

Terms and conditions for use of the Mox app

By using the Mox app, you agree to these terms. You must read these terms together with our General Terms and Conditions (including the schedules thereto), Personal Information Collection Statement, Privacy Policy Statement (each of which can be found in the Mox app and/or on our website) and any other terms we may provide to you.

1. The Mox app

- (a) The Mox app is for your personal use and provides you with access to our products and services. Those products and services are available at our discretion and subject to separate legal terms we will provide to you.
- (b) We primarily provide products and services via the Mox app to persons in Hong Kong. We do not intend to offer products and services to any persons, or for the Mox app to be used, in any country where it would breach Hong Kong law or any local law or regulations.
- (c) You can download the Mox app for free from the App Store or Google Play on one device owned by you which runs Apple's iOS or Google's Android operating system.
- (d) You will need an active internet connection to download and use the Mox app.
- (e) You are responsible for any fees charged by your internet or mobile service provider relating to your use of the Mox app. If you are going overseas, you should check if your internet or mobile service provider will charge you any additional fees for using the Mox app overseas.
- (f) We may use your mobile phone number and/or email address you registered with us to send you SMS codes and any information relevant to your use of or access to the Mox app.

2. Registering a device

- (a) Your device will be registered with us as soon as you download the Mox app, even if you have not accepted our terms and conditions and we have not yet approved the products or services for your use.
- (b) You can login to the Mox app on your device by providing your Mox app authentication factor (including, if activated in the Mox app, by using any biometric authentication method provided by your device provider), which we will use to verify your identity (along with any other relevant information or documents you provide us).
- (c) You can change your login settings or your Mox app authentication factor at any time while signed in to the Mox app.

- (d) If you change your device, you will have to re-register your new device with us and your old device will be automatically de-registered.

3. Protecting your device and your Mox app

- (a) You must protect your device and your Mox app and make sure that only you can use them. You must also notify us if your device and/or your Mox app has been lost, stolen or compromised. If you do not protect your device and your Mox app and you do not notify us that your device and/or your Mox app has been lost, stolen or compromised, we may not give you back any money another person takes out or uses from your accounts (including any credit card accounts) without your permission.
- (b) Please refer to clause 8 of the General Term and Conditions and the 'Security Tips' on our website for further details on how you should protect your device and your Mox app and what the consequences are if you do not protect your device and your Mox app and/or you do not let us know that your device and/or your Mox app has been lost, stolen or compromised.
- (c) For additional security, we recommend:
 - (i) protecting your device from malware by being wary of suspicious emails and hyperlinks and downloading only known or trusted software, setting strong passwords and keeping the operating system and software of your device up-to-date; and
 - (ii) enabling or installing remote wipe functionality (i.e. the ability to send a command to your device that will completely remove all the data stored on the device) on your device in case it is lost or stolen.

4. Mox app updates

- (a) We may update the Mox app from time to time, including by making enhancements, adding new features or carrying out security updates.
- (b) Sometimes we may require you to update the Mox app before you continue using it.
- (c) You should:
 - (i) keep the operating system of your device up-to-date. We will notify you in advance before we stop supporting a version of an operating system and remind you to update your device's operating system; and
 - (ii) keep the Mox app up-to-date. Otherwise, certain features of the Mox app might not work as intended. If you can, we recommend turning on automatic app updates in your device settings.

5. Mox app availability

- (a) The Mox app may be temporarily unavailable in certain circumstances, for example, when we are conducting essential maintenance or system upgrades. We will do our best to let you know when the Mox app will be unavailable and for how long (if at all). Furthermore, whilst the Mox app may be generally available, particular products and/or services may be unavailable in the Mox app in certain circumstances, for example, as provided for in our terms and conditions or as we may otherwise notify.
- (b) The availability of the Mox app and the availability of specific products and services in the Mox app is dependent on the reliability and availability of third party service providers including software, network and other service providers that enable your access to the Mox app and the products and services within the Mox app.
- (c) If any third party service is required for your use of the Mox app, you must comply with the terms of use applicable to that third party. For example, the Mox app uses Google Maps features and content and your use of such Google Maps features and content in the Mox app is subject to the Google Maps/Google Earth Additional Terms of Service at https://maps.google.com/help/terms_maps.html (including the Google Privacy Policy at <https://www.google.com/policies/privacy/>).
- (d) We are not a party to any contractual arrangements entered into between you and a third party unless we expressly specify or agree otherwise.

