

## AMENDED HSBC ONLINE AND MOBILE BANKING TERMS AND CONDITIONS

29 September 2020

Dear Valued Customers,

We hereby give notice that the Terms & Conditions for HSBC Online and Mobile Banking will be amended with effect from 19 October 2020.

Updates to the Terms & Conditions are as follows:

- **Clause 3c** have included “territories”.
- **Clause 3e** have been amended to emphasise on the incompatibility of software when using our Online Banking and Mobile Banking App.
- **Clause 4a(iv), 4a(v), 4a(vi), 4a(vii), 4a(x), 4g, 8c, 8d(i), 9a, 9a(iv), 9a(v), 9c** have included “Mobile Secure Key” as this will replace Security Device until further notice and several changes in naming that relates to “Mobile Secure Key”.
- We introduce new **Clause 4(xi)** that provides explanation on the term “Mobile Secure Key”.
- We have also introduced new **Clause 4n** which tells you that we are able to deactivate your Mobile Secure Key in the case where mobile device is lost, damaged or stolen.
- We have also introduced **Clause 18** to cover the Intellectual Property Rights.
- **Clause 19, 20** is the new numbering for previous clauses.

The changes will apply to both existing and new customers to HSBC Online and Mobile Banking.

The Amended HSBC Online and Mobile Banking Terms and Conditions is available at [click here](#).