

NCB Personal Mobile Banking Service Guide (English version)

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1. Introduction

Personal Mobile Banking service from NCB (App) provides general banking and investment services. The easy and user-friendly interface is ideal for anyone who wishes to use their handset to manage their financial conveniently via any Mobile Device Network * anytime, anywhere. If you've registered for our Internet Banking/mobile banking services, you can simply complete the activation process on the Internet/mobile banking login page to access the mobile banking service. If you haven't registered for our Internet Banking/mobile banking services, please visit any of our branches for registration.

*Please check with the relevant telecommunications service provider on the service plan, especially the data roaming charges.

2. System Requirements

Mobile Banking is available for mobile devices. The display will automatically adjust to the screen size of your mobile device to provide you with the best browsing experience.

Operating system requirements: iOS 12.0 or above; Android 9.0 or above.

3. Download Instructions

Download the NCB Mobile Banking (App) for free through official app stores

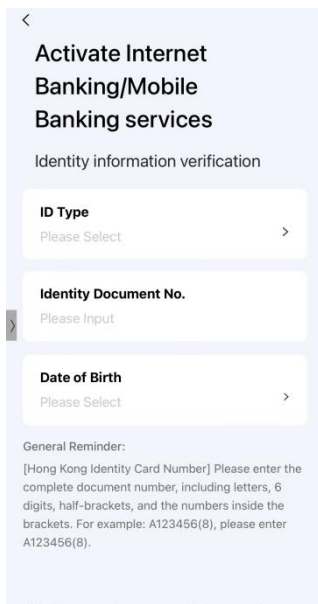
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by searching for “NCB” or the official website (www.ncb.com.hk). The mobile app is compatible with any mobile network.

4. Login Methods

4.1. First-time Login and Activation

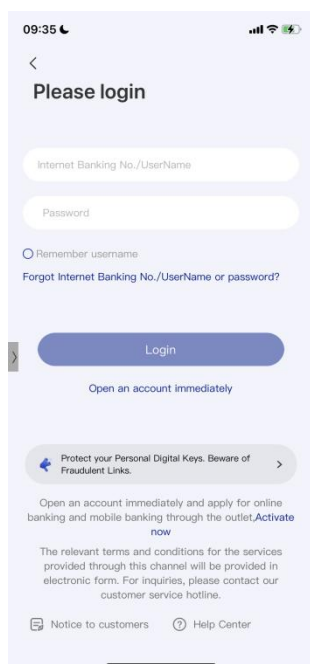
Clients need to activate electronic banking services through Mobile Banking (or Personal Internet Banking). Activation requires inputting identity verification information. Please use the identification document provided at the time of signing for verification, such as Two-way Exit Permit (Exit-Entry Permit for Travelling to and from Hong Kong and Macao), Mainland ID Card, Passport, Hong Kong ID Card, or Macao ID Card, etc.



The screenshot shows a mobile app interface for activating services. At the top, there is a back arrow and the title "Activate Internet Banking/Mobile Banking services". Below the title is the subtitle "Identity information verification". There are three input fields: "ID Type" with a dropdown arrow and the text "Please Select"; "Identity Document No." with a text input field and the text "Please Input"; and "Date of Birth" with a dropdown arrow and the text "Please Select". At the bottom, there is a "General Reminder" section with the following text: "[Hong Kong Identity Card Number] Please enter the complete document number, including letters, 6 digits, half-brackets, and the numbers inside the brackets. For example: A123456(8), please enter A123456(8)."

4.2. Account Name/Password Login

To log in to Mobile Banking, please access NCB mobile application, then enter your Internet Banking number/username/mobile number and Internet Banking login password to log in to the mobile banking application.



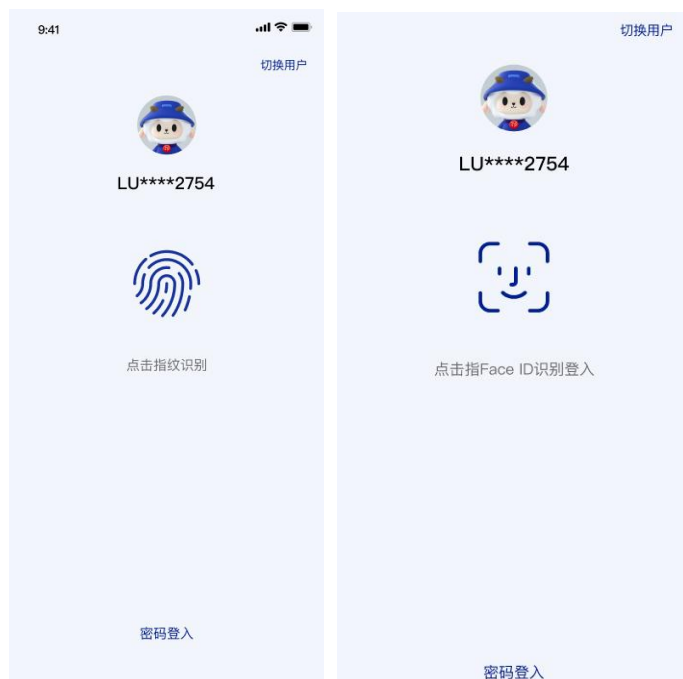
- If you have an 8-digit Internet Banking number, you can use your Internet Banking number to login.
- If you have set your mobile phone number as your login account, you can use your mobile phone number to login.
- In case of four consecutive incorrect Internet Banking password entries, the password will be frozen. You can reset the password and unlock it by using Mobile Banking/Internet Banking/visiting a branch.

4.3. Biometric Authentication Login

You can use designated models of mobile phones to log in to the mobile

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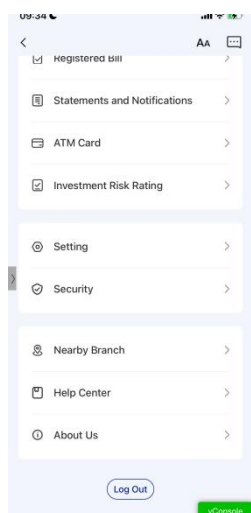
banking application. Then you can enable the Mobile Token at “View more setting > Setting > Mobile Token Setting > Enable Now” and register for “Biometric Authentication” services (including fingerprint authentication and Face ID, etc.) for quick access to mobile banking through biometric authentication.



4.4. Manual Logout

When you need to exit the mobile banking app, please select “View more setting > Logout” to log out and prevent any potential leakage of your personal information. If you do not manually log out, the system will automatically log you out after a specified period of inactivity to ensure the security of your account. (The specified time is based on the bank’s actual configuration.)

