reliable place to keep their valuables and important items. However, as the world becomes more connected, there is a growing risk of fraud and other forms of financial crime.

To assist us in safeguarding your assets and promoting the correct use of your Safe Deposit Locker, we have some simple yet effective ideas for you to follow. Please also make sure you are familiar with the Terms and Conditions, as even an inadvertent breach could lead to your service being stopped.

Do's

- ◆ Keep your information up to date.
- ◆ Set up and maintain autopay from your account to pay the annual rent for your Safe Deposit Locker.
- ◆ Provide valid identity documents before accessing your Safe Deposit Locker.
- ◆ Notify us immediately if you lose your key.

Don'ts

- ◆ Permit anyone other than you or your duly appointed deputy to access or use your Safe Deposit Locker and key.
- ◆ Use your Safe Deposit Locker for any unlawful purpose, such as storing illegal drugs, firearms or dangerous items.
- ◆ Assign the lease, grant any sub-lease or share the use of your Safe Deposit Locker with others.
- ◆ Use your Safe Deposit Locker in any manner that may cause nuisance to others.

It is only a rare occasion that our service may be abused with criminal intent. In the best interest of all our customers, if we have reasonable suspicions that any customer is using their Safe Deposit Locker for illegal purposes, we may request a declaration that the locker is being used legitimately or even request an inspection of its contents.

How we can work together to fight financial crime

HSBC is committed to safeguarding our customers' assets and protecting the integrity of the banking system. We want to work with our customers to keep criminals out of the banking system.

We therefore need more information about our customers than we previously required, enabling us to better detect and deter financial crime. Understanding whom we bank with, the sources of their wealth and the purpose of their accounts will help us protect their assets.

To help us fight against financial crime, please:



Respond to our requests for information in a timely manner.



Provide us with accurate, complete and up-to-date information promptly if there are any changes to your personal details.



Do not hesitate to contact us if you have any enquiries about updating your personal information.

Contact us

Please visit our website www.hsbc.com.hk or call:
(852) 2233 3322 (HSBC Premier customers)
(852) 2748 8333 (HSBC Advance customers)
(852) 2233 3000 (Other personal customers)

