

Announcement for Hang Seng China Personal Desktop Online Banking Function Migration

Dear Customers,

Thank you for your trust and support of Hang Seng Bank (China) Limited. The functions of Personal desktop version of Online Banking are fully upgraded and integrated into the Mobile Banking App.

Starting **December 14, 2025**, the login portal for personal desktop online banking will be removed from the official website.

Hang Seng China Personal Mobile Banking has completed the upgrade and is now using a brand-new security platform. We sincerely invite you to download our Mobile Banking APP immediately to enjoy convenient mobile banking services.

Mobile Banking APP download channels:

For customers whose Apple ID or Android account is registered in mainland China

- Apple phones: visit the Apple App Store in mainland China and search "Hang Seng China".
- Android phones: visit the App store for Huawei, Xiaomi, VIVO, OPPO, Honor or Baidu and search "Hang Seng China".

For customers with Apple IDs or Google Accounts registered in Hong Kong, Macau, Taiwan, or overseas

- Apple phones: visit your local Apple App Store and search "Hang Seng China".
- Android phones: visit your local Google Play Store and search "Hang Seng China".

If you have any questions or require assistance, please contact your relationship manager or call 4008 30 8008. Our dedicated team will be happy to assist you. Thank you again for your support.

Hang Seng Bank (China) Ltd
5 Dec 2025