

Hang Seng Unsecured Overdraft Facility

Unsecured Overdraft Facility offers you standby cash for added financial flexibility.

Loan features and promotion offer

Annual fee waiver⁽¹⁾ and no cash advance fee required

You can enjoy annual fee waiver⁽¹⁾. You can also withdraw cash anytime by cheque, account transfer or via ATM – no Cash Advance fee is payable.

Avoid return cheque charges

With sufficient standby cash in your Unsecured Overdraft account, no return cheque charges will be imposed even when there are insufficient funds in your current/cheque account.

High unsecured overdraft limit on revolving basis

Unsecured overdraft limit can be up to HK\$800,000 or 8 times your monthly salary⁽²⁾ (whichever is lower). The credit line is on a revolving basis and there is no payment deadline. Minimum monthly repayment is just 3% of the outstanding balance or HK\$100 (whichever is higher).

Saving interest expenses

Interest will be charged only on the outstanding amount on a daily basis and no interest will be charged on the unused Overdraft limit, which caters for your short term financial flexibility. Preferential interest rates will be offered to higher Overdraft limits and the interest rate per annum can be as low as Prime Rate + 4%.

Table of unsecured overdraft limit, interest rate and fees

Customer type	Unsecured overdraft limit (HK\$)	Interest rate (per annum)	Annual fee
Prestige Private Customers / Prestige Banking Customers	5,000 - 199,999	Prime Rate + 5%	Perpetually waived⁽¹⁾
	200,000 - 800,000	Prime Rate + 4%	
Preferred Banking Customers / Professionals / Privileged Customers	5,000 - 199,999	Prime Rate + 5%	Waived for the first year⁽¹⁾, 0.5% of the overdraft limit thereafter (minimum HK\$200, maximum HK\$800)
	200,000 - 800,000	Prime Rate + 4%	
General Customers	5,000 - 199,999	Prime Rate + 7%	Waived for the first year⁽¹⁾, 1% of the overdraft limit thereafter (minimum HK\$200, maximum HK\$800)
	200,000 - 800,000	Prime Rate + 6%	

- Prime Rate refers to the Hong Kong Dollar Prime Lending Rate as quoted by Hang Seng Bank Limited ("Hang Seng") from time to time.
- Interest will be calculated on the basis of actual number of days elapsed and a 365/366-day year.
- If customers' applications cannot meet our Unsecured Overdraft Facility approval requirements, the applications will still be processed on a case-by-case basis, but the rate offered may be adjusted. Customer will be notified of the relevant adjusted rate upon Unsecured Overdraft Facility approval.
- Professionals include: (i) customers with a professional certificate issued by a professional body, including but not limited to doctors, accountants, lawyers, architects, surveyors, engineers and pilots (ii) senior civil servants with Master Pay Scale Point of 34 or above or equivalent. Hang Seng reserves the right of final interpretation to the definition of "Professionals". Privileged customers include Hang Seng Payroll account customers and Hang Seng Mortgage customer. For details, please contact our staff.





To borrow or not to borrow? Borrow only if you can repay!

Application requirements

- Hong Kong resident aged 18 or above, and
- Account holder of our Integrated Account, and
- Fulfill any of the following monthly income requirements:

Professionals	<ul style="list-style-type: none"> • Holders of a professional certificate issued by a professional body • Senior civil servants with Master Pay Scale Point on 34 or above or equivalent
Other customers	Monthly salary of HK\$5,000 or above

Apply now!

-  **Hang Seng Personal Banking Mobile App**
-  **Hang Seng Bank Website**
-  **24-hour** Application Hotline **2812 8000**
-  Complete and return your application form by mail/hand to any Hang Seng Bank branch

Remarks:

1. For the annual fee waiver, please refer to the Promotion Terms and Conditions set out below for details.
2. The final approved Unsecured Overdraft limit is subject to change in accordance with the circumstances of individual cases.
3. The minimum unsecured overdraft limit is HK\$5,000.
4. For details of the service provisions, fees and charges of the relevant Integrated Account, please refer to respective leaflets of the corresponding products.
5. The salary scheme of our representatives (included basic salary and incentive) is based on their performance of various aspects and not only the sales target achieved.
6. For the frequently asked questions relating to Unsecured Overdraft Facility (e.g. Difference between an instalment loan and an overdraft, etc), please refer to our Bank's website (Personal Banking > Loans > Unsecured Overdraft Facility > FAQ).

