

Concierge  
service









## Your HSBC Jade concierge service

Welcome to your HSBC Jade concierge service, delivered by Ten Lifestyle Group<sup>1</sup>, one of the world's leading concierge services. Designed to build a deep and considered understanding of your interests, aspirations and tastes, this service offers unrivalled and proactive support with unprecedented access and VIP treatment at every turn.

As part of this service an intuitive HSBC Jade concierge digital platform<sup>2</sup> offers expert-led articles and reviews, as well as direct bookings for flights, hotels and experiences, including last-minute tables at top restaurants around the world.

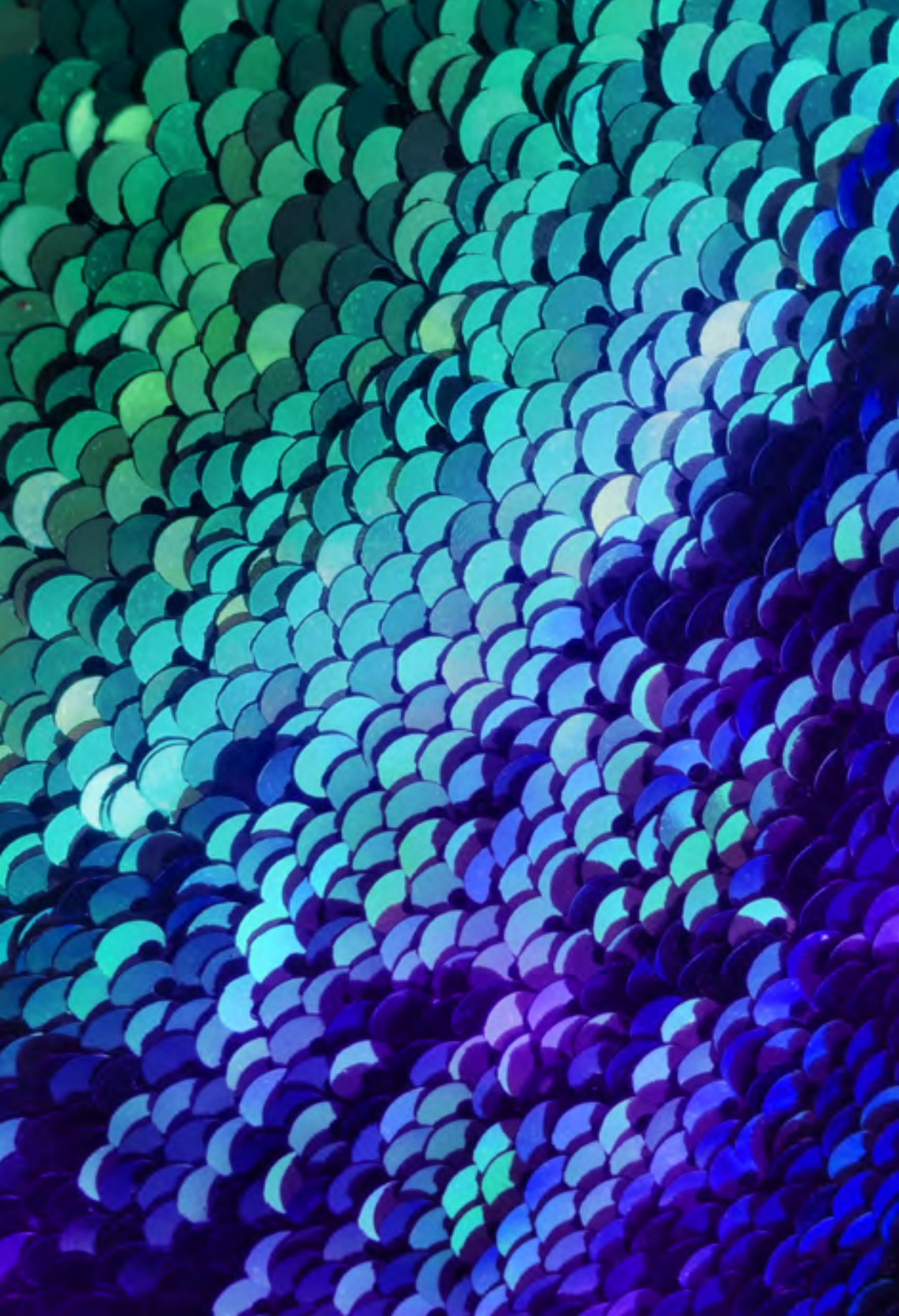
Alongside this digital platform, a global network of experts and contacts will be at your disposal 24/7 to offer advice and assistance, from securing those last-minute reservations and sold out tickets no one else can obtain, to receiving extraordinary benefits and offers from a range of new global partners.

<sup>1</sup> HSBC Jade clients will enter into a direct agreement with Ten Lifestyle Group PLC under which Ten Lifestyle Group PLC and its affiliates will deliver the lifestyle service available under the HSBC Jade concierge service. HSBC will not be a party to that agreement and will not be responsible for the delivery of the lifestyle services. Please visit <https://www.jade.hsbc.com/hk/en-gb/product/terms> for Ten's full terms of service and visit <https://www.jade.hsbc.com/hk/en-gb/product/privacy> for privacy statement.

