



## Notice on Adjustment of HSBC China Global Private Banking Concierge Platform (Effective from May 22, 2025)

Dear Client,

To provide you with a more exclusive and enjoyable experience, our Concierge Service will soon be upgraded.

We would like to remind you that the current Global Private Banking TEN Concierge Service, and its digital platform\* <https://www.concierge.hsbc.com>, will cease accepting new service requests from **May 22, 2025** (inclusive). Services already reserved before May 22 will still be supported by the TEN Concierge Service team.

Looking ahead, we will collaborate with rigorously selected partners to continue providing an elevated suite of concierge services, bringing you global travel, international education, golf, health and wellness privileges. Our newly upgraded **Concierge Privileges Platform**, along with our dedicated **Healthcare Services Platform**, will also be launched on May 22, inviting you to step into a new chapter of exclusive global experiences. For further details, new entrance and contact information, please stay tuned for updates through official HSBC communications.

Should you have any questions, please contact your dedicated Private Banking Relationship Manager, or call our 24/7 Private Banking Service Hotline at (+86)400-820-8866.

\*The TEN Concierge Service and its digital platform are owned and operated by Ten Lifestyle Commercial Consulting (China), a subsidiary of Ten Lifestyle Group.

Yours sincerely

HSBC China Global Private Banking  
April 23, 2025