

User Guide
e-Sign Personal Banking

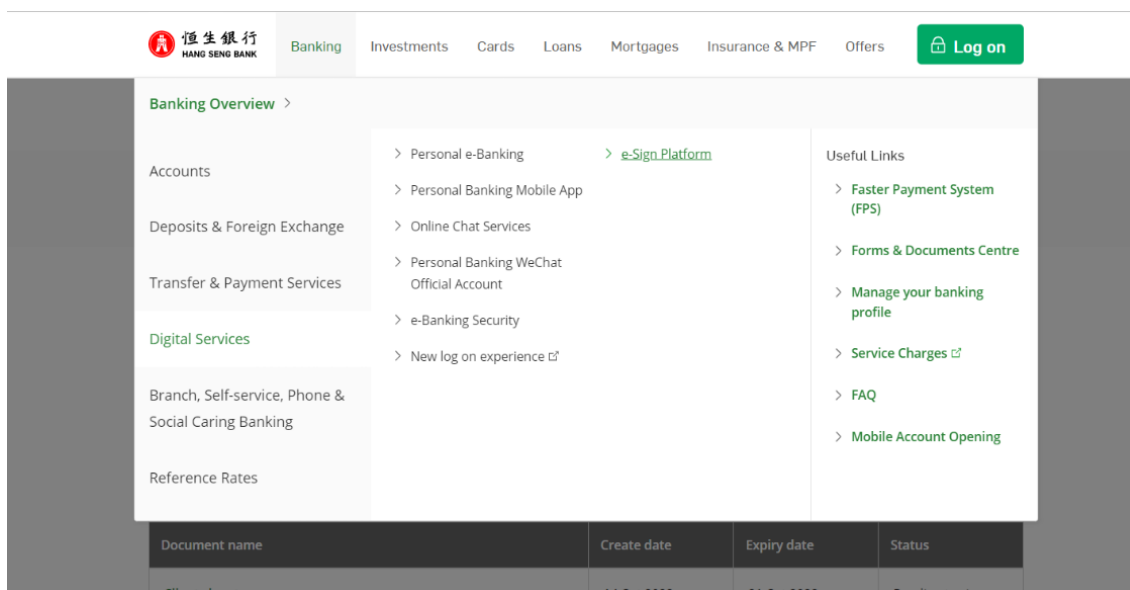
STEP 1

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.

The screenshot shows the e-Sign Platform login form. At the top, there is a header with the text 'e-Sign Platform' and a breadcrumb trail 'Personal > digital > e-Sign Platform'. Below the header, there are two information boxes. The first box contains a warning message: 'If you receive any suspicious calls or emails that claim to be from us, please remain vigilant. Our staff will never ask you to provide sensitive personal information such as usernames and passwords over the phone or email, contact you using pre-recorded voice messages, nor will we ask you to provide your personal information by clicking any links. If you suspect that a fraudulent activity has occurred on your account, please contact us immediately.' The second box contains a note: 'Please note, for security reasons, you should not disclose your e-Signature credentials, especially the one-time password to access your documents, to third parties.' Below the information boxes, there is a section titled 'Sign your documents online'. Under this section, there is a heading 'Important Notes' with the text: 'Enter the email address and mobile number you have provided before. Please read, understand and agree to the relevant Terms and Conditions before proceeding.' Below the 'Important Notes' section, there is a section titled 'Enter information' with two input fields. The first field is labeled 'Email address' and has a green arrow pointing to it. The second field is labeled 'Mobile number' and has a green arrow pointing to it. Below the 'Enter information' section, there is a section titled 'Declaration' with a green checkmark and the text: 'I acknowledge that:'. Below this text, there are four sub-points: (i) I have read, understood and agreed to the Site Terms and Conditions; (ii) I have read, understood and agreed to the Terms and Conditions for e-Sign; (iii) I have read, understood and agreed to the Privacy Notice Policy; (iv) I am physically located in Hong Kong and understand that this service aims to provide in Hong Kong only. At the bottom right of the form, there is a green 'Next' button.

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

Sign your documents online

Important Notes Enter the email address and mobile number you have provided before . Please read, understand and agree to the relevant Terms and Conditions before proceeding.

