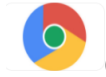
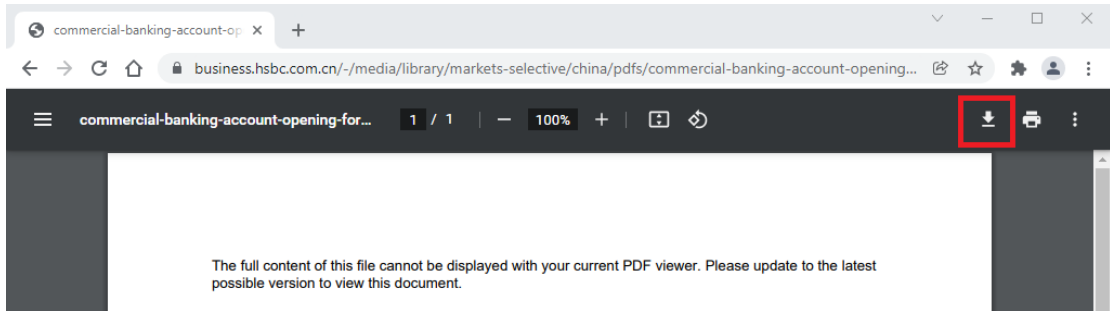


1. If you get the following message when opening Smart Form in HSBC official website, please try downloading the Smart Form in your local drive and reopen it. Here are the downloading tips.
 - 1) Google Chrome: Click "Download" icon in the upper right corner and choose the local path to save the form.



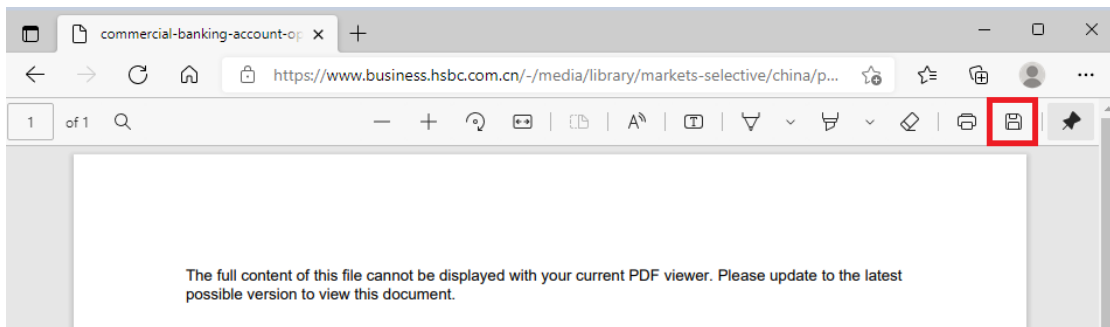
Google Chrome



- 2) EDGE: click "Disk" icon in the upper right corner and choose the local patch to save the form.



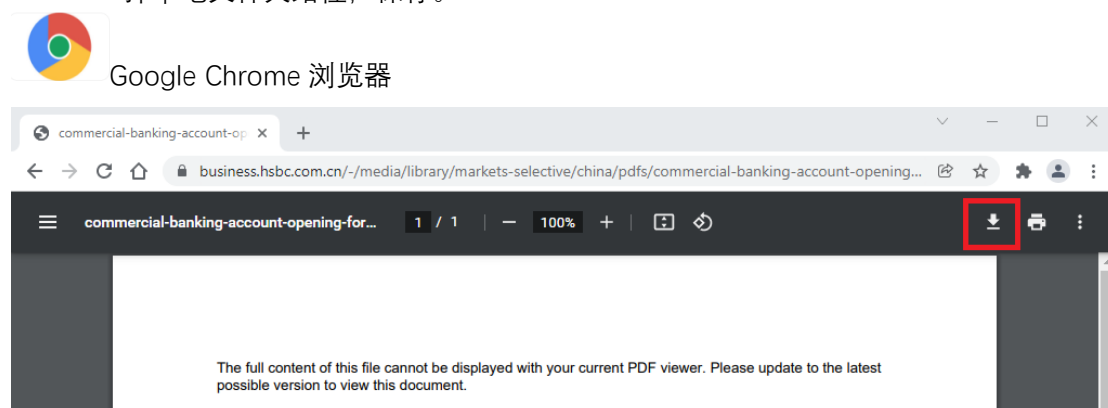
Microsoft Edge



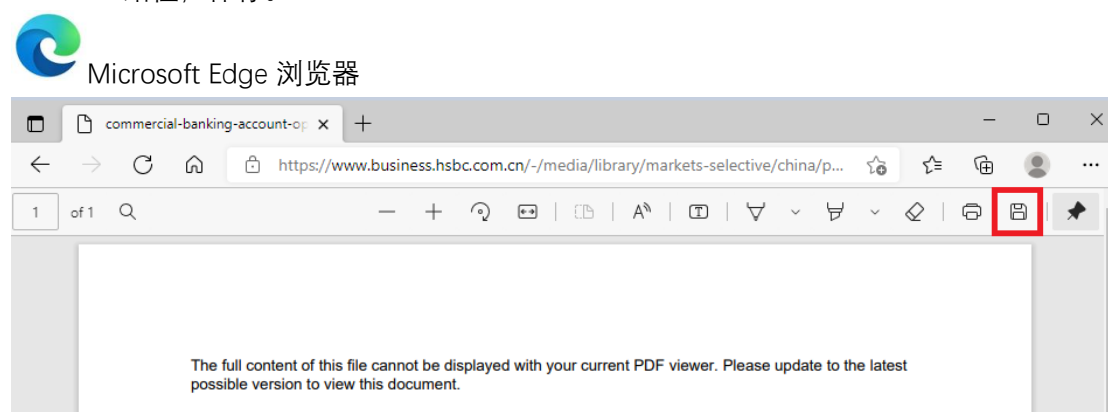
2. Smart form can be opened by double clicking the downloaded file. There are some circumstances when the form fails to open due to compatible issues. Please try downloading the latest version of Adobe Acrobat Reader DC, or seek your IT support team's assistance. You can refer to Adobe official website for downloading guidance. You can select the region to get your preferable language version.
<https://helpx.adobe.com/cn/acrobat/kb/install-reader-dc-windows.html>
3. Please contact your HSBC Relationship Manager to seek further assistance if needed.

1. 如果使用以下浏览器打开我行官网上的 Smart Form 出现下图的提示, 请尝试将表格保存到本地文件夹再打开。下载保存方法如下。

1) 使用 Google Chrome 浏览器/谷歌浏览器。点击右上角下载图标 (如图所示), 选择本地文件夹路径, 保存。



2) 使用 Microsoft Edge 浏览器。点击右上角磁盘图标 (如图所示), 选择本地文件夹路径, 保存。



2. 双击下载的文件即可正常打开表格。有部分客户可能因为兼容性或版本问题不能打开表格, 则需要下载最新版的 Adobe Acrobat Reader DC, 或寻求贵公司技术支持部门协助。具体下载指南请参阅 Adobe 官方网站, 通过选择地区选择合适语言, 例如选择中国则为中文界面。

<https://helpx.adobe.com/cn/acrobat/kb/install-reader-dc-windows.html>

3. 如有其他需要, 请联系您的客户经理以获得进一步支持。