Date of posting or updating: 1 November 2025

Correspondence Chart Regarding FSA's Principles of Customer-Orientated Business Conduct

Entity Name	The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch
■URL for Policy:	https://www.hsbc.co.jp/en-gb/bank-legal-information
■URL for Action and Status:	https://www.hsbc.co.jp/en-gb/bank-legal-information

Principle			Status	Section in the Policy	Section in the Actions and Status Report
Principle 2	【Pursuit of the Customers’ Best Interests】 Financial Business Operators should act in the best interests of their customers through carrying out business towards customers in a faithful and fair manner, maintaining a high level of sophistication and professional ethics. Financial Business Operators should endeavor to solidify such business conduct as part of the corporate culture.		Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 2. Pursuit of Customers’ Best Interests	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 2: Pursuit of Customers’ Best Interests
	Note	Financial Business Operators should aim to maintain a stable customer base and revenue raising via providing good quality service based on the efforts to carry out Customer Oriented Business and pursuing the customers’ best interests when transacting with customers.	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 2. Pursuit of Customers’ Best Interests	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 2: Pursuit of Customers’ Best Interests
Principle 3	【Appropriate Management of Conflicts of Interests】 Financial Business Operators should correctly understand potential conflict of interests when transacting with customers, and when a conflict of interests potentially exists, to manage such conflict appropriately. Financial Business Operators should have in place detailed policies regarding this topic.		Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 3. Appropriate Management of Conflicts of Interest	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 3: Appropriate Management of Conflicts of Interest
	Note	Financial Business Operators should also take into consideration points such as the impact the following items may have on transactions or businesses, when determining the possibility of a conflict of interest: ・Cases where a Financial Business Operator engaged in the sale of financial instruments receives an agency commission for the sale or solicitation of a financial product, from the firm who provided the product; ・Cases where a Financial Business Operator engaged in the sale of financial instruments sells a financial product, which is provided from another firm in the same group entity, to their customers ・Cases where an asset management team, who is within ・the same entity or the same group as corporate-facing sales force, invests in firms with whom the corporate-facing sales force has business relationship.	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 3. Appropriate Management of Conflicts of Interest	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 3: Appropriate Management of Conflicts of Interest
Principle 4	【Disclosure of Commissions, Fees and Other Costs】 Financial Business Operators should provide their customers with detailed information of commissions or other fees charged to the customer, including for what service such commissions or fees are for, in a way the customer can understand.		Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 4. Disclosure of Commissions, Fees, and Other Costs	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 4: Disclosure of Commissions, Fees, and Other Costs
Principle 5	【Provide Important Information in a Clear Way】 Financial Business Operators should provide their customer with important information regarding the sale or solicitation etc. of financial products or/and services in addition to what is stated under Principle 4 above, in a way the customer can easily understand, considering the asymmetry in the amount and quality of information that can be obtained between the customer and the Financial Business Operator.		Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 5. Provide Important Information in a Clear Way	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 5: Provide Important Information in a Clear Way
	Note1	Important information should include: ・Basic returns, losses and other risks, and conditions of the trade of the financial product / service being offered towards customers; ・Type of customers which the Financial Business ・Operator involved in the manufacturing of the products or services offered assumes. ・Reason for selecting the financial product / service being offered to the customers (including reasons for the Financial Business Operator to determine that the products or services fit the customer’s needs and intention); ・Conflict of interest, if any, and its details (including, commission fees, etc., paid from third-parties) as well as explanation on the effect such conflict has on the transaction or business regarding the financial product / service sold or solicited to customers;	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 5. Provide Important Information in a Clear Way	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 5: Provide Important Information in a Clear Way
	Note2	When selling or soliciting multiple financial products or services as a package, Financial Business Operators should not only provide information on whether it is possible to purchase individual products separately, but also important information regarding both the packaged and the unpackaged versions so that the customer is able to compare ((Note 2) - (Note 5) applies when providing information regarding commission fees, etc.	Not Applicable	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 5. Provide Important Information in a Clear Way	(Explanation on the non-applicability) Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 5. Provide Important Information in a Clear Way
	Note3	Financial Business Operators should provide information in a clear and easy to understand manner with faithful contents which would is not misleading, taking into account the customers’ transaction record and financial knowledge.	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 5. Provide Important Information in a Clear Way	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 5: Provide Important Information in a Clear Way
	Note4	Financial Business Operators should provide information in a manner easy to understand, corresponding to the complexity of the financial product / service being offered to customers. While Financial Business Operators may conduct simple information provision when selling or soliciting simple and low-risk products, Financial Business Operators, when selling or soliciting complex or high-risk products must endeavor to ensure that a more clear and thorough information provision is conducted, including the basic structure such as the risk vs return, and by using materials arranged to make it easier for customers to compare the product to similar products.	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 5. Provide Important Information in a Clear Way	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 5: Provide Important Information in a Clear Way
