



We are simplifying our Commercial Account Operating Agreement

On October 1, 2022, we will change your Commercial Account Operating Agreement with HSBC Bank Canada.

We've updated the "look and feel" of the agreement. In addition, we've re-named it to "Master Banking Agreement" to better align with the range of services that HSBC provides to you, and to the current banking, technology and regulatory environment.

The new Master Banking Agreement was designed to better enable your use of other products and services with us, and to reduce the amount of documentation you'll need to provide us for other products when you obtain them. We hope you will find it easier to read as well.

In keeping with our goals to promote an environmentally-friendly and sustainable approach, we conveniently post our Master Banking Agreement on our website at (business.hsbc.ca/master-banking-agreement). If you would like to have a paper copy, please reach out to your Relationship Manager or drop by any of our branches. We will inform you at least 30 days prior to making any changes to the Master Banking Agreement.

Please read through our new agreement. It contains the following changes:

- **Cyber-security and fraud:** The agreement recognizes the need for all of us to implement measures to safeguard us from fraud.
- **Use of information:** The agreement clarifies how the Bank, including the HSBC Group, may collect, use and maintain information.
- **Compliance, including Tax Compliance:** The Agreement clarifies the need to ensure that all transactions meet compliance obligations and the need for our customers to ensure they're aware of and compliant with tax requirements.
- **Electronic signatures:** Recognizing the need for all of us to easily sign documents, the agreement facilitates the use of e-signatures and similar technologies.

Please let us know if you have any questions or concerns.

Yours sincerely,

HSBC Bank Canada