

1. What is Live Share service?

Live Share is an innovative and secure co-browsing connection that enables customer service officers to view customer's new HSBC Personal Internet Banking webpages during the call to resolve customer's issues / problems in a quick and easy way, and effectively help customers use HSBC Personal Internet Banking.

2. Why has HSBC introduced this new service?

To enhance efficiencies when resolving customers' queries, HSBC introduced Live Share service which customer service officers can view customers' new HSBC Personal Internet Banking webpages and provide more comprehensive and timely assistance.

3. How can I use this service?

Live Share will be started only if customer requested or being invited by customer service officer during a voice call. This service can be activated only with the session ID provided by the customer service officer during the call.

4. Where can I enjoy Live Share service?

Live Share service is now launched on new HSBC Personal Internet Banking (applicable to the Hong Kong account only).

Please note that the bank will modify the service area from time to time base on customers' needs observed.

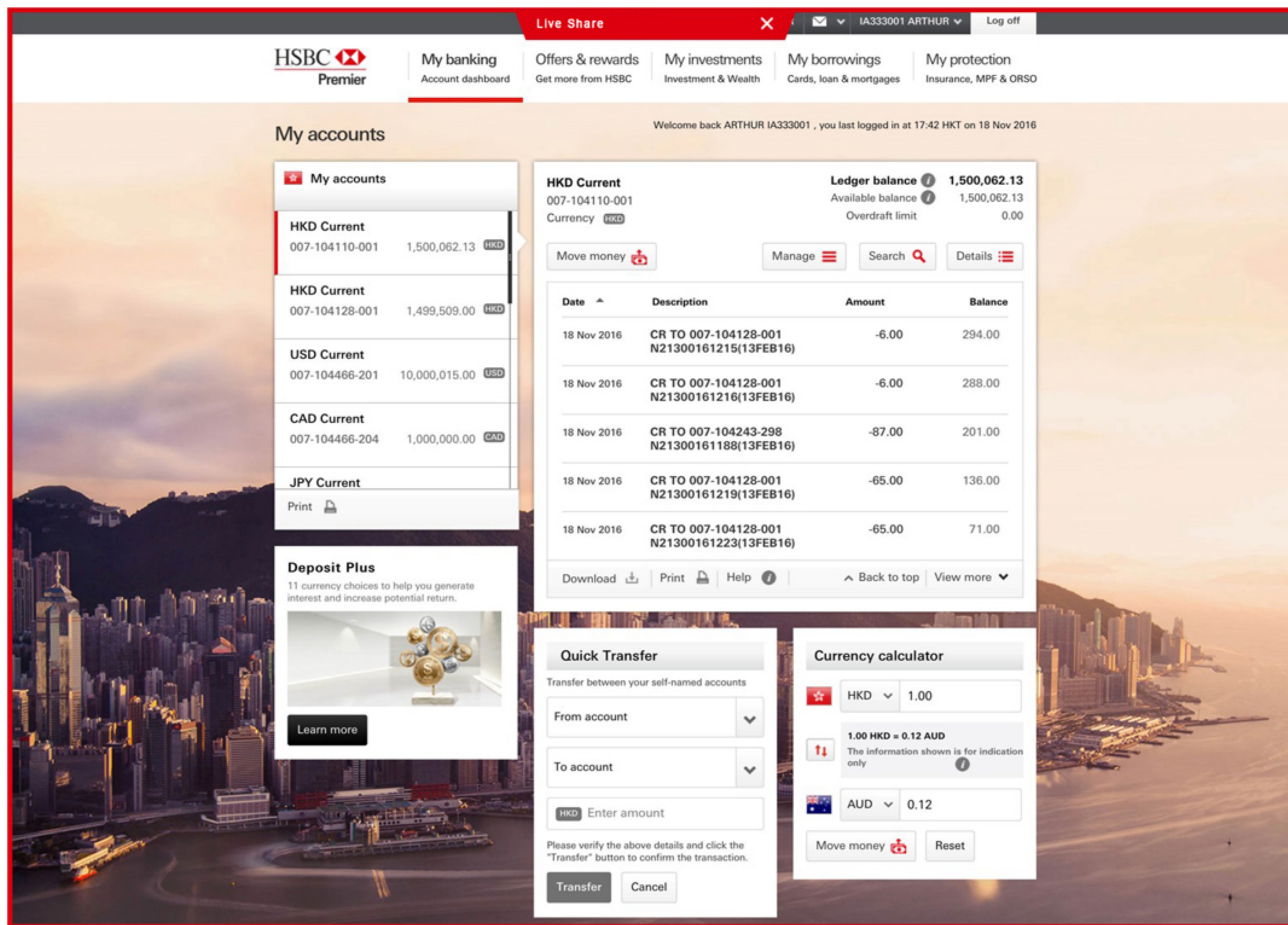
5. Will the customer service officer view my account details/ personal information on screen during the Live Share session?

To protect customers' personal information, sensitive information will be masked on customer service officers' screen during the Live Share session.

During Live Share session, customer service officer can only scroll your screen up and down, left and right, highlight a text on your screen, and point the mouse-over menu on your behalf, but unable to input any values on your screen.

6. How do I end the session?

Customers can end the service by clicking the “X” at the top of the red border. Red boarder will disappear when the Live Share session is ended.



7. Can I enjoy the service on other countries HSBC website?

Live Share is available for Hong Kong new HSBC Personal Internet Banking website only.

8. What devices are supported and do I need to install any software to use Live Share?

- The service is available in Windows based / Mac OSX based desktop / laptop devices that has a valid Internet access. Mobile/tablet devices are currently not supported.
- You do not have to install any software to enjoy this service

9. What are the servicing hours of Live Share?

The service is available 7 days a week 24 hours a day. Please note that the bank reserves the right to change the servicing hours at anytime without prior notice.

10. Is there any charge for using Live Share?

This service is free of charge.