

**Ping An OneConnect Bank (Hong Kong) Limited**

**SME Services Terms and Conditions**

**1. Our accounts and services**

1.1 Ping An OneConnect Bank (Hong Kong) Limited (the “**Bank**”, “**we**” or “**us**”, and includes our successors and assigns) provides digital banking services to small and medium-sized enterprises (“**SME(s)**”) via a mobile application (the “**App**”). The availability of internet banking services will be subject to any further notice that the Bank may give in accordance with these Terms and Conditions. You may download the App from mobile application stores which may be subject to change from time to time.

1.2 We deliver our services by electronic means. We will take reasonable measures to manage and control risks having regard to applicable regulatory requirements and the prevailing market practice. That said, there is no guarantee that the electronic channels and networks used in relation to our services are completely secured. **You should note that the use of the services in the App and through internet banking services (the availability of internet banking services will be subject to any further notice that the Bank may give in accordance with these Terms and Conditions) is not risk-free. If you do not accept this, please do not download the App, or use internet banking services (as the case may be) to access our services.**

1.3 We provide the following accounts and services to our customers:

- (a) savings account and other deposit services (when made available in accordance with these Terms and Conditions);
- (b) payment and funds transfer through Faster Payment System (as defined in Clause 16 of these Terms and Conditions below), and
- (c) credit facilities (as available).

1.4 We may change our services and how you may use them from time to time with or without notice.

1.5 In these Terms and Conditions:

“**Authorised Person**” means each individual authorised by you to give instructions to us in relation to your accounts and our services, including an Authorised Signatory and an Authorised User as the context requires or permits in each case;

**“Authorised Person Credentials”** is defined in Clause 9.3 of these Terms and Conditions and, in respect of an Authorised Person, means the Authorised Person Credentials of that Authorised Person;

**“Authorised Signatory”** means each individual authorised by you to sign any agreement or document on your behalf in relation to your accounts and our services, and accepted by us as such;

**“Authorised User”** means each individual authorised by you to use and operate the App, accounts and services, and accepted by us as such;

**“Business Day”** means a day (other than a Saturday or a Sunday or a public holiday in Hong Kong) on which commercial banks are open for general business in Hong Kong;

**“Designated Device”** is defined in Clause 8.5 of these Terms and Conditions and, in respect of an Authorised Person, means the Designated Device of that Authorised Person;

**“Hong Kong”** means the Hong Kong Special Administrative Region of the People’s Republic of China;

**“Security PIN”** is defined in Clause 8.5 of these Terms and Conditions and, in respect of an Authorised Person, means the Security PIN set and activated on the Designated Device of that Authorised Person;

**“you”** means the person to which we provide accounts and services and includes each of your Authorised Persons, and includes your successors and permitted assigns, where the context requires or permits; and

**“Your Information”** means all information relating to you, your accounts, transactions with us, Authorised Persons and activities which is held by us from time to time, including information provided by you or on your behalf to us and information collected or compiled by us.

## 2. Use of accounts and services

**You should use the accounts and services sensibly and responsibly. You should never use the accounts and services for any unlawful purpose and/or in any unlawful manner. We have the right to close your account(s) and terminate any of the services we provide if you breach this provision, without further notice or provision of any reasons.**

### 3. These Terms and Conditions

- 3.1 These Terms and Conditions govern our provision and your use of the App, accounts and services. These Terms and Conditions set out the respective rights and obligations of you and the Bank.
- 3.2 Please read these Terms and Conditions carefully before proceeding to use our App and/or any of our accounts and services. Once you register to open an account with us or use any of our services, you will be taken to have accepted these Terms and Conditions.
- 3.3 You acknowledge that we may change various features of our products or services at any time, including the fees and charges, interest rates, the basis for calculating interest rates, margin, liabilities and obligations and we may do so by giving reasonable notice to you in accordance with our usual practice and in accordance with any applicable law.
- 3.4 We have the right to vary, amend or supplement any provision of these Terms and Conditions (including fees and charges) and any other terms and conditions governing any of our services or accounts from time to time by notice. We will give you notice of any variation, amendment or supplement that is applicable to you in a manner we consider appropriate. You will be bound by such variation, amendment or supplement unless we have received notice from you to close the relevant account or terminate the relevant services with effect before the date on which such variation, amendment or supplement (as the case may be) takes effect. We have no obligation to notify you of any variation, amendment or supplement that is not applicable to you.
- 3.5 In addition to these Terms and Conditions, other terms and conditions may apply to specific services, transactions and/or arrangements. In such case, these Terms and Conditions and those other terms and conditions should be read together. If there is any inconsistency between these Terms and Conditions and those other terms and conditions, those other terms and conditions will prevail insofar as the specific services, transactions or arrangements are concerned. We will provide you with the other additional terms and conditions (if any) before you use the relevant services or arrangements, and/or conduct the relevant transactions.

### 4. Information and disclosure

- 4.1 You confirm that all information provided to us from time to time is complete, true, accurate and up-to-date. **You must notify us of any material change to any information provided to us as soon as reasonably practicable.** You authorise us to contact any source(s) we consider appropriate including any credit reference agencies (where appropriate) to verify any information provided by you or on your behalf.

4.2 You consent to each of the following:

- (a) our use and disclosure of your personal data for providing accounts and services to you or for other purposes, in the manner as specified in the Personal Information Collection Statement (“**PICS**”), which is available in the App or on our website;
- (b) Your Information being used, processed, disclosed, transferred and stored, in or outside Hong Kong, including the Mainland China for the purposes of our outsourcing activities or relating to our services, by us and by any person providing services or support to us or to you. These other persons may include our agents, contractors and third-party service providers which provide services or support for our services or for our general operation;
- (c) the use, disclosure or transfer of Your Information by us in compliance with applicable legal and regulatory requirements; and
- (d) we may use and access Your Information for cybersecurity-related purposes.

## 5. Fees and charges

- 5.1 **We may levy fees and charges for our accounts and services, and change any such fees and charges from time to time by giving at least thirty (30) days’ prior notice.** If we levy fees and charges, we will make available a list of our fees and charges in the App and/or on our website. Any paid fees and charges will be shown in the transaction record, account statement, or separately in other forms.
- 5.2 **You will pay our fees and charges, and all reasonable out-of-pocket expenses including our agents’ fees and expenses when applicable. You will pay the amounts and within the timeframe as we may specify to you.**
- 5.3 All paid fees and charges are not refundable unless otherwise provided in these Terms and Conditions. However, if you terminate any service within a reasonable period as a result of changes made to these Terms and Conditions, we will refund a prorated portion of any annual or periodic fees paid for the service, provided that the relevant fees can be separately distinguished and the amount is not minimal.
- 5.4 **You are responsible for paying the fees and charges prescribed by any other persons besides the Bank. This may include your telecommunications service provider who may charge data charges and other fees in connection with your use of the App and/or the Designated Device (as defined in Clause 8.5 of these Terms and Conditions), and any other banks to whom you or from whom you make payment or transfer money.**

