

18 January 2022

## **Notification of the Change of Insurance Agency Services**

To enhance the customer experience, our company will launch a new insurance agency service in near future. We hereby notify you that, with effect from the following effective date (hereinafter referred to as the "Effective Date"), our company will no longer be appointed by BOC Group Life Assurance Company Limited (hereinafter referred to as "BOC Life") and China Life Insurance (Overseas) Company Limited (hereinafter referred to as "China Life") as their insurance agent. The arrangement will not affect your policy rights.

The Effective Date is as follows:

BOC Life - 31 January 2022

China Life - 30 January 2022

From the Effective Date, you may, through the following channels, inquire and/or handle the policy(ies) of BOC Life and/or China Life that you applied via our company:

1. Visit any branch of our company and call the customer service hotline(s) of BOC Life and/or China Life with the assistance of your personal banking manager/ customer services manager at our company. The staff of the insurance company will directly answer and follow up your enquiries and required services.

2. Call the customer hotline(s) for inquiries directly:

BOC Life Customer Service Hotline - 2860 0688

China Life Customer Service Hotline - 3999 5519

For enquiry, please call our Customer Service Hotline at (852) 2622 2633 or contact our branch staff.

**Nanyang Commercial Bank, Limited**