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5. Scope of Services

Mobile Banking App Function List:

My Accounts	Account Inquiry
	Transaction Records
	Upgrading to Integrated Banking Services
	Automatic Transfer Service Settings
	Registering Payee
	Currency Exchange
	Registering FPS (Faster Payment System)
Bill and Payment	Payment
	Direct Payment Authorization
Transfer/Remittance	Local Transfers
	Overseas Transfers/Remittances
	QR CODE
	BOC Credit Card Repayment
	Scheduled Transfer / Remittance
	Small Value Transfer Settings
ATM Cards	My ATM Cards
	Applying for an ATM Card
	Activating an ATM Card
	Reporting Lost ATM Card
	Canceling Lost ATM Card
	Reporting Unauthorized Withdrawal Transactions
	Cloud Payment Transaction Management
	Overseas Transaction Maintenance

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Cardless Withdrawal	UnionPay Cardless Withdrawal
	JETCO Cardless Withdrawal
Personal Loans	My Loans
Settings	Limit Management
	Security Device Setting
	Mobile Token Setting
	Modify Login Password
	Modify UserName
	View Personal Information
	Mobile Phone No. Login Setting
	Language Setting
	Text Size Setting
	K-Line Setting
Electronic Statements/Notifications	Applying for Electronic Statements/Notifications
	Viewing Electronic Statements/Notifications
Cheques	Requesting a Chequebook
	Electronic Cheque Deposit
	Cheque Stop Payment
Monthly Statements	Requesting Paper Monthly Statements
Mandatory Provident Fund (MPF)	Comprehensive Account Balance Inquiry
	Recent Contributions Inquiry
Account Opening	Remote Account Opening
	Account Enhancement
Insurance Services	Insurance Enquiry Service
Time Deposits	Time Deposits
	My Time Deposits
Investment and Wealth Management	Securities
	Currency Exchange
	Funds
	Bonds
	Structured Investments
	Currency Linked Investments
	Equity-Linked Investments
	Precious Metals
	Precious Metals and FX Margin
	Investment Risk Rating
Financial Assistant	Nearby Branches
	Frequently Asked Questions
	Feedback
	Newcomer Zone
Message Center	Announcement Messages
	Information Messages

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About Us	Contact Us
	Security Information
	Service Terms
	Client Notice
	Privacy Policy
	NCB Official Website
	Branch Service Adjustment Notices
	Service Fee Table
Login Page Functions (Before Logging In)	Immediate Activate
	Forgot Username
	Forgot Password
	Latest Announcements
	Frequently Asked Questions
Security	Login
	Login Log
	Equipment Management

6. Remote Account Opening

In just a few simple steps, you can open an NCB account and enjoy comprehensive banking services.

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Note1: *Currently, Nanyang Commercial Bank only supports mobile number login for clients in Hong Kong SAR, Macau SAR, and Mainland China.

Note2: Remote Account Opening is currently applicable only to clients holding valid Hong Kong identity cards. For other online account opening methods, clients can follow our latest product updates.

7. QR CODE

- You can generate FPS money receiving QR codes for convenient collections.
- You can scan FPS money receiving QR codes for swift payments.

8. ATM Cards

- You can apply for an ATM card.
- You can activate an ATM card.
- You can enquire the ATM card status.
- You can report the loss and de-linking of your ATM card.
- You can activate or deactivate offshore ATM setup.
- You can support customers to report unauthorised transactions.
- You can support customers to set up cloud flash payment service.

9. Cardless Withdrawal

- Supports cardless withdrawals via the UnionPay channel.
- Supports QR code withdrawals via the UnionPay channel (within Hong Kong).

10. Transfers

- You can make transfers to NCB, other local banks and FPS.
- Transfers to NCB or other local banks: Transfers can be made using bank account numbers, with funds typically credited immediately.
- Other local bank transfers: The system supports local transfers using mobile phone number, email address, FPS ID, and local bank account number. For transfers in HKD and CNY, funds are typically credited

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immediately; for transfers in USD and EUR, funds are typically credited on the same day.

- FPS transfers: The system supports inter-bank transfers using mobile phone numbers, email addresses, and FPS IDs. For transfers in HKD and CNY, funds are typically credited immediately.
- We accept processing of scheduled and regular transfer transactions.
- No limit of fund transfer between accounts held by the same customer.
- The maximum daily limit for transfers to third-party accounts is HKD 500,000*. Customers can customize the transfer limits for registered local third-party accounts and unregistered local third-party accounts.

*The daily total limit for transfers to NCB, local bank transfers, and remittances to overseas accounts is HKD 500,000 or its equivalent. Clients requiring higher limits can apply at branches for a maximum of HKD 1,000,000 or its equivalent. For transfers/remittances to unregistered accounts, the maximum daily limit for local bank transfers is HKD 100,000 or its equivalent, and for overseas remittances, it is HKD 50,000 or its equivalent.

11. Remittances

- Accepts telegraphic transfer application and BOC Remittance Plus.
- Handles the application for forward dated and standing instructions of remittance.
- You can enquire the latest transaction records of Outward Remittance.
- The daily total limit for transferring to a third-party account is HKD 500,000* or its equivalent. Clients can customise the limit to the

registered overseas third party account, unregistered overseas third party account.

*The daily total limit for transfers to NCB, local bank transfers, FPS, and remittances to overseas accounts is HKD 500,000 or its equivalent. Clients requiring higher limits can apply at branches for a maximum of HKD 1,000,000 or its equivalent. For transfers/remittances to unregistered accounts, the maximum daily limit for local bank transfers is HKD 100,000 or its equivalent, and for overseas remittances, it is HKD 50,000 or its equivalent.

12. Login Methods for Payee Registration and Small-Value Fund Transfer Limit Management

12. 1. Payee Registration/FPS Register

- Supports registering local recipients (third-party accounts) using mobile phone numbers, email addresses, FPS IDs, and bank account numbers for identification.
- Supports registering overseas recipients (third-party accounts) using account numbers/IBAN numbers.
- Supports clients to register their mobile phone numbers, email addresses, and Hong Kong ID numbers for FPS.

12. 2. Transfer Limits

- Support the activation of Small-Value Fund Transfer Service. After activation, within the limit, no additional identity verification is required for transfer funds to unregistered payee of NCB or the local bank.

13. Currency Exchange

- The bank provides exchange services between Hong Kong dollars and Renminbi or foreign currencies. Cross-rate exchanges are available for 15 currencies, including Offshore Renminbi (CNH), Hong Kong Dollar (HKD), US Dollar (USD), Euro (EUR), British Pound (GBP), Japanese Yen (JPY), Australian Dollar (AUD), Canadian Dollar (CAD), Singapore Dollar (SGD), Danish Krone (DKK), New Zealand Dollar (NZD), Norwegian Krone (NOK), Swedish Krona (SEK), Swiss Franc (CHF), and Thai Baht (THB).
- The bank allows preset limit exchange instructions for the next 7 days. If the exchange rate meets or exceeds the client's set target rate, the bank will execute the related instructions.