## 6. What we may do to provide the accounts and services

- 6.1 Set and amend the terms and conditions and procedures: We reserve the right to set and amend the relevant terms and conditions and procedures for using the App, internet banking services (the availability of internet banking services will be subject to any further notice that the Bank may give in accordance with these Terms and Conditions) and the accounts and services, including the time during which the App, the accounts and services are made available, the daily cut-off time for operating the App and the way in which the Bank accepts instructions.
- 6.2 Comply with legal, regulatory or tax requirements, etc.: We may do or refrain from doing anything (including refusing to act on your instructions) in order to comply with any legal, regulatory or tax requirements, or court or judicial orders or judgements. Any such requirement(s), order(s) and judgement(s) may be imposed on you or on us by relevant laws and regulations, by any governmental agency, tax authority, law enforcement agency, regulatory authority, court or judicial body, whether in Hong Kong or overseas.
- 6.3 Appoint agents, contractors and service providers, etc.: We may appoint agents, contractors and service providers to assist with providing the accounts and services. We will use reasonable care to select any such agent(s), contractor(s) and service provider(s).
- 6.4 Appoint debt collection agents: We may appoint debt collection agents for recovering or collecting any overdue amount payable by you. **You are required to pay the expenses of reasonable amounts reasonably incurred by us.**
- 6.5 System maintenance: We reserve the right, at any time with or without notice, to suspend all or part of our accounts and services for system maintenance, testing, repair and/or upgrade.
- 6.6 Set-off right: If any amount is payable by you to the Bank but is unpaid, we may without prior notice set off the amount by debiting any of your accounts. We will inform you promptly after making any such set off.
- 6.7 **Recover loss and expenses: If we suffer any loss or incur any cost or expense from (a) providing accounts or services to you, (b) acting on your instructions, or (c) your failure to comply with these Terms and Conditions or to perform your obligations, you will compensate us for all such losses, all costs and expenses of reasonable amount reasonably incurred by us (including legal fees).**

## 7. Our responsibilities

- 7.1 Unless caused by our fraud, wilful misconduct or gross negligence, we are not liable to you for:

- (a) acting or failing to act in accordance with your instructions;
- (b) any delay, interruption or unavailability of our accounts and services or your use of the accounts and services;
- (c) any loss, error, delay, misdirection, corruption and/or unauthorised alteration or interception of a message sent through the internet or any other means;
- (d) any computer virus and/or other malfunctioning of any software or computer system; or
- (e) any act or omission of any agent, contractor and/or service provider appointed by us to assist in providing accounts and services.

7.2 In any case, we are not liable for:

- (a) acting or refraining from acting in compliance with any legal, regulatory or tax requirements, or court or judicial orders or judgements, or in accordance with the demands or expectations of any governmental agency, tax authority, law enforcement agency, regulatory authority, court or judicial body, whether in Hong Kong or overseas; or
- (b) any loss of business or business opportunity, loss of profit, indirect, special, incidental or consequential loss or damages.

7.3 The provisions restricting or excluding our liability will operate to the extent permitted by law.

## 8. **Registration procedures to open an account and use the services**

8.1 Registration procedures: In order to open an account with us or to use our services, your Authorised Person is required to download the App on a mobile device and complete all the registration procedures set out in the App.

8.2 Provision of documents: For setting up, use, operation, variation or termination of an account and/or any services, you shall:

- (a) sign or accept the forms and documents;
- (b) supply the information and materials; and
- (c) comply with the procedures and other requirements,

in each case as prescribed, supplemented or revised by us from time to time. These forms, documents, information and materials may be signed, accepted, supplied and sent by you by electronic or manual means as we may require or accept. We may also ask you to provide any other proof or to comply with other procedures for the purposes of verifying your identity. **You must give us complete, true, accurate and up-to-date information.**

- 8.3 **Identity verification from time to time:** During the continuation of the bank-customer relationship, we may request you to complete identity verification from time to time to keep our records up-to-date.
- 8.4 **Authorised Person:** You may appoint and remove any Authorised Person and confer, vary and/or restrict the authority on him to act on your behalf in relation to the accounts, services and transactions, subject to the procedures and other requirements as we may reasonably prescribe from time to time.
- 8.5 **Security PIN and Designated Device:** **In order to access and use the accounts and services, you are required to set a security personal identification number for authentication of the identity of each of your Authorised Person(s) (“Security PIN”) and activate the Security PIN on the mobile device of the relevant Authorised Person.** Provided that you have successfully completed the registration procedures and we have verified the identity of an Authorised Person to our satisfaction, that Authorised Person’s mobile device will be registered with the Security PIN and designated as the mobile device to enable you to use the accounts and services (“**Designated Device**”). If we cannot verify the identity of an Authorised Person to our satisfaction or a Designated Device is not successfully registered for any reason, we may refuse to provide the relevant Authorised Person with or the relevant Designated Device to access any accounts or services at our sole discretion.
- 8.6 **Conditions and criteria:** We may from time to time set out minimum conditions for using the accounts and services, including conditions such as age requirements, geographical limit and technical specifications (such as mobile device type or model). We reserve the right not to provide the accounts and/or services if such minimum conditions are not met.

## 9. Your instructions

- 9.1 **Means and manner for giving instructions:** You must give instructions to us by such means and in such manner specified or accepted by us from time to time. You shall ensure that each Authorised Person sends the instructions to us in accordance with the requirements and procedures which we may prescribe from time to time. We have the right to refuse any instruction that does not meet the requirements specified by us.
- 9.2 **Check instructions before sending:** **You should check and ensure that each instruction is complete and correct before sending it to us. Once sent, you cannot change or cancel any instruction without our prior consent.**



- 9.3 **You are bound by the instructions:** We have the right to treat any instruction sent from the Designated Device or any other channel as specified or accepted by us using your Authorised Person’s personal credentials or security information for operating the accounts and services, including the relevant Authorised Person’s Security PIN, username, personal password, biometric credentials and login credentials (collectively “**Authorised Person Credentials**”) as instructions given by you, whether or not it is in fact given by you. Such instructions and the resulting transactions will be valid and binding on you. We are not required to take further steps to verify the identity of the person sending the instructions or the authenticity of the instructions. Nevertheless, we reserve the right to require you to authenticate an instruction by the Authorised Person Credentials.
- 9.4 **Instructions from your Authorised Person:** You expressly confirm that any transaction effected by us in accordance with an instruction given by an Authorised Person shall be binding on you even if the instruction was not within the scope of the Authorised Person’s authority or even if the authority of the Authorised Person is expired or revoked before the transaction is effected by us. We are not under an obligation to reject that instruction and are not liable for effecting the transaction.
- 9.5 **We do not check for duplicate instructions:** We are entitled to act on each instruction received by us as a separate instruction without further verification.
- 9.6 **Instructions received after cut off time:** If a payment or transfer instruction is received by us after our daily cut off time or outside our business hours (which may be subject to change from time to time without prior notice from us), we may still debit or withhold the relevant amount from your account on the same day but we may not process the relevant instructions until the next Business Day.
- 9.7 **Instructions not executed:** We are not required to notify you whether an instruction has been executed in full or not except that we will promptly notify you if an outgoing cross-border payment (where applicable) could not be effected. We reserve the right to execute an instruction in part if we are unable to execute it in full for any reason.