Enter information

Email address
[Redacted]

Mobile number
+852 [Redacted]

Declaration

I acknowledge that:

- (i) I have read, understood and agreed to the [Site Terms and Conditions](#)
- (ii) I have read, understood and agreed to the [Terms and Conditions for e-Sign](#)
- (iii) I have read, understood and agreed to the [Privacy Notice Policy](#)
- (iv) I am physically located in Hong Kong and understand that this service aims to provide in Hong Kong only

Next

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

Sign your documents online

Important Notes Enter the email address and mobile number you have provided before . Please read, understand and agree to the relevant Terms and Conditions before proceeding.

Enter information

Email address
[Redacted]

Mobile number
+852 [Redacted]

Declaration

I acknowledge that:

- (i) I have read, understood and agreed to the [Site Terms and Conditions](#)
- (ii) I have read, understood and agreed to the [Terms and Conditions for e-Sign](#)
- (iii) I have read, understood and agreed to the [Privacy Notice Policy](#)
- (iv) I am physically located in Hong Kong and understand that this service aims to provide in Hong Kong only

Next

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Contact Us | Rates Information | System Maintenance Schedule | Download the APK File
Site Map

***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

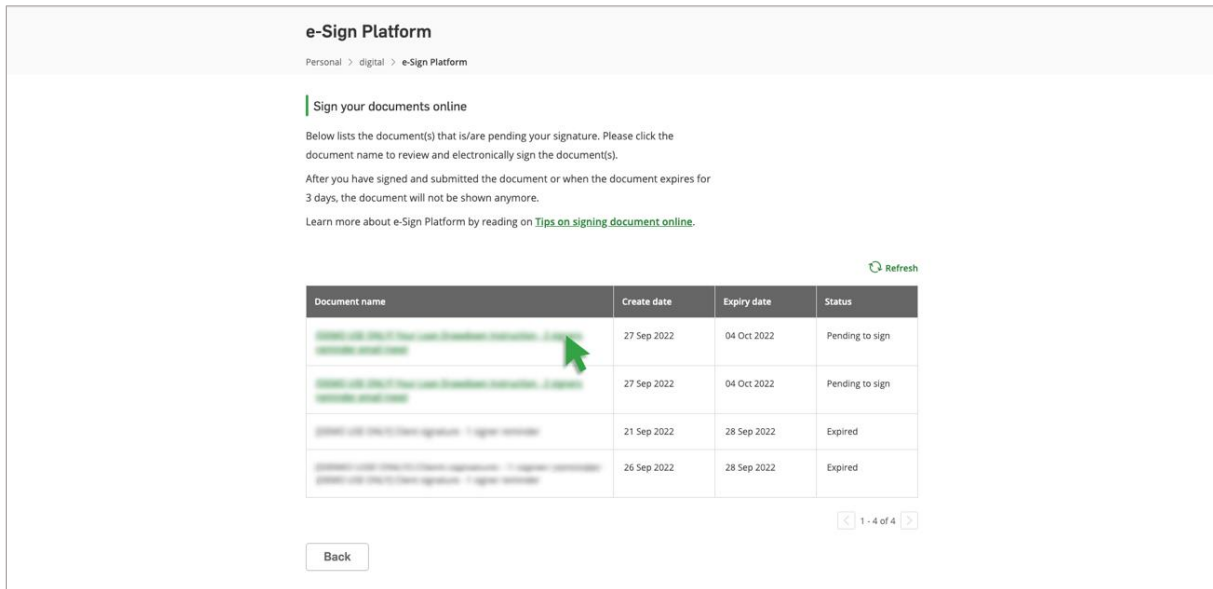
Select a Document to Sign

All documents pending signature will be listed on the page.

