

## 1 Relationship Documents

- 1.1 This Annex is an Annex to and incorporates the terms of the E-Channel Services Schedule.
- 1.2 This Annex sets out the specific terms that apply to the access and use of the HSBCnet Profile and the Accessed Services.
- 1.3 Capitalised terms used but not defined in this Annex are as defined in the E-Channel Services Schedule.

## 2 HSBCnet Users

- 2.1 The Customer agrees that all System Administrators may:
- 2.1.1 delegate their authority to other System Administrators and other HSBCnet Users, who may then sub-delegate accordingly;
  - 2.1.2 appoint, suspend and remove other System Administrators and other HSBCnet Users;
  - 2.1.3 order security devices; and
  - 2.1.4 grant, limit and / or remove the permissions of other System Administrators and other HSBCnet Users. The permissions may include (but are not limited to) permission to carry on activities in the HSBCnet Profile and to give Instructions and issue Communications.
- 2.2 The Customer agrees that HSBCnet Users are fully authorised to carry on a wide range of activities. They may, depending on their permissions, take actions on the Customer's behalf (including (without limitation) when acting for an Account Holder). These actions include the activities that the Customer can carry out under clause 2.1 of the E-Channel Services Schedule.
- 2.3 HSBCnet Users will only be able to access the HSBCnet Profile (and potentially other Accessed Services) once they have agreed to the relevant online user terms and conditions.

## 3 HSBCnet Controls

- 3.1 Controls are usually available or provided on a dual basis, although certain controls may be made available or provided on a sole basis by way of exception. The Customer acknowledges that if it selects or uses sole controls:
- 3.1.1 HSBCnet Users will be able to act independently of each other. This may make it harder for the Customer to control HSBCnet User activity (including, without limitation, in relation to Account Holders and to making or cancelling payments), and may increase the Customer's risk of being defrauded; and
  - 3.1.2 provided the Bank gives reasonable advance notice, the Bank may implement any additional risk mitigating controls that it considers necessary.
- 3.2 If auto-account registration is applied with respect to any account of the Customer or an Account Holder, then the Customer acknowledges that:
- 3.2.1 all present and future eligible accounts in the Customer's and / or that Account Holder's name will be linked to the HSBCnet Profile;
  - 3.2.2 the Customer may incur fees when these accounts are linked; and
  - 3.2.3 it is the Customer's, and not the Bank's, responsibility to

determine whether the Customer has the right to access each account that may be linked in this manner.

## 4 Definitions

- **HSBCnet Profile** is the E-Channel Profile and means HSBCnet to the extent that it is configured for and provided to the Customer.
- **HSBCnet User** means any User who the Customer permits to access or use the HSBCnet Profile.
- **Systems Administrator** means an HSBCnet User who is appointed as a System Administrator and who has more rights than a regular HSBCnet User.