	Note5	When providing information to customers, Financial Business Operators should distinguish the information by level of importance, and regarding the more important information, to, for instance, emphasize it especially to draw customers’ attention to it.	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 5. Provide Important Information in a Clear Way	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 5: Provide Important Information in a Clear Way
Principle 6	【Provide Suitable Financial Products/Services to Customers】 Financial Business Operators should structure / sell / solicit financial products / services that are suitable for the particular customer, by understanding the customer’s status of assets, transaction record, knowledge level, purpose of transaction and needs.		Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 6. Provide Suitable Financial Products/Services to Customers	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 6: Provide Suitable Financial Products/Services to Customers
	Note1	Financial Business Operators should be mindful of the following then propose specific financial products and services based on this. Proposals for specific financial products and services (including fees) must be provided in comparison to similar products / services and substitute products / services handled by the Financial Business Operator, in a transversal way beyond the boundaries of each business law. Conduct appropriate follow-up after the sale of financial products and services, with a long-term perspective, and based on the customer’s intent.	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 6. Provide Suitable Financial Products/Services to Customers	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 6: Provide Suitable Financial Products/Services to Customers
	Note2	When selling or soliciting multiple financial products / services as a package, Financial Business Operators should consider whether the overall package is suitable for the specific customer.	Not Applicable	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 6. Provide Suitable Financial Products/Services to Customers	(Explanation on the non-applicability) Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 6. Provide Suitable Financial Products/Services to Customers
	Note3	Financial Business Operators structuring a financial product should, taking into account the characteristics of the product being structured, specify and publicize target clients’ investor type to whom the product is expected to be sold, and make sure that the Financial Business Operator who is selling the product will ensure that such expectation is met when selling.	Partially Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer-Orientated Business Conduct 6. Provide Suitable Financial Products/Services to Customers	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 6: Provide Suitable Financial Products/Services to Customers

	Note4	Financial Business Operators should, especially when selling / soliciting complex or high-risk financial products , as well as when selling / soliciting products to customers belonging to investor-types that are more likely to incur damage from financial transactions, carry out careful due diligence on whether it is appropriate or not to be selling / soliciting the particular product, in accordance with the product or the customer’s investor-type.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 6. Provide Suitable Financial Products/Services to Customers	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 6: Provide Suitable Financial Products/Services to Customers
	Note5	Financial Business Operators should endeavor to deepen the understanding by their employees regarding the structure, etc., of the financial products they handle, and simultaneously, to proactively provide basic information on financial transactions to customers, based on their investor type.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 6. Provide Suitable Financial Products/Services to Customers	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 6: Provide Suitable Financial Products/Services to Customers
	Note6	To realize the best interests of customers as a whole, financial operators engaged in the sale of financial instruments should coordinate with financial operators engaged in the composition of financial instruments, such as providing information on the attributes of customers who actually purchased financial instruments, and information on the customer reactions and sales status of financial instruments.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 6. Provide Suitable Financial Products/Services to Customers	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 6: Provide Suitable Financial Products/Services to Customers
	Note7	A financial business operator engaged in the sale of financial instruments should endeavor to understand what kind of efforts are being made by the financial business operator engaged in the composition of financial instruments to ensure the effectiveness of product governance, depending on the complexity of the products, the characteristics of the financial instruments such as risks, etc., and if necessary, use them for selecting financial business operators and products engaged in the composition of financial instruments.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 6. Provide Suitable Financial Products/Services to Customers	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 6: Provide Suitable Financial Products/Services to Customers
Principle 7		【Appropriate Framework Etc. to Incentivize Employees】 Financial Business Operators should establish a compensation / performance evaluation processes, training framework, and other framework which appropriately incentivizes employees, as well as an effective corporate governance framework designed to promote the pursuit of customers’ best interests, fair treatment of customers and effective management of conflicts of interests .	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 7. Appropriate Framework etc. to Incentivize Employees	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 7: Appropriate Framework etc. to Incentivize Employees
	Note	Financial Business Operators should notify the employees who are involved in these measures about the content implemented in accordance with these principles (including the notes attached thereto), as well as the content of alternative measures to be taken in instead if not implemented, and establish a system to support and validate the business operations of the employees.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 7. Appropriate Framework etc. to Incentivize Employees	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Principle 7: Appropriate Framework etc. to Incentivize Employees
