

Transfer project of employee savings and retirement account keeping activity

Communication plan

September 2024

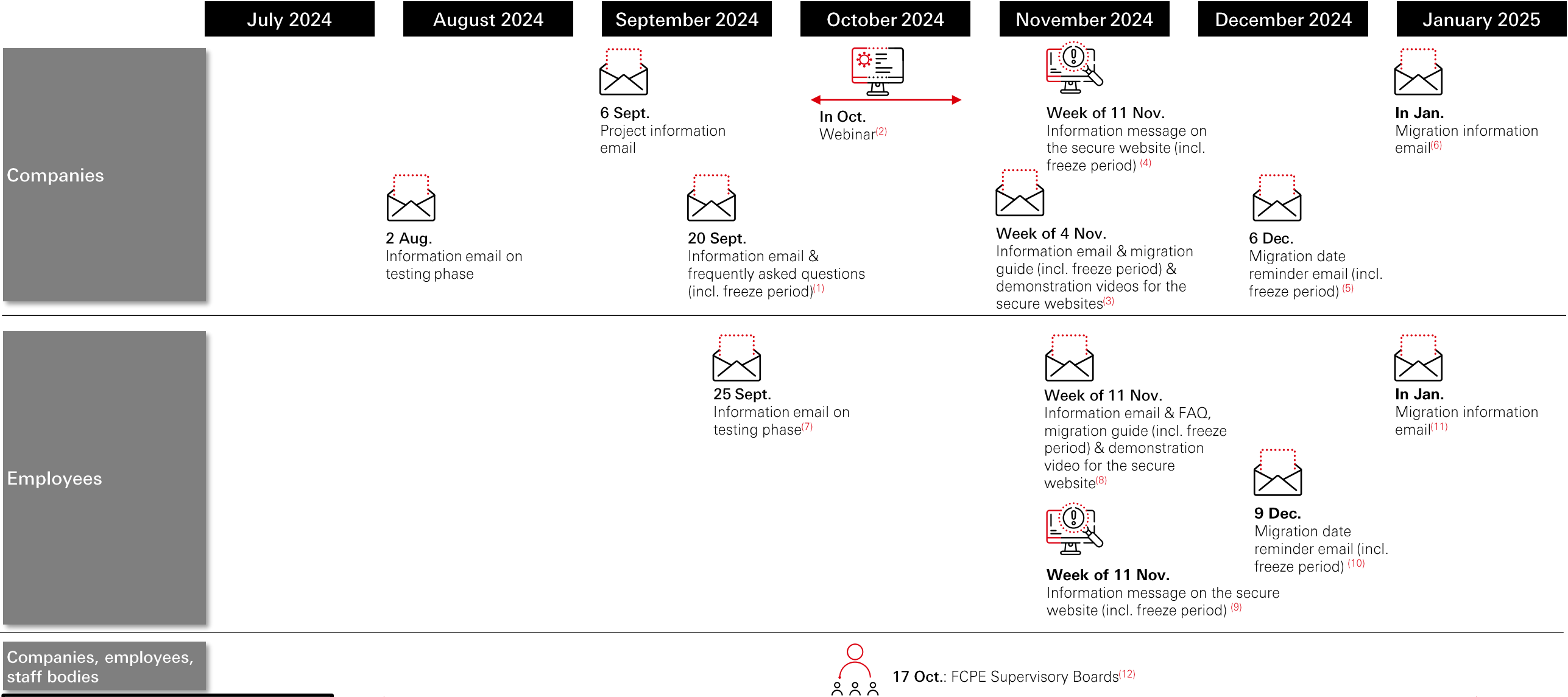


Non-contractual document

**Employee savings
& retirement**

Company and employee communication schedule

Captions are detailed in the following slides



Exact dates of communications subject to project progress. Additional communications from Natixis Interépargne will also be made. Dates to be confirmed in a next communication.

Your HSBC sales contact is available if you have any questions. In particular, they are at your disposal to present the project to your CSE (Social and Economic Committee) which is not mandatory, and to answer any questions from your representatives.



Communications for companies

1 Frequently Asked Questions

This document will be used to **answer your questions** about the project and its impacts as your company’s employee and retirement savings correspondent, but also to **answer any questions that employees may have for you** following the information email they will receive from HSBC Epargne Entreprise at the end of September.

4 Information message about the HSBC Epargne Salariale secure websites

As of mid-November, an information message in the form of an alert will be displayed on your secure website and on the secure website for employees indicating that these websites will no longer be accessible after the migration, in January 2025.

2 Webinar

Our sales teams will schedule an online information meeting in October 2024, which you can connect to for practical information about the project and to ask any questions you may have.

This meeting will also be recorded to allow companies that have not been able to connect to view the recording at a later date.

5 Reminder of the migration date de la date de migration

An email will be sent to you in mid-December to confirm the effective date of the migration planned for the end of December (as well as the associated freeze period) and to remind you of the link to the migration guide.

3 Migration guide and demonstration videos of the new digital tools for companies and employees

The migration guide will contain all information essential to the end-of-year migration. In particular, it will explain the procedure to follow to log in to your new secure website and provide you with information about the freeze period.

Two demonstration videos will also be sent to you: one presenting the company correspondent’s secure website and the second presenting the secure website for employees. These videos will allow you to familiarize yourself with the future digital tools and also to better understand the changes in ergonomics and functionalities that you will benefit from.

6 Information after the migration

An email will be sent to you in January to inform you of the result of the migration.



Communication for your employees

7 Project information

At the end of September, we will send your employees a general information email on the project and its impacts. In particular, they will be informed of the various communications that HSBC has planned to support them in this migration.

We will also inform your employees that Natixis Interépargne will be carrying out tests on their personal data (address, account number, etc.), which will be pseudonymised. The purpose of these tests is to secure the migration at the end of January.

9 Information message on the secure HSBC Epargne Salariale website

From mid-November, an information message in the form of an alert will be displayed on the employees' secure website to remind them that this website will no longer be operational following the migration in January 2025.



Communication via FCPE Supervisory Boards

8 FAQ, migration guide and demonstration video for the secure website

The purpose of the FAQ is to answer your employees' main questions about the project and its impact on their employee and retirement savings.

The migration guide will contain all information essential to the end-of-year migration. In particular, it will explain to your employees the procedure to follow to log in to their new digital tools. Employees will also be informed about the freeze period.

They will also be sent a video demonstrating the secure website so that they can familiarize themselves with the future tool and better understand the changes to the user interface and functions.

10 Reminder of the migration date

An email will be sent to your employees in mid-December to remind them of the effective date of the migration planned for the end of December (and the associated freeze period) and including a link to the migration guide.

11 Information after the migration

An email will be sent to your employees in January to inform them of the outcome of the migration.

12 FCPE Supervisory Boards

FCPE Supervisory Board meetings will include a dedicated presentation with information on the project, its schedule and its impacts.

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