

January 2024

Notice on changes of Securities Trading Services and Monthly Funds/Stocks Savings Plan

Please be informed that Nanyang Commercial Bank Ltd ("the Bank") will make changes to the Securities Trading Services and Monthly Funds/Stocks Savings Plan due to system enhancement. Please refer to the following details.

Termination of Automated Stock Trading Hotline Service

With effect from 8 June 2024, the Automated Stock Trading Hotline service will no longer be provided. Customers will still be able to using to handling stock trading activities through the Bank's Internet Banking, Mobile Banking, Manned Investment Trading Hotline, or visiting designated branches to handle stock trading activities.

1. **Internet Banking:** Visit the Bank's official website (www.ncb.com.hk) > Click on "Login" in the top right corner > Click on "Personal Internet Banking" > Investment > Trading section.
2. **Mobile Banking:** Search for "NCB" in the official app store to download the Bank's mobile banking application. After logging in the Bank's Mobile Banking account, click on the app's top left corner ≡ > Securities > HK Securities / HK Securities Margin > Trading section.
3. **Manned Investment Trading Hotline:**
Cantonese: (852) 2850 1028
Mandarin: (852) 2850 1038
English: (852) 2850 1068
4. **Designated Branches:** Provide stock trading services in counter.



Adjustment of Payment of Contribution for Monthly Stocks Savings Plan

With effect from 29 February 2024, the Bank will no longer accept Monthly Stocks Savings Plan contributed by Credit Card. However, customers are able to continue to make monthly contribution by securities settlement account. To avoid any possible impact, for existing customers who have set up the plan deposited by Credit Card, please login to the Bank's internet banking and set up the plan again under the Monthly Stocks Savings Plan section (Investment > HK Securities > Monthly Savings Plan and subsequently click on the "Delete Stock" under the Contribution by Credit Card , then click on "Add Stock" under Contribution by Securities Settlement Account). Customers may also visit any branches of the Bank to set up the Monthly Stocks Savings Plan so as to make the monthly contribution via Securities Settlement Account. Failure to update the contribution method may result in unsuccessful payment deductions for the monthly contribution. In the event that three consecutive unsuccessful contributions are recorded, the Bank has the right to terminate the relevant plan. Customers who currently make monthly contribution by securities settlement account will not be affected by this adjustment.

Adjustment of Payment of Contribution for Monthly Funds Savings Plan

The Bank will no longer accept Monthly Funds Savings Plan contributed by Credit Card with effect from 29 February 2024. However, customers can continue to make contribution by securities settlement account. To avoid any potential impact, for existing customers who have set up the plan contributed by Credit Card, please login the Bank's internet banking and re-establish the plan under the Monthly Funds Savings Plan section (Investment > Funds > Monthly Savings Plan) and press "Update" to select the securities settlement account under the "Debit Account"



option. Customers may also visit any branches of the Bank to change the debit account. Failure to make timely changes may result in unsuccessful payment deductions for the monthly contribution. In the event that three consecutive unsuccessful contributions have been recorded, the Bank will have the right to terminate the relevant plan. Customers who currently make monthly contribution by securities settlement account will not be affected by this adjustment .

Should you have any enquiries, please contact our bank staff or call our Customer Service Hotline (852) 2622 2633.

Nanyang Commercial Bank Ltd