## 10. Security matters – risks and your responsibilities

- 10.1 **Take security measures:** You and each Authorised Person should take reasonably practicable security measures such as those listed in Clause 10.2 of these Terms and Conditions below. You may be held liable for unauthorised transactions if you or any Authorised Person fail to take such security measures or if you or any Authorised Person have acted fraudulently or with gross negligence.
- 10.2 **Minimum security measures:** Each Authorised Person should take, at a minimum, the following security measures which are not exhaustive. Each Authorised Person



should also refer to the security advice provided by us from time to time in the App, on our website or by any other means as we consider appropriate:

(a) **In relation to the use of accounts and services:**

- (i) only use encrypted and reliable mobile internet connections to log on to your accounts and to use the services and do not use wireless network (i.e. Wi-Fi) that is public or not protected by password; and
- (ii) do not operate your accounts or use the services on any mobile device other than the Designated Device.

(b) **In relation to the App:**

- (i) only download the App (1) from trusted mobile application stores (i.e. Google Play™ store and App Store) or other mobile application stores designated or acceptable by us from time to time, (2) by scanning the specified QR code posted on our website from time to time, or (3) by accessing the download link on our website from time to time. Where any mobile application or its source is or seems to be suspicious, do not download from any such source, or immediately stop installation of the App and do not log on to or activate the App.
- (ii) install updates and patches for the App and the operating systems and browsers regularly and only from the mobile application stores set out in paragraph (i) above or from our website; and
- (iii) do not download the App through wireless network (i.e. Wi-Fi) that is public or not protected by password.

(c) **In relation to the use of the Designated Device, internet banking services on any phone or computer (the availability of internet banking services will be subject to any further notice that the Bank may give in accordance with these Terms and Conditions):**

- (i) download the App and use the accounts and services on the Designated Device only (to the extent possible);
- (ii) do not download the App on any mobile device or operating system that has been modified outside the mobile device or operating system vendor-supported or vendor-warranted configurations. This includes any mobile device that has been “jail-broken” or “rooted”, that is a mobile device that has been freed from the limitations imposed on it by

- the telecommunications service provider and/or the mobile device manufacturer without their approval;
- (iii) do not connect the Designated Device to any computer suspected to be infected by virus or use the services on any computer suspected to be infected by virus;
  - (iv) install anti-virus software, firewall and other security tools on the Designated Device and on other phones or computers that you may use for our services (if accepted by us) (“Devices”);
  - (v) disable any wireless network function (e.g. Wi-Fi, Bluetooth, NFC) and do not use wireless network (i.e. Wi-Fi) that is public or not protected by password or log out from the App when it is not in use. Choose only encrypted and reliable networks when using Wi-Fi and disable Wi-Fi auto connection setting;
  - (vi) activate the auto-lock function on the Designated Device and the Devices;
  - (vii) when setting Authorised Person Credentials:
    - (1) do not use easy-to-guess personal information, numbers or words;
    - (2) do not write down or record any Authorised Person Credentials without disguising them;
    - (3) do not keep any Authorised Person Credentials on or near the Designated Device or the Devices;
    - (4) do not use the same Authorised Person Credentials for different services; and
    - (5) change the Authorised Person Credentials regularly;
  - (viii) keep the Designated Device and the Devices safe and keep all Authorised Person Credentials confidential. Do not allow anyone to use the Authorised Person Credentials. You should safeguard such information from loss, theft, accidental or unauthorised leak or unauthorised use;
  - (ix) notify us through any of the channels designated by us for reporting security incidents as soon as practicable if you find or suspect that the

**Designated Device, the Devices or any Authorised Person Credentials is lost, stolen, leaked or used without authorisation. Change the Authorised Person Credentials immediately;**

- (x) **do not store biometric credentials other than your own on the Designated Device or the Devices; and**
- (xi) **delete the App and the Authorised Person Credentials that are stored on the Designated Device or the Devices before you leave it with another person for repair or other reasons, or before you dispose of it.**

## 11. Your responsibilities

11.1 Your Authorised Person: You are responsible for taking appropriate measures having regard to your circumstances:

- (a) to monitor and control the appointment and change of the Authorised Person, and notify each Authorised Person of the scope and limits on his authority in giving instructions to or dealing with us;
- (b) to ensure that each Authorised Person acts within the scope of his authority in a proper and responsible manner and complies with these Terms and Conditions; and
- (c) to safeguard against instructions being given by unauthorised persons or for unauthorised purposes, including to ensure that each Authorised Person safeguards his Designated Device and Authorised Person Credentials from loss, theft or unauthorised use. It is recommended to set expiry date on the use of Authorised Person Credentials and to change them on a regular basis and whenever necessary or appropriate.

11.2 Authorised Person Credentials: Authorised Person Credentials relating to an Authorised Person for using our services will be assigned or registered in such manner as we may specify from time to time. You shall ensure that each Authorised Person handles and uses the Authorised Person Credentials in accordance with your direction and the operational and other requirements prescribed by us from time to time.

- (a) We identify an Authorised Person by his Authorised Person Credentials.
- (b) Use of passwords and other security credentials is an important way to protect your interest. You shall keep and ensure that each Authorised Person keeps his Authorised Person Credentials secret and secure. Where we assign the initial passwords, you shall and shall ensure each Authorised Person change the initial password as soon as reasonably practicable upon receipt.

- (c) You shall notify us of the scope of authority of each Authorised Person for using our services, including any limit on the types or value of withdrawal, transfer or other transactions which he is authorised to effect on your behalf. You shall ensure that each Authorised Person acts within his scope of authority. All instructions given to us by an Authorised Person within his scope of authority are binding on you.

11.3 **Unauthorised transactions:** You are not liable for unauthorised transactions and any direct loss suffered by you unless you have acted fraudulently or with gross negligence. **However, if you have acted fraudulently or with gross negligence, you may be held liable for all losses resulting from unauthorised transactions effected with any Authorised Person Credentials.**

11.4 **Failure to take security measures, etc.:** You or your Authorised Person will be taken to have acted with gross negligence in one or more of the following cases:

- (a) if your Authorised Person knowingly allow another person to use the Designated Device, or his Authorised Person Credentials to obtain services or conduct transactions;
- (b) if your Authorised Person fails to notify us as soon as reasonably practicable that he knows or suspects that the Designated Device, or his Authorised Person Credentials have been lost, stolen or compromised, or any unauthorised transaction has been conducted; and
- (c) if your Authorised Person fails to take reasonably practicable steps to safeguard the security of the Designated Device, or his Authorised Person Credentials, including the failure in complying with the security advice given by us from time to time.

## 12. About the App

12.1 **Third party licence agreements:** For the use of the App, you may be required to enter into certain licence agreements with the software providers (including Google Play™ store and/or App Store) and subject to the terms and conditions prescribed by these software providers. We are not a party to these licence agreements, and are not responsible for the products and services provided by these software providers or their acts or omissions.

12.2 **App is not intended for use in certain cases:** We do not provide or intend the App or any related materials and other products and services offered through the App to be downloaded, used or accessed in the following ways:

- (a) by any person in any jurisdiction where such download, use or access would be contrary to any applicable laws or regulations of that jurisdiction;

- (b) by any person in any jurisdiction where we are not licensed or authorised to provide the App, products and services; or
- (c) by any person in any jurisdiction that is subject to any sanction regime or where we do not provide the App, products and services for any other reason we consider to be appropriate.

**12.3 You should comply with regulatory requirements: You are responsible for ensuring that you and your Authorised Person are permitted to download, use and access the App and any related materials, products and services under the laws and regulations applicable to you. By browsing or accessing the App or any related materials, products or services, you and your Authorised Person are taken to have understood and complied with all applicable laws, regulations and restrictions.**

**12.4 Hyperlinks:** The use of hyperlinks to access other internet sites or resources are made at your own risks. We are not responsible for the accuracy or quality of the information provided by other internet sites or resources, or for the security of such internet sites and resources.

