

Customer Number	Order Date (dd-mmm-yy)
Account Name	Branch

This Terms of Business Letter provides an overview of the investment services provided by The Hongkong and Shanghai Banking Corporation Limited (HSBC) in Manila, Philippines, and indicates the scope of wealth management services provided by your Relationship Manager or Personal Banking Officer.

A. Before we start – Your Relationship Manager or Personal Banking Officer

Please refer to the business card for full details of your HSBC Representative. Please retain this for future reference.

B. Our responsibilities to you

- ◆ We will at all times endeavor to suggest a range of products we feel are likely to be suitable for you based on the information you provide. Ultimately the decision to invest in specific products will be yours but we undertake to assist you in making your ultimate investment decisions. You have the right not to divulge your information to us if you do not wish to do so however this will restrict our ability to suggest products and services which are likely to be suitable for you. Any information you do divulge will be kept confidential and only used in accordance with the terms and conditions applicable to our relationship.
- ◆ We will provide explanatory literature we believe to be fair, clear and not misleading. This literature will be balanced in content so that you are able to appreciate both the advantages and disadvantages of investment and savings products that we may suggest you consider.
- ◆ We will only suggest you consider products and services we feel offer good value and which have been approved internally for distribution to our customers.
- ◆ In return for providing you with investment services, HSBC may receive fees and commissions from product providers. You do not have to pay directly for these services. Full details of fees and commissions are available on request.

C. Your Relationship Manager or Personal Banking Officer

- ◆ Your Relationship Manager or Personal Banking Officer will suggest a range of products to you having considered their possible suitability for your personal circumstances. Your Relationship Manager or Personal Banking Officer undertakes to perform a suitability analysis before presenting the available product range to you. All suggestions are based on information that you provide to us.
- ◆ Your Relationship Manager or Personal Banking Officer will offer you the opportunity to complete a Risk Profiling Questionnaire when you are considering investing. This tool will help you decide what level of investment risk you are happy to accept. As your risk appetite can change over time and indeed you have different risk appetites depending on the purpose of the investment, we will offer you this opportunity each time you are seeking to invest fresh funds or looking to re-engineer existing investments.
- ◆ Your Relationship Manager or Personal Banking Officer will provide information which will explain how the various products work and disclose all relevant information including risks, charges, fees and other relevant product features. You are requested to read all accompanying documents relating to the products you are considering purchasing.
- ◆ On a regular basis your Relationship Manager or Personal Banking Officer will provide updates on your investments. Please note we do not provide a portfolio management service or an ongoing portfolio monitoring service. You may however ask us to review your existing portfolio or products at any time in light of your current circumstances at which time we will endeavor to provide suggestions for your consideration which are in line with your changed circumstances. We do not give investment advice on specific stocks, shares or investment products.
- ◆ Where your Relationship Manager or Personal Banking Officer is not accredited to provide suggestions on a specific product or service, he or she will refer you to a colleague more suitably qualified. For advice on your legal, taxation and estate planning position, HSBC encourages you to seek advice from qualified professional.

D. In the event of complaint

Should you have cause to complain about any aspect of the service provided, in the first instance please contact your Relationship Manager or Personal Banking Officer. HSBC has a formal complaints handling process and you can be assured any complaint will be handled professionally and your concerns thoroughly investigated.

I/We have had the opportunity to read and understand the overview of the investment services offered by the Bank described above. I/We further confirm that I/we have received a copy of the Terms of Business Letter.

Customer Signature over Printed Name 

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HSBC Philippines is regulated by BSP. To contact HSBC for inquiries or complaints, call (02) 8858-0000 from Metro Manila, 1-800-1-888-0000 PLDT domestic toll-free (outside of Metro Manila), email hsbc@hsbc.com.ph, or visit hsbc.com.ph/feedback. You may also get in touch with the Bangko Sentral Financial Consumer Protection Department through their email: consumeraffairs@bsp.gov.ph.

Note: Do not provide your account or credit card numbers or disclose any other confidential information or banking instructions through email.