



**Who we are**

Founded in 1933, Hang Seng has continually innovated to provide best-in-class, customer-centric banking, investment and wealth management services for individuals and businesses. It is widely recognised as the leading domestic bank in Hong Kong, currently serving more than 3.9 million customers.

Combining its award-winning mobile app and strong digital capabilities with a vast network of over 260 service outlets in Hong Kong, Hang Seng offers a seamless omni-channel experience for customers to take care of their banking and financial needs anytime, anywhere.

Its wholly owned subsidiary, Hang Seng Bank (China) Limited, operates a strategic network of outlets in almost 20 major cities in mainland China to serve a growing base of mainland customers locally and those with cross-boundary banking needs. The Bank also operates branches in Macau and Singapore, and a representative office in Taipei.

As a homegrown financial institution, Hang Seng is closely tied to the Hong Kong community. It supports the community with a dedicated programme of social and environmental initiatives focused on future skills for the younger generation, sustainable finance and financial literacy, addressing climate change and caring for the community.

Hang Seng is a principal member of the HSBC Group, one of the world's largest banking and financial services organisations.

**Business activities**

The Bank's major business activities comprise wealth and personal banking, commercial banking, and global banking and markets. The Bank also offers a comprehensive range of renminbi services.

Hang Seng has shareholdings in Industrial Bank, a joint-stock commercial bank listed on the Shanghai Stock Exchange.

The Bank and Qianhai Financial Holdings Company Limited established Hang Seng Qianhai Fund Management Company Limited, the first foreign-majority-owned joint venture fund management company set up on the Mainland under Supplement X to CEPA. Hang Seng Qianhai Fund Management commenced operation in July 2016.

**Financial highlights**

<b>Full-year ended</b>	<b>31 December 2023</b>	<b>31 December 2022 (restated)</b>
Profit attributable to shareholders	HK\$17,848mn	HK\$11,286mn
Return on average ordinary shareholders' equity	11.3%	7.2%
Cost efficiency ratio	35.8%	40.1%

**ADR programme**

The Bank offers investors a Sponsored Level-I American Depositary Receipts Programme in the United States.

**RATINGS**

**Moody's**

**Hang Seng Bank**

Long-term Bank Deposit (local & foreign currency)	Aa3
Short-term Bank Deposit (local & foreign currency)	Prime-1
Outlook	Stable

**Standard & Poor's**

**Hang Seng Bank**

Long-term Issuer Credit (local & foreign currency)	AA-
Short-term Issuer Credit (local & foreign currency)	A-1+
Outlook	Stable

**Hang Seng China**

Long-term Issuer Credit (local & foreign currency)	A+
Short-term Issuer Credit (local & foreign currency)	A-1
Outlook	Stable



### ***Corporate Responsibility***

Our community investment strategy revolves around four pillars: Future Skills, Promoting Sustainable Finance and Financial Literacy, Addressing Climate Change, and Care for the Community. We believe equipping young people with the necessary skills for success enlivens our community and brings about lasting positive changes for both society and the environment. Therefore, a significant part of our focus lies in motivating and nurturing the youth in Hong Kong by developing their knowledge, skills and resilience to be future-proof.

We aim to reduce carbon emissions from our own operations to net zero by 2030. We are also contributing to the HSBC Group's ambitions of becoming net zero in its supply chain by 2030 and aligning the financed emissions in its portfolio of customers to net zero by 2050.

During 2023, we pledged over HK\$30 million in community investment initiatives, covering the four pillars.

In the 2023 Gender Equality Global Report and Ranking of Equileap, the leading global provider of data on gender equality, Hang Seng ranked number one in Hong Kong for gender equality and was the only company in Hong Kong that has achieved a gender balance at all four working levels. We are also constituent of various indices, including MSCI Pacific ex Japan SRI Index, FTSE4GOOD, Hong Kong Business Sustainability Index and Hang Seng Corporate Sustainability index.

### ***Hang Seng Family of Indexes***

Wholly owned subsidiary Hang Seng Indexes Company Limited (Hang Seng Indexes Company) was established in 1984 and is Hong Kong's leading index compiler covering Hong Kong and Mainland markets. The company's flagship product, the Hang Seng Index, was launched in 1969 and is recognised worldwide as a major benchmark for the performance of the Hong Kong stock market.

Hang Seng Indexes Company maintains its position as an industry leader by continually developing a variety of index solutions that help investors capture investment opportunities and benchmark the performance of different aspects of the market. As at the end of 2023, Hang Seng Indexes received seven major accolades, namely 'Best ESG Index Provider – Hong Kong', 'Most Innovative Index – Hong Kong', 'Best ESG China Index Provider' and 'Best China Index Provider' awards at the prestigious Asia Asset Management's Best of the Best Awards 2023, 'Index Provider of the Year - Regional' award at the Professional Investment Awards 2023 organised by Insights & Mandate, and the 'Best Index Provider, Thematic - Hong Kong', and 'Editors' Triple Star award' for its Hang Seng Stock Connect China A Low Carbon Select Index at The Asset Triple A Private Capital Awards 2023, which reaffirmed its role as the leading index compiler in Hong Kong.

Supported by decades of knowledge and experience, the company currently manages more than 2,100 real-time and daily indexes covering Hong Kong and mainland markets, offering coverage across a wide spectrum of asset classes and investment themes.

Indexes issued by the company are widely used by investors worldwide to create index-linked products and derivatives, including index futures and options, structured products, index funds and exchange-traded funds. As at the end of 2023, there were 114 exchange-traded products linked to the company's indexes, with listings on 12 stock exchanges around the world. By the end of 2023, assets under management in products passively tracking indexes in the Hang Seng Family of Indexes had reached a total of about US\$65.8 billion.

### ***Parent company***

Hang Seng Bank is a principal member of the HSBC Group, one of the world's largest banking and financial services organisations, which holds a 62.14% equity interest in the Bank.

### ***Head office***

83 Des Voeux Road Central, Hong Kong

### ***Website***

Hong Kong: [www.hangseng.com](http://www.hangseng.com)

Mainland: [www.hangseng.com.cn](http://www.hangseng.com.cn)