14. Time Deposits

- Time deposit in HKD, RMB and other designated foreign currencies is available. For the first purchase, customers need to open a Time Deposit Account*.
- You can set up, amend maturity instructions, and check time deposit records.
- For placement of time deposit in foreign currencies, funds can be debited from your HKD Savings / Current Account, USD Current Account or 'Consolidated Currency'Savings. If the funds are debited from

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your 'Consolidated Currency' Savings, please ensure this account has sufficient funds of the same currency.

- For placement of time deposit in RMB, funds can be debited from your HKD Savings / Current Account or RMB Savings / Current Account.
- You can amend the maturity instruction for your time deposit via Mobile Banking on any business day before the maturity date.
- Enables scheduled transactions for time deposits within the next 10 days.

*A Time Deposit Account is a fixed deposit account issued by NCB for customers. It serves as a personal deposit certificate used to record the fund activity related to the customer's purchase of fixed deposit products. Customers can open it through Mobile Banking, Internet Banking, or at any of our branches.

15. E-Statements

The bank enables clients to view and download Monthly consolidated e-statements, other monthly e-Statements and daily e-Statements of the last 84 months. E-Advices will be retained for up to 36 months.

The bank handles applications for various electronic statements.

Clients can modify electronic statement settings, such as language and email notifications.

Clients can request for mailed statement copies.

16. Bill Payments

Applicable bill categories include electricity, gas, water, rates and land rent, taxes, telephone charges, insurance premiums, duties, and securities fees. High-risk merchants* have to use two-factor authentication for the first bill payment. Visit any of our branches for dual registration.

You can make donations to charitable organizations.

The daily maximum payment limit is HKD 50,000; the maximum limit for designated merchants is HKD 1,000,000 (or equivalent in foreign currency) or the limit set for the client. Visit any of our branches to increase limits.

The bank periodically updates the list of payment merchants. Check merchant details under "Bill Payments" in Internet Banking.

*High-risk merchants refer to those on the high-risk list from Collaborators; for payments to such merchants, registration at the counter is required.

17. Investment and Wealth Management

17.1. Wealth Management Connect

- Clients can subscribe to cross-border Wealth Management Connect funds distributed by the bank via Internet Banking, and check balance details in cross-border Wealth Management Connect investment accounts.
- Southbound Wealth Management Connect Fund Repatriation:

The bank supports the transfer of funds from NCB accounts back to clients'

contracted accounts in Southbound Wealth Management Connect.

➤ Northbound Wealth Management Connect Fund Remittance:

The bank supports the transfer of funds from NCB accounts to clients' contracted accounts in Northbound Wealth Management Connect.

17.2. Securities

● Securities Trading

1. You can trade securities, amend or cancel orders and check the status of orders.
2. The following services are available through Mobile Banking: Rights Issue, Public Offer, Share Offer, Preferential Subscription, Scrip Dividend and Acquisition (depending on the content and terms of the corporate action).
3. Deposit of share certificates through mobile banking.
4. Real-time stock quote and price alert service.
5. Free SMS order review service.

● Securities Margin Trading

1. Stock collateral ratio up to 70% of market value.
2. Maximum purchasing power, stock margin list, stock collateral ratio and transaction history can be enquired.
3. You can conduct Hong Kong, Shanghai A-share and Shenzhen A-share margin trading and deposit/withdrawal of margin funds through mobile banking.
4. Free SMS order review service.

● Monthly Stock Plan

1. Provide a wide range of selected stocks, you can choose up to 10 stocks for long term investment in the same plan through mobile banking.
2. You can sell odd lots of stocks under the Monthly Stock Plan at regular price through Mobile Banking, Internet Banking, Telephone Investment Hotline or branches.
3. Waive custodian fee and handling fee for receiving shareholders' benefits (e.g. dividend).

● IPO Subscription and Loan Services

1. You can apply for IPO Loan and subscribe IPO shares by Yellow Form through Internet Banking and Mobile Banking.
2. If you apply for IPO through Yellow Form or apply for IPO Loan through Mobile Banking or Internet Banking, the allocated IPO shares will be credited directly to your securities account and you can trade the IPO shares immediately after listing.

*Yellow Form: Investors who wish to have the newly issued shares directly deposited into the Central

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Clearing and Settlement System (CCASS) and registered in the name of "HKSCC Nominees Limited" should use the Yellow Form. Successful applicants using the Yellow Form can sell the allotted shares through our bank on the day the new shares are listed, as the shares will already be deposited into the CCASS.

17.3. Funds

Clients can subscribe to funds distributed by the bank via Internet Banking, including specified open-end funds and guaranteed funds within the offering period.

Clients can inquire about the balance of open-end and guaranteed funds held under designated investment accounts in the bank's custodial name.

Clients can check fund transaction records, transaction status and dividend records processed by branches, Internet Banking, and mobile banking for the current day or the past 90 days.

Clients can access comprehensive market information such as fund prices, asset allocation, fund performance, and sales files.

17.4. Monthly Fund Savings Plan

Clients can add new monthly fund savings plans, modify monthly investment amounts and month of commencement of deduction, or terminate plans via personal Internet Banking.

17.5. Precious Metals and FX Margin Trading

Through your “Precious Metals and FX Margin Trading” account, you can trade various items like Gold Bullion of 0.99 Fineness, Gold Bullion of 0.9999 Fineness, London gold, London silver, multiple Forex currencies, and cross-rate combinations.

17.6. Precious Metals

Through your “Precious Metals Passbook” account, you can buy and sell various precious metals like gold bullion of 0.99 Fineness, Gold Bullion of 0.9999 Fineness, London gold, and London silver.

17.7. Currency Linked Investment

Clients can open dual currency investments;

Clients can view account status;

Clients can review recent application records.

17.8. Structured Investments

Clients can filter investment currencies to select appropriate structured investment products; inquire about recent application records; and view ongoing investment details.

17. 9. **Equity-Linked Investments**

Clients can select suitable equity-linked investment products for subscription, check portfolio records, and review recent application records.

17. 10. **Debt Securities/Deposit Certificates**

Provides initial public offering subscription services;

You can trade in the secondary market;

Check account details;

Track transaction progress.

17. 11. **Financial Information**

Clients can enquire various deposit rates, exchange rates, prices of precious metals and foreign exchange margin trading, precious metal prices, Forex linked investment, reference rates and exchange rates, debt securities quotes, fund information, Hong Kong stock, and A-share information.

17. 12. **Mandatory Provident Fund (MPF)**

You can check your MPF account information and recent and previous MPF contribution records.

