

恒生中国个人手机银行即将推出全新安全平台

尊敬的客户：

恒生中国个人手机银行自 2019 年上线以来，得到了您持续的信赖和支持。在您的支持和鼓励下，手机银行在近年来不断推陈出新，旨在为您提供一站式的个人电子银行服务。

正如我们所承诺的，在功能扩充和提升的同时，我们也将手机银行的安全性放在首位。在此，我们荣幸地宣布，预计从 2025 年 11 月 22 日起，恒生中国个人手机银行安全平台将全面升级。具体的手机银行新版本发布日期以各大手机应用平台上架时间为准。

安全平台升级后，您将无需再使用冗长的用户名和密码，也无需再随身携带保安编码器，手机银行将采用更高级别的设备绑定和数字证书技术来保障您账户的安全。

为了您的账户安全，在手机银行版本更新后，初次登陆前，您需要完成身份验证。为确保您可以顺畅地体验全新的安全平台，我们温馨提示您可以做好下列准备：

1. 请检查您在我行登记的手机号码是否准确，如您使用国际手机号，请检查国际电话区号是否完整。
2. 请检查您的借记卡是否妥善保管，借记卡密码是否仍有效并牢记。

请您留意，安全平台升级仅会对手机银行的身份验证模块（如登录、交易验证）产生变化，不影响其他业务流程。

如您有任何疑问或需要协助，请联系您的客户经理或致电我行 24 小时客户服务热线 4008 30 8008，我们的专业团队将竭诚为您提供帮助。再次感谢您对我行的大力支持！

恒生银行（中国）有限公司
2025 年 11 月 14 日

Brand New Security Platform for Hang Seng China Personal Mobile Banking

Dear Customers,

Since its launch in 2019, Hang Seng China personal mobile banking service has received your continued trust and support. With your support and encouragement, the mobile banking service has continuously innovated in recent years, aiming to provide you with one-stop personal e-banking services.

As we have committed, while expanding and enhancing our functionality, we also prioritize the security of our mobile banking services. We are pleased to announce that, starting November 22, 2025, Hang Seng China Personal Mobile Banking Security Platform will undergo a comprehensive upgrade. The specific release date of the new mobile APP version will depend on the availability time on various mobile application platforms.

After the security platform upgrade, you will no longer need to use lengthy usernames and passwords, nor will you need to carry a security hard token with you. Mobile banking will use a higher level of device binding and digital certificate technology to protect the security of your account.

For your account safety, you will need to complete identity verification before your first login after updating to the new mobile banking version. To ensure you can smoothly experience the new secure platform, we kindly suggest you make the following preparations:

1. Please check that your registered mobile phone number with our bank is accurate. If you are using an international mobile number, please check that the international dialing area code is complete.
2. Please check that your debit card is safe and secure, and that your debit card PIN is still valid and that you have memorized it.

Please note that the security platform upgrade will only affect the identity verification modules of mobile banking (such as login and transaction verification) and will not affect other business processes.

If you have any questions or need assistance, please contact your relationship manager or call our customer service hotline at 4008 30 8008. Our professional team will be happy to help you. Thank you again for your support!

Hang Seng Bank (China) Ltd
14 Nov 2025