

Notice of free electronic consolidated statement offer, changes relating to e-Statement Service and General Banking Services Charges

1. Free electronic consolidated statements for personal banking customers*

Please be informed that with effect from 29 March 2020 ("Effective Date"), electronic consolidated statements for the past 24 months are provided for free to all personal banking customers who have enrolled for our consolidated statement services*. You can simply log in our Internet Banking to retrieve your consolidated statement records.

2. Extension of electronic statement enquiry period for our e-Statement Service

From Effective Date onwards, for personal banking customers who have enrolled for our e-Statement Service, you can retrieve your electronic statements of the eligible statement types accumulate thereafter for a period of up to 7 years[^].

3. Free copies of reprinting paper statements for personal banking customers

From Effective Date onwards, if personal banking customers select receiving e-Statements only, customers can obtain copies of previous statements of the eligible statement type up to the past 7 years through our Internet Banking and apply for reprinting a maximum of 6 copies of paper statements for free every year. If the number of paper statements requested exceeds the free offer stated, a handling fee will be levied for each additional paper statement.

For details of the relevant charge, please refer to the General Banking Services Charges of our Bank (applicable to consolidated monthly statement).

4. Change of General Banking Services Charges

In light of the waiver arrangement stated in paragraph 3 above, the General Banking Services Charges of our Bank is changed to supplement details as follows:

Type of Services	Charges/Details
OTHER SERVICES	
Request for copy of account statements (from 1 month up to 7 years from the date of request)	HKD50.00 per statement cycle #

With effect from 29 March 2020, if personal banking customers select receiving e-Statements only, customers can obtain copies of previous consolidated monthly statements up to the past 7 years through our Internet Banking and apply for reprinting a maximum of 6 copies of paper statements for free every year. If the number of paper statements requested exceeds the free offer stated, a handling fee will be levied for each additional paper statement.

If customers continue to use the above listed service(s), the customers will be deemed to have agreed to the change(s). If you do not accept the amendments, we may not be able to continue to provide our service(s) to you. Should there be any discrepancy between English & Chinese versions of this notice, the Chinese version shall prevail.

Remarks:

* Only applicable to personal banking customers who have already enrolled for our consolidated statement services and opened our Internet Banking account.



^ Personal banking Customers can only retrieve the e-statements for the month(s) in a period of 7 years accumulated thereafter where the customers had enrolled for e-Statement Service. Eligible statement type is consolidated monthly statement.

Should you have any enquiry, please contact our staff or call our customer service hotline at (852)2622 2633.

Nanyang Commercial Bank, Limited