

Important Information about HSBC UK Private Bank Chat (“Chat”)

Your use of Chat is subject to the Terms and Conditions applicable to the products and services you or - if you represent a customer, that customer - hold with us.

Chat involves the use of Symphony, a third party platform which enables us to communicate through encrypted messages within third-party messaging apps, WeChat and WhatsApp. Please refer to the terms and privacy notices published by WeChat and WhatsApp for details on how they process your information.

Please note that:

- All instructions must be communicated to us in accordance with and will be subject to our relevant product and services Terms & Conditions. The Bank is not obliged to act upon any instruction you seek to communicate via Chat.
- Communication through a third-party messaging app can involve substantial risks including, but not limited to: Potential loss of confidentiality; interception, hacking or misdirection of communications; the manipulation of contents and/or the sender’s phone number or other details; non-original signatures in any Communication may be forged; and the loss of data or damage to hardware may be caused by viruses, bugs and/or other harmful or malicious script or software.
- This message is intended for the addressee only and/or is made following the addressee’s specific request. It is not intended to be distributed to the general public. It does not constitute a public offering or advertisement of products or services and is not an offer or solicitation to buy or sell a product. If you are a resident in one of the following countries, you must read the specific product and service disclosures available at: <http://www.hsbcprivatebank.com/en/utilities/cross-border-disclosure>
Bahrain, Brazil, Chile, China, Egypt, Hong Kong, India, Israel, Kuwait, Luxembourg, Malaysia, Mexico, Qatar, Russia, Singapore, Spain, Sweden, Thailand, Turkey, UAE, United Kingdom, Venezuela.
- When utilising Chat you may receive messages from the Bank originating from the following phone numbers: 1. +441397436973 2. +441397436974 3. +441389815126 4. +441389815127 5. +441389815128 6. +441389815129
- If you or – if you represent a customer - our customer is not comfortable with the information set out above, please do not continue to use Chat.