



21 August 2023

Dear Shareholder,

Letter to New Registered Shareholders - Election of Means of Receipt and Language of Corporate Communications

Pursuant to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and the articles of association of Hang Seng Bank Limited (the "Bank"), the Bank will offer the following options for you to elect the means of receipt and language of future Corporate Communications (as specified in the attached reply form) of the Bank:

- (1) to read all future Corporate Communications from the Bank's website at www.hangseng.com ("Website Option") in the place of receiving printed copies, and to receive notification of the publication of the Corporate Communications on the Bank's website either through email or post; or
- (2) to receive the printed English version only of all future Corporate Communications; or
- (3) to receive the printed Chinese version only of all future Corporate Communications; or
- (4) to receive both the printed English and Chinese versions of all future Corporate Communications.

You are encouraged to take advantage of the Website Option, which helps reduce the quantity of printed versions of the Bank's Corporate Communications and hence the impact on the environment. Further, this is also more convenient and prompt method of communication with shareholders.

Action to be taken

To make your election, please mark (X) in the appropriate box on the attached reply form and sign and return it by post or hand delivery to the Bank c/o the Bank's Registrar (the "Registrar"), Computershare Hong Kong Investor Services Limited, at 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong, or by email to hangseng@computershare.com.hk. If you post the reply form in Hong Kong, you may use the mailing label as indicated in the reply form and need not affix a stamp. Otherwise, please affix an appropriate stamp.

If the Bank does not receive the enclosed reply form or receive a response indicating the objection from you by 21 September 2023 and until you inform the Bank c/o the Bank's Registrar by reasonable notice in writing, you will be deemed to have consented to the Website Option. In that case, a notification letter will be sent to you either by email or post to notify you of the publication of the Corporate Communications on the Bank's website.

You have the right to change the means of receipt or language of the Corporate Communications at any time, free of charge, by giving the Bank c/o the Bank's Registrar reasonable notice in writing or by email to hangseng@computershare.com.hk. Even if you have chosen (or are deemed to have consented to) the Website Option but for any reason have difficulty in receiving or gaining access to the Corporate Communications through the Bank's website, the Bank will promptly, upon your request, send the Corporate Communications to you in printed form free of charge.

Please note that (a) printed copies of the English and Chinese versions of all future Corporate Communications will be available from the Bank's Registrar on request; and (b) the same will also be available on the Bank's website at www.hangseng.com and the website of Hong Kong Exchanges and Clearing Limited at www.hkexnews.hk.

Should you have any queries in relation to this letter, please call the Bank's hotline at (852) 2198 7887 from 9:00 a.m. to 5:00 p.m. from Monday to Friday, excluding public holidays.

Yours faithfully,

Cheung Ka Ki

Company Secretary and Head of Corporate Governance

恒生銀行有限公司 Hang Seng Bank Limited Incorporated in Hong Kong with limited liability

AME(S) AND ADDRESS OF THE REGISTERED SHAREHOLDER 登記股東之英文姓名及地址

Stock codes: 11 (HKD counter) and 80011 (RMB counter) 股份代號: 11(港幣櫃台)及80011(人民幣櫃台)

回條 Reply Form

To: Hang Seng Bank Limited (the "Bank") Stock codes: 11 (HKD counter) and 80011 (RMB counter) c/o Computershare Hong Kong Investor Services Limited 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong

恒生銀行有限公司 (「恒生」) 股份代號: 11 (港幣櫃台)及 80011 (人民幣櫃台)

經香港中央證券登記有限公司 香港灣仔皇后大道東 183 號 合和中心 17M 樓

I/We would like to receive the Corporate Communications* of the Bank in the manner as indicated below: 本人/吾等希望以下列方式收取恒生之公司通訊*:

(Please mark ONLY ONE "X" of the following boxes)

(請從下列選擇中·僅在其中**一個空格**內劃上「X」號)

(_		,																								
	to read all	l fu	ture	Cor	pora	ate (Con	ımu	nica	ition	ns f	ron	th.	е В	ank	's w	ebs	ite	in t	he p	olac	e of	re	eiv	ing	pri	nted	co	pies	s, ar	nd t	o re	ecei	ve n	otif	cati	on
	of the publication of the Corporate Communications on the Bank's website either through email or post; OR 於恒生網站瀏覽日後所有公司通訊,以代替收取印刷本,並透過電郵或郵寄方式收取關於公司通訊已在恒生網站發布之																																				
		站	瀏覽	ĒΒ	後月	斤有	公	司通	좚訊	٠]	以什	计替	收	取日	口届	山本	, 7	並透	過	電車	18 或	」	寄え	5 I	收.	取層	割於	公	司刻	通訊	己	在作	亘生	網	站到	資布	之
	通知; 或																																				
Emai 電郵 .	l Address																																				
5 <i>2</i> 2		(The	Bank	will	send	to th	ie en	iail a	ddre.	ss pr	ovide	ed al	bove	(if a	nv) o	noti	ficat	ion o	f the	avai	labii	itv o	f the	Cort	orat	e Co	mmu	nica	ions	on t	he B	ank's	web	site i	n the	futui	re.