### **13. Authentication of your identity**

#### **13a. Authentication by Security PIN**

**13a.1 Setting Security PIN: Each Authorised Person should follow the instructions set out in the App or on our website to set his Security PIN, including the minimum digit, combination and other requirements.**

**13a.2 Purpose of Security PIN:** The Security PIN is the primary method of authenticating an Authorised Person's identity. We may also accept other Authorised Person Credentials for authenticating an Authorised Person's identity where it is not feasible to use the Security PIN or in other cases notified by us.

**13a.3 One Security PIN only:** Unless otherwise accepted by us, each Authorised Person can register his Security PIN with only one Designated Device at any given time. If an Authorised Person wishes to change mobile device, he is required to register Security PIN with the other mobile device and, upon successful registration, the other mobile device will automatically be designated as the current Designated Device in the place of the previous Designated Device.

#### **13b. Biometric authentication**

**13b.1 Use of biometric credentials:** Without limiting our right to require the use of Security PIN for authentication, your Authorised Person may use his biometric credentials stored on the

Designated Device to log on to the App and authorise transactions. Your Authorised Person should follow the instructions set out in the App or on our website to set up biometric authentication. We may specify the type of biometric credentials (such as fingerprint or facial image) and the manner for using them to in relation to the App, accounts and services.

13b.2 Authenticate instructions by biometric credentials: You authorise us to act on the instructions received by us which have been authenticated by checking your Authorised Person's biometric credentials. You will be bound by these instructions and the resulting transactions. We are not required to take further steps to verify the identity of the person sending the instructions or the authenticity of the instructions. Nevertheless, we reserve the right to require your Authorised Person to authenticate an instruction by his personal password or other Authorised Person Credentials.

13b.3 Pre-conditions for using biometric authentication: An Authorised Person must satisfy the following conditions in order to use biometric authentication:

- (a) he has successfully set up with us a user ID for the operation of your SME account;
- (b) he has installed the App on the Designated Device;
- (c) he has activated the biometric authentication function on the Designated Device and registered at least one of his biometric credentials to restrict access to the Designated Device;
- (d) he has registered for biometric authentication through the App by using his Authorised Person Credentials or such other means (including Short Message Service ("SMS") one-time password) specified or accepted by us, and he has registered the relevant biometric credentials stored on the Designated Device for the purpose of biometric authentication; and
- (e) he should safeguard the secrecy of his Authorised Person Credentials used to register and store his biometric credentials on the Designated Device for biometric authentication.

13b.4 You and your Authorised Person's responsibilities regarding biometric authentication: You and each Authorised Person understand and accept all of the following:

- (a) after successful registration for biometric authentication on the Designated Device, any biometric credentials stored on the Designated Device can be used for biometric authentication. **Therefore, an Authorised Person should ensure that only his biometric credentials (and no one else's) are stored on the Designated Device;**
- (b) **an Authorised Person should not use biometric authentication if he reasonably believes that any other person may share identical or very similar biometric**

**credentials as his (for example, he should not use facial image if he has a twin or sibling sharing very similar facial features);**

- (c) **an Authorised Person should not use biometric authentication if the relevant biometric credentials will change (for example, he should not use facial image if he expects his facial features to change);**
- (d) you and each Authorised Person authorise the use of biometric authentication which is performed by the App interfacing with the biometric authentication module on the Designated Device and agree and consent that we may access such biometric authentication data to authenticate and verify the identity of any Authorised Person;
- (e) we will not collect or store biometric credentials of an Authorised Person for the purpose of biometric authentication in general but for the avoidance of doubt, there will be certain circumstances where we are required by any applicable laws, rules and/or regulations to store such biometric credentials;
- (f) we do not warrant the quality or performance of the biometric authentication module on the Designated Device; and
- (g) if we detect that the biometric credentials stored on the Designated Device are changed or if an Authorised Person has not used the biometric authentication for a period of time, the biometric authentication function on the App may be suspended. He may be required to re-register or re-activate the biometric authentication.

13b.5 Cancellation of biometric authentication: An Authorised Person can cancel the biometric authentication at any time on the App in the manner required by us. The biometric credentials stored on the Designated Device will not be deleted automatically after the biometric authentication is cancelled. **He must delete them on the Designated Device.**

## 14. Savings accounts

### Interest and currency

- 14.1 You may hold a savings account in Hong Kong dollar or in any other currency we may specify or accept from time to time.
- 14.2 Interests on a savings account accrues:
  - (a) in relation to Hong Kong dollar, on a daily basis over a 365-day year (and we may specify any other basis for currencies other than in Hong Kong dollars);
  - (b) on the credit balance in your savings account; and



(c) at the interest rate specified by us from time to time.

You can find the interest rates specified by us and related information from time to time in the App or on our website.

- 14.3 Interest at a rate above zero is payable monthly by us to you and will become a credit entry to your savings account in Hong Kong dollars on the second day of each calendar month following the end of the interest period (or at such other interval as we may set from time to time). We will determine the number of decimal places used when calculating or posting interest as we consider appropriate from time to time.
- 14.4 No minimum credit balance is set when you open your savings account. However, we reserve the right to set and change without prior notice from time to time any minimum amount of credit balance for interest to accrue. In that case, no interest will accrue if the credit balance in your savings account falls below the minimum amount set by us.
- 14.5 If your savings account is closed before a date for crediting interest, we will pay interest up to the last calendar day before the savings account closure date.

#### Deposits and withdrawals

- 14.6 You cannot withdraw or use an amount paid to your savings account and interest will not accrue on the amount until we have actually received the cleared funds. We have the right to reverse any entry to your savings account if the payment is not cleared.
- 14.7 If any amount is credited to your savings account by mistake, we have the right to recover the amount from you by debiting your savings account or by other means. **If you receive funds that are paid or transferred to you by mistake, you should notify us and return the funds as soon as reasonably practicable. Failure to return the funds may give rise to criminal liability.**
- 14.8 Our records of any deposit and withdrawal and the related details shall be binding on you in the absence of obvious error.

#### Payment or transfer limits

- 14.9 We have the right to set and change from time to time the minimum and/or maximum limits for payments or transfers from your savings account, whether per day, per month, per transaction or by other standards.

## Deposit Protection Scheme

14.10 The deposits in your savings account are qualified for protection by the Deposit Protection Scheme established under the Deposit Protection Scheme Ordinance (Cap. 581 of the Laws of Hong Kong).

## **15. Payment and transfer service**

15.1 We provide payment and transfer service ("**Payment and Transfer Service**") for making payment or transferring funds to accounts maintained with us or with other banks or financial institutions, or operators of payment systems or network or licensed stored value facilities. We may execute your instructions for payments or transfers through the HKICL FPS (as defined in Clause 16.3 of these Terms and Conditions below) or any other suitable and available means that we consider appropriate from time to time.

15.2 Payments and transfers using the HKICL FPS are governed by the terms and conditions specified by HKICL. The HKICL FPS is provided and operated by HKICL. Before using the Payment and Transfer Service and HKICL FPS, please read carefully the provisions in Clause 16 of these Terms and Conditions.