Promotion Terms and Conditions:

- (i) The promotion period commences on 1 July 2024 and expires on 31 December 2024, both dates inclusive (the "Promotion Period"). The offers are available to customers who successfully apply for Hang Seng Unsecured Overdraft Facility within the Promotion Period.
- (ii) Prestige Private customers/Prestige Banking customers can enjoy perpetual annual fee waiver for the Unsecured Overdraft Facility, while other customers can enjoy first-year annual fee waiver. The first-year annual fee waiver of the Unsecured Overdraft Facility, which is 0.5% of the overdraft limit for Preferred Banking customers/Professionals/Privileged customers or 1% of the overdraft limit for general customers, is subject to a minimum of HK\$200 and a maximum of HK\$800. The second year's annual fee of the Unsecured Overdraft Facility will be charged on the first anniversary of the effective date of the Unsecured Overdraft Facility.
- (iii) No person other than the customer and Hang Seng Bank Limited ("Hang Seng") (which includes its successors and assigns) will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these terms and conditions.
- (iv) These terms and conditions are subject to prevailing regulatory requirements.
- (v) These terms and conditions shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region.
- (vi) Hang Seng reserves the right to terminate the above offer(s) at any time or to vary the same and the related terms and conditions from time to time.
- (vii) In case of any dispute from customers, the decision of Hang Seng shall be final.
- (viii) The English version of these terms and conditions shall prevail whenever there is any discrepancy between the English and Chinese versions.

Hang Seng Unsecured Overdraft Facility Application Form



To: Hang Seng Bank Limited ("Hang Seng")

Please complete this form in English BLOCK letters & "✓" where appropriate. Unless otherwise specified, all fields must be completed. Please complete and return this application form with copies of the following documents by mail to P.O. Box 74147 Kowloon Central Post Office Hong Kong or by hand to any Hang Seng branches.

- **HKID Card** • **Income proof:** For regular income earners, please enclose the latest Salaries Tax Demand Note/Bank account monthly statement/passbook showing your latest one month's salary (if you have maintained a payroll account with Hang Seng for the past one month, no income proof is required); for self-employers, please enclose the latest Profits Tax Demand Note/all MPF records within the latest three months; as for irregular income earners, please enclose the latest Salaries Tax Demand Note/Bank account monthly statement/passbook showing your latest two month's salary. • **Current residential address proof, e.g. utility bills, bank statement**
- **For Professionals (e.g. doctor, lawyer etc), please enclose: professional certificate(s) issued by professional bodies**

Note: Applicant must be a Hong Kong resident aged 18 or above in full-time employment and minimum monthly income is HK\$5,000. Hang Seng reserves the right to request additional income proof if required. All documents including the enclosed application form supplied are not returnable.

Unsecured Overdraft Facility Information

Unsecured Overdraft Limit applied for: HK\$ _____

The minimum unsecured overdraft limit is HK\$5,000. I will accept this unsecured overdraft limit approved by Hang Seng even if it is lower than the limit I applied for.

Integrated Account Information

If you hold a Current Account of Integrated Account, please fill in the account number. (Hang Seng Unsecured Overdraft Facility is only applicable to personal account holder of the above mentioned Integrated Account.)

