(Incorporated in Hong Kong with limited liability)

(于香港注册成立之有限公司)

(Stock Code 股份代号: 2388)

20 April 2020

Dear Registered Shareholder,

Letter to New Registered Shareholders — (1) Notification on Publication of Corporate Communications containing Notice of 2020 Annual General Meeting and Notice of Extraordinary General Meeting; and (2) Election of Language and Means of Receipt of Corporate Communications

We are pleased to enclose the 2019 Annual Report and documents relating to the Annual General Meeting and Extraordinary General Meeting of BOC Hong Kong (Holdings) Limited ("BOCHK") in both English and Chinese for your attention. The Annual General Meeting and Extraordinary General Meeting of BOCHK will be held on Monday, 29 June 2020 at 2:00 p.m. and 2:30 p.m. (or immediately after conclusion of the Annual General Meeting, whichever is later) respectively at Grand Ballroom, The Lobby Floor, Grand Hyatt Hong Kong, 1 Harbour Road, Wan Chai, Hong Kong.

Pursuant to the applicable regulations and the Articles of Association of BOCHK, BOCHK writes to ascertain your future preference on whether you would like (a) to receive future corporate communications to be issued by BOCHK to Shareholders including but not limited to, the annual reports and accounts, interim reports, notices of meetings, listing documents, circulars and proxy forms (collectively the "Corporate Communications") in printed form (in English and/or Chinese); or (b) to access future Corporate Communications posted on BOCHK's website at www.bochk.com using electronic means in lieu of receiving printed copies (the "Website Option").

To indicate your preference, please complete the Reply Form overleaf and return it by post, using the mailing label at the bottom of the Reply Form (no postage stamp is necessary if posted in Hong Kong; otherwise please affix an appropriate stamp), or hand delivery to BOCHK's share registrar, Computershare Hong Kong Investor Services Limited ("BOCHK's Registrar") at 17M Floor, Hopewell Centre, 183 Queen's Road East, Wan Chai, Hong Kong. You may also send a scanned copy of the Reply Form duly completed and signed to BOCHK's Registrar via email to <u>bochk.ecom@computershare.com.hk</u>. The Reply Form may also be downloaded from the "Investor Relations" section of BOCHK's website at <u>www.bochk.com</u> or the website of Hong Kong Exchanges and Clearing Limited ("HKEx") at <u>www.hkexnews.hk</u>.

If you have elected the Website Option, you will only be notified by post of the publication of the Corporate Communications on BOCHK's website.

If you have elected to receive printed version of the Corporate Communications, BOCHK will send you printed copies of the Corporate Communications in the language you have expressly chosen to receive.

If BOCHK's Registrar does not receive your Reply Form duly completed and signed or a response indicating the objection from you by 19 May 2020 and until you inform BOCHK's Registrar by reasonable notice in writing according to the relevant laws and regulations, you are taken to have agreed to access all future Corporate Communications posted on BOCHK's website at www.bochk.com and to receive only a notification of the publication of the Corporate Communications on BOCHK's website.

You are entitled at any time by reasonable notice in writing to BOCHK's Registrar to change your choice of language and means of receiving the Corporate Communications. Further, if you have chosen (or are deemed to have consented) to access the Corporate Communications posted on BOCHK's website and have any difficulty in receiving or gaining access to the relevant documents, for any reason, BOCHK's Registrar will promptly upon your notice send the printed form of the same to you free of charge. The aforesaid notice should contain your name, address, contact telephone number and relevant request and be sent to BOCHK's Registrar at the address as mentioned above or via email to bochk.ecom@computershare.com.hk.

You are encouraged to access the Corporate Communications posted on BOCHK's website in lieu of receiving printed copies, which helps to reduce the impact on the environment and, BOCHK believes, is a more convenient and prompt method of communication with Shareholders.

If you have any queries relating to this letter, please do not hesitate to call BOCHK's enquiry hotline at (852) 2846 2700 during business hours from 9:00 a.m. to 6:00 p.m. from Monday to Friday, excluding Hong Kong public holidays.