15.3 We have the right to set and change from time to time the minimum and/or maximum payment or transfer limits, whether per day, per month, per transaction or by other standard.

## Setting up the Payment and Transfer Service

15.4 **To use the Payment and Transfer Service, you are required to follow our procedures to set the daily transfer limits through the App, which must be within the maximum transfer limit specified by us from time to time.**

## Fund transfers

15.5 By using the Payment and Transfer Service, you can transfer funds through the App or internet banking services (the availability of internet banking services will be subject to any further notice that the Bank may give in accordance with these Terms and Conditions):

- (a) between your accounts maintained with us;
- (b) from your account maintained with us to an account maintained by another person with us;
- (c) from your account maintained with us to an account maintained by another person with another bank or financial institution, retail payment system or network operator or licensed stored value facility accepted by us; or

- (d) from your account maintained with us to an account maintained by another person with any participant of HKICL FPS from time to time.

- 15.6 **You are required to input the necessary information to make a payment or transfer.** This information may include the mobile number, email address, FPS Identifier or account number of the person receiving the amount (“Payee”). **You are responsible for providing complete and accurate information of each Payee.**

Payment or transfer instructions

- 15.7 After you have input the Payee’s information and the amount to be paid or transferred, the App will ask you to check and confirm the information of the transfer instruction. **You should check the information of the instruction carefully and avoid any errors when making payments or transfers. Once sent, you cannot change or cancel the instruction.** You also conclusively authorise us to debit from your account the specified amount to be paid or transferred and to pay or transfer such amount to the specified account of the Payee.
- 15.8 We have the right to refuse to execute your instructions:

- (a) if there are insufficient funds in your account;
- (b) if your account is suspended for any reason or if we note any irregularities with your account; or
- (c) if the amount to be paid or transferred does not meet any minimum or maximum limit set by us or by you.

Termination of Payment and Transfer Service

- 15.9 If one or more of the following situations occur, we have the right to terminate your use of the Payment and Transfer Service by setting the daily transaction limit to “0”. After we have set your daily transaction limited to “0”, you are required to set up the daily transaction limit again in order to use the Payment and Transfer Service:
- (a) if you change or delete your mobile number that is registered with us;
  - (b) if you change or delete your email address that is registered with us; or
  - (c) if you have not conducted any payment or transfer for at least twelve (12) consecutive months (or such other time period as we may set from time to time).
- 15.10 You may terminate the Payment and Transfer Service at any time by setting the daily transaction limit as “0” through the App.

## 16. Faster Payment System

### FPS Banking Services relating to Faster Payment System

16.1 The provisions in this Clause 16 apply to our services relating to Faster Payment System. We provide the FPS Banking Services (as defined in Clause 16.3 of these Terms and Conditions below) to customers to facilitate payments and money transfers using the Faster Payment System, which is operated by HKICL and subject to the rules, guidelines and procedures imposed by HKICL in relation to the Faster Payment System from time to time. This Clause 16 governs our provision of the FPS Banking Services to you and your use of the FPS Banking Services. The provisions in this Clause 16 prevail if there are any inconsistencies between this Clause 16 and the other provisions of these Terms and Conditions insofar as the FPS Banking Services are concerned.

16.2 **By requesting us to register any Proxy ID for you in the HKICL FPS or to set up any eDDA for you using the HKICL FPS, or by initiating any payment or funds transfer using the HKICL FPS, you will be regarded as having accepted and having agreed to be bound by this Clause 16. You should not request us to register any Proxy ID or set up any eDDA for you and should not initiate any payment or funds transfer using the HKICL FPS unless you accept this Clause 16.**

16.3 In this Clause 16, the following terms have the following meanings:

**“Addressing Service”** means a service provided by HKICL as part of HKICL FPS to facilitate customers of Participants to use predefined Proxy ID instead of account number to identify the destination of a payment or funds transfer instruction and other communications for the purpose of HKICL FPS.

**“Default Account”** means the account maintained by you with us or any other Participant which is set as the default account for receiving payment or funds using HKICL FPS or (if and to the extent specified or permitted by the rules, guidelines and procedures of HKICL) for debiting payment or funds using HKICL FPS.

**“eDDA”** means a direct debit authorisation set up by electronic means using HKICL FPS.

**“eDDA Service”** means a service provided by HKICL as part of HKICL FPS to facilitate customers of Participants to set up direct debit authorisation.

**“FPS Banking Services”** means the services provided by us to customers from time to time to facilitate payments and funds transfers using HKICL FPS and the Addressing Service, eDDA Service and any other services and facilities provided by HKICL in connection with the Faster Payment System from time to time.

“**FPS Identifier**” means a unique random number generated by HKICL FPS to be associated with the account of a customer of a Participant.

“**HKICL**” means Hong Kong Interbank Clearing Limited and its successors and assigns.

“**HKICL FPS**” or “**Faster Payment System**” means the Faster Payment System and related facilities and services provided, managed and operated by HKICL from time to time for (i) processing direct debits and credits, funds transfers and other payment transactions and (ii) exchanging and processing instructions relating to eDDA Service and Addressing Service.

“**Participant**” means a participant of HKICL FPS which may be a bank or other financial institution, a retail payment system operator, a licensed stored value facility, or any other person accepted by HKICL as a participant of HKICL FPS from time to time.

“**Proxy ID**” means the identifiers which may be accepted by HKICL for registration in the Addressing Service to identify the account of a customer of a Participant, including the mobile phone number or email address of the customer, or the FPS Identifier.

“**Regulatory Requirement**” means any law, regulation or court order, or any rule, direction, guideline, code, notice or restriction (whether or not having the force of law) issued by any regulatory authority, governmental agency (including tax authority), clearing or settlement bank or exchange, or industry or self-regulatory body, whether in or outside Hong Kong, to which HKICL, we or any other Participant or the respective affiliates or group companies, or you are subject or are expected to comply with from time to time.

“**you**” and “**your**” means each customer to whom we provide the FPS Banking Services and, where the context permits, includes any person authorised by the customer to give instructions or requests to us in connection with the use of the FPS Banking Services.

#### Scope of FPS Banking Services and conditions for use

- 16.4 We provide the FPS Banking Services to customers to facilitate payment and funds transfer using the Faster Payment System and the Addressing Service, eDDA Service and any other services and facilities provided by HKICL in connection with the Faster Payment System from time to time. We have the right to set or vary from time to time the scope of the FPS Banking Services and the conditions and procedures for using the FPS Banking Services. In order to use the FPS Banking Services, you must accept and follow these conditions and procedures.
- 16.5 We may provide the FPS Banking Services to facilitate payment and funds transfer in any currency specified by us from time to time, including Hong Kong dollars.

- 16.6 **In order to enable us to handle an instruction for you in relation to payment or funds transfer using HKICL FPS, you have to provide or input the necessary information and complete the process by such means or in such manner prescribed by us from time to time.**
- 16.7 All payment or funds transfer transactions using HKICL FPS will be processed, cleared and settled under the interbank clearing and settlement arrangements including the arrangements in relation to the Faster Payment System agreed by the Participants and HKICL from time to time.
- 16.8 We reserve the right to suspend or terminate the FPS Banking Services in whole or in part at any time without giving any notice or reason.

