

**Frequently Asked Questions in relation to " Notification of adjust the application daily limit for transfer and remittance to third party accounts via online channel"**

Nanyang Commercial Bank, Limited (the "Bank" or "NCB") issued "Notification of adjust the application daily limit for transfer and remittance to third party accounts via online channel " to customers in July 2022. With effect from 24 July 2022 (the "Effective Date"), the Bank will adjust the limit settings of the "Register Third Party Account Daily Fund Transfer Total Limit" ("Limit") for Mobile Banking and personal Internet Banking. In response to customer inquiries received recently, a set of frequently asked questions (FAQs) has been prepared to assist customers in understanding the Limit settings.

In order to enhance the security of fund transfer and remittance via mobile banking and personal internet banking, the Bank will review and adjust the settings of Mobile Banking and personal Internet Banking from time to time to reduce the risk of using online banking services. Starting from the Effective Date, the maximum Limit that can be set through personal Internet Banking is adjusted to HK\$500,000. If customers need to set more than the aforementioned Limit amount, they can apply through our branch. The maximum Limit set through branches will remain unchanged at HK\$1,000,000. The Limit set by existing customers before the Effective Date will also remain unchanged.

If necessary, customers can visit any of our branches to apply. Should you have any enquiry, please contact our staff or call our customer service hotline at (852)2622 2633.

**Nanyang Commercial Bank, Limited**

## Frequently Asked Questions

### **1. I received an email notification from NCB regarding the adjustment of the daily limit for fund transfer and remittance to third-party account. How does it affect me?**

Ans: With effect from 24 July 2022 (the “Effective Date”), the Bank will adjust the limit settings of the “Register Third Party Account Daily Fund Transfer Total Limit” (“Limit”) for Mobile Banking and Internet Banking. When you request for Limit adjustment, new registration of third-party accounts, amendment of registered third-party accounts, and etc. via personal Internet Banking, the maximum Limit that can be set is HK\$500,000. The maximum Limit that can be set via Branch remained unchanged.

The maximum daily limits for Limit setting request through different channels are as follows:

<b>Limit Setting Request Channel</b>	<b>Maximum Daily Limit that can be set</b>
Internet Banking	Adjusted to HK\$500,000
Branch	Maintained at HK\$1,000,000

The Limit set before the Effective Date will remain unchanged.

### **2. What is “Registered Third Party Account Daily Fund Transfer Total Limit”?**

Ans: “Registered Third Party Account Daily Fund Transfer Total Limit” is the daily total limit for fund transfer and remittance to third party accounts via Mobile Banking and Personal Internet Banking. Third party accounts include:

- i. Other bank accounts within the Bank with identification number different from that of Internet/Phone Banking account holder
- ii. Other local bank accounts
- iii. FPS Proxy ID
- iv. Overseas accounts

**3. Starting from the Effective Date, will the limit of "Register Third Party Account Daily Fund Transfer Total Limit" that I previously set up be updated?**

Ans: No, if you are an existing NCB Mobile Banking and Internet Banking customer, the Limit set before the Effective Date will remain unchanged.

**4. Starting from the Effective Date, can I upper the limit of "Register Third Party Account Daily Fund Transfer Total Limit" to over HK\$500,000?**

Ans: Yes, the maximum Limit that can be set through branch remain unchanged, which is HK\$1,000,000. Please visit any of our branches with your identification documents.

June 2022

**Notification of adjust the application daily limit for transfer and remittance to third-party accounts via online channel**

Dear customer:

From 24 July 2022(the "Effective Date"), Nanyang Commercial Bank Limited ("the Bank") will adjust the "Register Third Party Account Daily Fund Transfer Total Limit" for mobile banking and internet banking.

From the effective date, the "Register Third Party Account Daily Fund Transfer Total Limit" of the Bank's mobile banking and internet banking, including transfers and remittances to third-party accounts<sup>^</sup>, the maximum daily limit that can be set has been lowered from HK\$1 million to HK\$500,000.

<sup>^</sup> Third party accounts include:

1. other bank accounts within the Group with identification number different from that of Internet/Phone Banking account holder
2. other local bank accounts
3. FPS Proxy ID
4. Overseas accounts

The limit you have set before the effective date will remain unchanged.

Should you have any enquiry, please contact our staff or call our customer service hotline at (852)2622 2633.

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