6. Hyperlinks

- (a) The Mox app may contain hyperlinks to third party websites or mobile applications.
- (b) We do not maintain or control any third party website or mobile application hyperlinked on the Mox app and is not responsible for them – the hyperlinks appear for information purposes and are for your convenience only.
- (c) Your access to and use of any third party website or mobile application is at your own risk and subject to the terms of that third party website or mobile application.

7. Third party contributions

- (a) The Mox app may contain materials and other contributions from third parties (including merchants and individuals).
- (b) The display of any materials and other contributions from a third party on the Mox app do not:
 - (i) constitute an endorsement by us of such materials and contributions (including any opinions expressed by the third party) – any opinions expressed by the third party are those of the third party and do not necessarily reflect our opinions; or
 - (ii) assert or imply our endorsement, recommendation, favouring, investigation, verification or monitoring of the third party or their products or services.

- (c) Please also note that all offers, products, services, presentations, classes, events or other related activities provided by a third party are subject to the Mox Disclaimer which can found in the Mox app and/or on our website.
- (d) Except to the extent expressly provided for in our terms and conditions for the relevant product or service, no materials, contributions or other content on the Mox app is intended as, or should be interpreted as being, a recommendation or solicitation by us or any third party to purchase or sell any investment product.

8. Using the Mox app responsibly

- (a) The Mox app belongs to us and you must only use it for the purposes set out in these terms.
- (b) You are responsible for all content uploaded or otherwise made available by you on to the Mox app.
- (c) You must only install applications from the App Store, Google Play or trusted sources or app stores as we may specify, from time to time, on your device on which you install the Mox app and not override the device's operating system, e.g. by "jailbreaking" or "rooting" the device.
- (d) You must not install or launch the Mox app or digital wallet if your device contains any pirated, hacked, fake or unauthorised applications.
- (e) You must not act fraudulently or maliciously in relation to the Mox app or its features, including by reselling, copying, modifying, adversely effecting, reverse engineering or tampering with the Mox app in any way, or assist anyone else to do any of these things, unless you have been authorised to do so.
- (f) You must not use the Mox app in any unlawful manner or in contravention of any agreement with us.
- (g) Any information or document transmitted through the Mox app is subject to risks of delay, loss, diversion, alteration, corruption and other risks associated with hardware and software failure.

9. Switching on certain functions on your device

On the device you install the Mox app on, we may ask you to switch on certain functions, such as the camera function and location services, and to share your contacts list with us. This will allow you to use certain functions on the Mox app. If you agree to turn on these functions, we may use these functions, for example, to track your geolocation and IP address. For security reasons, taking screenshots and video recording will not be available on the Mox app.

10. If you suffer any loss

We will not be responsible for any loss you suffer from any use of or access to the Mox app, or as a consequence of:

- (a) not being able to use or access the Mox app or any products or services within the Mox app, unless your loss is caused by our negligence, fraud or wilful default;
- (b) issues with your device or network connection;
- (c) access or use of the Mox app by any other person who uses your authentication factor to access the Mox app on your device;
- (d) access or use of the Mox app by any other person because your device was left unattended while you were logged in to the Mox app;
- (e) any information, goods or services provided via a third party website or mobile application which the Mox app provides a hyperlink to;
- (f) any third party's fraudulent or negligent actions; or
- (g) you not complying with your obligations under these terms.

If any law requires us to be responsible for any of your loss, we will be responsible only to the extent of re-supplying the services via the Mox app or the cost of re-supplying those services.

11. If we suffer any loss

You will indemnify, hold harmless and defend us against any liabilities and/or costs suffered by us as a result of:

- (a) use of the Mox app; or
- (b) breach of these terms and conditions,

by you or any other person (where such person was able to use the Mox app using your logon credentials or your device was left unattended while you were logged in to the Mox app).

12. Suspending or cancelling access

We may suspend or cancel your access to the Mox app at our sole discretion, for example:

- (a) to protect our business;
- (b) to protect you or us from fraud or other loss;
- (c) if you have not used the Mox app in accordance with these terms and conditions; or
- (d) where we have reasonable grounds to believe that your use of the Mox app breaches the laws or regulations of Hong Kong or any other country.

Unless required by law, we will not give you advance notice or disclose the reason for suspending or cancelling your access to the Mox app.

