

Notice on Suspension of Increase in Debit Card Spending Limit via Mobile Banking

(Effective from 14 December 2024)

13 December 2024

Dear Customers

In order to prevent telecommunications network fraud risks and keep your account and funds secure, the bank will make adjustments to increase the single spending limit and daily cumulative spending limit of debit card from 22:30 on 14 December 2024. The specific adjustments are as follows:

1. The function of increasing the single spending limit and daily cumulative spending limit on the mobile banking is suspended. You can check the limits or lower them through "Me -> My Cards -> Debit Card -> Spending Limit Setting". After the adjustment, if you want to increase it again, you may call hotline 95366 or visit branch in person for inquiry or application. The bank will review your actual card usage needs and account status, and the process generally takes 3 working days after you submit the application;

2. For Premier customers who have opened family account services and would like to manage family member's POS limit, the function of increasing the daily limit and transactional limit on the mobile banking is suspended. You can check the limits or lower them through "Exclusive Services -> Premier Family -> Limit Authority Management -> Limit Settings -> POS Limit". After the adjustment, if you want to increase it again, you may call hotline 95366 or visit branch in person for inquiry or application. The bank will review your actual card usage needs and account status, and the process generally takes 3 working days after you submit the application.

The above adjustments will not affect your current spending limit setting of debit card. After the adjustments take effect, you cannot increase the limits through mobile banking. However, the above adjustments only affect your spending limit at POS machine using your debit card, and do not affect your transfer limit.

We apologize for the inconvenience caused to you and thank you for your understanding and support of our bank.

Your sincerely

HSBC Bank (China) Company Limited