_____ - _____ - **001**

Applicant Information

(1) Personal Information

English Name as printed on HKID Card Mr Miss Mrs Ms Name in Chinese
 Surname _____ Given Name _____

HKID Card No. _____ () Date of Birth _____ Day _____ Month _____ Year _____

Nationality (Country/Territory) (Please specify ALL nationality(ies)) _____ Place of Birth _____

Education Level University or Above Post-Secondary Secondary Completed F3 Completed Others _____ No. of Dependants _____

Mobile Tel. No. _____ Residential Tel. No. (Optional) _____

Residential Status Owned Property (Without Mortgaged) Mortgaged Rented
 Live with Parents Quarters Others, Please Specify _____

Year(s) of Residence at Present Address _____ Y _____ M _____
 If you live in the present residential address for less than 12 months and your previous residential address is not located in HK, please state the Country or Territory _____ and City, Town, Region or Province _____ of your previous address.

Residential Address Flat/Room Floor Block Building/Estate _____
 (in English BLOCK letters) _____

Street No. and Name _____ District Area _____ HK KLN NT Outlying Islands

Loan Purpose: Family Travel Education Standby Others

Email Address (Optional, Maximum 35 characters) _____

(2) Occupation

Name of Employer _____ Office Tel. No. _____

Employment Status Self-employed Full-time Employed Student Housewife Retired Others

Office Address Flat/Room Floor Block Building _____

Street No. and Name _____ District Area _____ HK KLN NT Outlying Islands

Nature of Business _____ Position _____ Year(s) of Service with Present Employer _____

Monthly Income HK\$ _____ Total income (include bonus and other income, please specify) HK\$ _____

Correspondence Address Office Address Residential Address (Overseas address and P.O. Box are not acceptable)

(3) Customer Category

- Professionals Applicants must fulfil any of the following criteria:
 - With professional certificate(s) issued by professional body **OR**
 - Senior Civil Servant on Master Pay Scale Point 34 or above or its equivalent
- Other customers • With monthly income of HK\$5,000 or above

(Please visit the next page to complete this application form)

(4) Other Information

- Do you possess any secured loans (including mortgage and/or overdraft)? No Yes Monthly repayment you are responsible for (HK\$): _____
- Do you possess any unsecured loans offered by other financial institutions (except banks)? No Yes Monthly repayment you are responsible for (HK\$): _____
- Do you possess any unsecured loans under application but not yet approved (excluding this application)? No Yes Monthly repayment you are responsible for (HK\$): _____

(5) Relationship Declaration

Are you a relative* of any of the directors/employees*/controllers*/minority shareholder controllers* of Hang Seng, its branches, subsidiaries or affiliates in Hong Kong or overseas (e.g. the Hongkong and Shanghai Banking Corporation Limited), or other entities over which Hang Seng is able to exert control?

- No, and I agree to notify Hang Seng promptly in writing if this information is no longer true and correct.
- Yes (please state his/her full name):

Full name in English _____ Relationship _____

Are you a director/employee*/controller*/minority shareholder controller* of Hang Seng, its branches, subsidiaries or affiliates in Hong Kong or overseas (e.g. the Hongkong and Shanghai Banking Corporation Limited), or other entities over which Hang Seng is able to exert control?

- No, and I agree to notify Hang Seng promptly in writing if this information is no longer true and correct.
- Yes (please state your staff number) Staff number: _____

I confirm that I have obtained consent from the individuals listed above for the provision of their information to Hang Seng, its branches, subsidiaries and affiliates for the purpose of enabling Hang Seng and its affiliates to comply with the Banking (Exposure Limits) Rules.

I hereby authorise (and authorise on behalf of the above persons) Hang Seng to exchange with Hang Seng's branches, subsidiaries and affiliates information relating to me/the above persons and the facilities granted to me/the above persons for the purpose of enabling Hang Seng and its affiliates to comply with the Banking (Exposure Limits) Rules.