18. Insurance Services

Services offered: policy inquiries

19. Other Services

19.1. Cheque Services

- You can stop cheque payments and inquire about cheque issuance status.
- The requested cheque book and crossed cheque books will be delivered via ordinary mail, while the bearer cheque books will be sent via registered mail; the postage for registered mail will be deducted from your current account.

19.2. Customer Information Update

- Modifications in customer email address, primary mailing address

19.3. Security Setup Service

- Provides security device enable, security device synchronisation function.
- Provides login password modification and login password reset functions.

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- Provides user name modification and user name query function.
- Provides mobile phone number login setting function.

19.4. Direct Debit Authorization

- By establishing a one-time direct debit authorization instruction, you can transfer funds from a designated account to an authorized payee (i.e., merchants or institutions).

19.5. Upgrading to Integrated Banking Service

- Regular bank customers or Integrated Banking Services clients with integrated financial service tiers can apply for an upgrade to their respective bank account tiers.

19.6. Auto-Sweeping Service

- Review your configured automatic transfer service for cheque accounts, including setting up a new cheque account and canceling activated cheque account automatic transfer services.

19.7 Customer Investment Preference Questionnaire

- Inquire about investment preference ratings.
- Independently complete the customer investment preference

questionnaire.

19.8. Derivatives Tools Video

- Learn from video clips about derivative tools and answer related questions.

20. Security Information

After completing Mobile App transactions via mobile banking, it is imperative to exit the system by selecting “View more setting - Log Out”.

For security purposes, the system will automatically log you out within a designated time after you cease operation to prevent any unauthorized transactions. If you haven't changed your mobile banking password for a period, the system will prompt you to change it upon login.

To protect your personal privacy and financial security, refrain from disclosing your mobile banking account number, username, and password to anyone. It's also advisable to periodically change your mobile banking password.

Do not log into the bank's online services via hyperlinks or QR codes in third-party websites, third-party mobile applications, emails, or text messages. The bank will not request customers to provide account numbers, passwords, or any personal information via email.

If you enter an incorrect password four consecutive times, your mobile

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banking password will be frozen, rendering you unable to log in. You can reset the password by using the mobile banking/Internet Banking or by visiting a branch.

Upon logging into mobile banking, you can opt for “View more setting > Setting > Mobile Token Settings > Activate Now” to enable the mobile token as a two-factor authentication tool.

After logging into mobile banking, you can choose “View more setting > Setting > Security > Mobile Token Settings > Face ID/Fingerprint Authentication” to enable or disable “Biometric Authentication”. Note that even after canceling “Mobile Token” and/or “Biometric Authentication”, your biometric authentication data remains stored on your phone. You may consider canceling the data at your decision.

Upon successful registration of “Biometric Authentication”, any biometric records stored on your phone can be used for “Biometric Authentication”. Ensure that only your biometric authentication data is stored on your device and keep the security password or code used to store biometric authentication records and access “Biometric Authentication” confidential. For security reasons, do not register other people’s biometric authentication data on your phone or use a compromised device.

If your phone’s biometric authentication records have been altered, your “Biometric Authentication” will be suspended, requiring you to reset the “Mobile Token”.

You must not use Biometric Authentication if you have reasonable belief

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that other persons may share identical or very similar biometric credential(s) of you or your biometric credential(s) can be easily compromised. For example, you must not use facial recognition for authentication purpose if you have identical twin or triplet siblings.

If your biometric authentication data is undergoing or likely to undergo rapid changes, refrain from using such data for authentication. For example, during adolescence when facial features are rapidly developing, avoid using the Face ID feature for authentication.

You must exercise reasonable caution in securely keeping your phone. If you suspect or discover that your phone is lost or stolen, or if unauthorized transactions occur, you must promptly notify the bank.

You can visit any of our branches to apply for a security device as a two-factor authentication tool, then activate the security device via mobile banking/Internet Banking by clicking on "Activate the Security Device".

You can choose between using the mobile token, security device, or mobile phone (applicable for specific investment transactions only) as two-factor authentication tools. For details, refer to the relevant brochures or inquire with bank staff.

For more information on mobile banking security, visit our website at www.ncb.com.hk.

Customer Service Hotline (852) 2616 6628

24 Hourly ATM Card Service Hotline (852) 2616 6266

21. Risk Disclosure Statement

The following risk disclosure statements cannot disclose all the risks involved. You should undertake your own research and study before you trade or invest. You should carefully consider whether trading or investment is suitable in light of your own financial position, investment experience and investment objectives. You are advised to seek independent financial and professional advice before you trade or invest. You should seek independent professional advice if you are uncertain of or have not understood any aspect of the following risk disclosure statements or the nature and risks involved in trading or investment.

Although investment may bring about profit opportunities, each type of investment product or service comes with its own risks. Due to the fluctuating nature of the markets, the prices of products may rise or fall beyond customers' expectations and customers' investment funds may increase or decrease in value as a result of selling or purchasing investment products. Loss may equal or exceed the amount of the initial investment. Income yields may also fluctuate. Due to market conditions, some investments may not be readily realizable. Before making any investment decision, customers should assess their own financial position, investment objectives and experience, willingness and ability to bear risks and understand the nature and risks of the relevant product. For details of the nature of a particular product and the risk involved, please refer to the relevant offering documents. Customers should seek advice from an independent financial adviser.

1. Risk Disclosure of Securities Trading

The prices of securities fluctuate, sometimes dramatically. The price of a security may move up or down, and may become valueless. It is as likely that losses will be incurred rather than profit made as a result of buying and selling securities.

2. Risk of trading of listed RMB products

2.1 Investment / Market Risk

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Like any investments, RMB equity products are subject to investment risk. The price of the RMB equity products in the secondary market may move up or down. Losses may incur as a result of investing in the products even if the RMB appreciates against HKD or other currencies.

2.2 Liquidity Risk

RMB equity products are a new type of investment product in the Hong Kong market. Regular trading or an active secondary market of these products may not be available. Therefore customer may not be able to sell his/her holdings of RMB equity products on a timely basis, or customer may have to offer them for sale at a deep discount to their value in order to find a buyer. If the Central Government of the People's Republic of China tightens foreign exchange controls, the liquidity of RMB funds and RMB equity products in Hong Kong will be affected and customer may be exposed to greater liquidity risk.

2.3 Currency Risk

If you are a non-Mainland investor who holds a local currency other than RMB, you will be exposed to currency risk if you invest in RMB equity products. You will incur currency conversion costs, being the spread between buying and selling of RMB, at the time of conversion between your local currency and RMB for the purchase or sale of an RMB equity product. Even if the price of the RMB equity products you are holding remains unchanged, you may not receive the same amount of HKD when you sell the products due to the spread between buying and selling of RMB. RMB is a restricted currency and is subject to foreign exchange controls. Although the Chinese Central Government has relaxed the restrictions by allowing banks in Hong Kong to conduct RMB business in a specified scope, RMB is still not freely convertible in Hong Kong. You may not be able to convert RMB at your preferred time and/or in your preferred amount or conversion cannot be made, which may lead to investment losses. The policies of the Central Government of the PRC on foreign exchange control are subject to change, and your investment may be adversely affected.