If no email address is provided, the aforesaid notification will be sent to you by post. <u>Please provide the email address in English block letters</u>. The email address will only be used for notification of release of Corporate Communications.) (但生日後會將公司通訊已在但生網站發布之通知,發送至以上之電郵地址(如有)。如未有提供電郵地址,有關通知會郵寄予 關下。<u>請以英文正楷填寫電郵</u>

Signature

簽署

Date

日期

<u>地址</u> ・加電郵地址只置州Fig 悠 月 側 公司組
to receive the printed Chinese version ONLY of all future Corporate Communications; OR 日後只收取所有公司通訊之 中文印刷本 ; 或

to receive both the printed English and Chinese versions of all future Corporate Communications. 日後同時收取所有公司通訊之英文及中文印刷本。

股東姓名# (Please use ENGLISH BLOCK LETTERS 請用英文正楷填寫)

Address* 地址"

(Please use ENGLISH BLOCK LETTERS 請用英文正楷填寫) Contact telephone number

聯絡電話號碼 # You are required to fill in the details if you download this reply form from the Bank's website.

如從恒生網站下載本回條,必須填上有關資料

Notes 附註:

Name(s) of Shareholder(s)

- 門社: 詩清楚境妥所有資料・ If the Bank does not receive this reply form or receive a response indicating the objection from you by 21 September 2023, you will be deemed to have consented to read all the Bank's future Corporate Communications from the Bank's website only, and we will send you a letter either by email or post notifying you of the publication of the Corporate Communications on the Bank's website only, and we will send you a letter either by email or post notifying you of the publication of the Corporate Communications on the Bank's website only and we will send you a letter either by email or post notifying you of the publication of the Corporate Communications on the Bank's website in the place of receiving printed copies, you have expressly consented to waive the right to receive the Corporate

- 一經選擇在恒生網站瀏覽恒生日後所有公司通訊以代替收取印刷本。關下已明示问意放棄收取公司通訊印刷本之權利。
 If your shares are held in joint names, the shareholder whose name stands first on the register of members of the Bank in respect of the joint holding should sign on this reply form in order to be valid.
 如鳳騁名殷東·則本回條須由在恒生殷東名冊上就聯名持有殷份而其姓名位列首位之殷東簽署,方為有效。
 The above instruction will apply to all future Corporate Communications to be sent to the Bank's shareholders until you notify the Bank otherwise by giving the Bank c/o the Bank's Registrar, Computershare Hong Kong Investor Services Limited, at 17m Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong, reasonable notice in writing either by post or via email at hangestage">hangestage Angestage Computershare com hk. Hong Kong hangestage Computershare com hk.) 提出恒生股份登記處香港中央證券登記有限公司(地址為香港灣仔皇后大道東183號合和中心 17m程度),向恒生發出合理書面通知為止。
 For the avoidance of doubt, we do not accept any special instructions written on this reply form.

 和兔石賽達,任何在本回條上手寫之節外指示,將不予處理。
- *Corporate Communications include but are not limited to (a) the directors' report and annual accounts together with a copy of the auditor's report and, where applicable, a summary financial report; (b) the interim report and, where applicable, a summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a form of proxy.

 公司通訊包括但不限於:(a)董事會報告書及在度賬日·連同核數節報告書副本及(領通用)財務報告摘要;(b)中期報告及(領通用)中期報告摘要;(c)會議通告;(d)上市文件;(e)通過;及(f)投票委託書。

CCS5575

Mailing Label 郵寄標籤

Computershare Hong Kong Investor Services Limited

香港中央證券登記有限公司

Freepost No. 簡便回郵號碼:37 Hong Kong 香港

Please cut the mailing label and stick it on an envelope to return this Request Form to us.

No postage is necessary if posted in Hong Kong.

當 閣下寄回本申請表格時·請將郵寄標籤剪貼於信封上 如在本港投寄, 閣下無需支付郵費或貼上郵票



Send us an enquiry 垂詢 Rate our service 評價 Lodge a complaint 投訴



Contact Us 聯繫我們

www.computershare.com/hk/contact