***Remark:** You may request from Hang Seng the definitions of these terms and a list of the above mentioned entities.

Declaration

• I hereby apply for the Unsecured Overdraft Facility particularised above. I agree and acknowledge that the Unsecured Overdraft Facilities is provided subject to the Integrated Account Terms and Conditions and the Terms and Conditions for Unsecured Overdraft Facility which I have read and understood and agreed to be bound by them as they may be amended from time to time. • I undertake to advise Hang Seng if I am currently (or was during the last 12 months) a director, chief executive or substantial shareholders of Hang Seng or its subsidiaries (Note); or I am a spouse, partner, relative by blood, marriage or adoption, or a trustee of a trust to the people mentioned in this clause. Hang Seng requires the information to comply with the Listing Rules. ((Note): "subsidiary" has the same meaning as in the Companies Ordinance (Cap.622 of the Laws of Hong Kong) as amended and supplemented from time to time.) • I confirm that, as of the date of application, I or the government department of HKSAR in which I am working have no official dealings with Hang Seng and I undertake to inform Hang Seng promptly in writing if I or the government department in which I am working will later become involved in any official dealings with Hang Seng. • I also confirm that (i) I did not own any credit card that was cancelled due to default payment; (ii) I currently do not have any overdue payment in respect of any of my indebtedness; and (iii) there is no bankruptcy order made against me and I am not in the process of petitioning for bankruptcy nor have any intention to do so. • I confirm that all information of this application is true and correct and authorise Hang Seng to communicate and to exchange such information with whatever source Hang Seng may consider appropriate for the purpose of verifying the same. • I acknowledge and agree that, irrespective of whether my application is subsequently withdrawn or rejected, all personal data and information with respect to me which are provided by me at the request of Hang Seng or collected in the course of dealings between me and Hang Seng (the "Data") may be held, used, processed and disclosed by Hang Seng for such purposes and to such persons in accordance with the Hang Seng's policies on use and disclosure of personal data as set out in statements, circulars, notices or terms and conditions made available by Hang Seng to customers from time to time. I also acknowledge and agree that the Data may be disclosed to, or held, used and processed by any debt collection agency, credit reference agency or similar service provider for purpose of verifying such Data or enabling them to provide such Data to other institution: (i) in order that they may carry out credit and other status checks; and (ii) to assist them to collect debts*. • I further acknowledge and agree that Hang Seng may transfer the Data outside the Hong Kong Special Administrative Region, conduct matching procedures (as defined in the Personal Data (Privacy) Ordinance) using the Data and such other personal data and information relating to me, and provide banker's or credit references in respect of me. • In the case where a guarantee/third party security, unlimited in amount, has been or is presently issued in Hang Seng's favour in respect of any or all of my liabilities owed to Hang Seng, I agree that Hang Seng may from time to time provide the guarantor/provider of third party security with any data, details or information (including any Data) relating to any loan/banking/credit facilities extended by Hang Seng to me for the purpose of notifying the guarantor/provider of third party security of the liabilities under the guarantee/third party security. • I confirm that this loan or any part thereof is not intended to be used for acquiring/investing in properties and/or refinancing of any existing mortgage loan. • I agree that, as a reminder for making repayment (if necessary), Hang Seng may transmit to me the relevant messages via my mobile phone number maintained in Hang Seng's record. • **I confirm that this loan application was not referred by a third party. • I agree to pay interest or fees on the Unsecured Overdraft Facility at the prevailing rate as Hang Seng may determine and notify me. I also agree and accept that the Unsecured Overdraft Facility may be granted in a sum less than the amount I now apply for and that this application may be declined by Hang Seng without disclosing any reason thereof. I also accept Hang Seng reserves the rights of (i) final approval and (ii) vary the overdraft limit, interest rate and other relevant terms and conditions at any time. In case of any disputes, Hang Seng's decision shall be final.**

* Note: Hang Seng will perform credit checks on you which may involve Hang Seng providing your credit data to Hang Seng's selected credit reference agencies ("CRA") under the Multiple Credit Reference Agencies Model (the "Model"). Hang Seng has engaged TransUnion and PingAn OneConnect Credit Reference Services Agency (HK) Limited as Hang Seng's selected CRAs and may engage other CRA(s) for the provision of consumer credit reference service, to facilitate Hang Seng's assessment of the credit facility applications and credit decision-making. You may request for a copy of the credit report from Hang Seng's selected CRAs free of charge if Hang Seng has rejected your credit application within the past 30 business days. You may also request for a credit report from each selected CRA without charge in any 12-month period. Contact details may be found on public websites of Hang Seng's selected CRAs or through Hang Seng's customer service hotline.

