

AMENDED HSBC ONLINE AND MOBILE BANKING TERMS AND CONDITIONS

2 November 2020

Dear Valued Customers,

We hereby give notice that the Terms & Conditions for HSBC Online and Mobile Banking will be amended with effect from 3 November 2020.

Updates to the Terms & Conditions are as follows:

- We have added new **Clause 21** with the new Web Chat and Mobile Chat Terms of Use as the Web Chat and Mobile Chat features are made available on our Online Banking and Mobile Banking App.

These Terms of Use govern your access to and use of Web Chat and Mobile Chat and contain important information about how the Bank and LivePerson will access and use Personal Information about you for the purpose of providing this service.

We provide this service for the purpose of interacting with you while visiting HSBC's website, online banking and HSBC Malaysia mobile banking app. We aim to provide you with help and support in navigating our website, mobile banking app, online banking services and general information about HSBC's products and services upon your request over the website, online banking and mobile banking app.

The changes will apply to both existing and new customers to HSBC Online and Mobile Banking.

The Amended HSBC Online and Mobile Banking Terms and Conditions is available at [click here](#).

