User Guide
e-Sign Personal Banking
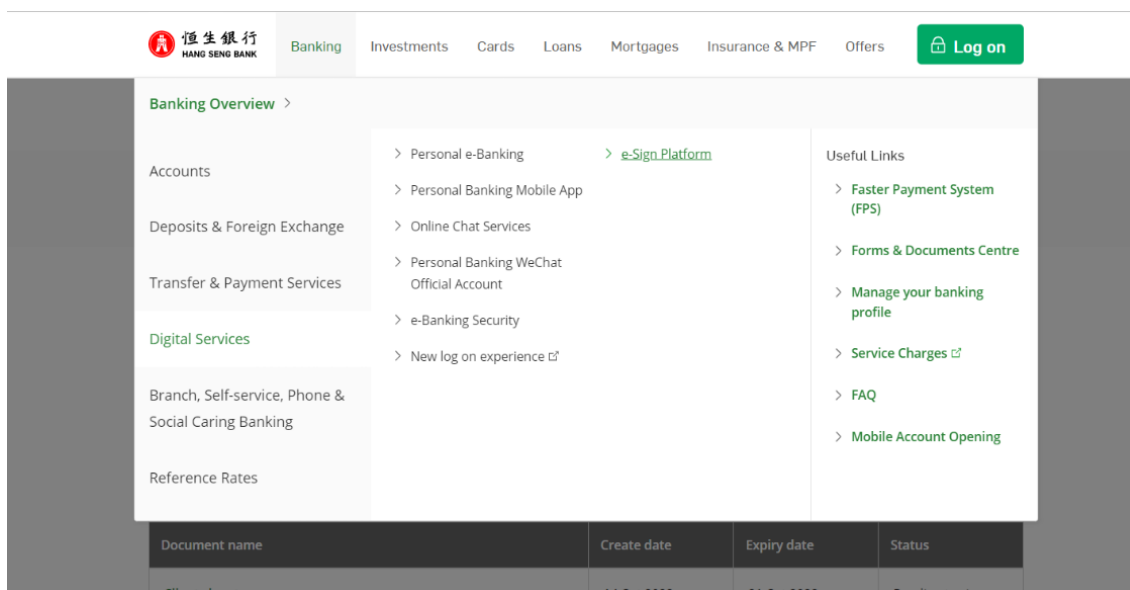
恒生銀行 HANG SENG BANK

STEP 1
Log in to "e-Sign Platform"

If you have received an email regarding there is a document that required your signature on e-Sign Platform, please log in to "e-Sign Platform" to start your signing procedures.

To log in to e-Sign Platform, please follow the steps below:

1. Click **e-Sign Platform** under **Digital Services** in the **Banking** tab located on the top of the Hang Seng Personal Banking website.

2. Log in by entering your email address and mobile phone number.

3. Please read and acknowledge the Terms and Conditions of "e-Sign Platform".

4. Click **Next**. You will land on the e-Sign Platform page.

*Note:

-   Please ensure you are physically located in Hong Kong when accessing the e-Sign Platform. Otherwise, you will not be able to proceed with the service.

-   If you have any issues regarding the login details, please contact the respective bank handling staff.

STEP 2

Select a Document to Sign

All documents pending signature will be listed on the page.

Please select and click the relevant document to proceed.