Addressing Service – registration and amendment of Proxy ID and related records

- 16.9 In order to use the Addressing Service to receive payment or funds transfer using HKICL FPS, you have to register your Proxy ID in the HKICL FPS. We have discretion as to whether to offer the FPS Identifier as Proxy ID to you.
- 16.10 Registration and amendment of Proxy ID and related records in the HKICL FPS must be done in accordance with the applicable rules, guidelines and procedures imposed by HKICL from time to time. In order to enable us to register or amend your Proxy ID or any related records for you, you have to provide or input the necessary information and complete the registration process by such means or in such manner prescribed by us from time to time.
- 16.11 **At any time where the same Proxy ID is registered by you for more than one account (whether maintained with us or with any other Participant), you must set one account as the Default Account. By instructing us to set or change the Default Account for you, you consent and authorise us to submit the request on your behalf to HKICL FPS to override the existing Default Account registered in HKICL FPS.**

eDDA Service

- 16.12 In order to enable us to handle a request for you in relation to eDDA setup, you have to provide or input the necessary information and complete the process by such means or in such manner prescribed by us from time to time. The prescribed process may include requiring the relevant parties to set up the eDDA using their respective account numbers or customer identification numbers or codes. For the avoidance of doubt, a Proxy ID is not intended for verifying eDDA setup. Any amendment of a Proxy ID and the related records or termination of a Proxy ID after an eDDA setup will not affect that eDDA.

Your responsibility

## 16.13 Present genuine owner or authorised user of Proxy ID and accounts

**You can only register your own Proxy ID for your own accounts or set up eDDA for your own accounts. You must be the present genuine owner or authorised user of each Proxy ID and each account provided to us for registration in the Addressing Service and the eDDA Service. By instructing us to register any Proxy ID or any account for you in relation to the Faster Payment System, you confirm that you are the present genuine owner or authorised user of the relevant Proxy ID or account. This is particularly important for mobile phone numbers as they may be recycled in Hong Kong.**

## 16.14 Proxy ID

**Any Proxy ID to be registered by you for the Addressing Service must satisfy any applicable requirements imposed by HKICL from time to time. For example, HKICL may require the mobile phone number or email address to be registered as Proxy ID to be the same number or address registered by you as contact information on our records at the relevant time. You understand and agree that we, other Participants and HKICL have the right and discretion without giving notice to deregister any Proxy ID that is not correct or up-to-date in accordance with available information without your consent.**

## 16.15 Correct information

- (a) **You have to ensure that all the information provided by you for registration or amendment of Proxy ID (or any related records) or for any eDDA setup is correct, complete, up-to-date and not misleading. You have to notify us as soon as reasonably practicable of any changes or updates to such information by such means or in such manner specified by us from time to time.**
- (b) **You are fully responsible for using the correct and up-to-date Proxy ID and related records in giving each payment or funds transfer instruction. You are solely liable for and will hold us harmless from any incorrect payment or transfer effected by us and HKICL FPS due to incorrect or outdated Proxy ID or related records.**

## 16.16 Timely updates

**You are fully responsible for giving instructions and information changes or updates to us on a timely basis for amending your Proxy ID (or related records) or any eDDA setup, including changing your Default Account, or terminating any Proxy ID or eDDA. You acknowledge and agree that keeping your Proxy ID, eDDA and all related**



records up-to-date is critical for ensuring effective execution of payment and funds transfer instructions and for avoiding incorrect payment or transfer due to incorrect or outdated Proxy ID, eDDA or related records.

#### 16.17 Change of Default Account

If an account is terminated as the Default Account by you or by the relevant Participant for any reason (including suspension or termination of the account), the system of HKICL will automatically assign the most recently registered record in the Addressing Service that is associated with the same Proxy ID to be the Default Account. If you wish to set another account as the Default Account, you have to change the registration through the Participant where you maintain that other account.

#### 16.18 Transactions binding on you

- (a) For any payment or funds transfer, once you confirm the details of a transaction and submit instruction to us, such instruction and any resulting transaction is final, irrevocable and binding on you.
- (b) For any Proxy ID registration or eDDA setup, once you submit an instruction to us, such instruction is irrevocable and binding on you. You may amend or cancel any Proxy ID or eDDA setup in accordance with the procedures and requirements prescribed by us from time to time.

#### 16.19 Use FPS Banking Services responsibly

**You must use the FPS Banking Services in a responsible manner. In particular, you must comply with the following obligations:**

- (a) You must comply with all Regulatory Requirements that govern your use of the FPS Banking Services, including collecting, using and handling the personal data and other information relating to any other person in compliance with the Regulatory Requirements protecting data privacy. You must not use the FPS Banking Services for any unlawful purposes or for purposes other than those authorised or contemplated in the rules, guidelines and procedures of HKICL.
- (b) When sending remarks or messages which would be displayed to recipients or counterparties of your payment or funds transfer instructions or eDDA setup using HKICL FPS, you should mask or avoid sending the full name and/or other personal or confidential data of such recipients or counterparties to prevent any unauthorised display or disclosure of any personal data or confidential data.

- (c) **If we offer an FPS Identifier as Proxy ID to you, you should not repeatedly cancel the registration and request for generation of another FPS Identifier in an attempt to generate a number or value that you desire.**

16.20 Other obligations regarding payments and funds transfers

- (a) **When giving instructions to make payments or effect transactions, you agree to take reasonably practicable steps to safeguard your own interest, money and assets from fraud or other illegal activities. You are responsible to check whether the payment recipient and the transaction are real and trustworthy in each case and exercise sound judgement. To help you stay vigilant against frauds, scams and deceptions, we will send risk alerts based on the risk warnings, messages and indicators received by us from the Faster Payment System or Hong Kong Police Force from time to time.**
- (b) **Any instruction given by you in relation to the FPS Banking Services will be handled by us in accordance with this Clause 16 and other applicable provisions of these Terms and Conditions. You must comply with the other obligations with respect to payments, funds transfers and direct debit authorisations, including maintaining sufficient funds in the relevant accounts for settling payment and funds transfer instructions from time to time.**

16.21 You are responsible for your authorised persons

Where you authorise any other person to give instructions or requests to us in connection with the use of the FPS Banking Services (whether you are a company, a corporation, or a sole proprietorship or partnership firm or any other unincorporated body):

- (a) you are responsible for all the acts and omissions of each person authorised by you;
- (b) any instruction or request received by us, believed by us in good faith to be given by you or any person authorised by you, will be irrevocable and binding on you; and
- (c) you are also responsible for ensuring that each person authorised by you will comply with the provisions of this Clause 16 that are applicable to him when acting on your behalf.

Our responsibility and restriction of liability

16.22 We will process and submit your instructions and requests to HKICL FPS in accordance with the applicable rules, guidelines and procedures imposed by HKICL from time to time. HKICL FPS has the right to process and execute your instructions and requests in such sequence or manner as HKICL considers appropriate. We have no control over the

operation of HKICL FPS nor the timing on which your instructions or requests are executed by HKICL FPS. Where we receive status update notifications involving any of your Proxy ID (or related records) or eDDA setup or any other matter relating to HKICL FPS from or through HKICL FPS from time to time, we will notify you accordingly by such means and at such time as we consider appropriate.