13. We own all intellectual property

- (a) All rights (such as copyright) in relation to the contents (such as trademarks, text, graphics, images, links and sounds) in the Mox app are owned by or licensed to Standard Chartered PLC or one of its subsidiaries (including us). Unless we have specified otherwise, the contents of the Mox app may not be copied, modified, downloaded, distributed, published, reused, reposted, reverse engineered, decompiled or made any use of in any way without our prior written consent.
- (b) Our Trade Marks are pending or registered trade marks of Standard Chartered PLC and are used under licence by us. You may not use any Trade Mark without prior written consent from Standard Chartered PLC or us.
- (c) You grant to us and our controlling entities a worldwide, royalty-free, perpetual, irrevocable, sub-licensable right and licence to use any information or materials which you submit to us using the Mox app for any purpose we deem appropriate, including, without limitation, the copying, modification, transmission, distribution and publication thereof, unless restricted by applicable law. You warrant and will ensure that any such information or material you submit to us does not infringe the rights of any third party.
- (d) We are not under any obligation of confidentiality to you regarding any such information or materials submitted to us while using the Mox app, unless required by law.

14. Governing law and jurisdiction

- (a) These terms are governed by Hong Kong laws.
- (b) In connection with these terms, you agree that:
 - (i) the courts of Hong Kong have exclusive jurisdiction for any proceedings you commence; and
 - (ii) we may commence proceedings in any jurisdiction.

15. Other

- (a) Unless defined in these terms or the context requires otherwise, capitalised terms have the meanings given to them in our General Terms and Conditions.
- (b) The English prevails if there is any inconsistency between the English and Chinese versions of these terms.

Last updated: 6 October 2025

Mox app 使用條款及細則

當您使用 Mox app 即代表代同意本條款。您必須閱讀本條款，並須一併閱讀我們的一般條款及細則（包括所有附表）、個人資料收集聲明、私隱政策聲明（分別可於 Mox app 及/或我們的網站找到）及我們可能向您提供的任何其他條款。

1. Mox app

- (a) Mox app 是供您個人使用，讓您可取用我們的產品及服務。我們可酌情決定是否提供這些產品及服務，而這些產品及服務受制於我們將另行向您提供的其他法律條款。
- (b) 我們主要透過 Mox app 向居於香港的人士提供產品及服務。我們不擬向任何國家的任何人士提供我們的產品及服務或提供使用 Mox app 而根據香港法律或任何當地法律或法規是屬違法的。
- (c) 您可在應用程式商店（App Store）或 Google Play 免費下載 Mox app 於一部由您擁有並使用 Apple 的 iOS 或 Google 的 Android 操作系統的裝置上。
- (d) 您需要有效地連線至互聯網以下載及使用 Mox app。
- (e) 您須承擔您的互聯網或流動服務供應商就您使用 Mox app 收取的任何費用。如您前往海外，您應查核您的互聯網或流動服務服務供應商會否就您在海外使用 Mox app 收取任何額外費用。
- (f) 我們可使用您向我們登記的流動電話號碼及 / 或電郵地址向您發送短訊密碼及有關您使用或取用 Mox app 的任何資料。

2. 登記裝置

- (a) 儘管您尚未接受我們的條款及細則且我們尚未批准您使用產品或服務，Mox app 一經下載，我們即會登記您的裝置。
- (b) 您可透過輸入您的認證因素（包括，使用您的裝置供應商提供的任何生物特徵識別方法（如已於 Mox app 啟用））登入 Mox app，我們將藉此（連同您向我們提供的任何其他相關資料或文件）核實您的身分。
- (c) 登入 Mox app 後，您可隨時更改您的登入設定或您的 Mox app 認證因素。

- (d) 如您更換您的裝置，您將需要向我們重新登記您的新裝置，而您的舊裝置將被自動取消登記。

3. 保護您的裝置及您的 Mox app

- (a) 您必須保護您的裝置及您的 Mox app 及確保只有您使用您的裝置及 Mox app。如您的裝置及 / 或 Mox app 已遺失、被盜取或已遭泄露，您必須通知我們。如果您不保護您的裝置及您的 Mox app 及您沒有通知我們您的裝置及 / 或您的 Mox app 已遺失、被盜取或已遭泄露，我們可能不會退還予您其他人未經您的許可從您的戶口（包括任何信用卡戶口）中提取或使用的任何款項。
- (b) 請參閱我們網站上的一般條款及細則第 8 條及「保安提示」的詳情以了解有關如何保護您的裝置和您的 Mox app 的詳細信息，以及如果您不保護您的裝置和及您的 Mox app 及 / 或不通知我們您的裝置及/或您的 Mox app 已遺失、被盜取或已遭泄露的後果。
- (c) 為提高保護安全性，我們建議：
 - (i) 您就可疑電郵和超連結保持警惕及僅下載已知或可信任軟件、設定高強度密碼以及保持裝置的作業系統和軟件更新至最新狀態，以保護您的裝置免受惡意軟體的侵害；及
 - (ii) 在您的裝置上啟用或安裝遠端清除功能（即向您的裝置發送命令以完全刪除裝置上儲存的所有資料的能力），以備在裝置遺失或被盜取時可使用。

