<u>Notice of Internet Banking Security</u>

Nanyang Commercial Bank ("NCB") would like to remind its customers and the general public to stay alert to a fake pop-up window during their Personal Internet Banking login. This fake pop-up window requests customers to enter credit card information such as card number, expiry date and the card verification code. NCB has reported the case to the Hong Kong Monetary Authority and the Hong Kong Police Force.

NCB wishes to reiterate that NCB's Internet Banking login process does not require customers to enter any credit card information or other personal data, including but not limited to Hong Kong identity card number, date of birth, etc.

Customers are reminded to stay vigilant of any unusual login webpage during their Internet Banking login process (such as unusual pop-up window and/or the unusually slow computer response). If customers find any webpage suspicious, they should not follow its instruction or input any information and should close the browser immediately. Customers who discover any unauthorised transactions in their bank accounts or have any query relating to Internet Banking Service should call NCB Customer Service Hotlines (852) 2622 2633.

To ensure Internet Banking security, customers should install firewall and anti-virus software in their personal computers and keep them up-to-date. They should also avoid visiting or downloading software from suspicious websites, and be wary of opening attachments in emails from unfamiliar sources.

From 22 April 2018 onwards, customers are required to use two-factor authentication for identity verification when conducting designated investment transactions through Internet or Mobile Banking. Please visit our website to update the email address and mobile number by downloading the form from our website and returning the completed form to our branches. Customer can also visit any of our branches to apply for a security device and update your personal data.

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