



有關終止恒生個人美元及外幣存摺儲蓄戶口服務

恒生銀行有限公司(「本行」)不時就本行的產品和服務持續作出檢視及調整，本行將於2023年12月31日營業時間後終止向個人客戶提供美元及外幣存摺儲蓄戶口(「美元/外幣存摺」)服務。為確保過程順利，本行亦已分批向客戶發出通知有關服務終止的安排詳情。此外，為減低不便，客戶可以選擇透過綜合理財戶口繼續使用我們的外幣存款服務。

溫馨小提示

- 由於美元/外幣存摺將於2023年12月31日營業時間後被結束，在此日期後客戶不能再經任何渠道自行查閱該戶口的結餘或交易紀錄。因此本行建議客戶在此日期前使用我們的分行或自助理財中心之「打簿快」服務以更新各交易資料或透過恒生個人e-Banking將交易記錄存檔列印作日後參考之用。
- 原於美元/外幣存摺內已設定的常行指示或已設定將定期存款存入該存摺戶口的到期處理指示將被取消(如適用)，故請留意不要設定新指示至該存摺戶口。如有需要，客戶可以親臨我們香港任何一間分行重新設定常行指示至其他存款戶口及/或透過恒生個人e-Banking更改定期存款到期處理指示。

感謝你對上述安排的理解，給你帶來任何不便，我們深表歉意。如有任何查詢，請透過恒生個人Mobile App或恒生個人e-Banking的「在線通訊」功能與我們聯絡。你亦可以親臨香港任何一間分行或致電本行客戶服務熱線(852)28220228查詢。

多謝選用恒生，我們隨時樂意為你服務。

恒生銀行有限公司

二零二三年五月

本函之中、英文文本如有任何歧異，概以英文文本為準。

Termination of Hang Seng US Dollar and Multi-Currency Passbook Savings Account and the Services Arrangement

Hang Seng Bank Limited ("The Bank") has been conducting regular review of our products and services. The Bank will terminate to provide US Dollar and Multi-Currency Passbook Savings Account ("USD/MCY Passbook") services to personal customers after business hours on 31 December 2023. To ensure a smooth transition, the Bank have also been issued notification to customers in batches regarding the arrangement details. Moreover, to minimize any inconvenience, customers can opt for using the Integrated account as other mean of foreign currency deposit.

Warm Reminder

- Given the USD/MCY Passbook will be closed after business hours on 31 December 2023, customers are no longer able to view the balance or transaction record(s) of USD/MCY Passbook via any channels after that date. Therefore, customers can update the transaction record(s) by using the passbook update machine in branch or self-service center or download and print the transaction record(s) from Hang Seng Personal e-Banking before that date.
- Any standing instruction(s) set up with any USD/MCY Passbook or any disposal instruction(s) for crediting Time Deposit proceed to the USD/MCY Passbook will be cancelled (if applicable). Customers are also reminded not to set up any new instruction to your USD/MCY Passbook. If necessary, please set up new standing instruction(s) to other account(s) by visiting any branch in Hong Kong in person and/or amend disposal instruction(s) via Hang Seng Personal e-Banking.

We apologize for the inconvenience caused and thank you for your understanding on the above arrangements. Should you wish to contact us for further information, please enquire with our staff through "Live Chat" in Hang Seng Personal Mobile App or Hang Seng Personal e-Banking, or any branch in Hong Kong or call our customer service hotline (852)28220228.

Thank you for choosing Hang Seng. It's always a pleasure to serve you.

Hang Seng Bank Limited

May 2023

In case of any discrepancy between the English and the Chinese versions of this letter, the English version shall prevail.