



## **Push notifications alerts service terms and conditions**

### **1. Scope of Push Notification Alerts Service**

We have the right to specify or vary the scope and extent of (or otherwise discontinue) the Push Notification Alerts Service and its features from time to time with prior notice. You may use the Push Notification Alerts Service to receive information and communications electronically through appropriate telecommunications equipment. We have the right to stop providing you with Push Notification Alerts Service (or provide limited Push Notification Alerts Service) without prior notice in order to comply with restrictions under applicable laws or regulations or internal policies relating to such restrictions, without being liable to you.

### **2. Applicable terms**

2.1 Our provision and your use of the Push Notification Alerts Service are governed by these Terms and Conditions.

2.2 By using (which includes enrolling for) the Push Notification Alerts Service, you will be considered to have accepted these Terms and Conditions (which will then form part of the HSBC Philippines app Terms and Conditions) and such other agreements, terms and conditions and will be bound by them.

### **3. Opening and using Push Notification Alerts Service**

#### **3.1 Enrolment for Push Notification Alerts Service**

- (a) You will enroll for the Push Notification Alerts Service in such manner or form accepted by us from time to time.
- (b) When you enroll for the Push Notification Alerts Service, you may be required to advise us of the type of Push Notification Alerts you want to receive. You may be able to vary this information from time to time after enrolment in such manner or form accepted by us.
- (c) You must activate a Digital Secure Key on your mobile device in order to use the Push Notification Alerts Service.

#### **3.2 Use of Push Notification Alerts Service**

- (a) We may restrict the number of telecommunications equipment which you use to receive Push Notification Alerts. We may impose different restrictions depending on the type of customers or the type or model of telecommunications equipment.
- (b) To use the Push Notification Alerts Service, you have to use such telecommunications equipment and telecommunications service provider accepted by us from time to time. You are solely responsible for:



- (i) paying the fees, charges and expenses for your telecommunications equipment and the services provided by your telecommunications service provider; and
- (ii) complying with the terms and conditions governing your telecommunications equipment and the services provided by your telecommunications service provider from time to time.

#### **4. Push Notification Alerts**

- 4.1 You should ensure that your mobile phone and other telecommunications equipment and related services are capable of receiving Push Notification Alerts through push notifications.
- 4.2 We only send a Push Notification Alert once and will not re-send it again. If you delete the push notification which we have sent you, the push notification cannot be sent again.
- 4.3 You should never respond to a request to send your password or account or security details even if the request appears to be sent by us through the Push Notification Alerts Service. We will never make such request.
- 4.4 You may register one mobile device (iOS or Android OS device) on which you will receive push notifications. Please note that your mobile device should use the updated iOS or Android OS version we specify.
- 4.5 If you change your mobile device, you need to (ii) update iOS or Android OS on your mobile device and (iii) reinstall the HSBC Philippines app.
- 4.6 Any push notification message we send are one-way.
- 4.7 Push notification runs on the service provided by Apple Inc. ("Apple") or Google Inc. ("Google"), as applicable. Any delay or failure in delivering push notification messages due to Apple's or Google's service is beyond our control.
- 4.8 The alerts sent by push notification may not be encrypted and may not be secure from corruption by third party. You are responsible for ensuring that your mobile device is enabled with auto-lock and passcode lock to prevent unauthorized access.
- 4.9 Please make sure you have Cellular Data Internet Connection or WiFi Internet Connection. If you are travelling outside the Philippines and you wish to receive push notification message whilst you are overseas, please check whether you have enabled data roaming. However, please note that the Push Notification Alerts Service may not be available to you in certain countries/regions on certain types of mobile devices. You are responsible for any fees and charges arising from internet connection (whether local or international).



## **5. Limitation of our liability and your indemnity**

We are not liable for any loss, cost or damage of any kind incurred or suffered by you as a result of any interruption, delay or failure (whether total or partial) in providing the Push Notification Alerts Service to you to the extent that it is attributable to any cause or circumstance that is beyond our reasonable control.

### **Definitions**

**Push Notification Alerts Service** means the service which we may provide pursuant to these Terms and Conditions.

**person** includes an individual, sole proprietorship, partnership, firm, company, corporation or unincorporated body of persons. **telecommunications equipment** means mobile telephones.

**we, us, our** means HSBC Bank (Philippines) Limited and its successors and assigns. **you or your** means each person to whom the Push Notification Alerts Service is provided.