16.23 Without reducing the effect of Clause 16.22 of these Terms and Conditions or other provisions of these Terms and Conditions:

- (a) we are not liable for any loss, damage or expense of any kind which you or any other person may incur or suffer arising from or in connection with the use of the FPS Banking Services or the processing or execution of instructions or requests given by you in relation to the FPS Banking Services or HKICL FPS, except to the extent that any loss, damage or expense incurred or suffered is direct and reasonably foreseeable arising directly and solely from our negligence or wilful default or that of our officers, employees or agents;
- (b) **for clarity, we are also not liable for any loss, damage or expense of any kind which you or any other person may incur or suffer arising from or in connection with one or more of the following:**
  - (i) your failure to comply with your obligations relating to the FPS Banking Services; and
  - (ii) any delay, unavailability, disruption, failure, error of or caused by HKICL FPS or any functionality of the Faster Payment System, or arising from any circumstances beyond our reasonable control, including any delay or error relating to the risk warnings, messages and indicators about suspected frauds, scams or deceptions received by us from the Faster Payment System or Hong Kong Police Force; and
- (c) in no event will we (including our affiliates, group companies and our licensors) and our and their respective officers, employees and agents be liable to you or any other person for any loss of profit or any special, indirect, incidental, consequential or punitive loss or damages (whether or not they were foreseeable or likely to occur).

16.24 Your confirmation and indemnity

- (a) **Without reducing the effect of any indemnity given by you under these Terms and Conditions or any other rights or remedies that we may have, you will indemnify us and our officers, employees and agents and hold each of us and them harmless against all liabilities, claims, demands, losses, damages, costs, charges and expenses of any kind (including legal fees on a full indemnity basis and other expenses reasonably incurred) which may be incurred or**

**suffered by us or any of them and all actions or proceedings which may be brought by or against us or any of them as a result of or in connection with our provision of the FPS Banking Services or your use of the FPS Banking Services.**

- (b) The above indemnity does not apply to the extent that it is proved that any liabilities, claims, demands, losses, damages, costs, charges, expenses, actions or proceedings are direct and reasonably foreseeable arising directly and solely from our negligence or wilful default or that of our officers, employees or agents. The above indemnity shall continue to have effect after the termination of the FPS Banking Services.

#### Collection and use of Customer Information

16.25 For the purposes of using the FPS Banking Services, you may be required to provide us with the personal data and other information relating to one or more of the following persons from time to time:

- (a) each of your Authorised Person(s) and representative(s); and
- (b) the recipient of any payment or funds transfer to be made by you, or the counterparty of any eDDA to be set up by you;
- (c) any of your directors, officers and employees,

all personal data and information provided to us or compiled by us from time to time in connection with the FPS Banking Services are collectively referred to as “**Customer Information**”.

16.26 You agree (and, where applicable, for and on behalf of each of your Authorised Person(s) and representatives) that we may collect, use, process, retain or transfer any of the Customer Information for the purposes of the FPS Banking Services. Such purposes include one or more of the following:

- (a) providing the FPS Banking Services to you, maintaining and operating the FPS Banking Services;
- (b) processing and executing your instructions and requests in relation to the FPS Banking Services from time to time;
- (c) disclosing or transferring the Customer Information to HKICL and other Participants for their use for the purpose of the operation of HKICL FPS;

(d) meeting the requirements to make disclosure under any Regulatory Requirements; and

(e) purposes relating to any of the above.

16.27 You understand and agree that the Customer Information may be further disclosed or transferred by HKICL, us or any other Participants to their customers and any other third parties who are users of HKICL FPS for the purposes of providing and operating the Addressing Service and the eDDA Service.

16.28 If the Customer Information includes personal data or other information of any person other than yourself (including any persons specified in Clause 16.25(a), 16.25(b) or 16.25(c) of these Terms and Conditions above), you confirm that you will obtain and have obtained the consent from such person regarding the use (including disclosure and transfer) of his/her personal data and other information by HKICL, us and the other Participants as specified in this Clause 16.

## 17. Credit facilities

17.1 We may (but are not obliged to) provide credit facilities of any type (including overdraft facilities) and subject to any terms and conditions as we consider appropriate (including the amount, interest payable, repayment and/or security arrangements applicable to the credit facilities).

17.2 You may be required to make separate applications for any credit facilities and provide additional information and documents as we may reasonably require to enable us to process the applications. Any credit facilities granted by us will be subject to terms and conditions in addition to these Terms and Conditions. **If we provide any credit facilities to you, you should inform us as soon as possible of any difficulty in repaying the credit facilities or in meeting any payment to us arising from the credit facilities.**

17.3 Unless otherwise specified by us, we have the customary overriding right to cancel or suspend any unutilised credit facilities, or determine whether or not to permit utilisation of any unutilised credit facilities, and we also have the right of repayment on demand at any time in respect of any credit facilities (including the right to call for cash cover on demand for prospective and contingent liabilities). Further, any credit facilities granted by us will be subject to our review at such time or intervals as we consider appropriate.

## 18. Your representations and undertakings

18.1 You represent to us that:

- (a) you have full legal capacity and authority to use our accounts and services and perform transactions and your obligations under these Terms and Conditions, and these obligations are legal, valid and enforceable;
- (b) you are duly incorporated and validly existing;
- (c) no legal or other proceedings have been initiated or threatened and no meeting has been convened for the bankruptcy, dissolution, liquidation, winding-up, judicial management, termination of existence or reorganisation against you or for the appointment of a receiver, manager (judicial or otherwise), trustee or similar officer and no arrangement, composition with, or any assignment for the benefit of creditors have been made or proposed to be made against you; and
- (d) you use our accounts and services and effect transactions as principal and not as agent, trustee or nominee for any other person.

18.2 In using our accounts and services and effecting transactions, you undertake that you will comply with all applicable legal and regulatory requirements including, in particular, any applicable sanction or embargo regime. We have the right to delay or refuse to handle any instruction, transaction or make any payment having regard to the applicable legal and regulatory requirements without notice to or consent from you.

## 19. Reports, statements and information

19.1 We will provide account statements in electronic form. We may provide paper statements upon request, and we may charge a reasonable fee for processing such request and providing the paper statements.

19.2 **You are required to review the transaction records and account statements promptly to check and report any errors, discrepancies, unauthorised transactions or irregularities. You should notify us as soon as reasonably practicable of any items which you believe are errors, discrepancies, unauthorised transactions or irregularities and, in any case, within ninety (90) days from the date of the account statement.**

19.3 If we do not receive any report on errors, discrepancies, unauthorised transactions or irregularities from you within ninety (90) days after the date of the relevant account statement:

- (a) the statement will be regarded as correct, conclusive and binding on you; and
- (b) you will be considered to have waived any right to raise any objection or pursue any remedies against us in relation to that statement,

unless the errors, discrepancies, unauthorised transactions or irregularities arise from fraud, wilful default or gross negligence on our part or on the part of our officers, employees or agents.

- 19.4 For security reasons, we will send you instant notifications of payment or fund transfer involving your accounts. We will send these notifications usually by SMS based on your Designated Device number or through in-App notifications or emails (or through any other channels as we consider appropriate from time to time). **You should not turn off the notification function on your Designated Device in order to receive these notifications.**

## 20. Closing accounts and terminating services

### By you

- 20.1 You may close your account and terminate the services at any time by giving us at least thirty (30) days' prior notice and after completing the necessary account closure procedures and paying any outstanding amount. We may accept a shorter period of termination notice at our discretion. You may not be able to close your account immediately if the remaining balance in your account exceeds the daily transfer limit set by us.

