



恒生銀行

HANG SENG BANK

(Stock Code 股份代號 : 11)

NOTIFICATION LETTER 通知信函

28 March 2012

Dear Shareholder,

Hang Seng Bank Limited (the "Bank")

– Notice of publication of Annual Report 2011 and Circular together with Notice and Form of Proxy of Annual General Meeting ("Current Corporate Communications")

The English and Chinese versions of the Bank's Current Corporate Communications are available on the Bank's website at www.hangseng.com and the website of Hong Kong Exchanges and Clearing Limited at www.hkexnews.hk. You may access the Current Corporate Communications by clicking "Investor Relations" under "About Us" on the home page of the Bank's website, then selecting the name of the relevant document under "Financial Statements", or "Circulars to Shareholders", or "Notices of General Meetings of Shareholders", or "Forms of Proxy", or by browsing through the website of Hong Kong Exchanges and Clearing Limited.

Shareholders may at any time choose to receive free of charge printed copies of the Corporate Communications^(Note) either in English or Chinese or both, notwithstanding any election to the contrary they have previously conveyed to the Bank. If you want to receive printed version of the Current Corporate Communications, please complete the request form on the reverse side and send it to the Bank c/o the Bank's Registrar (the "Registrar"), Computershare Hong Kong Investor Services Limited, at 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong by using the mailing label as indicated in the request form. You do not have to affix a stamp if posted in Hong Kong. Otherwise, please affix an appropriate stamp. The request form may also be downloaded from the Bank's website at www.hangseng.com or from www.hkexnews.hk.

If you would like to change your choice of means of receipt or language of the Bank's Corporate Communications in the future, please give the Bank c/o the Bank's Registrar reasonable notice in writing or send email to hangseng@computershare.com.hk. Even if you have chosen (or are deemed to have consented) to receive all future Corporate Communications via the Bank's website but for any reason you have difficulty in receiving or gaining access to the Current Corporate Communications via the Bank's website, the Bank will promptly, upon your request, send the Current Corporate Communications to you in printed form free of charge.

Should you have any queries relating to any of the above matters, please call the Bank's hotline at (852) 2198 7887 from 9:00 a.m. to 5:00 p.m. from Monday to Friday, excluding public holidays.

Yours faithfully,
C C Li
Secretary

Note: Corporate Communications include but are not limited to (a) the directors' report and annual accounts together with a copy of the auditor's report and, where applicable, a summary financial report; (b) the interim report and, where applicable, a summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a form of proxy.

各位股東：

恒生銀行有限公司（「本行」）

– 2011 年年報及致股東通函（連同股東周年常會通告及投票委託書）（「是次公司通訊」）之發佈通知

本行是次公司通訊之中、英文版本，經已上載於本行網站 www.hangseng.com 及香港交易及結算所有限公司網站 www.hkexnews.hk。閣下可於本行網站主頁「恒生簡介」項下，選按「投資者關係」，再在「財務報表」，或「股東通函」，或「股東大會通告」，或「投票委託書」項下，選擇有關文件之名稱，或透過香港交易及結算所有限公司網站瀏覽有關文件。

儘管各位股東之前曾向本行作出收取公司通訊^(附註)語言版本的選擇，但仍可以隨時改為收取英文或中文印刷本，或同時收取中、英文印刷本，費用全免。如閣下欲收取是次公司通訊之印刷本，請填妥本函背頁的申請表格，並使用隨附之郵寄標籤寄回本行之股份登記處香港中央證券登記有限公司（「股份登記處」），地址為香港灣仔皇后大道東 183 號合和中心 17M 樓。倘若閣下在香港投寄，可毋須貼上郵票，否則，請貼上適當的郵票。申請表格亦可於本行網站 www.hangseng.com 或於網站 www.hkexnews.hk 下載。

如閣下欲更改已選擇的收取公司通訊方式或語言版本，可以書面或電郵(hangseng@computershare.com.hk)經由股份登記處向本行發出合理通知。即使閣下已選擇（或被視為已同意選擇）透過本行網站瀏覽日後所有公司通訊，但因任何理由以致於本行網站收取或瀏覽是次公司通訊時出現困難，本行會應閣下之要求，盡快向閣下免費寄發是次公司通訊的印刷本。

