

## Frequently Asked Questions and Answers

### 1. What's new in HSBC Mobile Banking app?

|                 |  |
|-----------------|--|
| App Name        | HSBC for EG, PH, SL  |
| App Icon        |  <p>Alignment with the new HSBC global rebrand.</p>  |
| App Description | <p>This app is for customers with accounts in Egypt, Philippines, or the Sri Lanka.</p> <p>For other countries or territories, you'll need to download your own local HSBC Mobile Banking app.</p> |

2. When does the HSBC Mobile Banking app rebranding take place? On 11th October 2023.

3. Why is the HSBC Mobile Banking app being rebranded?

This is to align with the HSBC global rebrand and this has been rolled out progressively across physical and digital channels.

4. Is there any new functionality change?

No, there isn't any.

5. The current HSBC Mobile Banking app in app stores, is it the same as this newly rebranded app?

Yes, it is the same app.

6. Am I forced to change or update to this new rebranding?

No. If you do not update the current app, you will continue to see the old branding.

7. Will the HSBC Mobile Banking app rebranding cause any impact to the app?

No impact to the app as no functionalities are changed.

8. Where to download this new rebranded app?

You may visit Apple Store or Google Play Store to download this app, "HSBC EG, PH and SL".

9. How will this change be visually depicted?

iPhone

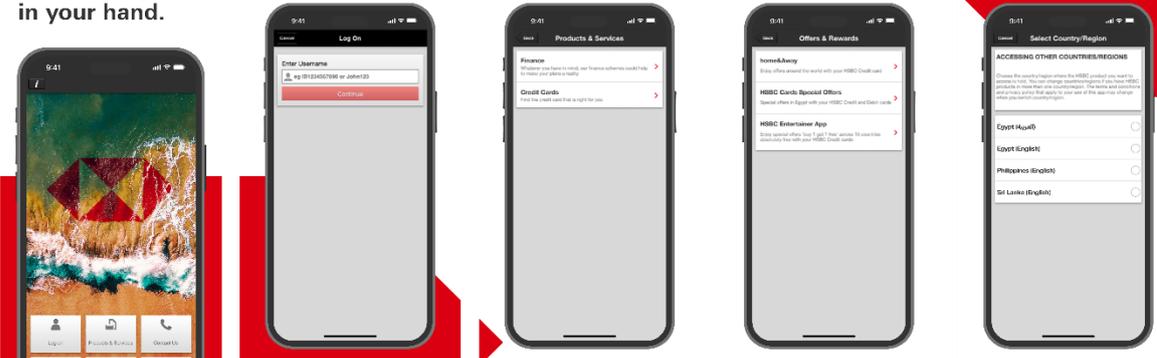
 **Safe and secure mobile banking in your hand.**

**Secured access to your banking account.**

**Dedicated products and services just for you.**

**Offers and rewards awaits you.**

**Exclusively for Egypt, Philippines and Sri Lanka.**



Android

 **Safe and secure mobile banking in your hand.**

**Secured access to your banking account.**

**Dedicated products and services just for you.**

**Offers and rewards awaits you.**

**Exclusively for Egypt, Philippines and Sri Lanka.**



PUBLIC

PUBLIC