Supplimental Principle 1		**【Basic Philosophy】** Financial institutions engaged in the formulation of financial instruments should clarify the principles for providing better financial instruments to customers under the leadership of persons with sufficient qualifications as financial institutions engaged in the formulation of financial instruments, and build and implement governance in line with those principles, in order to provide added value to customers and make their own management sustainable through the provision of financial instruments and services.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 8. Basic Philosophy (Supplementary Principle 1)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 1: Basic Philosophy
Supplimental Principle 2		**【Structure Development】** Financial firms involved in the formulation of financial instruments should develop a framework to ensure the effectiveness of product governance throughout the life cycle of financial instruments, based on the principles for providing better financial instruments to customers. In this regard, financial firms involved in the formulation of financial instruments should appropriately manage the quality of each process of the formulation, provision, and management of financial instruments and establish systems to ensure their effectiveness.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 9. Structure Development (Supplementary Principle 2)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 2: Structure Development
	Note1	Financial firms involved in the formulation of financial instruments should establish a framework for verification by the Management Department, etc. to ensure the effectiveness of product governance throughout the life cycle of financial instruments, from the formulation to redemption, and the effectiveness of quality control in each process of formulation, provision, and management., When necessary, the Company should consider the mechanism for incorporating opinions from outside directors, outside experts, and third−party organizations that evaluate funds, etc., depending on the size of the business and characteristics of the financial instruments it provides.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 9. Structure Development (Supplementary Principle 2)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 2: Structure Development
	Note2	Financial firms involved in the formulation of financial instruments should establish a PDCA cycle, including reviewing their systems for ensuring product governance in a timely manner, based on verification of the effectiveness of product governance.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 9. Structure Development (Supplementary Principle 2)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 2: Structure Development
Supplimental Principle 3		**【Handling of Financial Products at the Time of Manufacturing】** Financial firms involved in the formulation of financial instruments should consider the true needs of customers, consider whether the financial instruments they formulate best meet those needs, and examine the sustainability of their products and the reasonableness of them as financial instruments. In addition, from the perspective of realizing the best interests of customers, the Bank should identify the appropriate assumed customer attributes for sale in accordance with the characteristics of the financial instruments, such as the complexity and risks of the products, and coordinate information so that the financial operators involved in the sale of the financial instruments can fully understand them.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 10. Handling of Financial Products at the Time of Manufacturing (Supplementary Principle 3)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 3: Handling of Financial Products at the Time of Manufacturing
	Note1	Financial firms involved in the formulation of financial instruments should verify whether the financial instruments they formulate are medium− to long−term sustainable products and the reasonableness of risk, return, and cost under an appropriate validation period that does not create arbitrariness.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 10. Handling of Financial Products at the Time of Manufacturing (Supplementary Principle 3)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 3: Handling of Financial Products at the Time of Manufacturing
	Note2	When identifying the attributes of an expected customer, a financial business operator engaged in the composition of financial instruments should clearly determine the attributes based on the customer’s asset status, transaction experience, knowledge, transaction purpose, needs, etc. according to characteristics of the financial instruments, such as complexity and risks of the product. It should also pay attention to possible sales methods as needed., In doing so, customers who should not purchase the product (for example, customers with the purpose of securing the principal for products that may damage the principal) should also be identified., In addition, the Company should carefully identify more detailed assumed customer attributes by examining the types of financial instruments that are designed to meet customer needs and whether they are appropriately reflected in the financial instruments.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 10. Handling of Financial Products at the Time of Manufacturing (Supplementary Principle 3)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 3: Handling of Financial Products at the Time of Manufacturing
	Note3	To provide customers with optimal financial instruments as a whole, financial operators involved in the formulation of financial instruments should, when identifying the needs of customers and identifying the attributes of customers, engage in information coordination with financial operators involved in the sale of financial instruments and, if necessary, conduct surveys to ascertain the actual situation, depending on the characteristics of financial instruments, such as product complexity and risk., In addition, from the perspective of enhancing the effectiveness of verification after the composition of financial instruments, arrangements should be made in advance regarding information, etc., that should be cooperated with financial business operators engaged in the sale of financial instruments.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 10. Handling of Financial Products at the Time of Manufacturing (Supplementary Principle 3)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 3: Handling of Financial Products at the Time of Manufacturing
