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## “移动端”系统调整升级通知

**外币定期存款/外币汇丰步步升存款的提前支取暂时通过手机银行在线客服或线下网点办理**

尊敬的客户：

为向您提供更加方便、快捷的数字渠道银行服务，我行计划对系统进行升级，自 2020 年 11 月 23 日起，将临时暂停“汇丰中国客户服务”微信服务号、手机银行的外币定期存款/外币汇丰步步升存款的提前支取功能。在系统调整升级期间，相关操作可通过**手机银行在线客服或线下网点**正常办理。

**分支行网点和手机银行在线客服均可正常办理**——本次系统升级仅涉及“汇丰中国客户服务”微信服务号与手机银行移动端这两个渠道的小部分操作。若您需要提前支取外币定期存款/外币汇丰步步升存款，可通过汇丰的线下网点或手机银行在线客服正常办理，不影响您对外币存款的安排使用。

**人民币存款的各项操作不受任何影响**——本次系统升级仅涉及外币存款的小部分移动端功能，人民币存款的线上线下相关操作不受任何影响。

**尽快完成系统升级并重新上线移动端相关功能**——我行将尽快完成本次系统升级，并及时通过官方渠道公告相关功能重新上线的时间。在此期间给您带来不便，我们深感抱歉，期待在系统升级完成之后为您提供更加流畅、快捷的移动端服务体验。

若您对于相关功能操作有任何问题，或者希望了解更详细的信息，欢迎垂询您的客户经理或拨打汇丰中国客户服务热线 95366，我们将及时为您解答并提供支持。

汇丰银行（中国）有限公司

2020 年 11 月 18 日

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**Notification on Digital Channel System Adjustment and Upgrade**  
**Foreign Currency Time Deposit and Foreign Currency HSBC Step-Up Time Deposit Early**  
**Withdrawal via Mobile banking customer service or in branch**

Dear customers,

To provide more convenient and better digital channel banking services, the bank will upgrade digital system and temporarily suspend the early withdrawal function of foreign currency time deposit and foreign currency HSBC step-up time deposit in digital channels (WeChat service account and Mobile banking) from 23rd Nov 2020. During system upgrade, your foreign currency early withdrawal request can be handled through Mobile banking customer service or in branch.

**Via Mobile banking customer service or in branch** – The system upgrade only affects partial services of WeChat service account and Mobile banking. If you would like to early withdraw your foreign currency time deposit or foreign currency HSBC step-up time deposit, you can contact our Mobile banking customer service or go to any HSBC branch. Your arrangement of foreign currency deposits will not be affected.

**RMB deposit handling will not be affected** - The system upgrade only affects partial services of WeChat service account and Mobile banking when you early withdraw foreign currency time deposit. RMB deposit service will not be affected.

**Digital functions will be re-launched soon** – The bank will complete the system upgrade soon, and will promptly announce the relaunch time when the functions are ready. HSBC is committed to provide you with a smooth digital service experience, and we sincerely apologize for any inconvenience caused.

If you have any further questions or need to enquire more details, please consult your relationship manager, or call HSBC China Customer Service Hotline 95366, we are happy to help.

Regards,

HSBC Bank (China) Company Limited

18 Nov, 2020