

June 2025

## **Notice of ATM Card - Business Replacement**

Dear Valued Customer,

In accordance with the Bank's system upgrade, and to provide better ATM Card - Business ("ATM Card") services, starting from July to August 2025, the Bank will replace the ATM Cards issued on or before September 20, 2024 with a brand new one for free. The new ATM Card (the "New Card") will be mailed to the cardholder's correspondence address maintained with the Bank. Customers holding ATM Cards issued by the Bank after September 21, 2024, will not be affected.

The New Card will be sent to affected customers between July to August 2025. The existing ATM Card (the "Old Card") will automatically become invalid after 30 days from the issue date of the New Card, or upon the first time usage of the New Card. All Old Cards will automatically become invalid no later than October 1, 2025.

To ensure customer experience on our ATM card services remains, upon receipt of the New Card, customer can start using it with the existing ATM card PIN. Except changes on card face design of certain New Card, the existing card number and associated account, daily cash withdrawal limit will remain unchanged. Bills registered for PPS (if any) will also remain.

The New Card will be embedded with UnionPay QuickPass function. Customer can simply wave the card at the contactless card reader of point-of-sale terminal and input the ATM card PIN to complete a transaction. If you do not wish to accept the above arrangement, please contact our



Bank to request ATM card service termination.

To ensure safe delivery of the New Card to the cardholder's correspondence address, please update the correspondence address as followings by July 15, 2025, if necessary.

1. For cardholders with activated e-Banking Services, please complete update by accessing Personal Internet Banking (Path: "Settings" > "Customer Information" > "Update Customer Information"); or Personal Mobile Banking (Path: "More Settings" > "Setting" > "View Personal Information" > "Correspondence Address").
2. For cardholders without e-Banking Services, please complete update by visiting any of our branches.

For enquiries, please contact the NCB ATM Card 24-hour Customer Service Hotline at (852) 2616 6266, or visit any of our branches.

**Nanyang Commercial Bank, Limited**

## **Appendix:**

### **Frequently Asked Questions on Notice of ATM Card - Business Replacement**

1) Q: I noted that the bank system upgrade requires a new ATM Card - Business ("ATM Card"). Why do I need to change my card?



A: In accordance with the Bank's system upgrade, all existing ATM Cards will become invalid automatically no later than October 1, 2025, and will no longer support services such as Cash Withdrawals, Account Balance Enquiries, Bill Payments, Transfers, Point-of-Sale Transactions and etc.

2) Q: How does the ATM Card replacement affect me, and what are the impacts for ATM Cards?

A: You can continue to enjoy all the services available to you under your Old Card with your New Card. Except changes on card face design of certain New Card, the existing card number and associated account, daily cash withdrawal limit will remain unchanged. Bills registered for PPS (if any) will also remain. The New Card will be embedded with UnionPay QuickPass function. Customer can simply wave the card at the contactless card reader of point-of-sale terminal and input the ATM card PIN to complete a transaction.

3) Q: Which address will the New Card be mailed to? How can I receive my new card if my correspondence address has changed?

A: The New Card will be sent to cardholder's correspondence address maintained with the Bank. You may update the correspondence address as followings by July 15, 2025, if necessary.

1. For cardholders with activated e-Banking Services, please complete update by accessing Personal Internet Banking (Path: "Settings" > "Customer



Information" > "Update Customer Information"); or Personal Mobile Banking (Path: "More Settings" > "Setting" > "View Personal Information" > "Correspondence Address").

2. For cardholders without e-Banking Services, please complete update by visiting any of our branches.

4) Q: In certain circumstances, I need to get a New Card in advance, what should I do?

A: If you would like to have early card replacement, you can visit any of our branches with your identification documents to complete card replacement request.

5) Q: Is the card face of the New Card the same as the Old Card? If they are the same, how can I identify which is the new one?

A: There are changes on card face design for certain New Cards. Please refer to the actual card you receive. If the card design remains the same, you may check the serial number (i.e. the two digits after the expiration date). The card with the higher serial number is the new one.

6) Q: I recently applied for a new ATM card, and the bank also sent me a new card due to the Bank's system upgrade. Now that I have received two ATM cards from the bank, how do I identify which one is valid? Which card should I use afterwards?



A: You can check the serial number (i.e. the two digits after the expiration date). You should use the card with the higher serial number. You can also contact the NCB ATM Card 24-hour Customer Service Hotline at (852) 2616 6266 or visit any of our branches for assistance.

7) Q: Do I need to activate the New Card?

A: Activation is not required for the New Card. The Old Card will become invalid after 30 days from the issue date of the New Card, or upon the first time usage of the New Card.

8) Q: Do the fees and charges related to the ATM Card service remain the same as the Old Card?

A: Fees and charges related to ATM Card service remain unchanged.