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We want to hear your message and would love for you to hear ours. However, in order to provide a quality and respectful environment to support these exchanges, it is important that all parties choosing to engage with us comply with the following terms and conditions which apply to all social media websites, accounts and/or pages which belong to or are managed by HSBC Holdings plc and its members.

Additional terms of use conditions, such as those in place by the third party platform, may apply. For full terms and conditions relating to our social media channels, please visit the relevant channel, country page, or account. Individuals who do not abide by these terms of use may be suspended, blocked or have the conditions of their access terminated.

Fostering Responsible Engagement

- So we can improve our services and ensure we are providing the best engagement, we may monitor and record comments and posts made to our channels
- We are not responsible for any information posted on our channels that we, HSBC, have not posted ourselves
- The content provided on our sites is owned or licensed by HSBC, unless otherwise indicated. Do not copy, download, transfer, modify, or otherwise use or commercially exploit the content on our pages without permission
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- We do not allow and will remove posts that infringe upon the rights of others. Users may not harass, bully, or cause distress to other users on our pages
- Administration of our pages, features, functions and content provided within our official profiles are the right of HSBC and its members and are not for the use of others without our express permission

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- We will never ask you to share personal, account, or security information via our social media sites. For your own protection, always be thoughtful about what you publish - particularly on external platforms. You must make sure you do not disclose or use confidential or proprietary information in any online social platform
- Do not post materials on our pages that are false, fraudulent, libelous, defamatory, obscene, threatening, are invasive of privacy or publicity rights, infringe on intellectual property rights, are abusive, harassing, illegal, or otherwise objectionable
Supporting Your Ideas

- We regularly update and monitor our social media accounts and welcome feedback and ideas submitted via these channels. We may from time to time join the conversation, however, we cannot guarantee to read or reply to all messages sent to our accounts.
- Emerging themes and helpful suggestions are passed to the relevant people within the HSBC Group for consideration, however no guarantee is made that any proposals will be acted upon.
- If you do submit an idea, you are agreeing that HSBC can use your ideas (without compensation to you) for any purpose and in any way, and that any information you provide will be considered non-confidential, non-proprietary.
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