

20 August 2024

Dear Shareholder,

Letter to New Registered Shareholders - Election of Means of Receipt of Corporate Communications*

Pursuant to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and the articles of association of Hang Seng Bank Limited (the “Bank”), the Bank offers our shareholders to receive the Corporate Communications (a) by electronic means through the Bank’s website at www.hangseng.com (“Electronic Version”) or (b) in printed form, in English and/or Chinese version(s).

To support paperless initiatives of Hong Kong Exchanges and Clearing Limited and the Bank’s commitment to sustainability, shareholders are encouraged to elect the Electronic Version in the place of receiving printed copies, and to receive notification of the publication of the Corporate Communications on the Bank’s website through email or, if none provided, by post.

Action to be taken

If you wish to choose to receive Electronic Version of Corporate Communications, please:

- (1) scan the personalized QR code on the attached reply form and provide your email address for receiving notification of the publication of the Corporate Communications; or
- (2) complete the reply form and send it to the Bank c/o the Bank’s Share Registrar (the “Share Registrar”), Computershare Hong Kong Investor Services Limited (i) by post, using the mailing label as indicated in the form, or (ii) by email to hangseng@computershare.com.hk.

If you wish to choose to receive the printed form of Corporate Communications, please complete and send the reply form as per the above instructions.

If the Bank does not receive your completed reply form or your objection by 19 September 2024 and until you inform the Bank c/o the Bank’s Share Registrar, you will be deemed to have consented to receiving all future Electronic Version.

You have the right to change the means of receipt of the Corporate Communications at any time, free of charge, by giving the Bank c/o the Bank’s Share Registrar reasonable notice in writing or by email. Even if you have chosen (or are deemed to have consented) to receive the Electronic Version but for any reason have difficulty in receiving or gaining access to the Corporate Communications through the Bank’s website, the Bank will promptly, upon your request, send the Corporate Communications to you in printed form free of charge.

Please note that the above arrangements on Corporate Communications do not relate to Actionable Corporate Communications. Actionable Corporate Communications (if any) in printed form will be sent to shareholders individually by post to the registered address regardless of their choice of means of receipt of Corporate Communications.

Should you have any queries relating to any of the above matters, please call the Bank’s hotline at (852) 2198 7887 from 9:00 a.m. to 5:00 p.m. from Monday to Friday, excluding public holidays.

Yours faithfully,

Cheung Ka Ki

Company Secretary and Head of Corporate Governance

* *Corporate Communications include but are not limited to (a) the directors’ report and annual accounts together with a copy of the auditor’s report and, where applicable, a summary financial report; (b) the interim report and, where applicable, a summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a form of proxy. Actionable Corporate Communication refers to any corporate communication that seeks instructions from shareholders on how they wish to exercise their rights or make an election as the Bank’s shareholders.*

恒生銀行有限公司

Hang Seng Bank Limited

Incorporated in Hong Kong with limited liability

Registered Office and Head Office: 83 Des Voeux Road Central, Hong Kong