2.4 Exchange Rate Risk

RMB equity products that are traded and settled in RMB are exposed to exchange rate risk. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies. Moreover there is no guarantee that RMB will not depreciate. Any devaluation of RMB could adversely affect the value of your investment in

the RMB equity products. RMB equity products are not an investment instrument for speculating on RMB/HKD exchange rate movements.

2.5 Default Risk & Credit Risk

In general, RMB equity products are exposed to the usual kind of default risks that might be associated with equity products denominated in other currencies. The performance of RMB equity products is affected by the underlying business performance and a variety of other factors in connection with the issuers, and is subject to the credit risks associated with the special profile or special business strategy that the issuers may have.

2.6 Emerging Market Risk

RMB equity products associating with the market of the Mainland of China are particularly subject to risks that may arise from the relevant market/industry/sector and other factors such as change in government policies, taxation and political development in the Mainland.

2.7 RMB Conversion Limitation Risk

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

3. Risk of trading A shares via Shanghai-Hong Kong Stock Connect and Shenzhen-Hong Kong Stock Connect

3.1 Not protected by Investor Compensation Fund

Investors should note that any SH Northbound trading or SZ Northbound trading under Shanghai-Hong Kong Stock Connect and Shenzhen-Hong Kong Stock Connect will not be covered by Hong Kong's Investor Compensation Fund. Also, China Securities Investor Protection Fund will not protect any SH Northbound trading and SZ Northbound trading as well.

3.2 Quotas used up

When the daily quota is used up, acceptance of the corresponding buy orders will also be immediately suspended and no further buy orders will be accepted for the remainder of the day. Buy orders which have been accepted will not be affected by the using up of the daily quota, while sell orders will be continued to be accepted.

3.3 Trading day difference

As mentioned above, Shanghai-Hong Kong Stock Connect or Shenzhen-Hong Kong Stock Connect will only operate on days when both markets are open for trading and when banks in both markets are open on the corresponding settlement days. So it is possible that there are occasions when it is a normal trading day for the Mainland China market but Hong Kong investors cannot carry out any A-share trading. Investors should take note of the days Shanghai-Hong Kong Stock Connect or Shenzhen-Hong Kong Stock Connect is open for business and decide according to their own risk tolerance capability whether or not to take on the risk of price fluctuations in A-shares during the time when Shanghai-Hong Kong Stock Connect or Shenzhen-Hong Kong Stock Connect is not trading.

3.4 Restrictions on selling imposed by front-end monitoring

For investors who usually keep their A-shares outside of their brokers, if they want to sell certain A-shares they hold, they must transfer those A-shares to the respective accounts of their brokers before the market opens on the day of selling (T day). If they fail to meet this deadline, they will not be able to sell those A-shares on T day.

3.5 The recalling of eligible stocks

When a stock is recalled from the scope of eligible stocks for trading via Shanghai-Hong Kong Stock Connect or Shenzhen-Hong Kong Stock

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Connect for above-mentioned reasons, the stock can only be sold but restricted from being bought. This may affect the investment portfolio or strategies of investors. Investors should therefore pay close attention to the list of eligible stocks as provided and renewed from time to time by both Exchanges.

3.6 Risks of client assets received or held outside Hong Kong

Client assets received or held by the licensed or registered person outside Hong Kong are subject to the applicable laws and regulations of the relevant overseas jurisdiction which may be different from the Securities and Futures Ordinance (Cap.571) and the rules made thereunder. Consequently, such client assets may not enjoy the same protection as that conferred on client assets received or held in Hong Kong.

3.7 Restrictions on trading Shenzhen ChiNext shares (Only eligible for Shenzhen-Hong Kong Stock Connect)

Trading Shenzhen ChiNext shares limited to institutional professional investors.

4. Risk Disclosure of Funds Trading

This document does not constitute any offer, solicitation, recommendation, comment or

any guarantee to the purchase or sale of any investment products or services. The investment products or services mentioned in this document are not equivalent to, nor should it be treated as a substitute for, time deposit. Although investment may bring profit opportunities, each investment product or service involves potential risks. Due to dynamic changes in the market, the price movement and volatility of investment products may not be the same as expected by you. Your fund may increase or reduce due to the purchase or sale of investment products. The value of investment funds may go up as well as down and the investment funds may become valueless. Therefore, you may not receive any return from investment funds. Part of your investment may not be able to liquidate immediately under certain market situation. The investment decision is yours but you should not invest in these products unless the intermediary who sells them to you has explained to you that these products are suitable for you having regard to your financial situation, investment experience and investment objectives. Before making any investment decisions, you should consider your own financial situation, investment objectives and experiences, risk acceptance and ability to understand the nature and risks of the relevant product. Investment involves risks. Please

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refer to the relevant fund offering documents for further details including risk factors. If you have any inquiries on this Risk Disclosure Statement or the nature and risks involved in trading or funds etc, you should seek advice from independent financial adviser.

5. Risk Disclosure of Securities Margin Service

The risk of loss in financing a transaction by deposit of collateral is significant. You may sustain losses in excess of your cash and any other assets deposited as collateral with the licensed or registered person. Market conditions may make it impossible to execute contingent orders, such as "stop-loss" or "stop-limit" orders. You may be called upon at short notice to make additional margin or interest payments. If the required margin or interest payments are not made within the prescribed time, your collateral may be liquidated without your consent. Moreover, you will remain liable for any resulting deficit in your account and interest charged on your account. You should therefore carefully consider whether such a financing arrangement is suitable in light of your own financial position and investment objectives.

6. Risk Disclosure in respect of Precious Metal / FX Margin Trading

The risk of loss in leveraged foreign exchange trading and precious metals trading can be substantial. You may sustain losses in excess of your initial cash margin. Placing contingent orders, such as "stop-loss" or "stop-limit" orders, will not necessarily limit losses to the intended amounts. Market conditions may make it impossible to execute such orders. You may be called upon at short notice to deposit additional cash margin. If the required cash margin or interest payments are not provided within the prescribed time, your position may be liquidated. You will remain liable for any resulting deficit in your account and interest charged on your account. A demand for additional cash margin is not a precondition to, and does not in anyway limit, our right to liquidate your open positions according to the relevant terms and conditions. You should therefore carefully consider whether such trading is suitable in light of your own financial position and investment objectives.

If your margin contract or margin fund involves Renminbi, you are subject to the RMB Conversion Limitation Risk.

