

Important Update

Frequently asked questions

1. **Why are you selling?**

- ◆ The transaction forms part of the simplification of the HSBC Group announced in October 2024.
- ◆ HSBC is focused on increasing leadership and market share in the areas where it has a clear competitive advantage, and where it has the greatest opportunities to grow and support its clients.

2. **Is this because of the economic and political situation in Sri Lanka?**

- ◆ No. It is a strategic business decision that forms part of the simplification of the HSBC Group.
- ◆ We see strong potential to support our corporate and institutional clients to drive Sri Lanka's economic growth.

3. **If the business is successful, why are you selling?**

- ◆ The decision is part of the simplification of the HSBC Group.
- ◆ We believe that NTB is well-placed to invest in and grow the business.

4. **What is included in this transaction?**

- ◆ The transaction covers the accounts, credit cards and retail loans of approximately 200,000 customers.

5. **What does this say about HSBC's commitment to Sri Lanka?**

- ◆ HSBC remains strongly committed to Sri Lanka and to our corporate, institutional businesses
- ◆ We see strong potential to support our clients in these areas and help to drive Sri Lanka's continued economic growth and development.

6. **What will happen to HSBC retail customer accounts and products?**

- ◆ There are no immediate changes for our customers, and all services will continue
- ◆ The products and services customers have with HSBC Sri Lanka will continue to be provided as normal.
- ◆ Once regulatory approvals are obtained and at the end of the transition period, which we expect to be in the first half of 2026, HSBC Sri Lanka's retail customers and their products will transfer to NTB, and NTB will continue to provide banking services.
- ◆ We will provide customers with information in advance and our team will be working closely with NTB to facilitate a smooth transition.
- ◆ There is nothing you need to do at this stage.