*Note:
Please sign the document before expiry date. Once the document has expired, please contact the respective bank handling staff for assistance. All expired documents will be automatically deleted 3 days from the expiry date.
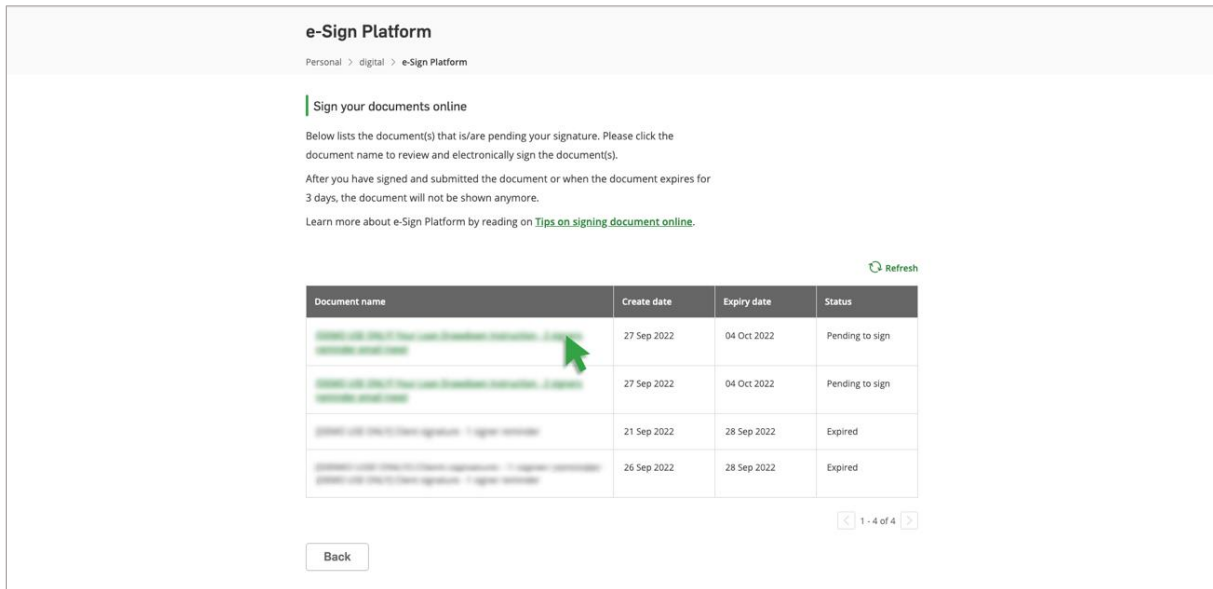
Click **Proceed** to agree opening the Adobe Sign website on a new tab for further action.
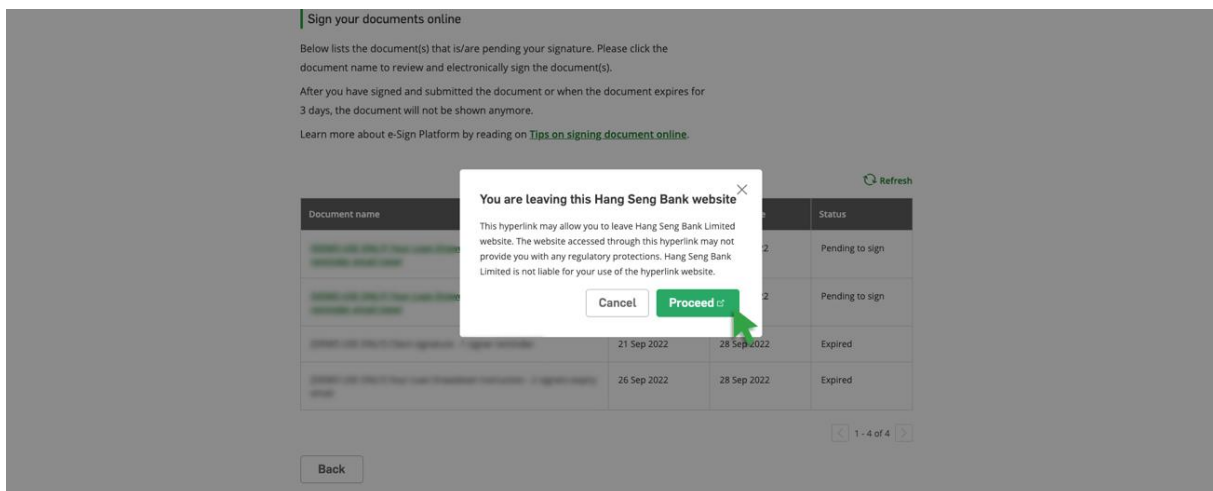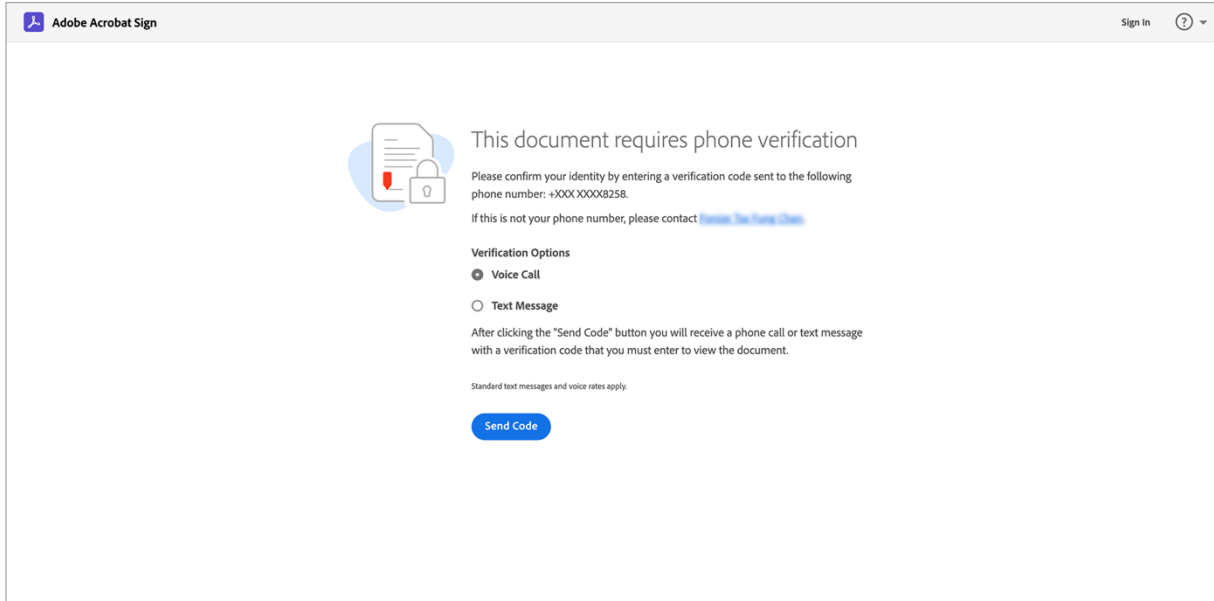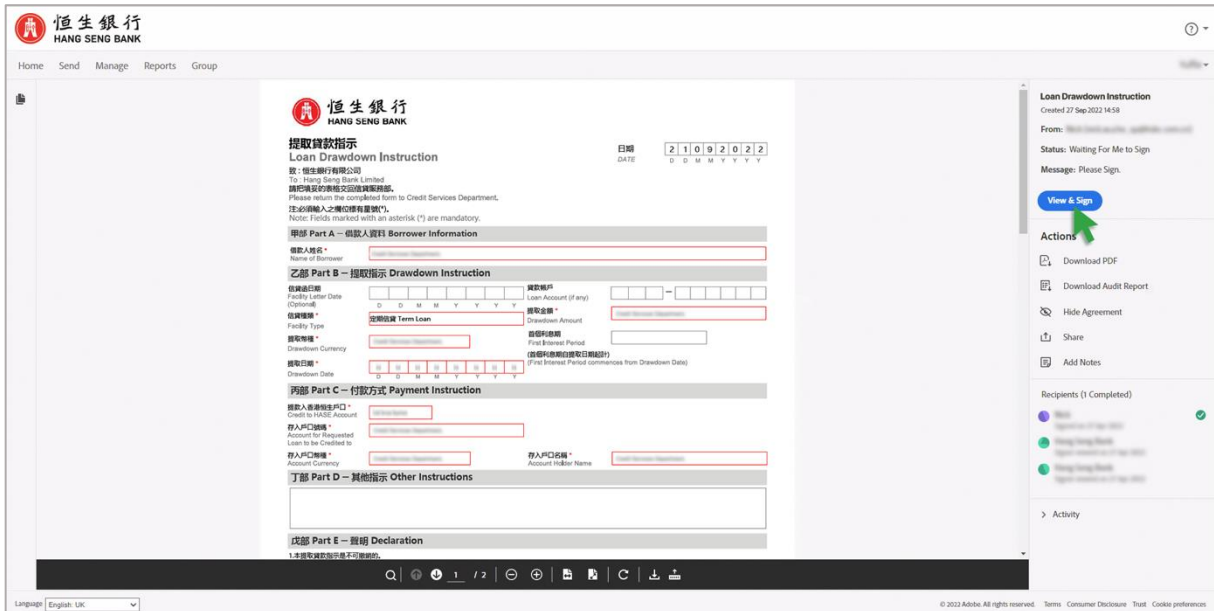
STEP 3