Conversion Limitation Risk (Only applicable to Individual Customers)

RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and

may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

Conversion Limitation Risk (Only applicable to Corporate Customers)

RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

7. Risk Disclosure of Precious Metals Trading

7.1 Key risks of Paper Gold Scheme

The following risk disclosure statement cannot disclose all the risks involved. You should not invest in the Paper Gold Scheme based on this statement alone. You should read the Principal Brochure and Product Key Facts Statement (including the full text of the risk factors stated therein) before investing in the Paper Gold Scheme. It is impossible to describe every risk associated with investment in the Paper Gold Scheme. The investment decision is yours. Before making your investment decision, you should read all relevant information carefully and consider whether investment in the Paper Gold Scheme is suitable for you having regard to your own relevant circumstances. If in doubt, you should always seek independent professional advice.

7.1.1 Not principal protected

Your investments in the Paper Gold Scheme are not principal protected. In the worst case scenario, you could lose your entire investment.

7.1.2 Not a bank deposit

Your investments in the Paper Gold Scheme are not equivalent to nor should it be treated as bank deposits.

7.1.3 NOT an interest-bearing account

The Product Account through which the investment in the Paper Gold Scheme is conducted is not an interest-bearing account with neither yield nor interest.

7.1.4 Not protected deposit

Your investments in the Paper Gold Scheme are not protected deposits and are not protected by the Deposit Protection Scheme in Hong Kong.

7.1.5 No physical delivery of Reference Assets

The Paper Gold Scheme does not involve physical delivery of any Reference Asset. You do not have any rights, ownership or possession of any physical gold. The Trading Unit allocated in the Product Account is notional and is solely for the purposes of determining the value of your investment in the Paper Gold Scheme.

7.1.6 There is NO collateral

The Paper Gold Scheme is not secured on any assets or any collateral of the Bank.

7.1.7 NO guaranteed return

There is no guaranteed return on your investment under the Paper Gold Scheme.

7.1.8 Not the same as investment in the Reference Assets

Investing in the Paper Gold Scheme is not the same as investing in the Reference Assets directly. Changes in the market price of the relevant Reference Asset might not lead to exact corresponding change in the value of your investments under the Paper Gold Scheme.

7.1.9 Volatility of price

The Bank's Selling Price and the Bank's Purchase Price per Trading Unit which have already incorporated the Bank's profit margins are determined by the Bank with reference to, amongst others, the prevailing market prices of Loco London Gold in United States dollars ("USD") as converted into Hong Kong dollar ("HKD") at the prevailing spot exchange rate from USD to HKD. You should fully understand that the Bank's Selling Price and the Bank's Purchase Price per Trading Unit are volatile due to the price changes in Loco London Gold which are resultant from demand and supply of Loco London Gold and may go up and down. You will bear the potential losses due to the fluctuation of the Bank's Selling Price and the Bank's Purchase Price per Trading Unit. The price fluctuation may go beyond your expectation and the losses may reduce your capital invested and earnings (if any) substantially.

7.1.10 Market risk

The prevailing market prices of Loco London Gold can be very volatile due to a variety of factors that are unpredictable, including but not limited to changes in the supply and demand relationship, interest rate movement, inflation, economic growth and geopolitical tension. The Bank's Selling Price and the Bank's Purchase Price per Trading Unit which have already incorporated the Bank's profit margins are determined by the Bank with reference to the prevailing market prices of Loco London Gold. Therefore, your investments in the Paper Gold Scheme are subject to market risk.

7.1.11 Credit risk of the Bank

Your investments in the Paper Gold Scheme are subject to credit risk of the Bank. Material adverse changes in the financial condition of the Bank may impair or affect the ability of the Bank to meet its obligations under the Paper Gold Scheme.

7.1.12 Concentration risk

You should be aware of the concentration risk of investment in the Paper Gold Scheme and are reminded to avoid over concentration of investment in the Paper Gold Scheme.

7.2 Key risks of Paper Precious Metals Scheme

The following risk disclosure statement cannot disclose all the risks involved. You should not invest in the Paper Precious Metals Scheme based on this statement alone. You should read the Principal Brochure and Product Key Facts Statement (including the full text of the risk factors stated therein) before investing in the Paper Precious Metals Scheme. It is impossible to describe every risk associated with investment in the Paper Precious Metals Scheme. The investment decision is yours. Before making your investment decision, you should read all relevant information carefully and consider whether investment in the Paper Precious Metals Scheme is suitable for you having regard to your own relevant circumstances. If in doubt, you should always seek independent professional advice.

7.2.1 Not principal protected

Your investments in the Paper Precious Metals Scheme are not principal protected. In the worst case scenario, you could lose your entire investment.

7.2.2 Not a bank deposit

Your investments in the Paper Precious Metals Scheme are not equivalent to nor should it be treated as bank deposits.

7.2.3 NOT an interest-bearing account

The Product Account through which the investment in the Paper Precious Metals Scheme is conducted is not an interest-bearing account with neither yield nor interest.

7.2.4 Not protected deposit

Your investments in the Paper Precious Metals Scheme are not protected deposits and are not protected by the Deposit Protection Scheme in Hong Kong.

7.2.5 No physical delivery of Reference Assets

The Paper Precious Metals Scheme does not involve physical delivery of any Reference Asset. You do not have any rights, ownership or possession of any physical precious metals. The Trading Unit allocated in the Product Account is notional and is solely for the purposes of determining the value of your investment in the Paper Precious Metals Scheme.

7.2.6 There is NO collateral

The Paper Precious Metals Scheme is not secured on any assets or any collateral of the Bank.

7.2.7 NO guaranteed return

There is no guaranteed return on your investment under the Paper Precious Metals Scheme.

7.2.8 Not the same as investment in the Reference Assets

Investing in the Paper Precious Metals Scheme is not the same as investing in the Reference Assets directly. Changes in the market price of the relevant Reference Asset might not lead to exact corresponding change in the value of your investments under the Paper Precious Metals Scheme.

7.2.9 Volatility of price

The Bank's Selling Price and the Bank's Purchase Price per Trading Unit which have already incorporated the Bank's profit margins are determined by the Bank with reference to, amongst others, the prevailing market prices of the Reference Asset in United States dollars ("USD") as converted into Hong Kong dollar ("HKD") at the prevailing spot exchange

rate from USD to HKD. You should fully understand that the Bank's Selling Price and the Bank's Purchase Price per Trading Unit are volatile due to the price changes in the Reference Asset which are resultant from demand and supply of the Reference Asset and may go up and down. You will bear the potential losses due to the fluctuation of the Bank's Selling Price and the Bank's Purchase Price per Trading Unit. The price fluctuation may go beyond your expectation and the losses may reduce your capital invested and earnings (if any) substantially.

