

February 23, 2024

## **Notice on Updated Methods of Providing NCB Mobile App to Mainland Customers**

Thank you for your continued support and trust in NCB Mobile Application ("NCB App").

Starting from April 1, 2024, Nanyang Commercial Bank "the Bank" will update the method of providing NCB App to mainland customers. The method mainly includes the following approaches to allow you to seamlessly enjoy the services of NCB App:

1. Google Play and official website download packages: Not affected by this update, you can continue to download or update the NCB App.
2. Internet banking: You can use the Internet banking through the Bank's website (the Bank's website > "Login" > "HK Personal Internet Banking")
3. App Store: It is recommended to download or update on the HK App Store. Due to external management requirements, updating or downloading the NCB App will be suspended on the mainland App store.

For any inquiries/responses, please visit the Bank's website (Bank's website > "About NCB" > "Customer Notices") before August 30, 2024 to download this customer notice, or contact the customer service team. You can contact our staff or call our Customer Service Hotline at (852) 2622 2633, or contact customer service through the official WeChat account<sup>1</sup>.

Thank you again for your trust and support in Nanyang



Commercial Bank. We promise to continue to work hard to provide you with high-quality services.

Note 1: Contact customer service through the official WeChat account: Follow the bank's WeChat public account [NCB Nanyang Commercial Bank], reply "Customer Service" and scan the QR code to add our bank's corporate WeChat customer service.

**Nanyang Commercial Bank, Limited**