



## **Notice to HSBC MPF account holders who registered for the Personal Internet Banking either through the HSBC HK Mobile Banking app or HSBC website**

2 December 2024

### **Notice of HSBC MPF Online and Mobile Banking Terms**

We would like to notify you that starting from 12 January 2025, you will be asked to accept the HSBC MPF Online and Mobile Banking Terms before you access the HSBC MPF services under the Personal Internet Banking. This is a one-time requirement which will be implemented in phases for all Personal Internet Banking users with MPF accounts.

#### **What you need to do?**

After you log on to Personal Internet Banking via the HSBC HK Mobile Banking app or HSBC website and select to access HSBC MPF, the HSBC MPF Online and Mobile Banking Terms will be displayed if you haven't accepted these terms. If you agree with these terms and would like to continue to use the HSBC MPF services provided in Personal Internet Banking, please select 'Accept' to continue. Otherwise, you may go back to the Home page of Personal Internet Banking to use other services.

You can view the HSBC MPF Online and Mobile Banking Terms at any time under the HSBC MPF disclaimer and terms section of Personal Internet Banking.

#### **Details of the terms**

\*\*\*

#### HSBC MPF Online and Mobile Banking Terms

- The use of the HSBC Mobile Banking services for MPF associated purposes (the 'Services') provided by The Hongkong and Shanghai Banking Corporation Limited ('HSBC') to the members of the HSBC Mandatory Provident Fund ('HSBC MPF') Scheme is subject to the terms and conditions for HSBC Online Banking and HSBC Mobile Banking, HSBC's General Disclaimer and Internet Privacy Statement, and the following:

(i) Username, password

You, the customer, shall keep the HSBC MPF membership number and any phone PIN, HSBC Online Banking and HSBC Mobile Banking username, and the password and/or other credentials which HSBC may prescribe (each an 'Identifier') strictly confidential. You shall notify HSBC immediately of any loss of an Identifier or if an Identifier has become known by any unauthorised person.

(ii) Customer's Instructions

Instructions given by the customer in connection with the Services ('Instructions') shall not be considered to be received by HSBC until HSBC has actually received them. But once received, the Instructions shall be irrevocable and binding on the customer whether they are given by the customer or by any other person purporting to be the customer. HSBC shall be under no duty to verify the identity or authority of the person giving any such Instructions or the authenticity of such Instructions apart from verifying the Identifiers provided or submitted.

Instructions will be processed by reference to the customer HSBC MPF account information and fund unit prices current at the time of processing (the 'HSBC MPF Information').

Any Instructions received after the cut-off time (as notified by HSBC to you from time to time) shall be treated as if they are received by us the next business day. Any Instructions submitted on a non-business day shall be treated as having been submitted the next business day after the non-business day.

(iii) HSBC MPF Information

HSBC shall use its best efforts to update the HSBC MPF Information regularly and in accordance with the arrangements as notified by HSBC to you from time to time. But HSBC shall not be liable for any consequences as a result of any delay in making available the current information. The HSBC MPF Information available from the Services shall be for reference only and is not binding. HSBC's records of the HSBC MPF Information shall be conclusive.

(iv) Others

The English version of these Disclaimer, terms and important notes shall prevail wherever there is a discrepancy between the English version and the Chinese version.

The HSBC MPF associated services, including but not limited to online banking and mobile banking services and part of the hotline service, are provided through The Hongkong and Shanghai Banking Corporation Limited.

\*\*\*

Should you have any queries, please contact our HSBC MPF Member Hotline on (852) 3128 0128.