7.2.10 Market risk

The prevailing market prices of the Reference Asset can be very volatile due to a variety of factors that are unpredictable, including but not limited to changes in the supply and demand relationship, interest rate movement, inflation, economic growth and geopolitical tension. The Bank's Selling Price and the Bank's Purchase Price per Trading Unit which have already incorporated the Bank's profit margins are determined by the Bank with reference to the prevailing market prices of the Reference Asset. Therefore, your investments in the Paper Precious Metals Scheme are subject to market risk.

7.2.11 Credit risk of the Bank

Your investments in the Paper Precious Metals Scheme are subject to credit risk of the Bank. Material adverse changes in the financial condition of the Bank may impair or affect the ability of the Bank to meet its obligations under the Paper Precious Metals Scheme.

7.2.12 Concentration risk

You should be aware of the concentration risk of investment in the Paper Precious Metals Scheme and are reminded to avoid over concentration of investment in the Paper Precious Metals Scheme.

8. Risk Disclosure of Foreign Exchange Linked Investments, including "Dual Currency Investments" and "Structured Investments" (each referred to as "the Financial Product").

This is a structured product involving derivatives. The investment decision is yours but you should not invest in this product unless the intermediary who sells it to you has explained to you that this product is suitable for you having regard to your financial situation, investment experience and investment objectives.

8.1 Risk Disclosure Statement on Currency Linked Investments – Dual Currency Investment (“this product”):

8.1.1 Not a time deposit

A Dual Currency Investment is NOT equivalent to, nor should it be treated as a substitute for, time deposit. It is NOT a protected deposit and is NOT protected by the Deposit Protection Scheme in Hong Kong.

8.1.2 Derivatives risk

A Dual Currency Investment is embedded with a FX Option. Transactions involving options involve a high degree of risk. Movements in exchange rates may in the worst case result in your losing the entire Principal Amount and interest amount. By investing in this product, you accept a legal obligation to settle the Option in the Linked Currency which will be a weaker currency than, if the Option is exercised against you on the maturity date, however far the exchange has moved away from the Strike Price.

8.1.3 Limited potential gain

The maximum potential gain is limited to the interest amount calculated based on the Premium Interest Rate which is set out in the contract.

8.1.4 Maximum potential loss

A Dual Currency Investment is not principal protected. In the worst case scenario, you could lose all of the Principal Amount and the interest amount.

8.1.5 Not the same as buying the Linked Currency

Investing in a Dual Currency Investment is not the same as buying the Linked Currency directly. During the Investment Period, you have no rights in the Linked Currency, and movements in the market price of the Linked Currency may not lead to any corresponding change in the performance of a Dual Currency Investment.

8.1.6 Market risk

The return of a Dual Currency Investment is linked to the exchange rates of the Linked Currency. Movements in exchange rates can be unpredictable, sudden and drastic, and affected by complex political and economic factors. You will be taking the risk of suffering loss due to the fluctuations of the exchange rates.

8.1.7 Liquidity risk

A Dual Currency Investment is designed to be held till maturity. Once the transaction for this product is confirmed, no partial or full withdrawal will be allowed before maturity except with our consent.

8.1.8 Credit risk of the Bank

A Dual Currency Investment is not secured by any collateral. If you invest in this product, you will be taking the credit risk of the Bank. If the Bank becomes insolvent or defaults on its obligations under this product, you can only claim as an unsecured creditor of the Bank. In the worst case, you could suffer a total loss of your Principal Amount and the potential interest amount.

8.1.9 Currency risk

If the Investment Currency and/or Linked Currency is/are not your home currency, and you choose to convert it back to your home currency, or if you receive the Linked Currency and choose to convert it back to the Investment Currency upon maturity, you should note that exchange rate fluctuations may have an adverse impact on, and the potential loss may offset (or even exceed), the potential return of the product.

8.1.10 RMB Conversion Limitation Risk (if applicable)

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

8.2 Structured Investment Risk Disclosure Statement

8.2.1 Non-Deposit Investment

Target exchange rate investments differ from traditional term deposits and should not be considered a substitute for them. This product is not a protected deposit and is not covered by the Hong Kong Deposit Protection Scheme.

8.2.2 Derivative Risk

The target exchange rate investment includes a European-style digital currency option, which can only be exercised on the final exchange rate determination date under specified conditions. In this case, you will receive interest calculated at a higher rate; otherwise, you will receive interest calculated at a lower rate. Therefore, the actual interest amount is unpredictable.

8.2.3 Limited Potential Return

The maximum return of the target exchange rate investment is the interest amount calculated at the higher rate specified in the product's terms and conditions.

8.2.4 Capital Protection Only at Maturity

This product only offers principal protection if held until maturity.

8.2.5 Not the same as buying any currency of the currency pair

Investing in Target Rate Investment is not the same as buying any currency of the currency pair directly.

8.2.6 Market risk

The return on Target Rate Investment is dependent on movements in the exchange rate of the currency pair. Currency exchange rates may move rapidly and are affected by a number of factors including, national and international financial, economic, political and other conditions and events and may also be subject to intervention by central banks and other bodies.

8.2.7 Liquidity risk

Target Rate Investment is designed to be held till maturity. Once the transaction for this product is confirmed, you will not be allowed to early withdraw or terminate or transfer any or all of your investment before maturity.

8.2.8 Credit risk of the Bank

Target Rate Investment is not secured by any collateral. If you invest in this product, you will be taking the credit risk of the Bank. If the Bank becomes insolvent or defaults on its obligations under this product, you can only claim as an unsecured creditor of the Bank. In the worst case, you could suffer a total loss of your principal amount and the potential interest amount.

8.2.9 Currency risk

If the investment currency is not your home currency, and you choose to convert it back to your home currency upon maturity, you should note that exchange rate fluctuations may have an adverse impact on, and the potential loss may offset (or even exceed), the potential return of the product.

8.2.10 RMB Conversion Limitation Risk

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

8.2.11 Emerging markets

Investments in emerging markets are more sensitive to social, political or economic development in the region than those in developed markets, and subject to risk such as market suspension, restrictions on foreign investment and control or repatriation of capital. There are also possibilities of nationalisation, expropriation or confiscatory taxation, foreign exchange control, political changes, government regulation,

social instability or diplomatic developments which could adversely affect the economics of the emerging markets or the value of your investment.

8.2.12 No Secondary Market

Target rate investments are not listed securities and do not have a secondary market where you can sell the target rate investment before maturity.

8.2.13 Not Covered by Investor Compensation Fund

Target rate investments are not covered by the Investor Compensation Fund in Hong Kong.

9. Risk Disclosure of Investment Deposit

9.1 Not a time deposit

Step-up Deposit is NOT equivalent to, nor should it be treated as a substitute for, traditional time deposit. An investor in traditional time deposit will not be exposed to the re-investment risk as a result of early termination by the Bank.