(Please visit the next page to complete this application form)

Declaration

I acknowledge and agree that banking documents, including but not limited to terms and conditions, notifications of changes, fees and charges and application documents will be provided by Hang Seng in non-paper based format.


Note:

You may download the Terms and Conditions for Unsecured Overdraft Facility by visiting www.hangseng.com > menu > Loans > Unsecured Overdraft Facility > Other information you need to know > Terms and Conditions for Unsecured Overdraft Facility within 30 days for future reference. You may not be able to access or download such version after 30 days.

If you have declared your preferred way to receive banking documents (if any), your preference will remain effective in future communication. If you wish to change the preferred way to receive banking documents, you could send the instructions to us through mobile banking app, branch and hotline. Banking documents of applications of products and services through digital channels are provided in non-paper based format only.

By signing this application form, I agree that Hang Seng may use and disclose all personal data about me that Hang Seng currently or subsequently hold for the purposes as set out in the Privacy Notice which accompanies this application form.

Agreed, declared and signed by:

X _____  _____
Signature of Applicant (Please use signature filed under your Integrated Account with Hang Seng (if applicable)) Date
(Name of Applicant: _____)

For Bank Use Only

Transaction Branch Code

Transaction Staff ID

30A0 WPXXX (PROF) W
30A0 WGXXX (GEN) W

Terms and Conditions for Hang Seng Unsecured Overdraft Facility

The Unsecured Overdraft Facility (the "Facility", particulars of which is set out in the letter of offer ("Letter of Offer") of the Facility) will be granted subject to Part I (General Terms and Conditions), Part IV (Terms and Conditions for Overdraft Facilities) and other applicable parts of the Integrated Account Terms and Conditions, as well as these Terms and Conditions for Unsecured Overdraft Facility ("these terms and conditions"). In case of any discrepancy between these terms and conditions and the Integrated Account Terms and Conditions, these terms and conditions shall prevail for the purpose of the Facility.

Terms and Expressions

- (a) "Account" means the account under which the Facility is made available, as set out in the Letter of Offer.
- (b) The "Borrower" means the borrower(s) to which the Facility is granted, as set out in the Letter of Offer, and includes any personal representative or lawful successor of such borrower(s).
- (c) "We" and "us" means Hang Seng Bank Limited and its successors and assigns, and "our" and "ours" shall be construed accordingly.

Other Fees

We may from time to time at our discretion impose further charges and fees and vary them subject to our notice and such charges and fees and any variation thereof shall be binding on the Borrower if the Borrower continues to use the Facility or any part of the Facility or any utilised amount of the Facility remains outstanding after the effective date thereof.

Debt Collection Agents

We may appoint any person as the agent to collect any or all indebtedness owed by the Borrower to us and the Borrower shall be responsible for all costs and expenses of reasonable amount and reasonably incurred by us for that purpose on each occasion.

Set-off Rights

We may, at any time and without notice, apply any credit balance in any currency on any of the Borrower's accounts, whether in the name of the Borrower or in the names of the Borrower and any other person(s), in or towards satisfaction of any indebtedness owed by the Borrower to us in whatever capacity and whether actual or contingent or whether owed solely by the Borrower or owed by the Borrower and any other person(s). In the case of a joint account we may exercise the rights in this clause and apply any credit balance on such joint account in or towards satisfaction of any indebtedness owed to us by one or more of the holders of such joint account.

Borrower's Undertaking

The Borrower undertakes to inform us as soon as possible of any difficulty in repaying the Facility (or any part thereof) or in meeting any payment to us arising from the Facility or otherwise pursuant to the Letter of Offer.

