

23 April 2021

**Matters Relating to Vulnerable Customer (“VC”) Assessment and
“Questionnaire on Investment Preference” (“QIP”) Update**

To cope with the latest regulatory requirements, the Bank is required to conduct a holistic assessment to determine whether a customer is a VC, by assessing the circumstances of the customer (including whether the customer is elderly, with low education level, having low net worth coupled with low income, with any observable disability and has no investment experience), in order to implement additional protection measures when dealing with a VC. As a consequence, starting from 24 May 2021 (“Effective Date”), the Bank will update the QIP to conduct a new assessment for the customer to determine whether the customer is a VC.

In light of the above matters, please be informed that the QIP that customers have completed and provided to the Bank before the Effective Date will be deemed to be overdue as from the Effective Date. Starting from the Effective Date, customers are required to complete the updated QIP through our branches or internet banking for placing the subscription order of the investment products, which require a valid QIP to be in place. Please be noted that the above matters will not affect the right of customers of placing redemption orders of investment products via the Bank.

For enquiry, please contact the Bank’s staff or call our Customer Service Hotline at (852) 2622 2633.

Nanyang Commercial Bank, Limited

Important Information:

This notice is not and does not constitute any offer, solicitation, recommendation to the purchase or sale of any investment products or services. Investments involve risks. For details, please read carefully related documents of relevant products or services. 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 situation, investment experience and investment objective. Our Bank advise you seeking independent financial and professional advice before making any transaction or investment.