### By us

- 20.2 We may close your account and terminate the services at any time by giving you at least thirty (30) days' prior notice. We need not give a reason for doing so. If we close your account and terminate the services, we will pay you the balance of the account in the manner we determine (but we need not pay interest).
- 20.3 Without affecting or limiting Clause 20.2 of these Terms and Conditions above, we may suspend or terminate your accounts or use of any services at any time without giving notice having regard to tax, legal or regulatory requirements, or where we reasonably consider that you have breached your obligations under these Terms and Conditions, or where the account is being used or is suspected of being used for illegal activities, or where your account carries a zero balance for at least twelve (12) consecutive months.
- 20.4 If according to our records, there has been no transaction or activity on your account for twelve (12) consecutive months (or such other time period as we may consider appropriate from time to time), we have the right to suspend your account. In such case, you will need to complete the necessary procedures set by us in order to use your account again.

### After suspension or termination

- 20.5 All rights and obligations accrued or incurred by you and the Bank respectively before the suspension or termination of your accounts or the services will remain effective.



## 21. Communications and further information

21.1 We may send notices and communications to you by any means we consider appropriate. You will be taken as having received a notice or communication:

- (a) if posted in the App or on our website, when it is so posted;
- (b) if sent by post, two (2) Business Days after mailing to your address in Hong Kong on our record; or
- (c) if sent by email, when it is sent to your email address on our record.

21.2 Should you have any enquiries or complaints, or if you require additional information regarding our accounts and services, please contact our customer service hotline at: (852) 3762 9900 (available twenty-four (24) hours a day, including public holidays) or e-mail us at: paob\_cs@pingan.com (for general enquiries) or at: paob\_feedback@pingan.com (for any feedback or complaints).

21.3 We may contact you through the App, by phone, email, post and any other means. **You should update us as soon as reasonably practicable if your contact details change. You should promptly notify us of such changes through any of the channels designated by us from time to time for reporting changes of contact details.**

21.4 For further information about our services and related matters, please read our FAQs, which are available in the App and on our website at [www.paob.com.hk](http://www.paob.com.hk).

## 22. Other matters

22.1 Copyright

The App and all contents related to the App are protected by copyright. **You should not modify, reproduce, transmit and/or distribute in any way any part of the App or any related materials for any commercial purposes or for public use without our prior written consent.**

22.2 Records

- (a) You agree that we may record our conversations with you with prior notice.
- (b) Our records are conclusive of the matters or facts stated in them and are binding on you in the absence of obvious error.

### 22.3 Tax compliance

- (a) We do not act in any way as your tax adviser. **You should obtain tax advice as you consider appropriate, including seeking professional advice.**
- (b) **You are responsible for complying with your tax obligations in all jurisdictions. These obligations may include paying taxes and filing tax returns and/or other required documents to the relevant tax authorities whether in or outside of Hong Kong (the “Tax Authorities”). Certain countries have tax legislation with extraterritorial effect regardless of where you live or your citizenship.**
- (c) You understand and agree that we may report and disclose to the Tax Authorities any information (including your identification details), documents, certifications or account details (including account balances, interest income and withdrawals) given by or relating to you or your authorised representatives, or relating to any transaction or any account with us, as required under the applicable local or foreign laws, regulations and rules and as determined by us. You also understand that (i) our obligations under these laws, regulations and rules are continuous, and (ii) we may be required to withhold or deduct money from your account under these laws, regulations and rules.

### 22.4 Financial crime prevention

- (a) We are required to act in accordance with applicable laws, regulations, policies (including our policies) and request of statutory and regulatory authorities operating in various jurisdictions. These relate, amongst other things, to the prevention of money laundering, terrorist financing, bribery, corruption, actual or attempted tax evasion, fraud and the provision of financial or other services to any persons which may be subject to sanctions. We may in our discretion take any action as we consider appropriate to comply with all such laws, regulations, policies and requests. Such actions may include:
  - (i) screening, intercepting and investigating any instruction, drawdown request, application for accounts and services, payment or communication sent to or by you and to or from your account;
  - (ii) investigating and making further enquiries as to the source of or intended recipient of funds, the status and identity of an individual or entity, whether he/she/it is subject to a sanction regime, and whether a name which might refer to a sanctioned person actually refers to that person;
  - (iii) combining and using personal data and other information about you, your beneficial owners, your Authorised Person(s), and your authorised

representatives, accounts, transactions, use of our services with other related information held by us or by our affiliates;

- (iv) delaying, blocking, suspending or refusing to process any instruction or payment to you or by you in our absolute discretion;
  - (v) refusing to process or effect transactions involving certain individuals or entities;
  - (vi) terminating our relationship with you;
  - (vii) reporting suspicious transactions to any authority; and
  - (viii) taking any other action necessary for us or our affiliates to meet any legal, regulatory or compliance obligations.
- (b) To the extent permissible by law, neither us nor any of our agents shall be liable for any loss (whether direct or consequential and including loss of profit or interest) or damage suffered by you or any third party, caused in whole or in part in connection with Financial Crime Compliance. For the purpose of this Clause 22.4, “**Financial Crime Compliance**” refers to any action to satisfy compliance obligations relating to detection or prevention of financial crime that we may take.

## 22.5 Third party rights

No person other than you and the Bank has any right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce or to enjoy the benefit of these Terms and Conditions.

## 22.6 Assignment

You may not without our prior consent assign or transfer your rights or obligations under these Terms and Conditions. We may assign or transfer all or any of our rights and obligations under these Terms and Conditions without your consent.

## 22.7 Interpretation

- (a) Unless a contrary indication appears, any reference in these Terms and Conditions to:
  - (i) “**Authority**” means any regulatory authority, court or judicial body, governmental agency, tax authority, law enforcement agency, central bank, exchange, clearing house, industry or self-regulatory body, or sanctions

authority or organisation that enacts, administers or enforces sanctions, embargos or restrictive measures;

- (ii) **“assets”** includes present and future properties, revenues and rights of every description;
- (iii) **“including”** means “including without limitation” (with related words being construed accordingly);
- (iv) a **“person”** includes any individual, firm, company, corporation, government, state or agency of a state or any association, trust, joint venture, consortium or partnership (whether or not having separate legal personality);
- (v) a **“regulation”** includes any regulation, rule, official directive, request or guideline (whether or not having the force of law) of any Authority;
- (vi) a provision of law is a reference to that provision as amended or re-enacted; and
- (vii) a time of day is a reference to the time in Hong Kong, unless otherwise specified.

- (b) Words importing the plural include the singular and vice versa, and words importing a gender include every gender.

## 22.8 Cumulative remedies

Our rights are cumulative and are not exclusive of the rights and remedies available under any applicable laws.

## 22.9 No waiver

A failure or delay in exercising our rights will not operate as a waiver, and a single or partial exercise of our rights will not preclude any further exercise of that right or the exercise of any other rights.

## 22.10 Validity of provisions

If any provision or part of a provision is invalid, the remaining part of the provision and all other provisions remain in full force and effect.

**23. Governing law and jurisdiction**

These Terms and Conditions are governed by and shall be construed in accordance with the laws of Hong Kong. You and the Bank agree to submit to the non-exclusive jurisdiction of the Hong Kong courts.

**24. Language**

The Chinese version of these Terms and Conditions is for reference only. The English version will prevail if there is any inconsistency between the Chinese and the English versions.