Taxes

- (a) All payments to be made by the Borrower to us in respect of the Facility or under the Letter of Offer or any documents relating to the Facility shall be made to us as specified by us without any set-off, counterclaim or condition and free and clear of all present and future taxes, deductions or withholdings of any nature whatsoever. If at any time the Borrower is required to make any deduction or withholding for or on account of tax or otherwise from any payment to us, the sum due from the Borrower in respect of such payment shall be increased to the extent necessary to ensure that, after the making of such deduction or withholding, we receive on the due date for such payment (and retains, free from any liability in respect of such deduction or withholding) a net sum equal to the sum which we would have received had no such deduction or withholding been made or required to be made and it shall be the sole responsibility of the Borrower to effect payment of such deduction or withholding to the relevant authority within the applicable time limit. The Borrower shall indemnify us against any losses, liabilities, interest, penalties, or costs and expenses payable or incurred by reason of any failure of the Borrower to make any such deduction or withholding or to effect payment of such deduction or withholding to the relevant authority within the applicable time limit or by reason of any increased payment not being made on the due date for such payment. Upon our request, the Borrower shall promptly deliver to us evidence satisfactory to us that such deduction or withholding has been made or (as applicable) any appropriate payment paid to the relevant authority.
- (b) Any fee or charge referred to in the Letter of Offer is exclusive of any value added tax, goods and services tax or any other tax which might be chargeable in connection with that fee or charge. If any value added tax, goods and services tax or other tax is so chargeable, it shall be paid by the Borrower at the same time as it pays the relevant fee or charge.

Indemnity

The Borrower shall indemnify us, our officers and employees against all liabilities, claims, demand, losses, damages, taxes, costs, charges and expenses of any kind (including legal fees on a full indemnity basis and related expenses, and any claims by any relevant authorities on us for tax in respect of any profits or gains attributable to the Borrower) which may be incurred by any of us and all actions or proceedings which may be brought by or against any of us in connection with the provision of the Facility or any services in connection with the Facility to the Borrower or the exercise or preservation of our powers and rights under the Letter of Offer, unless due to the negligence or wilful default of us, our officers or employees and only to the extent of direct and reasonably foreseeable loss and damage (if any) arising directly and solely therefrom. We are entitled to withhold, retain or deduct such portion from the Borrower's assets in the possession or control of us or such amount from any of the Borrower's accounts with us as it reasonably determines to be sufficient to cover any amount which may be owed by the Borrower under this Clause. This indemnity shall survive notwithstanding the termination of the Facility or any services in connection with the Facility or any part of them.

Other Conditions

- (1) The Borrower shall make a monthly minimum repayment of the Facility in such amount and not later than such date as specified in the monthly statement of the Account, failing which a late charge, which shall be determined by us and which shall vary from time to time, will be debited to the Account on the next following statement period.
- (2) Without prejudice to our rights under any other agreements (including but not limited to the Integrated Account Terms and Conditions), the Borrower acknowledges and agrees that all personal data relating to the Borrower may be used and disclosed by us for such purposes and to such persons as may be in accordance with our general policies on use and disclosure of personal data as set out in statements, circulars, notices, or terms and conditions made available by us to our customers from time to time.
- (3) No person other than the Borrower and us will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of the Letter of Offer.

Joint Borrower

Where the Borrower comprises of more than one person, the above terms and conditions shall be binding on all and each of them jointly and severally notwithstanding that any of them may be released from any obligation by us or may not be effectively bound due to any reason.

Key Facts Statement (KFS) for Overdraft Facility

Hang Seng Bank

Unsecured Overdraft Facility
April 2024

This product is an overdraft facility.

This statement provides you with indicative information about interest, fees and charges of this product but please refer to our offer letter for the final terms of your overdraft facility.