Yours faithfully, For and on behalf of BOC Hong Kong (Holdings) Limited Luo Nan Company Secretary

敬启者:

致新登记股东之函件 — (1)公司通讯文件包括2020年股东週年大会通告及股东特别大会通告的刊发通知;及 (2)选择收取公司通讯文件之语言版本及收取方式

吾等欣然随函附上中银香港(控股)有限公司(「中银香港」)2019年报以及股东周年大会和股东特别大会相关文件的中文及英文版,供阁下阅览。中银香港谨订于2020年6月29日(星期一)下午2时正假座香港湾仔港湾道1号香港君悦酒店大堂楼层宴会大礼堂举行股东周年大会,并于下午2时30分或紧接股东周年大会完结后(以较后者为准)举行股东特别大会。

根据适用法规及中银香港的组织章程细则,中银香港致函阁下,以了解阁下今后是否拟(a)收取日后中银香港将会向股东刊发的公司通讯文件包括(但不限于)年报及账目、中期报告、会议通告、上市文件、通函及代表委任表格(合称「公司通讯文件」)的印刷本(中文及/或英文);或(b)以电子方式阅览今后登载于中银香港网站(www.bochk.com)的公司通讯文件以代替收取印刷本(「网上阅览方式」)。

为表示阁下的意愿,请填妥背面的回条,然后使用回条底部随附的邮寄标签将回条寄回(如在香港投寄,毋须贴上邮票;否则,请贴上适当的邮票)或以专人交付位于香港湾仔皇后 大道东183号合和中心17M楼的中银香港股份过户登记处香港中央证券登记有限公司(「中银香港过户处」)。阁下亦可把已填妥及签署的回条的扫描剧本以电邮方式传送至 bochk.ecom@computershare.com.hk 速。

倘若阁下选择采用网上阅览方式,阁下将只会以邮递方式收到有关公司通讯文件已于中银香港网站上刊发的通知。

阁下如选择收取公司通讯文件的印刷本,中银香港将会按阁下的明确选择将指定欲收取的语言版本的公司通讯文件的印刷本寄发予阁下。

倘若中银香港过户处于2020年5月19日仍未收到经阁下填妥及签署的回条或表示反对的回覆,及在阁下按照有关法例及法规向中银香港过户处发出合理时间的书面通知前,阁下将被视为已同意以电子形式阅览今后登载于中银香港网站(www.bochk.com)的公司通讯文件,并同意只收取有关公司通讯文件已于中银香港网站上刊发的通知。

阁下有权随时向中银香港过户处发出合理时间的书面通知,要求更改所选择收取公司通讯文件的语言版本及收取方式。此外,倘阁下已选择(或被视为同意)上网阅览登载于中银香港网站的公司通讯文件,无论因任何理由以致在收取或阅览有关文件时遇到困难,中银香港过户处将于接到阁下通知后,立即向阁下免费发送该等文件的印刷本。前述通知须包括阁下的姓名、地址、联络电话号码及相关要求并依照上述地址送交中银香港过户处或以电邮方式传送至bochk.ecom@computershare.com.hk。

中银香港及中银香港过户处将备有中银香港公司通讯文件的中、英文版印刷本,以供索取;而该等公司通讯文件的中、英文两种语言版本将会登载于中银香港网站(www.bochk.com)及香港交易所网站(www.hkexnews.hk),以供阅览。

中银香港希望阁下踊跃采用上网方式阅览登载于中银香港网站的公司通讯文件,以代替收取印刷本。此方式不但有助减少对环境的影响,而且中银香港相信此乃更方便快捷与股东通讯的方式。

如阁下对本函件内容有任何疑问,请致电中银香港的查询热线(852)2846 2700,办公时间为星期一至五(香港公众假期除外)上午9时正至下午6时正。

此致

各位登记股东

代表 中银香港(控股)有限公司 *公司秘书* 罗楠 谨启

Reply	Form	回条

To: BOC Hong Kong (Holdings) Limited ("BOCHK") (Stock Code: 2388)

致:中银香港(控股)有限公司(「中银香港」) (股份代号:2388)

Unless otherwise stated, capitalised terms used herein shall have the same meanings as those defined in the letter of BOCHK to its New Registered Shareholders dated 20 April 2020.

to access the Cornorate Communications posted on ROCHK's website at www books com in lieu of receiving printed copies and to

除文义另有规定外,本回条中所用词汇具有日期为2020年4月20日中银香港致其新登记股东之函件中所界定的涵义。

I/We would like to receive future Corporate Communications of BOCHK in the manner as indicated below: 本人/吾等希望以下列方式收取中银香港日后刊发的公司通讯文件:

