



“Live Share” Service – Term of Use

Using the Live Share service, you are authorizing us to view your HSBC Internet Banking webpages. In doing this, we will use software and services supplied by third parties providing support to us in offering this service but they will not have access to any information that will identify you personally. If you do not wish to permit this, you should close this window.

We will view only your HSBC Internet Banking webpages that you open during the Live Share session. We will not view non-HSBC Web pages or non-Web based applications.

While our customer service officer can assist with navigation in HSBC Internet Banking webpages, you will be in control of your screen throughout the session and you can terminate the Live Share session at any time by clicking on 'X' icon on your Live Share frame or closing the browser.

During Live Share session, our customer service officer will not be able to input any values and click on any button on your screen. During session our staff 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.

All information on the HSBC Internet Banking webpages that may be used to identify you personally will be masked and not visible to our HSBC staff during the session. Any information that may be disclosed to our customer service officer during the session will be used solely for the purpose of assisting you to navigate HSBC Internet Banking and will not be retained by HSBC except where we already hold that information. We will not provide you with any investment advice when using the Live Share service.