Interest Rates and Interest Charges

Annualised Interest Rate	Customer Type	Unsecured Overdraft Limit (HK\$)	Interest Rate (per annum)
	General Customers		\$5,000 - \$199,999
		\$200,000 - \$800,000	Prime Rate + 6%
Preferred Banking Customers / Professionals / Privileged Customers		\$5,000 - \$199,999	Prime Rate + 5%
		\$200,000 - \$800,000	Prime Rate + 4%
Prestige Private Customers / Prestige Banking Customers		\$5,000 - \$199,999	Prime Rate + 5%
		\$200,000 - \$800,000	Prime Rate + 4%

- Prime Rate refers to the Hong Kong Dollar Prime Lending Rate as quoted by Hang Seng Bank Limited ("Hang Seng") from time to time.
- Interest will be calculated on the basis of actual number of days elapsed and a 365/366-day year.

Annualised Overdue / Default Interest Rate	N.A.
Overlimit Interest Rate (i.e. Interest Rate for Unauthorised Overdraft)	The overlimit interest is accrued daily in compound interest. The overlimit interest rate of P+6% (for Prestige/ Preferred Banking)/P+8% (for Integrated Account/all Current Accounts) applies on that outstanding balance exceeds the credit limit of the facility.

Fees and Charges

Annual Fee / Fee	Customer Type	Annual Fee
	General Customers	
		0.5% of the overdraft limit (minimum HK\$200, maximum HK\$800)
Preferred Banking Customers / Professionals / Privileged Customers		0.5% of the overdraft limit (minimum HK\$200, maximum HK\$800)
		Perpetually waived
Prestige Private Customers / Prestige Banking Customers		Perpetually waived
		Perpetually waived

Late Payment Fee and Charge	HK\$100 per occurrence
Overlimit Handling Fee	HK\$120 per item
Returned Cheque / Rejected Autopay Charge	N.A.

Additional Information

Re-issuance of Approval Advice	HK\$100 per copy
<p>Professionals include: (i) customers with a professional certificate issued by a professional body, including but not limited to doctors, accountants, lawyers, architects, surveyors, engineers and pilots (ii) senior civil servants with Master Pay Scale Point of 34 or above or equivalent. Hang Seng reserves the right of final interpretation to the definition of "Professionals". Privileged customers include Hang Seng Payroll account customers and Hang Seng Mortgage customer. For details, please contact our staff.</p>	

Note: For the frequently asked questions relating to Unsecured Overdraft Facility (e.g. Difference between an instalment loan and an overdraft, etc), please refer to our Bank's website (Personal Banking > Loans > Unsecured Overdraft Facility > FAQ).



PRIVACY NOTICE

Notice to Customers and Other Individuals relating to the Personal Data (Privacy) Ordinance (the "Ordinance")

Your privacy, Our priority.

1

COLLECTION AND STORAGE

We collect your data

- through your interaction with us and our products and services
- through the use of cookies and similar technology when you access our websites or apps (see our "Cookies Policy" for details)
- from other people and companies, including other HSBC group companies

We may also generate data about you by combining and analysing data. If you don't give us data, we may not be able to provide products or services to you.

We may store your data locally or outside Hong Kong, including in the cloud. We apply our global data protection standards and policies wherever your data is stored. We're responsible for keeping your data safe in compliance with Hong Kong law.

2

PURPOSE

We use your data

- to provide products and services (e.g. banking, financial and/or insurance) to you, conducting credit checks and other daily operations
- to manage our business and enforce obligations, including exercising our legal rights to collect debt
- to detect, investigate and prevent financial crimes
- to verify your identity
- to send you marketing information if you've consented to it (see section 7 below for details)
- to design our products and analyse how people use our services
- to improve our products, services and marketing
- to determine the amount of debt owed to or by people
- for other purposes set out in section 6 below

3

SHARE

We share your data with

- other HSBC group companies
- third parties who help us provide services to you or act for us
- credit reference agencies (including the operator of any centralised database they use), and, in case of default, debt collection agencies
- third parties whom you've consented to share data with (including using application programming interfaces)
- other third parties as set out in section 8 below

We may share your data locally or outside Hong Kong.

