

Attachment 1: Temporary Suspension of Banking Services before and during System Upgrade and Special Arrangements

**A. Branch Channel:**

**1. Affected Branch Services**

In preparation for System Upgrade, limited branch services will only be provided by the Bank from 9:00 am to 1:00 pm on 21 September 2024 (Saturday). Except for the following designated branches which will provide the Emergency Cash Withdrawal Service, other branches will only offer customer enquiry services during the stated period.

**2. Emergency Cash Withdrawal Service during System Upgrade**

Before and after the System Upgrade period, our automatic teller machine (ATM) services will be temporarily suspended. In order to minimize any inconvenience that may be caused by the System Upgrade, the Bank has arranged the HKD Emergency Cash Withdrawal Service for the Bank's customers at the following designated branches, between 9:00 am and 8:00 pm from 21 September 2024 (Saturday) to 22 September 2024 (Sunday). The aggregate maximum cash withdrawal limit at these designated branches during this period for each of the Bank's Personal Account / Joint Account / Corporate Account under the same customer's name is HKD30,000 per day (provided that the relevant account maintains sufficient balance). The minimum cash withdrawal amount for each transaction is HKD500, and the amount of each withdrawal must be in multiples of HKD100. Customer will be required to present valid personal identification documents to use this service. The designated branches are as follows:

Branch <sup>^</sup>	Address
Main Branch	151 Des Voeux Road Central, Hong Kong
Sai Wan Ho Branch	63 Shau Kei Wan Road, Sai Wan Ho, Hong Kong
Kwun Tong Branch	G/F Shop 1, 1/F Shop 2, 410 Kwun Tong Road, Kowloon
Yau Ma Tei Branch	309 Nathan Road, Yau Ma Tei, Kowloon
Tsuen Wan Branch	78 Chung On Street, Tsuen Wan, New Territories
Shatin Branch	Shop 7-8, Level 1, Lucky Plaza, 1-15 Wang Pok Street, Shatin, New Territories

<sup>^</sup>Note: The designated branches will only provide the HKD Emergency Cash Withdrawal Service, and will not provide other banking services.

**3. Deposit Services**

On 20 September 2024 (normal business day), we will temporarily suspend the acceptance of cheques or cashier's orders of other banks for setting up of new Time Deposit. It will resume to normal after the upgrade has been completed.

**B. e-Banking Services:**

Affected Services	Suspension Date and Time	Resumption Date and Time*
Personal Internet Banking Personal Mobile Banking Phone Banking	Services will be suspended from 8:00 pm on 20 September 2024.	Services will be resumed after 5:00 am on 23 September 2024.
Official Website ( <a href="http://www.ncb.com.hk">www.ncb.com.hk</a> )		

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Affected Services	Suspension Date and Time	Resumption Date and Time*
<b>NCB WeChat Official Account Services</b>  Including: All services under “Wealth Management” menu, “Important Statement”, “Log in to Mobile Banking”, “Electronic Wealth Management Service Tutorial” under “Useful Information” menu.	Services will be suspended from 8:00 pm on 20 September 2024.	Services will be resumed after 5:00 am on 23 September 2024.

\*Note: If there is any change on the resumption date and time, the Bank shall make an announcement on our official website.

In particular:

- The Bill Payment Service on Personal Internet Banking and Personal Mobile Banking will be suspended from 6:45 pm on 19 September 2024 until the service resumption date and time as stated above.

**C. Self Service Banking Services:**

Affected Services	Suspension Date and Time*	Resumption Date and Time*
<b>Passbook Updating Machines</b>	Service will be suspended from 8:00 pm on 20 September 2024.	Services will be resumed in batches from 9:00 am onwards on 23 September 2024. All services will be resumed after 9:00 am on 25 September 2024.
<b>Automated Teller Machines and Cash Deposit Machines</b>	Service will be suspended in batches from 9:00 am onwards on 17 September 2024. All services will be suspended at 5:00 pm on 19 September 2024.	
<b>Cheque Deposit Machines</b>		

\*Note:

- 1) If there is any change on the resumption date and time, the Bank shall make an announcement on our official website.
- 2) For details of suspension and resumption arrangements of the Bank’s self service banking services in each area, please refer to the Bank’s official website > “Special Notice of NCB branch service and self-service banking”.

**D. ATM Card Services:**

Affected Services	Suspension Date and Time*	Resumption Date and Time*
<b>ATM Card</b>  Note: During the System Upgrade period, if customers need to report loss of ATM card, they can call the ATM Card Customer Service Hotline at (852) 2616 6266 for registration.	Below services <sup>Note</sup> will be suspended from 6:45 pm on 19 September 2024.  Note: 1) Cash withdrawals, transfers, payments, balance enquiries and other services via ATMs using UnionPay and JETCO networks. 2) Payment services via POS terminals. 3) Other registered services (including	Services will be resumed after 5:00 am on 23 September 2024.

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Affected Services	Suspension Date and Time*	Resumption Date and Time*
	but not limited to the PPS service, Hong Kong Jockey Club EPS Instant EFT service and the purchase of Hong Kong Jockey Club's cash vouchers, etc.).	

\*Note:

- 1) If there is any change on the resumption date and time, the Bank shall make an announcement on our official website.
- 2) If customers need to use ATM Card services at our branches or Self Service Banking channels, please refer to "A. Branch Channel" and "C. Self Service Banking Services" for relevant arrangements.

**E. Other Services:**

**Fund Transfer-in from Other Banks**

- Fund Transfer-in to bank accounts maintained with the Bank initiated by other banks such as via Faster Payment System (FPS) or eDDA services: services will be suspended from 10:00 pm on 20 September 2024 and will be resumed after 5:00 am on 23 September 2024.

**Precious Metal / Foreign Exchange Margin Trading Services**

- During the System Upgrade period, Foreign Exchange Margin Trading Services will be affected. For details, please refer to the service adjustment notice issued by the Bank to the relevant margin account holders (if applicable).

**F. Customer Service Hotlines:**

During the System Upgrade period, the following customer service hotlines will still provide **24-hour** enquiry services in limited capacity. The scope of services includes loss of ATM card report registration, stop cheque payment registration and general enquiry services:

- Dedicated System Upgrade Hotline: (852) 2616 6066
- Customer Service Hotline: (852) 2622 2633
- ATM Card Service Hotline: (852) 2616 6266

Other customer service hotlines will be suspended from 8:00 pm on 20 September 2024, and will be resumed after 5:00 am on 23 September 2024.

If there is any change to the above (including the date and time of service suspension and resumption), the Bank shall make an announcement on our official website. We sincerely apologize for any inconvenience that may be caused by the System Upgrade. We appreciate your understanding and look forward to your continued support. We shall do our best to ensure the availability of our services and minimize the impact to customers.

Yours faithfully,

***Nanyang Commercial Bank, Limited***