

The Notification for the Revisions of HSBC Personal Internet Banking/Mobile Banking Service Agreement

Date: 07 Oct 2024

1. According to HSBC General Agreement, the Bank may, via a written notice, posted at visible area of the Bank's branches or announced on the Bank's Internet main page at least 7 days in advance, amend the terms and conditions of General Agreement. If the Customer disagrees with such amendments, he/she/it may notify the Bank in written form within the designated notification period to terminate the applicable terms and conditions as well as transactions and services with the Bank. The Customer needs to be cooperative with the Bank in account closing procedure. If the Customer fails to notify of termination within the designated notification period and continues to conduct transactions with or using services of the Bank, the Customer shall be deemed to agree with the amendments.
2. This amendment is announced as this notification; should you have any query, please do not hesitate to contact us via our branch networks or our 24-hour Call Center at (02)6616-6000.

Below please find the comparison table for your notification.

The following change will be effective from 6 Nov 2024. The original one is still applicable before the effective date. If the Customer disagrees with such change, he/she/it may notify the Bank in writing prior to the effective date to terminate the General Agreement as well as transactions and services with the Bank and should cooperate with the Bank in account closing procedure.

Original	Revised
9. Non-execution of Electronic Message	9. Non-execution of Electronic Message
<p>A. If there exist any of the following situations, HSBC may not execute your instructions, or before the disappearance of any of the following situations, HSBC may suspend the execution of your instructions.</p> <p>(a) If HSBC acknowledges or reasonably doubts that you have acted against the internet security, or you are involved with any irregularity in the use of the Service;</p> <p>(b) If HSBC has reasonable doubt with respect to the authenticity of the Electronic Message or accuracy of the instructions;</p> <p>(c) The execution of the relevant instruction would violate relevant laws or regulations;</p> <p>(d) HSBC cannot successfully deduct the fees payable by you from your account because of the cause attributable to you.</p>	<p>A. If there exist any of the following situations, HSBC may not execute your instructions, or before the disappearance of any of the following situations, HSBC may suspend the execution of your instructions. Any consequences thereof shall be borne by you.</p> <p>(a) If HSBC acknowledges or reasonably doubts that there is a potential breach of security or misuse of your account or security details in your device or account (including but not limited to any malware, software or programs that may compromise the security of your device or account), or you are involved with any irregularity in the use of the Service;</p> <p>(b) If HSBC has reasonable doubt with respect to the authenticity of the Electronic Message or accuracy of the instructions;</p> <p>(c) The execution of the relevant instruction would violate relevant laws or regulations;</p> <p>(d) HSBC cannot successfully deduct the fees payable by you from your account because of the cause attributable to you.</p>

HSBC Bank (Taiwan) Limited