

24 August 2023

**Arrangement relating to the adjustment of
Zurich Platinum Trading Channel
under the "Precious Metal Passbook Account"
Paper Precious Metals Scheme**

Please be informed that according to the notification letter issued by the Bank on June 5, 2023 to you, "Arrangement relating to terminating the trading service of Zurich platinum under "Paper Precious Metals Scheme" of "Notional Precious Metals Passbook Account"" ("the notification letter"), considering that you may need more time to process your precious metal passbook account, please be informed that the Bank will stop accepting Zurich Platinum purchase transactions from existing customers in the first stage starting from September 24, 2023 (not September 8, 2023 as stated in the notification letter). Besides, effective from December 8, 2023 (the "Effective Date of Termination"), the Bank will further not accept any sell transaction of Zurich platinum from existing customer. Please be aware that the effective date of termination is the same as the "Termination Date" stated in the notification letter.

If you could not sell Zurich platinum in "Notional Precious Metals Passbook Account" back to the Bank before effective date of termination, the amount payable by the Bank to you on such termination will be determined by the Bank (acting fairly, in good faith and in a commercially reasonable manner) based on the prevailing price of Zurich platinum in your "Notional Precious Metals Passbook Account" as of effective date of termination. The amount may be



substantially less than your investments in Zurich platinum.

In order to provide you with a convenient and unified way to sell Zurich platinum in the "precious metal passbook account", the bank will concentrate on the manned trading hotline and phone banking channels for you to conduct Zurich platinum selling transactions during the transition period (i.e. September 24, 2023 to December 7, 2023) before the cessation of relevant transactions. The detailed service information is as follows:

Phone banking and manned trading hotline information

Transaction channels	Hotline		
	Cantonese	English	Mandarin
Phone banking	2684 1866	2684 1869	2684 1868
Manned trading hotline	2850 1238	2850 1237	2850 1239

Phone banking and manned trading service hours

Transaction channels	Service hours
Phone banking	Monday to Friday 8:00am - 3:30am (the next day) (except public holidays)
Manned trading hotline	Monday to Friday 9:00am - 5:00pm (except public holidays)



As both the manned answering hotline and phone banking service require the use of phone banking passwords for identity verification, if you do not have or have forgotten the phone banking password, please contact the branch as soon as possible to apply for opening the phone banking service or to reissue the password. For enquiry, please call our Customer Service Hotline at (852) 2622 2633 or visit any of our branches.

Nanyang Commercial Bank, Limited