4. 更新 Mox app

- (a) 我們可不時更新 Mox app，包括作出改善、增加新功能或進行保安套件更新。
- (b) 我們有時可能會要求您在繼續使用 Mox app 前更新 Mox app。
- (c) 您應該：
 - (i) 保持您裝置的操作系統為最新版本。我們會在停止支援一個操作系統版本前預先通知您，並提醒您更新您裝置的操作系統；及
 - (ii) 保持 Mox app 為最新版本，否則 Mox app 的某些功能可能無法按預期運作。如可行，我們建議您開啟您裝置設定中的自動應用程式更新功能。

5. Mox app 的可用性

- (a) 在某些情況下，例如當我們進行必要的維修或系統更新，Mox app 可能暫時無法使用。當 Mox app 暫時無法使用時，我們會盡力告知您並通知您相關的停用時間（如需停用）。此外，儘管 Mox app 可供普遍可用，在某些情況下，例如我們的條款及細則中有所規定的或我們另行通知，Mox app 中的某些產品及 / 或服務未必會可供使用。
- (b) Mox app 及某些特定產品及服務是否可在 Mox app 中可用視乎第三方服務供應商（包括讓您取用 Mox app 及 Mox app 中的產品及服務的軟件、網絡及其他服務供應商）的可靠性及可用性。
- (c) 如您使用 Mox app 需要任何第三方服務，您須遵守適用於該第三方的使用條款。例如，Mox app 使用 Google 地圖功能及內容，您在 Mox app 使用該等 Google 地圖功能及內容便須遵守 Google 地圖/Google 地球附加服務條款，載於 https://maps.google.com/help/terms_maps.html（包括 Google 私隱權政策，載於 <https://www.google.com/policies/privacy/>）。
- (d) 除我們明確指明或另行同意外，我們並非您與第三方訂立的任何合約安排的一方。

6. 超連結

- (a) Mox app 可能包含至第三方網站或流動應用程式的超連結。
- (b) 我們並無維持或控制在 Mox app 上有超連結的任何第三方網站或流動應用程式，並且概不就此負責 – 超連結僅為方便您作參考用途而顯示。
- (c) 您接入及使用任何第三方網站或流動應用程式須自行承擔風險，並須遵守該第三方網站或流動應用程式的條款。

7. 第三方提供材料

- (a) Mox app 可能載有第三方（包括商戶及個人）提供的材料及其他內容。
- (b) 在 Mox app 上展示任何來自第三方的材料及其他內容並不：
 - (i) 構成我們對該等材料及內容（包括該第三方表達的任何意見）的認可 – 該第三方表達的任何意見僅為該第三方的意見，不一定反映我們的意見；或

- (ii) 聲稱或暗示我們認可、推薦、同意、曾調查、核實或監控該第三方或其產品或服務。
- (c) 請同時注意，所有由第三方提供的要約、產品、服務、展示、課堂、公開活動或其他相關活動均受制於 Mox 免責聲明（可在 Mox app 及 / 或我們的網站內找到）。
- (d) 除非我們在相關產品或服務的條款及細則中另有訂明，Mox app 上的任何資料、材料或其他內容均不旨在或不應被解釋為我們或任何第三方就購買或出售任何投資產品的建議或招攬。

8. 負責任地使用 Mox app

- (a) Mox app 屬我們所有，您只能使用 Mox app 作本條款所載的用途。
- (b) 您須就您於 Mox app 上載或使之可供取閱的所有內容負上全部責任。
- (c) 在安裝 Mox app 的裝置上，您只可安裝來自 App Store、Google Play 或我們不時指定的可信渠道或應用程式網上商店的應用程式，並不得改動裝置的操作系統，例如將裝置「越獄」或「破解」。
- (d) 如您的裝置包含任何盜版、破解版、假冒或未經授權的應用程式，您不得安裝或啟動 Mox app 或電子錢包。
- (e) 您不得就 Mox app 或其功能作出欺詐或惡意行為，包括轉售、複製、修改、不利地影響、還原或以任何方式篡改 Mox app，或協助他人作出上述任何事情，惟您已獲授權的情況則除外。
- (f) 您不得使用 Mox app 作任何不合法或違反與我們之間的任何協議的用途。
- (g) 透過 Mox app 傳送的任何資訊或文件附帶延誤、遺失、轉移、改動、損壞等風險，及與硬件及軟件故障相關的其他風險。

