



Terms and Conditions Governing OTP & In-app Authentication service for Online Purchases (effective from 31 March 2025)

"Card" refers to any credit/debit card issued by HSBC.

"In-app Authentication" means the digital token integrated with the HSBC Singapore app on your registered device, which allows you to authenticate your credit and/or debit card transactions without a SMS OTP.

"Merchant" means any person or company who owns or manages or operates the merchant establishment through a physical establishment and/or a website.

"OTP" means any password(s) or other means of authentication as we may specify from time to time, which will facilitate your making credit/debit card payments through the internet in a secured manner.

"SMS" refers to short message service which allows you to receive text messages sent through a mobile service network.

"We", "us", "our", "HSBC" or "Bank" means HSBC Bank (Singapore) Limited. "You" or "your" means the primary cardholder and, where applicable, each supplementary cardholder.

By using this OTP or In-app Authentication service (the "Service"), you will be deemed to have accepted and agreed to comply with these terms, which shall operate in addition to all other applicable terms, including our applicable data protection policies, the terms and conditions governing the use of your Card, and any security recommendations or notices provided by us from time to time. Copies of all terms and conditions mentioned above are available at www.hsbc.com.sg.

When engaging in any transaction for which the Service is applicable, you are required to enter an OTP sent to you via SMS or authenticate the transaction using In-app Authentication before the Merchant accepts your Card to pay for the transaction. If you cannot provide the OTP or authenticate the transaction using In-app Authentication, or the Service fails, the Merchant may not accept your Card to pay for the transaction concerned. We will not be liable for any Merchant's refusal to accept your Card for the said payment for any reason.

You are responsible for the accuracy of the personal details you provide to the Bank, and must promptly inform the Bank of any change in your particulars.

You shall ensure that your mobile phone and number is able to receive text messages in Singapore and overseas, and you will be responsible for any fee imposed by your mobile phone service provider.

You acknowledge and agree that the sending of any SMS OTP by HSBC and/or its receipt by you, and/or the use of In-app Authentication may be delayed or prevented by factor(s) beyond HSBC's control.

HSBC will not be liable for any loss, damage, expense, fee or cost, (including legal costs on a full indemnity basis), that may arise directly or indirectly from any non-delivery or delayed delivery of an SMS alert; non-receipt of an SMS alert; inaccurate or incomplete content in an SMS alert; use of the information provided in an SMS alert for any purpose other than the Service; third party obtaining your account information contained in the SMS alert by accessing your mobile phone; non-generation of a digital token integrated with your HSBC Singapore app; or failure by you to observe these terms or any



security recommendations or notices provided by HSBC (including downloading malware which may result in authentication of unauthorised transactions or SMS OTP being sent to unauthorised parties).

You must not allow any other person to access the Card, the OTP or the digital token integrated with your HSBC Singapore app used for accessing the Service.

We live in a rapidly changing world. Sometimes this means we need to update our Terms and conditions of OTP Service for Online Purchases. These updates include amendments to:

- a. fees and charges (if any);
- b. interest rates;
- c. interest rate calculation methodology; and
- d. basis of calculation of minimum payment amount;

We may amend or supplement our Terms and conditions of OTP Service for Online Purchases, if it is reasonably necessary to:

- a. reflect changes to our operational costs, business operations or systems and processes, or our arrangements with third parties;
- b. give effect to:
 - i. applicable law, rule, regulation;
 - ii. a change, recommendation, order, requirement, notice, direction, code, circular or guidance issued by any regulatory, supervisory, governmental, statutory authority, stock exchange, self-regulatory, or resolution body having jurisdiction over us or a court of competent jurisdiction;
- c. reflect changes to industry or market conditions or practice;
 - i. align with standards or expectations including in respect of:
 - ii. banking and financial services practices;
 - iii. environmental, social and governance practices;
 - iv. consumer and investor protection practices;
 - v. cyber, digital, technology (including financial technology (FinTech)) practices e.g., those relating to crypto-assets, digital assets, virtual assets, asset tokenisation and artificial intelligence (including generative artificial intelligence and machine learning);
 - vi. operational resilience and data management practices; or
 - vii. taxation and transfer pricing practices; or
- d. otherwise protect our legitimate interests.

To the extent reasonably practicable, we'll give you reasonable notice of any changes to our Terms and conditions of OTP Service for Online Purchases before such Terms and conditions of OTP Service for Online Purchases take effect.

We can choose how to give this notice to you. This may include:

- a. contacting you directly (through mail, email, post or via mobile);
- b. publishing the change on our website; and
- c. using any other method we think is reasonably appropriate.



If you don't agree with a change, you can cancel your existing credit card, after paying all amounts you may owe us.

These terms are governed by the law of Singapore, and the parties agree to submit to the nonexclusive jurisdiction of the courts of Singapore.