

Major Milestones 2003

Jan HSI Services Limited, a wholly owned subsidiary, launches the Hang Seng Freefloat Prime Series, comprising three new indexes.

Mar Hang Seng Bank celebrates its 70th anniversary on 3 March.

May A HK\$75 million package of measures to provide financial relief to individuals and businesses affected by SARS and to promote local consumption is introduced.

Jun Leisure Class, a new service which offers retirees and those who are planning to retire comprehensive wealth management services and a host of leisure activities and benefits, is launched.

Jul The e-Fund Supermarket is launched to provide customers with comprehensive one-stop online investment fund services.

Aug Hang Seng Bank opens its fifth Mainland branch in Nanjing.

Sep The Integrated Business Solutions Account, which offers small and medium-sized enterprises one-stop financial services to facilitate their business growth, is introduced.

HSI Services Limited, a wholly owned subsidiary, starts to provide the index turnover for the Hang Seng family of Indexes.

Oct Personalised banking services are offered to prospective investor immigrants under the government's Capital Investment Entrant Scheme.

Hang Seng Bank opens its first Mainland sub-branch on Huai Hai Zhong Road in Puxi, Shanghai.

Guangzhou branch commences renminbi services.

Shenzhen branch receives approval from the China Banking Regulatory Commission to operate renminbi services.

Nov A second interim dividend of HK\$1.00 per share is announced in respect of the year ending 31 December 2003, following an announcement of a move towards quarterly dividends starting in 2004.

Dec The Hang Seng H-Share Index ETF, the first exchange traded fund tracking the Hang Seng China Enterprises Index, is listed on the Stock Exchange of Hong Kong.

Hang Seng Bank signs an agreement to acquire 15.98% of Industrial Bank Co Ltd's enlarged capital for a total consideration of RMB1,726 million in cash, subject to regulatory and shareholder approval.

The Bank achieves a total return of 106.3% for shareholders from 1999 until 31 December 2003.



**Hang Seng Bank celebrates its
70th anniversary on 3 March 2003.**

Our Network

Besides Hong Kong, our business focus is on mainland China, where we are rapidly growing. Our network in the Mainland has increased to five branches, a sub-branch and five representative offices, spanning seven cities. Our strategic partnership with Industrial Bank Co Ltd will significantly expand opportunities to grow our business in the Mainland.



- **Hong Kong**
 - 160 branches and automated banking centres
 - 60 Prestige Banking Centres
 - 412 ATMs