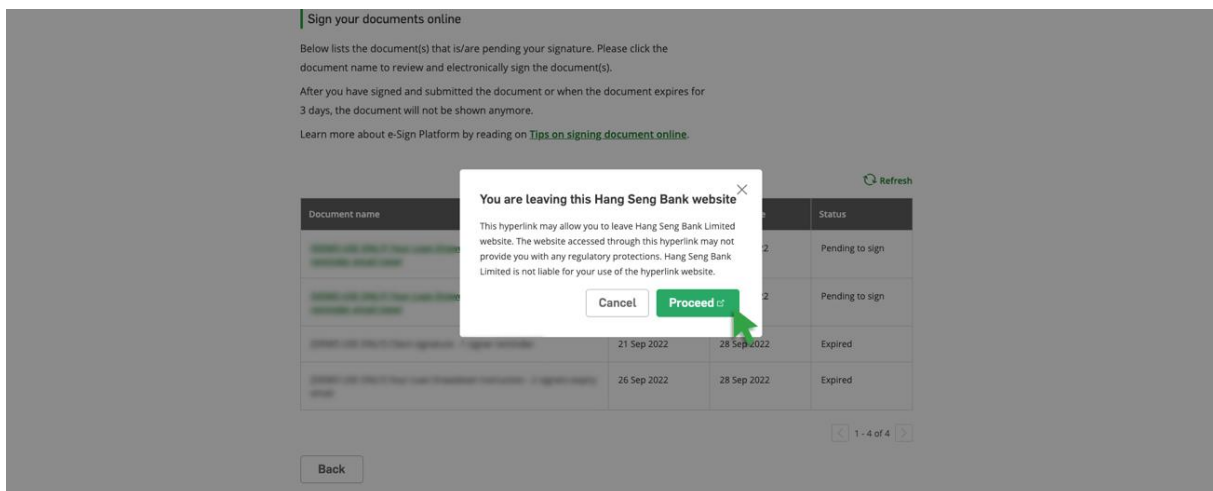
Please select and click the relevant document to proceed.

