



# Twitter

Introducing our official Twitter profile for HSBC in Hong Kong. Tweet or follow us @HSBC\_HK.

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Connect with us on our new Twitter profile for Hong Kong customers. You can now tweet us @HSBC\_HK with your general banking questions or simply follow us to see our latest news, insights and offers in Hong Kong.

We will be available to answer your questions from 9am to 5pm Mondays to Fridays<sup>1</sup>. However, please do not share any personal account information or passwords directly on our Twitter page. To maintain security and confidentiality of your accounts, we will not respond to or act on any account related questions or instructions.

For account related questions, please send us an email through the HSBC Personal Internet Banking or contact us through HSBC phone banking.

Tweet us

Official Twitter profile for HSBC in Hong Kong: @HSBC\_HK

Service hours: Mondays - Fridays 9am – 5pm (Hong Kong time) excluding Hong Kong public holidays

Note:

<sup>1</sup>Service hours in Hong Kong time, excluding Hong Kong public holidays

## Social media community rules

## Community Rules for HSBC Hong Kong (@HSBC\_HK) on Twitter

The HSBC Hong Kong (@HSBC\_HK) on Twitter is an interactive space for customer engagement. Please remember to follow these simple rules.

The Hongkong and Shanghai Banking Corporation Limited in the Hong Kong Special Administrative Region ("Hong Kong") ("HSBC") strongly recommends that you not share any personal data like your name, address, date of birth, bank account number, credit card number etc. on Twitter and other social media channels. Sharing any such information will be at your own risk. HSBC will never ask you to post any personal data via social media.

Please do not post content that promotes, suggests or encourages:

- Gambling or any content related to online casinos, sports books, bingo or poker;
  - The use of firearms/weapons/ammunition, any illegal drugs, prostitution, pornography;
  - Nudity, profanity or other adult content, violence, or the use of alcohol or tobacco products;
  - The taking up of arms against any person, government or entity or otherwise challenge or seek to overthrow any government; Or otherwise contains:
    - Obscene, indecent, defamatory, libelous, slanderous and/or unlawful content;
    - Content that infringes upon, or otherwise violates, the rights of any third party, including copyright, trademark, privacy, publicity or other personal or proprietary rights;
    - Content that is deceptive or fraudulent;
    - Hateful, or other discriminatory, disparaging or denigrating content, whether directed at an individual, group, or other site users, and whether based upon race, age, gender, disability, sexual orientation, ethnicity, religion, political orientation, national origin, citizenship, ancestry, marital status, veteran status or mental or physical disability or condition, or content that uses adversarial or confrontational tactics to impact a product, service, industry or organization.
    - Confidential information that violates any obligation of confidentiality;
    - Any viruses, spyware, malware, or other malicious components that are designed to harm the functionality of a computer in any way; or
    - "Spam" advertisements or references to non-HSBC offers, products, services or websites;
- We update and monitor @HSBC\_HK from 9am – 5pm (Hong Kong time) Mondays to Fridays, excluding Hong Kong public holidays.

We are happy if you share our content and follow us. We do not automatically follow back new followers. If we do follow you, this does not imply endorsement of any kind from HSBC.

We're actively watching what people are saying to and about HSBC on Twitter and value your feedback. However, because of the public nature of the platform, we simply can't respond to

or engage on all issues.

HSBC's Twitter presences cannot discuss personal account details via Direct Messages on Twitter. If you have an inquiry requiring the sharing of such information, please send us a message through the HSBC Personal Internet Banking or contact us through HSBC phone banking.