

July 2024

Notice of ATM Card - Business Service Upgrade and Amendments to the Related Terms and Conditions

Dear Valued Customer,

Thank you for your continued support and trust in the services of Nanyang Commercial Bank Limited (the "Bank").

Due to our service upgrades, the Bank will implement the **ATM Card - Business service upgrade** on the 21st of September 2024 (the "Effective Date")(in case of any adjustment, the Bank shall make further notice). Consequently, from the Effective Date, **the Bank's Conditions for Services and rules for service and information related to the ATM Card - Business will be updated** accordingly. The details are as follows:

I. Important Reminder for ATM Card - Business Service Upgrade:

1. Adjustment of Transaction Limit Rules

From the Effective Date, the following adjustments will be made to the Daily Transaction Limit Rules of the Bank's ATM Card - Business:

| Adjustments | Adjustment Details | | | |
|---|--|--|--|--|
| Calculation of Daily Transaction Limit | Previously, the Bank allowed customers to hold multiple ATM Cards - Business simultaneously. The daily transaction limit being applied collectively across all the ATM Cards - Business associated with the customer shares the same limit , irrespective of the number of ATM Cards - Business they held. With effect from the Effective Date, the calculation method of the daily transaction limit will be modified to calculate the transaction limit for each ATM Card - Business separately. | | | |
| (i) The Classification of Daily Transaction | Before the Effective Date | | From the Effective Date | |
| | Daily Transaction Limit Classification | Existing ATM Card - Business Shared Maximum daily Transaction | Daily Transaction Limit Classification | Existing ATM Card - Business Changes in the Maximum daily |

| Limits, and (ii) Changes in the Maximum Daily Transaction Limits of Existing ATM Cards - Business | Limit per Customer (HKD equivalent) (Below are example <u>amounts</u>) | | | Transaction Limit per Card (HKD equivalent) (Below are example <u>amounts</u>) | |
|--|---|--|--|--|---|
| | Only 1 ATM Card - Business | Holding multiple ATM Cards - Business (Take 2 cards as an example) | | Only 1 ATM Card - Business | Holding multiple ATM Cards - Business [^] (Take 2 cards as an example) |
| Cash Withdrawals | 10,000.00 | 10,000.00 | Cash Withdrawals and Transfers to Accounts under Different Name | 10,000.00 | 5,000.00 /Card |
| POS Transaction and Unregistered Account Transfers (Accounts Not Linked to the ATM Card) | 50,000.00 | 50,000.00 | POS Transaction | 50,000.00 | 25,000.00 / Card |
| Transfers among Registered Accounts (Accounts Linked to the ATM Card) | No limit | No limit | Transfers to Same-name Accounts* | No limit | No limit |
| Bill Payments | 100,000.00 | 100,000.00 | Bill Payments | 100,000.00 | 50,000.00 /card |
| <p>[^]<u>If a customer holds more than one ATM Card - Business before the Effective Date, after the upgrade, the system will distribute the original daily transaction limit equally according to the number of ATM Cards - Business held by the customer (as indicated in the table above).</u> ATM Cards - Business applied on or after the Effective Date will be calculated according to the latest transaction limit rules.</p> <p>*Transfers to same-name Accounts have no daily transaction</p> | | | | | |

| | | |
|--|---|---|
| | limit and support transfers in HKD and RMB. | |
| Changes to the Maximum Daily Limit for Cash Withdrawals and Transfers to Accounts under Different Name | The maximum daily limit for cash withdrawals and transfers to accounts under different name for each ATM Card - Business will be adjusted from the Effective Date to: | |
| | Maximum Daily Limit per Card | Adjustable Amount |
| | HKD 30,000.00 (now default at 10,000.00) | Customers can adjust the limit themselves (not exceeding the maximum daily limit). From the Effective Date, the amount to be adjusted must be in multiples of 100, changing from the current requirement of being in multiples of 10,000. |
| If customers would like to adjust the above-mentioned daily transaction limits, they may do so through the Bank's branches. | | |

2. Other Reminders for ATM Card - Business Service Upgrade

Other reminders regarding ATM Card - Business service upgrade from the Effective Date are listed below:

| Adjustments | Adjustment Details |
|-------------------------------------|--|
| ATM Card - Business PIN Letter | If you have not changed your ATM Card - Business PIN as indicated in the PIN letter received before the Effective Date, you are recommended to change your PIN at JETCO ATMs as soon as possible before the Effective Date. Otherwise, on or after the Effective Date, you will only be able to change the default password through the Bank's branches. For ATM Card - Business PIN letters issued from the Effective Date, changes can still be made at both the Bank's branches and JETCO ATMs. |
| ATM Card - Business Mailing Address | From the Effective Date, if you apply for a new ATM Card - Business or request a card replacement, the mailing address for the relevant ATM Card - Business will be changed from the customer-specified address to the correspondence address registered by the ATM Card - Business cardholder with the Bank. |

II. Amendments to the “Conditions for Services”, Rules for Services and other Rules and Information related to ATM Card - Business.

