



HSBC Instant Messaging Communication

Secure and Compliant Instant Messaging

HSBC will be launching official instant messaging accounts for Corporate and Institutional clients, enabling you to communicate with HSBC using WhatsApp effective 30 October 2023.

Overview

Introduction:

- ◆ HSBC have set up an official account so that you can instant message us via WhatsApp.

Compliant Instant Messaging:

- ◆ The new official HSBC channel provides a compliant way for you to enjoy instant messaging with your HSBC contacts.
- ◆ Please note that your chats on this official channel will be monitored for legal, regulatory, risk management and other purposes listed out in the [Privacy Notice](#).
- ◆ Please see our Instant Messaging [Terms and Conditions](#).

One-time Onboarding

There will be a one-time onboarding where your HSBC contact will invite you to activate communication through your WhatsApp account. Once the one-time onboarding has been completed, you may message your HSBC contact using your WhatsApp channel as usual. Please see the next page for the client onboarding process.

Important Information

HSBC is committed to protecting our clients from phishing and fraudsters. Clients should never have to provide personal data such as bank account, details and credit card numbers through email or SMS messages. Below are some of the features to verify messages relating to our official instant messaging channels are real:

- ◆ SMS invitation messages will not include hyperlinks or QR codes
- ◆ HSBC will have verified official account on WhatsApp. A green tick will appear next to HSBC's account which verifies the account.

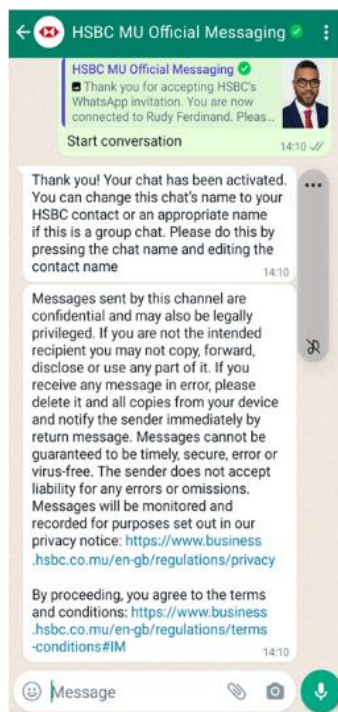
Please don't open any hyperlinks/QR code sent through email/SMS or messages from an unverified account.



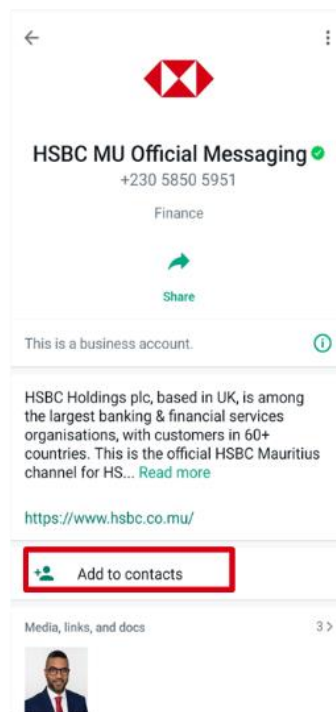
WhatsApp On Boarding Process



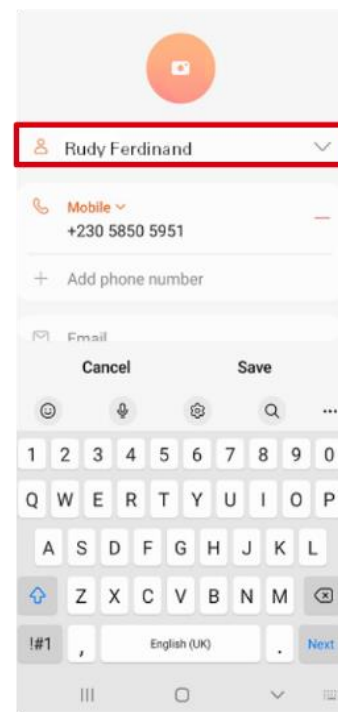
1 Receive initial WhatsApp message and press "Start conversation"



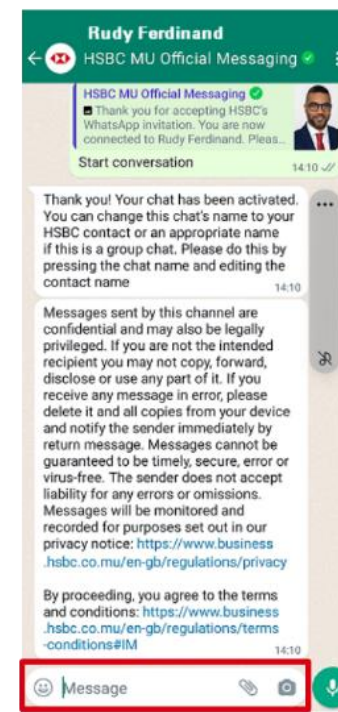
2 Receive our disclaimer. You can now start messaging



3 Add "HSBC MU Official Messaging" as a contact



4 You may change the name to the HSBC staff or an appropriate group



5 Start messaging