***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.

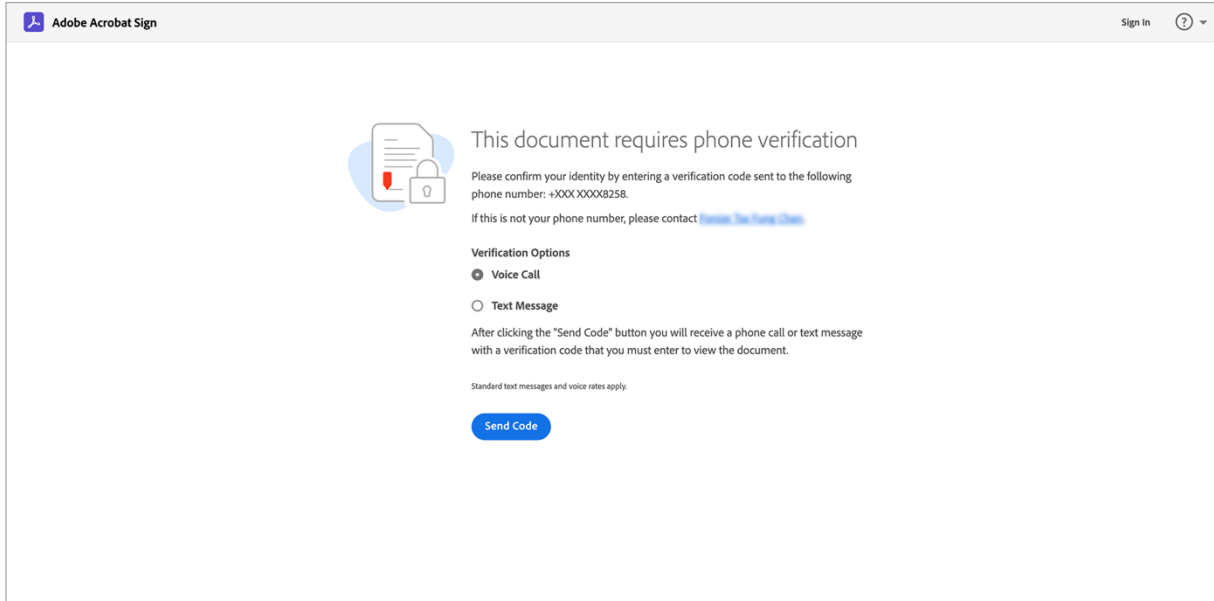


STEP 3

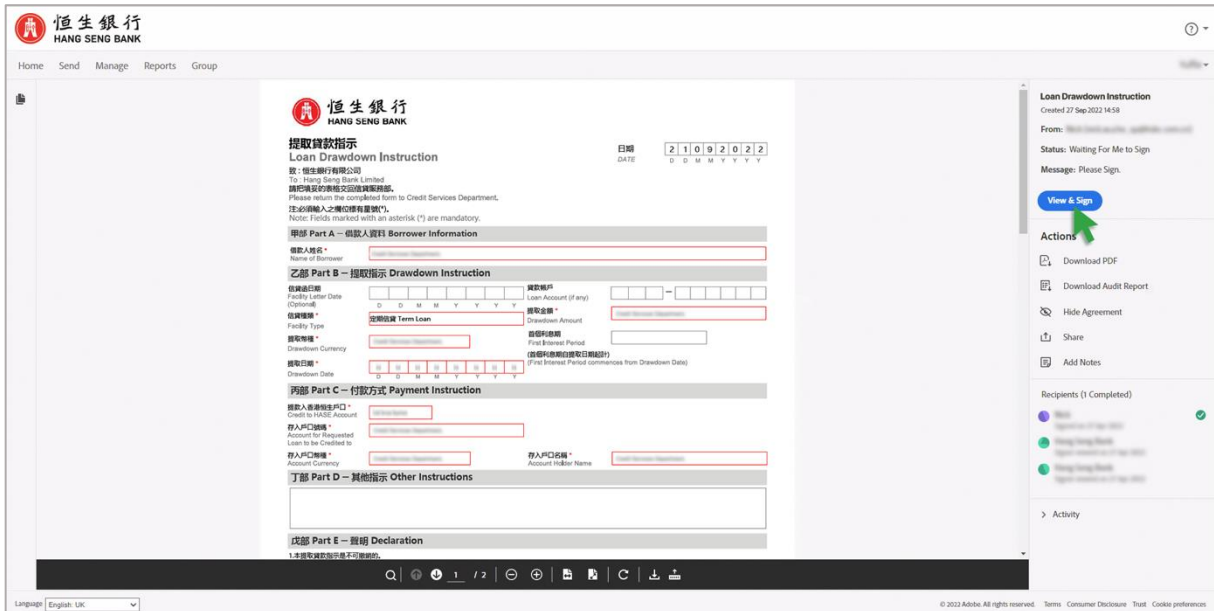
Review and Sign the Document

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.

The screenshot shows the Hang Seng Bank e-Sign platform interface. A modal dialog box titled "Please review and complete" is displayed in the center, with the message "You need to review this agreement in full and fill in 1 required field(s)." and an "OK" button. The background shows the "Loan Drawdown Instruction" form, which includes sections for Borrower Information, Drawdown Instruction, Payment Instruction, and Other Instructions. The form contains various input fields for dates, amounts, and account numbers.

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

This screenshot displays the "Terms and Conditions" section of the Loan Drawdown Instruction. It includes the following text:

Terms defined in the Facility Letter shall have the same meaning in this Loan Drawdown Instruction.
 3. 受適用的信貸函中之條款及條件規限
 The drawing to be made under this Loan Drawdown Instruction is subject to the terms and conditions of the applicable facility letter.
 4. 我們確認借貸提取屬我們的權力範圍內，已通過適當的行動獲得有效授權，並不會超過我們借款(無論所給予的法令、法規、協議或其他方式)的任何限制。(適用於企業借用人)
 We confirm that the drawing to be made under this Loan Drawdown Instruction is within our powers, has been validly authorized by appropriate action and will not cause any limit on our borrowings (whether imposed by statute, regulation, agreement or otherwise) to be exceeded. (Applicable to Corporate Borrower only)
 文義如有歧義，以英文本為準。
 In case of discrepancies between the English and Chinese versions of this Loan Drawdown Instruction, the English version shall prevail.