4

YOUR RIGHTS

Access and correction

You can request access to the data we store about you. We may charge a fee for this.

You can also ask us to

- correct or update your data
- explain our data policies and practices

Your control on marketing preferences

You control what marketing information you receive from us and how you receive it.

You can change your marketing preferences any time by contacting us via Customer Service Hotline (852) 2822 0228 or updating your preferences on Personal e-Banking.

You can contact us

Data Protection Officer
 Hang Seng Bank Limited
 83 Des Voeux Road Central, Hong Kong
 Fax: (852) 2868 4042

*Cookies Policy: [Hang Seng Bank Website](#) > [Resources](#) > [Important Notices](#) > [Online Important Notices](#) > [Cookies Policy](#).

5

DATA

We may collect

- personal information you provide to us in connection with our products or services
- biometric data such as your voice ID, finger print and facial recognition data
- your geographic and location data based on your mobile or other electronic device
- data from people who act for you or who you deal with through our services
- data from public sources, credit reference, debt collection and fraud prevention agencies, and other aggregators
- other data generated when you use our products or services

6

OTHER PURPOSES

We further use your data

- to create and maintain our credit scoring models and ensure your credit worthiness
- to comply with laws, regulations, contractual arrangements, requirements (including our internal policies), or requests in or outside Hong Kong that we or the HSBC Group are under (our compliance could be mandatory or voluntary)
- to provide you with personalised advertisements on third party websites (this may involve the combination of your data with others)
- to enable our assignee to evaluate a transaction intended to be assigned
- for other purposes relating to the above (in section 2 and section 6) or to which you have consented

If you provide data about others

If you provide data to us about another person, you should tell that person how we'll collect, use and share their data as explained in this notice and it's best to seek their consent.

7

DIRECT MARKETING

Means using your data to send you details about financial, insurance, rewards or loyalty programmes, or related products, services and offers provided by us or our co-branding, rewards or loyalty programme partners or charities.

We may use data such as your name, contact details, products and services portfolio information, transaction patterns and behaviour, location data, financial background, demographics, mobile device ID, and data relating to your usage of our websites and apps when we market to you.

8

FURTHER SHARING

We further share your data with

- local or overseas legal, regulatory, law enforcement, government, tax and other bodies or authorities, and any partnerships between law enforcement and the financial sector
- any person who you hold a joint-named account with, people who can provide instructions for you and anyone who is providing (or may provide) security for your loans
- counterparties to banking, securities and other financial transactions
- any third party financial institutions, insurers, credit card companies, securities and investment services providers and any other third parties who we may transfer our business or assets to so they can evaluate our business
- partners and providers of reward, co-branding or loyalty programmes, charities or non-profit organisations
- drawee banks of cheques
- merchants and card acquirers of merchants
- our actual or proposed assignees

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CREDIT INFORMATION

If you apply for, have, or have had, a loan including a mortgage

We'll perform credit checks on you which may involve us providing your loan data to credit reference agencies (CRAs) (including the operator of any centralised database used by CRAs), and in the event of default, to debt collection agencies. The CRAs will add this data to their database and any centralised database used by them, which is available to other credit providers to help them assess whether to provide you with credit. You can ask us what data is routinely disclosed to CRAs, and make further data access and correction requests to them if needed.

The CRAs will keep your data. You can request us to ask the CRAs to delete it once you've fully repaid your loan. They'll only do this if:

- none of your payments were more than 60 days overdue in the 5 years before you fully repaid your loan. If they were, the CRAs will keep your data for 5 years from the date you fully paid that missed payment;
- you aren't declared bankrupt with an amount under your loan being written off. If you are, the CRAs will delete that record after 5 years from the date you're discharged from bankruptcy (you must tell them when this happens) or 5 years from the date you fully repay the overdue loan amount

This notice will apply for as long as we store your data. We'll normally send you the latest version once a year. In case of discrepancies between the English and Chinese version, the English version shall apply and prevail.