Supplimental Principle 4		**【Post−Origination of Financial Products】** Financial institutions involved in the formulation of financial instruments should continuously verify whether the product characteristics expected when the financial instruments were formulated are secured, and use the results to improve and review the financial instruments. They should also use the results as necessary to review the entire product governance system, including the process of product formulation, provision, and management. In addition, in order to realize the best interests of customers as a whole, it is necessary to verify whether the customer attributes assumed as the target of sale match the customer attributes actually purchased, etc. by information cooperation with financial business operators involved in the sale of financial instruments, and use it to improve the operation and provision of products as necessary, and to improve the composition of financial instruments thereafter.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 11. Post−Origination of Financial Products (Supplementary Principle 4)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 4: Post−Origination of Financial Products
	Note1	Financial firms involved in the formulation of financial instruments should continuously verify whether the balance of risk−return costs is appropriate under an appropriate period of verification that does not create arbitrariness., If the provision of added value intended to be provided by the financial instruments cannot be achieved, the financial instruments should be improved, merged with other financial instruments, and considered for advanced redemption. The financial instruments should also be used as necessary to review the product governance system, including the process of product formulation, provision, and management.	Conducted	Policy in relation to Principles of Customer−Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch’s Policy in relation to Principles of Customer−Orientated Business Conduct 11. Post−Origination of Financial Products (Supplementary Principle 4)	Actions and Status Report Regarding Customer−Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 4: Post−Origination of Financial Products

	Note2	A financial institution engaged in the formulation of financial instruments should be provided with information necessary for verification after the formulation of the financial instruments, depending on the characteristics of the financial instruments, such as complexity and risk of the instruments., The content of information linkage should be effective from the viewpoint of utilizing it to provide better financial products to customers. In addition to information on the customer attributes actually purchased, there may be complaints from customers and sales status, for example., If financial institutions involved in the sale of financial instruments are unable to provide information, they should consider reviewing the method of selling financial instruments as necessary., In addition, the verification results based on the information obtained from the financial operators involved in the sale of financial instruments should be returned to the financial operators involved in the sale of financial instruments as necessary.	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch's Policy in relation to Principles of Customer-Orientated Business Conduct 11. Post-Origination of Financial Products (Supplementary Principle 4)	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 4: Post-Origination of Financial Products
	Note3	When a financial institution involved in the formulation of financial instruments outsources investment, it should also examine the investment of the outsourcee and, based on the results, improve or review the financial instruments as necessary., Information that links financial firms involved in the formulation of financial instruments and financial firms involved in the sale of financial instruments should also be linked to outsourcers as necessary.	Not Applicable	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch's Policy in relation to Principles of Customer-Orientated Business Conduct 11. Post-Origination of Financial Products (Supplementary Principle 4)	(Explanation on the non-applicability) Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch's Policy in relation to Principles of Customer-Orientated Business Conduct 11. Post-Origination of Financial Products (Supplementary Principle 4)
Supplimental Principle 5		**【Provision of Easy-to-Understand Information to Customers 】** Financial institutions involved in the formulation of financial instruments should provide customers with clear information on their operational and product governance systems so that they can select better financial instruments.	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch's Policy in relation to Principles of Customer-Orientated Business Conduct 12. Provision of Easy-to-Understand Information to Customers (Supplementary Principle 5)	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 5: Provision of Easy-to-Understand Information to Customers
	Note1	A financial institution engaged in the formulation of financial instruments should provide customers with information on its operational structure in accordance with the merchantability of individual financial instruments, either by itself or through a financial institution engaged in the sale of financial instruments as necessary., For example, with respect to financial instruments for which the judgment of the person who makes the investment is important, the person responsible for the investment or the person who is substantially responsible for the investment should be provided with their name, business performance, investment philosophy, etc., or the composition and business performance of the investment team, etc., with the consent of the person in question, according to the business model of the financial business operator.	Not Applicable	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch's Policy in relation to Principles of Customer-Orientated Business Conduct 12. Provision of Easy-to-Understand Information to Customers (Supplementary Principle 5)	(Explanation on the non-applicability) Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch's Policy in relation to Principles of Customer-Orientated Business Conduct 12. Provision of Easy-to-Understand Information to Customers (Supplementary Principle 5)
	Note2	Financial institutions involved in the formulation of financial instruments should also provide easy-to-understand information about the merchantability of financial instruments in cooperation with financial institutions involved in the sale of financial instruments.	Conducted	Policy in relation to Principles of Customer-Orientated Business Conduct The Hongkong and Shanghai Banking Corporation Limited, Tokyo Branch's Policy in relation to Principles of Customer-Orientated Business Conduct 12. Provision of Easy-to-Understand Information to Customers (Supplementary Principle 5)	Actions and Status Report Regarding Customer-Orientated Business Conduct 2. Our Action Plan and Status (As of 1 November 2025) Supplementary Principle 5: Provision of Easy-to-Understand Information to Customers

【Contact】	
Department	Compliance
Phone Number	03-5203-3000