如閣下對本函內容有任何疑問，請於星期一至星期五（公眾假期除外）上午 9 時至下午 5 時，致電本行電話熱線(852) 2198 7887 查詢。

公司秘書
李志忠 謹啓
2012 年 3 月 28 日

附註：公司通訊包括但不限於：(a) 董事會報告及年度賬目，連同核數師報告書副本及（倘適用）財務報告摘要；(b) 中期報告及（倘適用）中期報告摘要；(c) 會議通告；(d) 上市文件；(e) 通函；及(f) 投票委託書。

HANH-28032012-1(7)



恒生銀行

HANG SENG BANK

(Stock Code 股份代號 : 11)

NAME(S) AND ADDRESS OF THE REGISTERED SHAREHOLDER
登記股東之英文姓名及地址

Request Form 申請表格

To: Hang Seng Bank Limited (the "Bank") (Stock Code: 11) **致：恒生銀行有限公司 (「恒生」) (股份代號：11)**
 c/o Computershare Hong Kong Investor Services Limited 經香港中央證券登記有限公司
 17M Floor, Hopewell Centre, 香港灣仔皇后大道東 183 號
 183 Queen's Road East, 合和中心 17M 樓
 Wanchai, Hong Kong

I/We have already received printed copies of Annual Report 2011 and Circular (together with Notice and Form of Proxy of Annual General Meeting) ("Current Corporate Communications") in Chinese or English or have chosen (or are deemed to have consented) to read the Current Corporate Communications posted on the Bank's website. However, I/we would like to receive printed version of the Current Corporate Communications of the Bank as indicated below:

本人 (吾等) 已收取 2011 年年報及致股東通函 (連同股東周年常會通告及投票委託書) (「是次公司通訊」) 之英文 / 中文印刷本或已選擇 (或被視為已同意) 於恒生網站瀏覽是次公司通訊, 但現擬以下列方式收取恒生是次公司通訊之印刷本:

(Please mark (X) in **ONLY ONE** of the following boxes)

(請於下列其中一個空格內劃上「X」號)

- A printed English version only.
只收取一份英文印刷本。
- A printed Chinese version only.
只收取一份中文印刷本。
- Both printed English and Chinese versions.
同時收取英文及中文印刷本各一份。

Name(s) of Shareholder(s)[#]
股東姓名[#]

Signature
簽署

(Please use ENGLISH CAPITAL LETTERS 請用英文正楷填寫)

Address[#]
地址[#]

(Please use ENGLISH CAPITAL LETTERS 請用英文正楷填寫)

Contact telephone number
聯絡電話號碼

Date
日期

[#] You are required to fill in the details if you download this request form from the Bank's website.
如從恒生網站下載本申請表格, 必須填上有關資料。

Notes 附註:

- Please complete all your details clearly.
請清楚填妥所有資料。
- If your shares are held in joint names, the shareholder whose name stands first on the register of members of the Bank in respect of the joint holding should sign on this request form in order to be valid.
如屬聯名股東, 則本申請表格須由在恒生股東名冊上就聯名持有股份而其姓名位列首位的股東簽署, 方為有效。
- Any form with more than one box marked (X), with no box marked (X), with no signature or otherwise incorrectly completed will be void.
如在本表格作出超過一項選擇、或未有作出選擇、或未有簽署、或在其他方面填寫不正確, 則本表格將會作廢。
- For the avoidance of doubt, we do not accept any special instructions written on this request form.
為免存疑, 任何在本申請表格上手寫的額外指示, 將不予處理。

HANH-28032012-1(7)

MAILING LABEL 郵寄標籤

香港中央證券登記有限公司
 Computershare Hong Kong Investor Services Limited
 簡便回郵號碼 37 Freepost No. 37
 香港 Hong Kong

Please cut and stick the mailing label on the envelope to return this request form to us.
No postage stamp is necessary if posted in Hong Kong.
 閣下寄回此申請表格時, 請將郵寄標籤剪貼於信封上。
 如在本港投寄, 則毋須貼上郵票。