

## HSBC Zero Foreign Exchange (“FX”) Spread Welcome Promotion May 2026 (“Promotion”) Terms and Conditions

(Commences on 5 May 2026 and ends on 31 May 2026)

### A. Promotion-Specific Terms and Conditions

1. This Promotion:

- (i) is offered by HSBC Bank (Singapore) Limited (“**HSBC**”, “**we**” or “**us**”);
- (ii) commences on 5 May 2026 and ends on 31 May 2026 (subject to Clause 8 of this Section A below) (or such other date(s) as we may reasonably determine) (the “**Promotional Period**”); and
- (iii) is available to selected customers who meet all the following criteria (collectively referred to as “**Eligible Customers**” and each, an “**Eligible Customer**”):
  - (a) who have been notified via email and/or push notification sent by HSBC, in respect of this Promotion.
  - (b) whose HSBC personal current or savings account (“**Eligible Account**”) is opened between 1 March 2026 and 31 March 2026 and has no existing HSBC personal current or savings account, HSBC credit or debit card or hold any other HSBC product or services of any kind with us during the 12-month period immediately prior to 1 March 2026;
  - (c) who perform **Eligible FX Transaction(s)** (as defined below) in any currency offered by us during the Promotional Period; and
  - (d) who hold an Eligible Account with us which is maintained in good standing and conducted in a proper and satisfactory manner (as determined by us in our reasonable discretion) during the period of application of FX Rate Discount (as defined below).

2. An Eligible Customer is entitled to an automatic 0% foreign exchange spread (“**FX Rate Discount**”) on his/her Eligible FX Transaction(s) executed for the period of 5 May to 31 May 2026.

For completeness, the FX Rate Discount does not apply to bank risk margins, which is an additional FX spread that is used to manage FX rate fluctuations and may differ between business days and non-business days. This means that we will waive our usual FX spread for Eligible FX Transactions, but any bank risk margin (if applicable) will still apply.

3. For the purpose of this Promotion:

**Eligible FX Transaction** shall mean, with respect to an Eligible Customer, any of the following transaction types set out below:

- Transfer made by an Eligible Customer between his/her Everyday Global Accounts via HSBC Singapore app or HSBC Online Banking

- Foreign exchange transaction made by an Eligible Customer using HSBC Global Money Transfers via HSBC Singapore app
- Foreign exchange transaction made by an Eligible Customer using Worldwide Transfers via HSBC Online Banking or HSBC Singapore app

For the avoidance of doubt, any of the following transaction types set out below will be excluded in the determination of Eligible FX Transaction:

- Transaction made by an Eligible Customer through FX Order Watch
  - HSBC Global Transfers transaction made by an Eligible Customer between the customer's own HSBC accounts held overseas via HSBC Online Banking or HSBC Singapore app
  - HSBC Global Transfers transaction made by an Eligible Customer to third-party HSBC accounts held overseas via HSBC Online Banking or HSBC Singapore app
  - Foreign exchange conversion performed by an Eligible Customer for time deposit placement, via HSBC Singapore app
  - Manual international 3<sup>rd</sup> party remittance transactions made by an Eligible Customer via HSBC branches
  - All foreign exchange transactions made by an Eligible Customer via HSBC branches
4. Any transaction which is unprocessed, reversed or cancelled during the Promotional Period will not be considered an Eligible FX Transaction. Reversals will be at prevailing rates. Without prejudice to any terms contained herein, the remitter shall conduct all necessary checks to ensure that the remittance can be accepted by the beneficiary bank.
  5. We may withdraw the FX Rate Discount if the Eligible Account used to participate in this Promotion is suspended or terminated at any time during the Promotional Period.
  6. The FX Rate Discount is not exchangeable for reward points, credit or kind in all cases, whether in whole or in part. The FX Rate Discount is also not transferable or replaceable.
  7. The Promotion is valid in conjunction with other offers, campaigns, promotions, privileges and vouchers, which are concurrently held during the Promotional Period, except for the promotions stated below, or such other promotions as we may otherwise specify from time to time:
    - Cross Border Payments FX Activation Promotion Q2 2026
    - Any promotions or programmes specifically in respect of foreign exchange transactions which are offered by us.
  8. Other general terms and conditions governing this Promotion apply. Please refer to the other terms and conditions set out under the section headed "General Terms and Conditions" for details. The Promotion-Specific Terms and Conditions and the General Terms and Conditions shall collectively be referred to as the "**Promotional Terms and Conditions**".

## **B. General Terms and Conditions**

1. Only personal accounts are eligible.

2. The HSBC Account User Agreement, HSBC Online Banking / HSBC Mobile Banking App Terms and Conditions, and the relevant product terms (collectively, the “**Account Terms**”) will apply to govern deposit accounts, online banking and mobile banking transactions, investment accounts and the relevant product respectively. In the event of any conflict or inconsistency between these Promotional Terms and Conditions and the Account Terms, in respect of this Promotion, the Promotional Terms and Conditions shall apply to the extent of the conflict or inconsistency.