Review and Sign the Document

Select **Voice Call** or **Text Message** and click **Send Code**. Then verify your identity as instructed.

*Note: Voice Call supports English and Mandarin only.

Preview the document carefully, then click **View and Sign.**

Then click **OK** to review and complete the document.

Please review the document carefully and ensure the information is accurate. Then click **Click here to sign** and follow on-screen instruction to proceed.

To sign the documents, you can select either method:

1. **Draw** - Sign directly on your device; or
2. **Image** - Import your signature image

Please select the appropriate method and proceed to sign. Click **Apply** if you are satisfied with your signature.
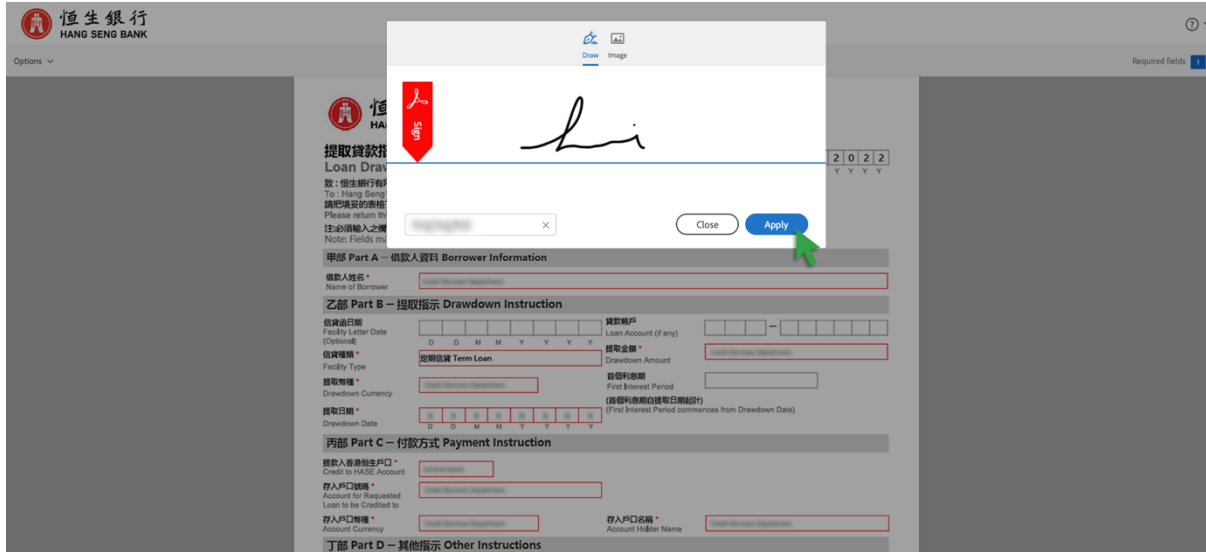
STEP 4
Completion

Your signature will be displayed on the document once you have completed the previous steps.

Click **Click to Sign** if you agree the Terms and Conditions and Agreement of Consumer Disclosure.

You have finished signing the document and you are welcome to click **Download a Copy** to download the signed document for your record.