9. 開啟您裝置的某些功能

我們可能要求您開啟您安裝 Mox app 的裝置上的某些功能，例如相機功能及定位服務，以及與我們分享您的通訊錄。此舉可讓您使用 Mox app 的某些功能。如您同意開啟這些功能，我們可以使用此等功能，例如，用以追蹤您所在位置及 IP 地址。基於保安理由，Mox app 不容許屏幕畫面截圖及錄像。

10. 如您蒙受任何損失

就您因任何使用或取用 Mox app 或因以下事項而招致您蒙受的任何損失，我們概不負責：

- (a) 未能使用或取用 Mox app 或 Mox app 內的任何產品或服務，惟由我們的疏忽、欺詐行為或故意失責而造成您的損失則除外；
- (b) 您的裝置或網絡連線的問題；
- (c) 有任何其他人士使用您的認證因素取用或使用您裝置上的 Mox app；
- (d) 由於您已登入 Mox app 時您的裝置無人看管，任何其他人存取或使用 Mox app；
- (e) 如透過 Mox app 提供超連結至第三方網站或流動應用程式，這些網站或流動應用程式提供的任何資料、產品或服務；
- (f) 任何第三方的欺詐或疏忽行為；或
- (g) 您未有履行您在本條款項下的責任。

如任何法律規定我們須就您的任何損失負責，我們僅須負責透過 Mox app 重新提供服務或重新提供這些服務的成本。

11. 如我們蒙受任何損失

就以下原因而引致我們蒙受任何責任及費用，您同意向我們作出彌償，使我們獲得彌償，並為我們作辯護：

- (a) 使用 Mox app；或
- (b) 違反本條款及細則，

而以上行為由您或任何其他人士（而這名人士能以您的登入憑證使用 Mox app 或者當您已登入 Mox app 時您的裝置無人看管）作出。

12. 暫停或取消取用權

我們可全權酌情決定暫停或取消您的 Mox app 取用權，例如：

- (a) 以保護我們的業務；
- (b) 以保護您或我們免受欺詐或其他損失；

- (c) 如您並無根據本條款及細則使用 Mox app；或
 - (d) 如我們有合理理由相信您使用 Mox app 違反香港或任何其他國家的法律或法規。
- 除非法律另有規定，否則我們不會提前通知或披露暫停或取消您使用 Mox app 的原因。

13. 我們擁有所有知識產權

- (a) 與 Mox app 內容（例如商標、文本、圖像、影像、連結及聲音）有關的所有權利（例如版權）均由 Standard Chartered PLC 或其一家附屬公司（包括我們）所有或獲授權特許使用。除非我們另行指明，否則未經我們事先書面同意，Mox app 內容一概不得複製、修改、下載、分發、公佈、重複使用、重複發布、還原、解構或以任何方式作任何用途。
- (b) 我們的商標均為 Standard Chartered PLC 的有待註冊或已註冊的商標，並由我們獲授權特許使用。未經 Standard Chartered PLC 或我們事先書面同意，您不可使用任何商標。
- (c) 您授予我們及我們的控權實體全球性、免版權使用費、永久、不可撤銷及可轉授的權利及特許使用權，以使用您透過使用 Mox app 提交予我們的任何資料或材料，作我們認為合適的任何用途，包括但不限於複製、修改、傳輸、分發及公佈，惟受適用法律限制則除外。您保證並會確保提交予我們的任何資料或材料概無侵犯任何第三方的權利。
- (d) 您使用 Mox app 而提交的任何有關資料或材料，Mox 對您概無任何保密責任，惟法律規定則除外。

14. 適用法律和管轄權

- (a) 這些條款受香港法律管轄。
- (b) 關於這些條款，您同意：
 - (i) 香港法院對您提起的任何法律程序擁有專屬管轄權；及
 - (ii) 我們可以在任何司法管轄區啟動法律程序。

15. 其他

- (a) 除非這些條款中另有定義或上下文另有要求，否則大寫術語具有我們的一般條款及細則中賦予它們的含義。



(b) 如本條款的中英文版本有任何不一致之處，概以英文為準。

最近更新日期：2025 年 10 月 6 日