

Announcement for Hang Seng China Personal Desktop Online Banking Function Adjustment

Dear Customers,

Thank you for your continued trust and support of Hang Seng Bank (China) Limited. As we have previously communicated, to provide you with a more convenient and efficient mobile banking experience, starting in the second half of 2025, the functions of our Personal desktop version of Online Banking will be fully upgraded and integrated into the Mobile Banking App in phases.

With your cooperation and support, our work is proceeding very smoothly. As a key phase, starting November 15, 2025, the desktop version of Online Banking will only retain functions related to account inquiries, registration, login, and password services. We expect to complete the migration of all functions by the end of 2025.

We sincerely invite you to download our Mobile Banking APP immediately to enjoy more convenient mobile banking services.

Mobile Banking APP download channels:

■ For customers whose Apple ID or Android account is registered in mainland China
Apple phones: visit the Apple App Store in mainland China and search "Hang Seng China".

Android phones: visit the App store for Huawei, Xiaomi or Baidu and search "Hang Seng China".

■ For customers with Apple IDs or Google Accounts registered in Hong Kong, Macau, Taiwan, or overseas

Apple phones: visit your local Apple App Store and search "Hang Seng China".

Android phones: visit your local Google Play Store and search "Hang Seng China".

If you have any questions or require assistance during this transition period, please contact your relationship manager or call 4008 30 8008. Our dedicated team will be happy to assist you. Thank you again for your continued support.

Hang Seng Bank (China) Ltd
31 Oct 2025