<sup>2</sup> The HSBC Jade concierge service digital platform is owned and operated by Ten Lifestyle Group PLC.







## Dining experiences

The Lifestyle Managers specialise in dining concierge and have established trusted relationships with restaurant managers and Maître d's in some of the most exclusive and exciting places to dine in the world. Through your concierge digital platform you can instantly book the best tables in the house at short notice and find out about the finest and most exciting places to dine in your city right now, as well as new openings and launches. And should you wish for recommendations based on personal experiences, Lifestyle Managers are on hand by email or phone whenever, and wherever you are in the world.

## Party time

Lifestyle Managers can get you on the list at top-level nightclubs, bars and members' clubs worldwide. Visiting a new city? Let them organise your night out complete with waived entrance fees and complimentary drinks on arrival. They can also access membership at private members' clubs around the world and even remove or reduce the joining fees.



## Travel privileges

Enjoy complimentary room upgrades, breakfasts and dining and spa credits at more than 1,600 5-star hotels around the world when you book through your concierge service. For the duration of your stay you will be treated as a VIP, often with a personal welcome from the manager and a gift on arrival. Either speak to your Lifestyle Managers, who can advise you on the best places to spend your precious time away in your style, or book via the concierge digital platform and instantly access your benefits.







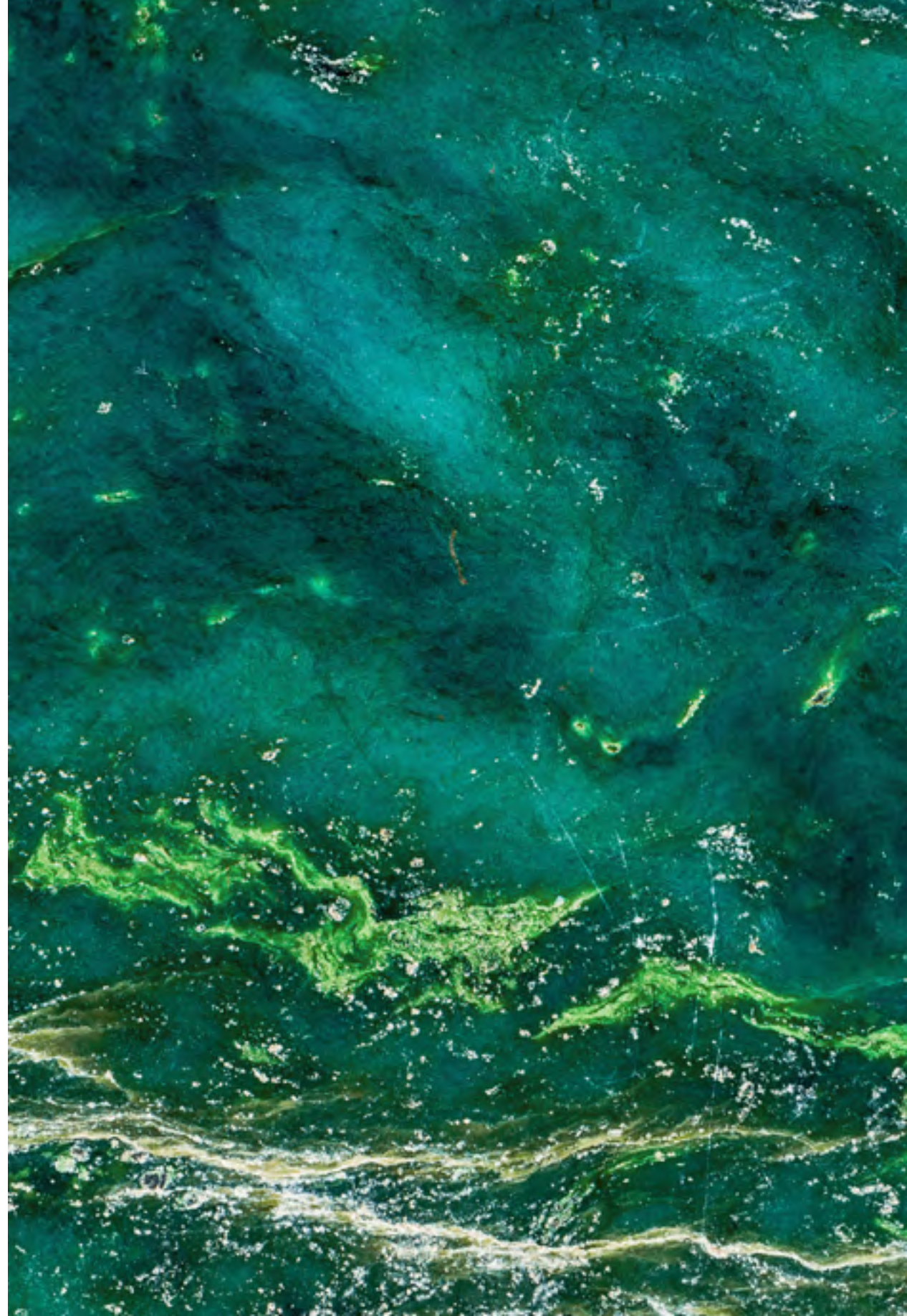
## Entertainment

If you want to see a show, experience a band or support your favourite team, your concierge service can ensure you're right there in the heart of the action. Your Lifestyle Managers have extensive industry connections with venues and box offices worldwide and can access the seats you want, as well as VIP hospitality options for a more luxurious experience. To ensure you won't miss out, you can personalize your online profile or mention to one of your Lifestyle Managers the musicians, artists and bands you prefer, so they can alert you the minute they announce a tour.



## Let us begin

To activate and access your concierge service, and all your lifestyle benefits which will be updated from time to time, simply contact a Lifestyle Manager on +852 6963 0030 who will guide you through a simple registration process that will put your concierge service at your fingertips 24/7.



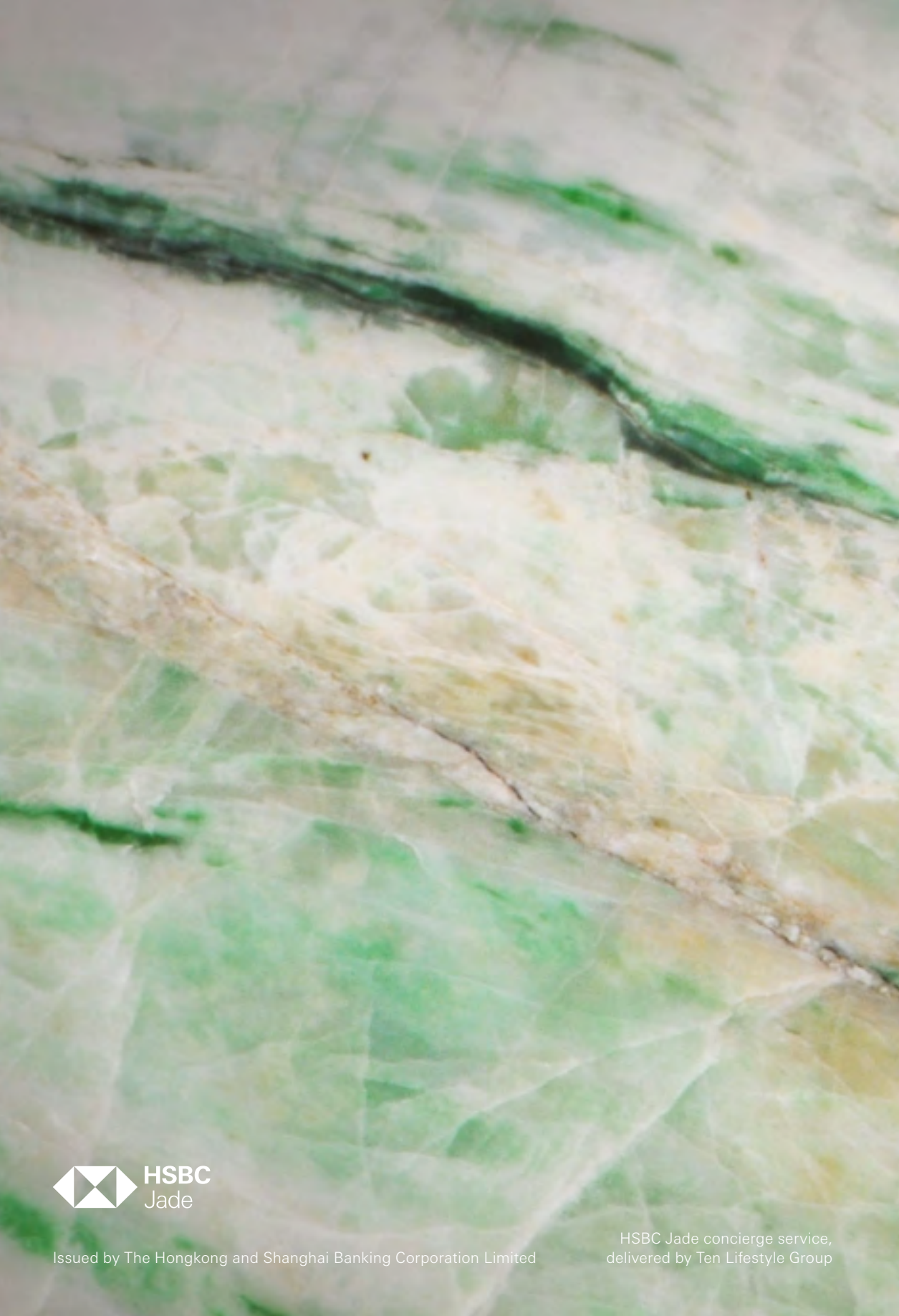




Call +852 6963 0030

Visit <http://www.jade.hsbc.com/hk/en-gb/>





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