

Notice of the Delivery Delay for Security Tokens of HSBC Bank (China) Company Limited

Dear Customer,

Due to the impact of COVID-19 control policies in Shanghai, the delivery of the security tokens for the applications by the customers across the country since 25 March 2022 will be delayed. It's expected that the normal consignment will be resumed from 5 April 2022 (the expected consignment time is temporarily resumed time according to the Shanghai Municipal Government for epidemic prevention and control. If any change is made, please refer to our latest announcement). In the meanwhile, if you have any urgent need for the security tokens, you may visit HBCN branches in operation to apply for.

Please refer to HSBC China official website and HSBC China WeChat Official Account ("HSBC China") for latest branch operation information.

If you need any assistance or have urgent queries, please contact your Relationship Manager or call our 24-hour Customer Service Hotline at 95366.

Thank you for your continuous support and understanding.

HSBC Bank (China) Company Limited
28 March 2022