



中銀香港(控股)有限公司

BOC HONG KONG (HOLDINGS) LIMITED

(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)

13 April 2012

Dear Registered Shareholder,

Letter to Existing Registered Shareholders — Election of Language and Means of Receipt of Corporate Communications

We are pleased to advise that the (i) 2011 Annual Report, (ii) 2011 Summary Financial Report and (iii) Circular containing Notice of 2012 Annual General Meeting and Proposed General Mandates to Issue and Repurchase Shares (the "Circular") of BOC Hong Kong (Holdings) Limited ("BOCHK") have been prepared in English and Chinese. The English and Chinese versions of the aforesaid documents are now available on BOCHK's website at www.bochk.com and the website of Hong Kong Exchanges and Clearing Limited ("HKEx") at www.hkexnews.hk. You may access the 2011 Annual Report and the 2011 Summary Financial Report by clicking "Investor Relations" on the home page of BOCHK's website, then clicking "2011 Annual Report" and "2011 Summary Financial Report" under "What's New" or under "Financial Reports". You may access the Circular by clicking "Investor Relations" on the home page of BOCHK's website, then clicking "Circular dated 13 April 2012 in relation to Notice of 2012 Annual General Meeting and General Mandates to Issue and Repurchase Shares" under "Stock Exchange Announcements".

Those Shareholders who (a) have received a printed copy of the 2011 Annual Report or the 2011 Summary Financial Report (as the case may be) in either the English or Chinese language only and would like to receive a printed copy in the other language; or (b) have chosen (or are deemed to have consented) to access the Corporate Communications (as defined below) posted on BOCHK's website in lieu of receiving printed copies and would like to receive a printed copy now; or (c) wish to change their choice of language and means of receipt of all corporate communications issued or to be issued by BOCHK to Shareholders including but not limited to, summary financial reports (the "Financial Summary"), complete annual reports and accounts (the "Full Financial Report"), interim reports, notices of meetings, listing documents, circulars and proxy forms (collectively the "Corporate Communications") of BOCHK, please complete Part A and/or Part B of the Request Form overleaf and return it by post, using the mailing label at the bottom of the Request Form (no postage stamp is necessary if posted in Hong Kong; otherwise please affix an appropriate stamp), or by 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 Request Form duly completed and signed to BOCHK's Registrar via email to bochk.ecom@computershare.com.hk. The Request Form may also be downloaded from BOCHK's website at www.bochk.com or HKEx's website at www.hkexnews.hk.

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 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.

Please note that printed English and Chinese versions of Corporate Communications of BOCHK are and will be available from BOCHK or BOCHK's Registrar upon request, and both language versions are or will be available on BOCHK's website at www.bochk.com and HKEx's website at www.hkexnews.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, we believe, 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 make calls to 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
Chan Chun Ying
Company Secretary

敬啟者：

致現有登記股東之函件 — 選擇收取公司通訊文件之語言版本及收取方式

中銀香港(控股)有限公司(「中銀香港」)(i)2011年報、(ii)2011財務摘要報告及(iii)載有2012年股東周年大會通告及發行及購回股份的一般授權建議之通函(「通函」)備有中、英文版。上述文件的中、英文版現已上載於中銀香港網站(www.bochk.com)及香港交易及結算有限公司(「香港交易所」)網站(www.hkexnews.hk)。閣下如要閱覽2011年報及2011財務摘要報告，請在中銀香港網站主頁按「投資者關係」一項，再在「最新消息」或「財務報告」項下的「2011年度業績報告」及「2011財務摘要報告」上按一下。如要閱覽通函，閣下可以於中銀香港網站主頁按「投資者關係」一項，再在「聯交所公告」項下的「股東通函(日期為2012年4月13日)」，該通函包括2012年股東周年大會通告及發行及購回股份的一般授權之建議」上按一下。

股東如(a)僅收取英文版或中文版的2011年報或2011財務摘要報告(視情況而定)的印刷本，但欲收取另一語言的印刷本；或(b)已選擇(或被視為同意)上網閱覽登載在中銀香港網站的公司通訊文件(定義見下文)以代替收取其印刷本，但現欲收取其印刷本；或(c)欲更改收取中銀香港已或將會向股東刊發的公司通訊文件包括(但不限於)財務摘要報告(「財務摘要」)、完整的年報及賬目(「詳細財務報告」)、中期報告、會議通告、上市文件、通函及代表委任表格(合稱「公司通訊文件」)的語言版本及收取方式，請填妥背面的要求表格的甲部及／或乙部，然後使用要求表格底部隨附的郵寄標籤將要求表格寄回(如在香港投寄，毋須貼上郵票；否則，請貼上適當的郵票)或以專人交付位於香港灣仔皇后大道東183號合和中心17M樓的中銀香港股份過戶登記處香港中央證券登記有限公司(「中銀香港過戶處」)。閣下亦可把已填妥及簽署的要求表格的掃描副本以電郵方式傳送至bochk.ecom@computershare.com.hk。該要求表格亦可於中銀香港網站(www.bochk.com)或香港交易所網站(www.hkexnews.hk)內下載。

閣下有权随时向中銀香港過戶處發出合理時間的書面通知，要求更改所選擇收取公司通訊文件的語言版本及收取方式。此外，倘閣下已選擇(或被視為同意)上網閱覽登載在中銀香港網站的公司通訊文件，無論因任何理由以致在收取或閱覽有關文件時遇到困難，中銀香港過戶處將於接到閣下通知後，立即向閣下免費發送該等文件的印刷本。前述通知須包括閣下的姓名、地址、聯絡電話號碼及相關要求並依照上述地址送交中銀香港過戶處或以電郵方式傳送至bochk.ecom@computershare.com.hk。

中銀香港及中銀香港過戶處亦備有中銀香港的公司通訊文件的中、英文版印刷本，以供索取；該等公司通訊文件的中、英文兩種語言版本已或將會登載在中銀香港網站(www.bochk.com)及香港交易所網站(www.hkexnews.hk)，以供閱覽。

中銀香港希望閣下踴躍採用上網方式閱覽登載在中銀香港網站的公司通訊文件，以代替收取公司通訊文件的印刷本。此方式不但有助減少對環境的影響，而且中銀香港相信此乃更方便快捷與股東通訊的方式。

如閣下對本函內容有任何疑問，請致電中銀香港的查詢熱線(852) 2846 2700，辦公時間為星期一至五(香港公眾假期除外)上午9時正至下午6時正。

此致

各位登記股東

代表中銀香港(控股)有限公司
公司秘書陳振英謹啟
二零一二年四月十三日