Due to the upgrade of the ATM Card - Business services, with effect from the Effective Date, the Bank will amend the “Conditions for Services” and “General Information” accordingly. The details of these amendments are outlined in Appendix 1 to Appendix 2 of this Notice. If you continue to hold an account with us or use any of our banking, financial, or other services on or after the Effective Date, you will be deemed to have agreed to the amendments. Should you not accept these changes, the Bank may be unable to continue providing the services to you, and you have the right to inform us of your wish to terminate the services.

You may download the current “Conditions for Services”, rules for Services and other information on our website (the Bank's website > “Personal Banking”/“Corporate Banking” > “Other Services” > “Conditions and Rules for Services and other Information”) on or before the 20th of September 2024. From the Effective Date, only the revised information can be downloaded from the above webpage.

You may download this Notice on or before the 21st of May 2025 from the Bank's website (the Bank's website > “About Us” > “Notice”). You may not be able to view or download this Notice after such date. If there is any discrepancy between the English and Chinese versions of this Notice, the English version shall prevail.

The Bank is committed to continue to provide customers with convenient, efficient, effective and professional banking services as the Bank has cherished the spirit of “Customer-Oriented and Courteous Service” and “Reputation First and Service-Driven”.

If you have any related questions, you may refer to the FAQs on “Notice of ATM Card - Business Service Upgrade and Amendments the Related Terms and Conditions” on the Bank's website (the Bank's website > “About Us” > “Notice”) for more details on the ATM Card -

Business service upgrade.

For any enquiries regarding ATM Card - Business, please contact our ATM Card 24-hour Customer Service Hotline at (852) 2616 6266.

For any other enquiries, please contact our staff or call our Customer Service Hotline at (852) 2622 2633.

Note: If there is a change in the Effective Date, you will be notified separately; all revisions contained in this notice and its attachments will take effect after the new Effective Date.

Nanyang Commercial Bank, Limited

Appendix 1: Details of Amendments to the "Conditions for Services"

Appendix 2: Details of Amendments to "General Information"

Appendix 1: Amendments to “Conditions for Services”
Part 2: Banking services - Clause 8 Automatic Teller Machine (ATM)
Cards

| Section | Amendments Details (Deletions are shown in Strikeout/ Amendments are shown in Underline) |
|---------|---|
| 8.11 | <p>If the ATM card is used for unauthorized transactions before you inform us that your ATM card or the personal password authentication factors <u>(for example, personal identification numbers (PINs) and authentication tokens)</u> of the ATM card has been lost or stolen, or other people know the personal password authentication factors <u>of the card</u>, you may need to bear the relevant losses. Without prejudice to the generality of the foregoing provisions, if you knowingly allow any person to use the ATM card and / or personal password authentication factors <u>, you will be deemed to have failed to comply with the above protection measures, and you shall also bear all losses arising therefrom.</u></p> |

Appendix 2: Amendments to “General Information”

| Section | Amendments Details (Deletions are shown in Strikeout/ Amendments are shown in Underline) |
|------------|---|
| | <p>Major Amendments are as follows:</p> <ul style="list-style-type: none"> ● Rules of transaction limit for ATM Card- Business |
| Page 11-13 | <p>ATM Card - Business</p> <p>Upon successful application, the ATM Cards - Business will be mailed to your designated <u>cardholder’s contact</u> address. No annual fee is payable.</p> <p>The following transactions may be conducted by a cardholder at ATMs, over the counter at our branches, and through our designated electronic channels:</p> <p>.....</p> <p>- change the language display on ATM screen <u>(Only NCB)</u></p> <p>.....</p> <p>The maximum daily transaction limit is shared among all ATM</p> |

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|---|
| <p>Cards—Business for each customer: <u>applicable to new issued and existing ATM Card – Business for each ATM card - Business will be calculated separately (regardless of the number of accounts registered under the ATM card - Business):</u></p> <p>(a) The maximum daily limit of cash withdrawal and transfer to an account of the same currency is HK\$30,000. You may lower the limit upon successful application to us. <u>and transfers to Accounts under different name: up to HK\$30,000. You can adjust the limit (must be in multiples of 100 but not exceed the maximum daily limit) upon successful application to us.</u></p> <p><u>*Transfers to same-name Accounts have no daily transaction limit and support transfers in HKD and RMB.</u></p> <p>(b) <u>Daily transaction limit for "EPS" or "UnionPay" POS transactions per card, "JETCO" Interbank Transfer and transfer to accounts not registered under ATM Card—Business in the same currency: up to is HKD50,000.</u></p> <p>.....</p> <p>(d) <u>Daily bill payments limit via "JET PAYMENT" and "PPS" per card: up to HKD100,000.</u></p> <p>(e) <u>ATM cash withdrawal outside Hong Kong and withdrawal limit:</u> Prior to ATM cash withdrawal outside Hong Kong, you must activate your existing ATM Card – Business, and designate a period of use and cash withdrawal limit (depending on region and ATM networks). The maximum <u>overseas</u> withdrawal limit of each of the ATM Card – Business must not exceed your the daily cash withdrawal limit <u>of the card.</u></p> |
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