(Please tick ONLY ONE box^{Note 1})(请以「✓」号选择一项^{附注1})

Ш	receive a notification of the publication of the Corporate Com	munications on the website of BOCHK; or 代替收取印刷本,并收取有关公司通讯文件已于中银香港网站上刊发的通
	to receive the printed English version only; or 只收取 英文印刷本 ;或	
	to receive the printed Chinese version only; or 只收取 <u>中文印刷本</u> ; 或	
	to receive both printed English and Chinese versions . 收取 英文及中文印刷本 。	
Conta	act telephone number(s):	Signature(s) ^{Note 2} :
联络电话号码:		签名附注2:
		Date:
		日期:

Notes 附注:

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- 1. Please tick only one box on this Reply Form. Any Reply Form with more than one box ticked, with no box ticked, with no signature or otherwise incorrectly completed will be void.
 - 在本回条只可选择一项。如在本回条作出超过一项选择、或未有作出选择、或未有签署或在其他方面填写不正确,则本回条将会作废。
- 2. If your shares are held in joint names, all joint Shareholders <u>OR</u> the joint Shareholder whose name stands first on the Register of Members of BOCHK in respect of the joint holding should sign on this Reply Form in order to be valid.

 如阁下的股份以联名持有,则本回条须由所有联名股东或该名于中银香港股东名册上就联名持有股份其姓名位列首位的联名股东签署,方为有效。
- 3. If BOCHK's Registrar, Computershare Hong Kong Investor Services Limited, does not receive this Reply Form duly completed and signed or a response indicating the objection from you by 19 May 2020, you are deemed to have agreed to access all future Corporate Communications posted on BOCHK's website at www.bochk.com using electronic means. All future Corporate Communications will be sent out in the manner specified in BOCHK's letter dated 20 April 2020 and BOCHK will send you a notification of the publication of the Corporate Communications on BOCHK's website by post.

 倘若中银香港过户处香港中央证券登记有限公司于2020年5月19日仍未收到经阁下填妥及签署的回条或表示反对的回覆,阁下将被视为已同意以电子形式阅览今后登载于
 - 中银香港网站(<u>www.bochk.com</u>)的公司通讯文件,而中银香港将按2020年4月20日的函件内所述之方式只向阁下寄发有关公司通讯文件已于中银香港网站上刊发的通知。

 By selection to read all future Corporate Communications published on BOCHK's website in place of receiving printed copies, you have expressly consented to waive
- by selection to lead an intuitive Corporate Communications published to BOCTIK's website in place of receiving printed copies, you have expressly consented to the right to receive the Corporate Communications in printed form.

 在选择浏览于中银香港网站刊发的公司通讯文件以代替收取印刷本后,阁下已明示同意放弃收取公司通讯文件印刷本的权利。
- 5. The above instructions will apply to all future Corporate Communications to be sent to BOCHK's Shareholders until you notify otherwise by reasonable notice in writing to BOCHK's Registrar, Computershare Hong Kong Investor Services Limited at 17M Floor, Hopewell Centre, 183 Queen's Road East, Wan Chai, Hong Kong or via email to bochk.ecom@computershare.com.hk.
 - 上述指示适用于将来寄发予中银香港股东的所有公司通讯文件,直至阁下向中银香港过户处香港中央证券登记有限公司(地址为香港湾仔皇后大道东183号合和中心17M楼)发出合理时间的书面通知,或以电邮方式传至<u>bochk.ecom@computershare.com.hk</u>另作选择为止。
- 6. Shareholders are entitled to change the choice of language and means of receipt of BOCHK's Corporate Communications at any time by reasonable notice in writing or via email to bochk.ecom@computershare.com.hk to BOCHK's Registrar.

 BOCHK's Registrar.

 BOCHK's Regi
- 7. For the avoidance of doubt, we do not accept any other instructions given on this Reply Form. 为免存疑,任何在本回条上的额外指示,中银香港将不予处理。

Mailing Label 邮寄标签

Computershare Hong Kong Investor Services Limited 香港中央证券登记有限公司

Freepost No. 简便回邮号码:37 Hong Kong 香港 Please cut the mailing label and stick it on an envelope to return this Reply Form to us.

No postage stamp is necessary if posted in Hong Kong.

当阁下寄回本回条时,请将邮寄标签剪贴于信封上。 如在本港投寄,阁下毋须支付邮费或贴上邮票。