

关于调整个人结单和通知书服务的通知

尊敬的客户，您好！

为营造低碳环保的社会环境，提供更加快速高效的通知服务，我行自 2020 年 7 月 1 日起取消个人纸质结单和部分纸质通知书寄送服务，升级为免费的短信通知、电子结单/通知书方式。为方便您及时获知业务、账户变动信息，尚未开通电子银行服务、短信服务的客户请及时开通。如有疑问敬请拨打我行全国客服热线或亲临我行个人服务网点咨询办理。

我行全国客服热线：

8008 30 8008	限中国内地固话 免费拨打
+86 4008 30 8008 +86 20 8396 9669	适用于手机用户或 非中国内地地区拨打
800 906 882	身处香港客户免费查询专线

注：请注意部分海外国家无法拨打 400 热线。

特此通知。

恒生银行（中国）有限公司

2020 年 4 月 1 日

Service Adjustment of Personal Statement and Advices Announcement

Dear Customer,

In order to create a low-carbon environment and provide faster and more efficient notification services, we will cancel paper statement and partial paper notices delivery from July 1, 2020, and upgrade to electronic version for free, such as E-statement, E-notice, SMS. We suggest you to enroll online banking/SMS service so as to know the business and account change information timely.

If you have any questions, please contact our customer service hotline or visit our retail banking outlets for enquiry and registration.

24-hour Customer Service Hotline:

8008 30 8008	For fixed-line call from Mainland China only
+86 4008 30 8008 +86 20 8396 9669	For mobile or calls from outside Mainland China
800 906 882	For call from Hong Kong only

*Note: 400 hotline service is not available in some overseas countries.

Hang Seng Bank (China) Limited

1 Apr 2020