### 3. **Your Personal Data**

By participating in the Promotion and providing your personal information (such as your name, residential address, e-mail address and /or mobile number) (collectively, “**your Personal Data**”) to us, you agree and consent to us, our agents and their respective authorised service providers collecting, using, disclosing and/or sharing your Personal Data for the following purposes:

- (i) your participation in the Promotion (including facilitation of the fulfilment of rewards (if any));
- (ii) our compliance with applicable laws, rules and/or regulations, requirements or requests issued by any legal, regulatory, government or tax authority having jurisdiction over us or a court of competent jurisdiction (including any tax reporting requirements); and
- (iii) such other purposes as set forth in our Data Privacy Policy.

For more details on how we collect, store, use and share your Personal Data, please refer to our Data Privacy Policy which can be viewed at <https://www.hsbc.com.sg/content/dam/hsbc/sg/documents/general/data-privacy-policy.pdf>

4. We do not provide any tax, legal or accounting advice to you. You should seek professional advice if you are unsure about any tax or other obligations which you may have (such as reporting or filing requirements) arising from your participation in the Promotion.
5. We shall be entitled to a reasonable period of time to process instructions and we may not complete a transaction on the same day of receipt of the customer's application or instructions. We shall not be liable for any loss or damage resulting from any such delay in effecting instructions or transactions.
6. We may determine in our reasonable discretion whether any given customer is eligible for this Promotion and/or whether such customer has met all of the relevant requirements under these Promotional Terms and Conditions.
7. All transactions in a currency other than Singapore Dollars (“**SGD**”) will be notionally converted into SGD, at our prevailing exchange rate, to determine the transaction amount eligibility under this Promotion. The date on which the transaction is booked will be used for the purpose of determining the notional conversion rate into SGD for all transactions in a currency other than SGD. Where we are unable to provide a firm exchange rate quotation, we shall effect the transaction on the basis of a provisional exchange rate which shall be subject to adjustment when the actual exchange rate is ascertained and any resultant difference shall be debited/credited (as the case may be) to the customer through the originating account or any account that customer has with us or by such other means as determined by us. Foreign currency transactions are subject to risk of exchange rate fluctuation and exchange controls may apply to certain currencies from time to time. There may be a gain or loss when customers convert foreign currency. Customers are advised to make independent judgment with respect to any matter

contained herein. For the avoidance of doubt, we shall not be liable for any delay in effecting such conversion, instructions or transactions.

8. Our records in respect of the Promotion shall be conclusive and binding on you.
9. We may revise these Promotional Terms and Conditions (including but not limited to varying the promotional mechanics under this Promotion or the Promotional Period), or withdraw or alter any part of this Promotion at any time, if it is reasonably necessary to:
  - (i) reflect changes to our operational costs, business operations, systems and processes, our arrangements with third parties or industry or market conditions or practice;
  - (ii) give effect to applicable law, rule, regulation or change, requirement, order, notice, recommendation or guidance issued by any regulatory or governmental authority, stock exchange, or body having jurisdiction over us or a court of competent jurisdiction;
  - (iii) align with standards or expectations on practices relating to banking and financial services, environmental, social and governance, consumer and investor protection, cyber, digital, technology, operational resilience or taxation; or
  - (iv) otherwise protect our legitimate interests.

The updates include amendments to:

- (a) the Promotional Period;
- (b) the eligibility criteria for the Promotion;
- (c) the promotional rate or discount;
- (d) the type of promotional benefit;
- (e) the fulfilment or application criteria;
- (f) any limits on availability;
- (g) the validity period of the promotional benefit; and/or
- (h) any third party involved in providing the promotional benefit.

To the extent reasonably practicable, we'll give you reasonable notice of any changes to these Promotional Terms and Conditions before such change takes effect. Notification of any such changes may be placed at our branches, published on our website, sent through email or mobile, or via any other method we think is reasonably appropriate.

If you don't agree with a change, you can cease to participate in this Promotion.

10. Deposit Insurance Scheme

Singapore dollar deposits of non-bank depositors are insured by the Singapore Deposit Insurance Corporation, for up to S\$100,000 in aggregate per depositor per Scheme member by law. Foreign currency deposits, dual currency investments, structured deposits and other investment products are not insured.

11. None and no part of these Promotional Terms and Conditions may be recorded, reproduced, shared, copied, stored or transmitted in any form or by any means, whether electronic, mechanical, photocopying, photographing, recording or otherwise without our prior written consent. These Promotional Terms and Conditions remain our property and all our rights are reserved.

12. These Promotional Terms and Conditions are governed by the laws of Singapore and the parties submit to the non-exclusive jurisdiction of the courts of Singapore.