

Frequently Asked Questions on Notice of ATM Card - Business Service Upgrade and Amendments to the Related Terms and Conditions

1. Q: I noticed that from the Effective Date, the Bank will adjust the method of calculating the daily transaction limit for ATM Card - Business. Instead of **sharing the same daily transaction limit** among all ATM Cards - Business under the customer's name (regardless of the number of ATM Cards - Business held by the customer), the transaction limit will be calculated separately for each ATM Card - Business. If Customer A holds two ATM Cards - Business and the current **shared daily transaction limit** for cash withdrawals is set at HKD 20,000. After the Effective Date, what impact will the adjusted calculation method have on Customer A?

A: Before the Effective Date, Customer A could use **any one** of the ATM Cards - Business to **withdraw up to HKD 20,000** in cash per day via ATMs. Since the Effective Date, the daily transaction limit will be divided equally among the two ATM Cards - Business (i.e., HKD 10,000 per card). Therefore, Customer A can use any one of the ATM Cards - Business, with **a maximum cash withdrawal of HKD 10,000** for each card.

2. Q: Same scenario as the above, if Customer B has only one ATM Card - Business, and the current **shared daily transaction limit** for cash withdrawals is set to HKD 20,000, what impact will the adjusted calculation method have on Customer B after the Effective Date?

A: There is no impact on Customer B. Customer B can use the ATM Card - Business to **withdraw up to HKD 20,000** in cash per day via ATMs.

3. Q: From the Effective Date, if I would like to adjust daily transaction limit of the ATM Card - Business, what should I do?

A: Same as the current practice, customers can **only adjust** the daily

transaction limit for cash withdrawals and transfers to accounts under different name (i.e., the current limit for cash withdrawals) since the Effective Date. Customers can visit any of the Bank's branches with their identification documents to apply for an adjustment. The daily transaction limit can be set at amount of multiples of **100** (currently, the amount must be in multiples of 10,000), subject to the maximum daily limit (HKD 30,000 for ATM Card - Business). It cannot be set to **0**. The application documents must be signed at branch. For sole proprietorships, the owner's signature is required; for partnerships, all partners must sign; for limited companies, a board resolution must be provided and signed by either 2 directors/1 director + 1 company secretary/sole director.

4. Q: If the daily transaction limit for the ATM Card - Business has already been set before the Effective Date, do I need to reset it from the Effective Date?

A: No, the daily transaction limit that has been set before will remain effective.

5. Q: How can I enquire about the daily transaction limit of my ATM Card - Business, including the daily transaction limit that has been set before?

A: Customers can visit any of the Bank's branches with their identification documents to enquire. They can also refer to the "General Information " to understand the limits for bill payments and POS transactions.