

Notice of Cash Counter Service Suspension for Xi 'an Branch of

HSBC Bank (China) Company Limited

Dear Customers,

Thank you for your trust and support to HSBC Bank (China) Company Limited Xi'an Branch.

To further improve operating efficiency and deliver a superior service experience, the Xi'an Branch will undergo renovation and upgrading from 01May2026. The opening date will be announced after the renovation is completed. Consequently, cash service will be suspended during this period. You may still access non-cash banking services at the Xi'an Branch as normal. Your customer number, account number, details for telegraphic transfer, and relationship manager will remain unchanged.

If you have any further questions, please contact your relationship manager or call Xi'an Branch (029-68511637), HSBC Service Hotline at 95366 (Personal Customer) or 400 821 8878 (Corporate Customer). Meanwhile, you may also handle banking business by using HSBC China WeChat service account, HSBC China mobile banking, HSBC Official Website or other self-service terminals.

Sorry for the inconveniences and thank you for your continuous support to HSBC.

HSBC Bank (China) Company Limited Xi'an Branch

27 January 2026