9.2 Limited potential gain

The maximum potential gain is limited to the aggregate potential interest amount payable during the deposit period as prescribed in the term sheet of this product.

9.3 Principal protection

Step-up Deposit is principal protected only at maturity or on early termination by the Bank pursuant to the terms set out in the term sheet of this product.

9.4 Market risk

The return on Step-up Deposit is dependent on movements in interest rates which are affected by a number of factors including, national and international financial, economic, political and other conditions and events and may also be subject to intervention by central banks and other bodies.

9.5 Liquidity risk

Step-up Deposit is designed to be held till maturity. Once the transaction for this product is confirmed, you will not be allowed to early withdraw or terminate or transfer any or all of your deposit before the maturity.

9.6 Credit risk of the Bank

Step-up Deposit is not secured by any collateral. If you invest in this product, you will be taking the credit risk of the Bank. If the Bank becomes insolvent or defaults on its obligations under this product, you can only claim as an unsecured creditor of the Bank. You may suffer a substantial loss in your investment.

9.7 Early termination by the Bank

The Bank has the right (but not the obligation) to terminate the Step-up Deposit on the Early Termination Date. If the Step-up Deposit is terminated by the Bank on the Early Termination Date, you will not get any return from the deposit from and after the Early Termination Date and you will be subject to re-investment risk.

9.8 Currency risk

If the deposit currency is not your home currency, and you choose to convert it back to your home currency upon maturity, you should note that exchange rate fluctuations may have an adverse impact on, and the potential loss may offset (or even exceed), the potential return of the product.

9.9 RMB Conversion Limitation Risk

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

9.10 Emerging markets

Investments in emerging markets are more sensitive to social, political or economic development in the region than those in developed markets, and subject to risk such as market suspension, restrictions on foreign investment and control or repatriation of capital. There are also possibilities of nationalisation, expropriation or confiscatory taxation, foreign exchange control, political changes, government regulation, social instability or diplomatic developments which could adversely affect the economics of the emerging markets or the value of your investment.

10. Risk Disclosure of Debt Securities Trading

The prices of debt securities fluctuate, sometimes dramatically. The price of a debt security may move up or down, and may become valueless. It is as likely that losses will be incurred rather than profit made as a result of buying and selling debt securities.

11. Risk Disclosure of Certificates of Deposit Trading

11.1 The price of CDs can and does fluctuate. Any individual CD's price may appreciate or depreciate, and may even become valueless. There is an inherent risk that losses may be incurred rather than profit made as a result of buying and selling CDs. This information is not and should not be construed as an offer to sell or the solicitation of an offer to purchase or subscribe for any investment.

11.2 The investment decision is yours but you should not invest unless the intermediary who sells it to you has advised you that it is suitable for you and has explained why, including how buying it would be consistent with your investment objectives. If you are not sure of the suitability of the product, you should not subscribe to it.

11.3 A CD is NOT equivalent to a time deposit. Do not invest in the CD unless you fully understand and are willing to assume the risks associated with it.

11.4 A CD is NOT a protected deposit and is NOT protected by the Deposit Protection Scheme in Hong Kong.

11.5 Issuer's Risk - The CD is subject to both the actual and perceived measures of credit worthiness of the issuer. There is no assurance of protection against a default by the issuer in respect of the repayment obligations.

11.6 In the worst case scenario (e.g. upon insolvency of issuer), holders of CDs might not be able to recover the principal and coupon of the CDs.

12. Risk of Foreign Currency Trading

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Foreign currency investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of foreign currency may result in losses in the event that customer converts the foreign currency into Hong Kong dollar or other foreign currencies.

13. RMB Conversion Limitation Risk

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

General Terms and Conditions:

- The above products and services are subject to the relevant terms and conditions. For details, please refer to the relevant promotional leaflet or contact the Bank's staff.
- The Bank reserves the right to amend, suspend and terminate the above products, services and offers, and to amend the relevant terms and conditions at its sole discretion without prior notice.
- In case of any dispute, the decision of the Bank shall be final.
- In case of any discrepancy between the Chinese and English versions of this material, the Chinese version shall prevail.

Important Notice relating to insurance services:

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- The insurance plan is underwritten by Bank of China Group Insurance Limited (“Insurance Company”), and our bank acts as an insurance agent appointed by the Insurance Company.
- The Insurance Company is authorized and regulated by the Hong Kong Insurance Authority and operates general insurance business in the Hong Kong Special Administrative Region of the People's Republic of China.
- The Insurance company reserves the sole right to determine whether any application for the insurance plans are acceptable or not in accordance with the information submitted at the time of application by the Proposed Insured and/or Insured Person.
- The Insurance company reserves the right to amend, suspend and terminate the insurance product, services and to amend the relevant terms at anytime at its sole discretion without prior notice. In case of any dispute, the decision of the Insurance company shall be final.
- The insurance information is for reference only. Details of the coverage of the insurance plans are subject to the terms and conditions stipulated in the policy by the Insurance company. Please refer to the policy document for the details of the insured items and coverage, provisions and exclusions.
- The Bank is an appointed insurance agent of the Insurance company for distribution of the insurance plans. The insurance plans are the products of the Insurance company but not the Bank.
- For eligible disputes arising between the Bank and the customer from the sales process or handling of the related transaction (as defined in the Terms of Reference for the Financial Dispute Resolution Centre under the Financial Dispute Resolution Scheme), the Bank must engage in the Financial Dispute Resolution Scheme process with the customer. Any disputes regarding the contractual terms of the insurance plans should be resolved between the Insurance Company and the customer.
- Providing comprehensive protection to give you peace of mind.

Important Notice:

- This Service Directory is not intended to provide any investment advice and should not be relied upon as such. This booklet and its contents shall not constitute and shall not be construed as providing any professional advice, or any offer, solicitation or recommendation to the purchase or sale of any investment product or service.
- Contents in this Service Directory are subject to changes without prior notice.
- All contents in this Service Directory are for reference only and are not supposed to be edited, copied or extracted.

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■ Investment involves risks. You should not invest in any product based on this Service Directory alone. You should know the related product's risk and nature by reading and understanding the Bank's Conditions for Services and all of the offering documents including the relevant term sheet, Important Facts Statement and the Application Form, before deciding whether to invest in this product.

■ To better protect your rights, you can visit our bank's official website to view the 'Terms and Important Statements for Personal Mobile Banking and Online Banking Services,' 'Service Terms,' 'Important Statements and Data Policy Notices,' 'Security Information,' and 'Hyperlink Policy.'

Reminder: To borrow or not to borrow? Borrow only if you can repay!

This document is issued by Nanyang Commercial Bank Ltd. The contents of this document have not been reviewed by the Securities and Futures Commission in Hong Kong.

