

HSBC Bank (China) organized the “Sleeping Account” reminder work

Dear customer:

According to the requirement of NFRA Notice on Carrying out Bank “Sleeping Account” Reminder Special Action, in order to further improve financial services, protect consumers’ “money bag”, and protect your account security and legitimate rights and interests. HSBC Bank (China) organized the “Sleeping Account” reminder work, the specific arrangements are as follow:

i. Criteria for judging individual “Sleeping Account”

As of September 30, 2023, personal current savings or settlement accounts (excluding credit card accounts) that have not conducted active transactions for more than five years (inclusive) and time deposit accounts that have not conducted active transactions for more than five years (inclusive) from the maturity date nor with auto renewal upon maturity. Active transactions refer to deposit, withdrawal, transfer, consumption, etc., except for interest settlement and account management fees deduction.

ii. Personal “sleeping account” inquiry, activation, fund withdrawal, cancellation and other processes.

1. You can bring your original valid ID card to the branch for inquiry, activation, fund withdrawal, cancellation and other services. Our bank will handle relevant services for you after verifying the information.

iii. Warm tips:

1. During the reminder period of “Sleeping Account”, our bank will not ask anyone to provide sensitive information such as password, SMS verification code, or other account funds operation such as non-counter transfer for any reason, nor will send mobile phone links such as “active account”. Please pay attention to guard against telecom network fraud and criminal activities, and do not believe and click on unfamiliar links.

2. It is illegal to rent, sell or buy bank account. Please be alert and handle business through formal bank channels.

3. If you have any questions or need more detailed information, please call our customer service hotline 95366 or visit our branches for consultation.

Thank you for your understanding and support of our work!

HSBC Bank (China) Company Limited

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