Below the text, there are two main sections:

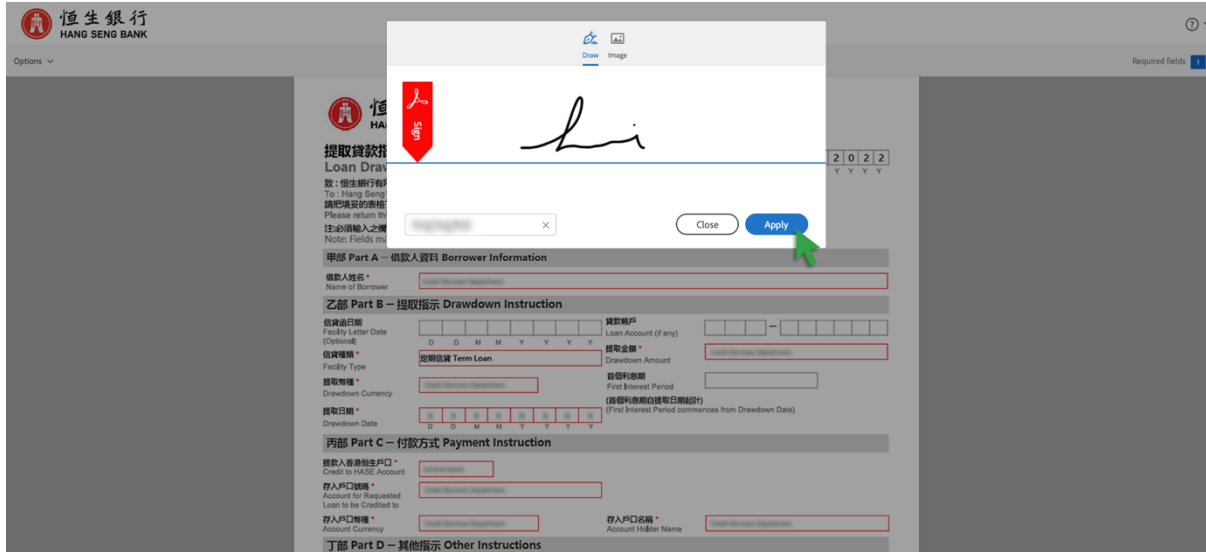
- 借用人簽署 Signature of the Borrower**: A large empty box for the borrower's signature. A yellow highlight is placed over a "Click here to sign" button, with a green arrow pointing to it. Below the box, it says "請用留存本行之印章簽署 Please use signature(s)/cl... filed with the Bank".
- 銀行專用 For Bank Use**: A table with the following fields:

Exchange Rate:	
Numbering:	
Deal No.:	
Dealer:	
GBS	<input type="checkbox"/>
CBA	<input type="checkbox"/>
BBD	<input type="checkbox"/>
Others:	

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.

成部 Part E – 聲明 Declaration

1. 本項取貨款指示不可撤銷的。
The Loan Drawdown Instruction is irrevocable.

2. 該項取貨款指示所有字樣和詞義，與本函件具有相同含義。
Terms defined in the Facility Letter shall have the same meaning in this Loan Drawdown Instruction.

3. 受適用所有在貸款中之條款及條件限制。
The drawing to be made under the Loan Drawdown Instruction is subject to the terms and conditions of the applicable facility letter.

4. 我們認取貨款取貨我們的權力範圍內，已透過適當的行動獲得有效授權，並不會超過我們借款(無論所適用的法令、法規、協議或其他方式的任何限制。(適用於企業借款人士)
We confirm that the drawing to be made under this Loan Drawdown Instruction is within our powers, has been validly authorized by appropriate action and will not cause any limit on our borrowings (whether imposed by statute, regulation, agreement or otherwise) to be exceeded. (Applicable to Corporate Borrower only)

文檔如有歧異，以英文本為準。
In case of discrepancies between the English and Chinese versions of this Loan Drawdown Instruction, the English version shall prevail.

借款人簽署 Signature of the Borrower 銀行專用 For Bank Use

Exchange Rate:	
Numbering:	
Deal No.:	
Dealer:	
GBS:	<input type="checkbox"/> CBA <input type="checkbox"/> BBD <input type="checkbox"/>
Others:	

請用留存本行之印鑑簽署 Please use signature(s)/chop(s) filed with the Bank

By signing, I agree to this agreement, the [Consumer Disclosure](#) and to do business electronically with Hang Seng Bank.

Click to Sign

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

恒生銀行
HANG SENG BANK

✓ You're all set

You finished signing **[REDACTED]**:

All parties will be notified via email. You can also [download a copy](#) of what you just signed.

Manage your Acrobat Sign agreements

Manage