



THE HONGKONG AND SHANGHAI HOTELS, LIMITED
香港上海大酒店有限公司

(Incorporated in Hong Kong with limited liability)
(Stock Code: 45)

18 April 2012

Dear Shareholder,

Election of Means of Receipt and Language of Corporate Communications

Pursuant to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and the articles of association of The Hongkong and Shanghai Hotels, Limited (the "Company"), the Company is making available the following options for you to elect for receipt of future corporate communications ^(Note):

- (1) by electronic means through the Company's website at www.hshgroup.com in lieu of receiving printed copies, and receiving a notification letter of the publication of the corporate communications on the Company's website; or
- (2) in printed form in English only; or
- (3) in printed form in Chinese only; or
- (4) in printed form in both English and Chinese.

In line with the Company's approach to corporate responsibility and sustainable practices, we endeavour to use less paper. As such, the Company encourages you to elect electronic means. To make your election, please mark (X) in the appropriate box on the enclosed reply form and sign and return it to the Company's share registrar (the "Share Registrar"), Computershare Hong Kong Investor Services Limited by post (using the mailing label in the reply form) or by email to hsh.ecom@computershare.com.hk. The reply form may also be downloaded from the Company's website at www.hshgroup.com or the website of Hong Kong Exchanges and Clearing Limited at www.hkexnews.hk.

If the Company does not receive a duly completed and signed reply form or receive a response indicating the objection from you by 18 May 2012 and until you inform the Share Registrar by reasonable notice in writing, you are deemed to have consented to receiving all future corporate communications by electronic means through the Company's website at www.hshgroup.com only, and a notification letter of the publication of the corporate communications on the Company's website will be sent to you.

You are entitled at any time by reasonable notice in writing or using email at hsh.ecom@computershare.com.hk to the Share Registrar to change the means of receipt and choice of language of the corporate communications. Even if you have chosen (or are deemed to have consented) to receive all future corporate communications by electronic means but for any reason have difficulty in receiving or gaining access to the corporate communications on the Company's website, the Share Registrar will promptly upon your request send the corporate communications to you in printed version free of charge.

Please note that (a) printed copies of the English and Chinese versions of all future corporate communications are available from the Company or the Share Registrar on request; and (b) the same are also be available on the Company's website at www.hshgroup.com and the website of Hong Kong Exchanges and Clearing Limited at www.hkexnews.hk.

Should you have any queries in relation to this letter, please call the Company's telephone hotline at (852) 2840 7788 during business hours from 9:00 a.m. to 5:30 p.m. from Monday to Friday, excluding public holidays.

Yours faithfully,
For and on behalf of the Board
The Hongkong and Shanghai Hotels, Limited
Christobelle Liao
Company Secretary

Note: corporate communications mean any document(s) issued or to be issued by the Company for the information or action of any holders of its securities, including but not limited to (a) the directors' report, its annual accounts together with a copy of the auditor's report and, where applicable, its summary financial report; (b) the interim report and, where applicable, its summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a proxy form.