

Date 21 July 2014

Dear Customer

To better protect you when you manage your daily finances online, we are replacing your existing Security Device with this new PIN-Protected Security Device. With the new Device, chances of unauthorised use will be minimised and you will be able to enjoy enhanced security and protection from possible online threats.

First-time PIN set up for the new Security Device

You will need to set up the PIN for the new PIN-protected Security Device before activation. Please follow the steps below to set up the PIN for the first time:



Step 1: Press and hold the bottom right green button for 2 seconds to turn on the Device

Step 2: Enter a new 4- to 6-digit PIN at your choice using the keypad

Step 3: Press the bottom left yellow button to complete the first PIN entry

Step 4: Confirm the new PIN by re-entering it according to on-screen instruction

"NEW PIN CONF" will be displayed for 2 seconds if the PIN is successfully inputted. "HSBC" will be displayed afterwards

Note: You will need to press and hold the bottom right green button for 2 seconds and input your PIN to unlock the Device before use each time.

Security Device Activation

To activate the new Device with a PIN set-up, simply log on to HSBC Internet Banking with your existing Security Device, and follow on-screen instruction to complete the activation for the new PIN-protected Security Device within 20 days from the date of this letter. When the activation period expires, you need to activate the new Device before you can access HSBC Internet Banking.

Eco-friendly disposal of existing Security Device

Once the new Security Device has been activated, any previously activated Security Device will no longer be valid. You are encouraged to return the deactivated Device to any HSBC branch and we would arrange disposal through an environmental-friendly waste disposal company.

If you have any query or need help with your Security Device, please visit www.hsbc.com.hk/securitydevice or call HSBC PhoneBanking at one of our hotlines:

- HSBC Premier customer : (852) 2233 3322
- HSBC Advance customer : (852) 2748 8333
- Other customer : (852) 2233 3000

Yours faithfully

The Hongkong and Shanghai Banking Corporation Limited
(This is a computer print-out and signature is not required.)

Security Tips

1. You are recommended to choose a 6-digit PIN for stronger password protection.
2. **AT LOGON, DO NOT enter any numbers generated from the internet to your security device.** If unusual screens pop up and/or the computer's response is unusually slow, customers should log out from the Internet Banking completely and scan the computer with the most updated version of virus protection software.

If there is any discrepancy between the English and Chinese versions, the English version shall prevail.