

13 March 2024

Dear Valuable Customers,

**Supplementary Note and FAQ to the “Notice of Amendments of Various Services of Electronic Banking Channels” issued in February 2024**

Thank you for choosing the services of Nanyang Commercial Bank, Limited (“the Bank”). With reference to “Notice of Amendments of Various Services of Electronic Banking Channels” (“Notice”) issued by the Bank in February 2024, the Bank now supplements relevant details and FAQ for customers to better understand the contents of the Notice. For any enquires or responses, please contact our staff or call the customer hotline at (852)2622 2633.

**Nanyang Commercial Bank, Limited**

FAQ (Original)

1. Q : What type of customers will be affected?

A : From the Effective Date, customers holding Personal Internet Banking, Personal Mobile Banking and Corporate Internet Banking will be affected by the related service amendments.

2. Q : Would the pre-set / standing instruction that customers have been set before Effective Date be affected?

A : No. The Bank will execute the pre-set / standing instruction that have been set. ~~However, customers cannot amend ineffective instruction. Meanwhile, customers may delete the instruction.~~

~~3. Q : would the Bill Payment standing instruction that customers have been set before Effective Date be affected?~~

~~A : Starting from the Effective Date, Bill Payment standing instruction via the bank account will be terminated, all instruction set before Effective Date will be invalid. Customers are advised to arrange the Bill Payment in advance. Customers may make Bill Payment with transfer now function.~~

[Below FAQ (Supplementary) questions 11 and 15 have already replaced this question]

~~4. Q : How does the Personal Internet Banking / Personal Mobile Banking Bill Payment service no longer support JETCO Online Bill Payment Channel affect customers?'~~

~~A : Personal Internet Banking / Personal Mobile Banking does not support online Bill Payment to related merchants.~~

[Below FAQ (Supplementary) question 14 has already replaced this question]

5. Q : Would there be affected if customers have chosen to receive statement by "Post and Email"?

A : No. Customer who have set the "Options for Receiving Statements" to "Post and Email" before the effective date will not be affected.

~~6. Q : How does customers make Bill Payment after Personal Internet Banking / Personal Mobile Banking no longer support Bill Payment via BOC credit card?~~

~~A : Customer may make Bill Payment via bank account on Personal Internet Banking / Personal Mobile Banking.~~

[Below FAQ (Supplementary) question 12 has already replaced this question]

~~7. Q : How does customers make the transaction after the Personal Internet Banking / Personal Mobile Banking Bill Payment service no longer support Bill Payment to merchants in the Mainland China?~~

~~A : Customers can make instant transfer for Bill Payment or currencies exchange or other related transactions.~~

[Below FAQ (Supplementary) questions 11 , 12 and 16 have already replaced this question]

8. Q : I noted that the application function for various trade businesses under “Trade Services” will be terminated, could customers make transaction enquiries under “Trade Services” through Corporate Internet Banking afterwards?

A : Yes, customers could still make transaction enquiries through Corporate Internet Banking.

9. Q : I noted that the application function for various trade businesses under “Trade Services” will be terminated, will there be any other channels available for customers to submit the trade related applications?

A : Customers could still submit the applications for various trade services via our Commercial Teams, branch network, your dedicated relationship manager or NCB Trade Services Centre.

#### **FAQ (Supplementary)**

10. Q : Why would the Bank adjust part of the services offered by various electronic channels?

A : To provide better customer experience, from time to time, the Bank will upgrade the banking system, the electronic banking service will usher a new look and new functions. The Bank will send out a separate notice later to inform customers about the details of the system upgrade, and to indicate which impacted services and functions to be resumed after system upgrade. After the system upgrade, customers may need to re-set the instructions for part of the electronic banking services. Therefore, the “Notice of Amendment of Various services of Electronic Banking Channels” was issued in February 2024 to let customers being informed in advance to make alternative arrangements if needed. The Bank understands that the adjustments of the current services that have been provided during and after the period of system upgrade would affect customers. We apologize for any inconvenience caused.

11. Q : Effective from 17 March 2024 (the effective date), I cannot amend the pre-set instructions even those instructions have not yet been executed via Personal Internet Banking or Corporate Internet Banking, is there any possible way for me to amend those instructions?

A : Starting from the effective date, though customers are not able to amend those pre-set instructions, customers could still create and delete the pre-set instructions for Fast Transfer (applicable to Personal Internet Banking), Transfer, Express Transfer, FPS, Demand Draft (the 4 fore-mentioned functions are applicable to Corporate Internet Banking only), Telegraphic Transfer, BOC Remittance Plus, Currency Exchange and Bill Payment (the 4 fore-mentioned functions are applicable to both Personal Internet Banking and Corporate Internet Banking). If

customers would like to amend the pre-set instructions, customers may consider to delete the original pre-set instruction and create a new pre-set instruction accordingly.

12. Q : After the service adjustment, would the Bank still support Bill Payment services via Personal Internet Banking, Personal Mobile Banking and Corporate Internet Banking?

A : Yes. Customers could still perform instant Bill Payment via Personal Internet Banking, Personal Mobile Banking and Corporate Internet Banking. Instant Bill Payment via bank accounts and BOC credit cards (only applicable to BOC credit cards that can operate via the Bank's Personal Internet Banking, Personal Mobile Banking and Corporate Internet Banking) would not be affected except four merchants in Mainland i.e. Transportation Fined, Shenzhen Gas, Shenzhen Power and Waste Discharge Cost.

13. Q : Would the existing Direct Debit Authorization be affected in this service adjustment?

A : No. Direct Debit Authorization would not be affected after the service adjustment. Bill payment function refers to payment initiate by customers whereas Direct Debit Authorization refers to authorization from customers to the bank in advance for the arrangement of debiting the customers' accounts for settlements of payment.

14. Q : I read from the Notice that Online Bill Payment via JETCO Channel in Personal Internet Banking and Personal Mobile Banking will be terminated since the effective date, how would it be impacted?

A : To minimize the impact on customers, the Bank will continue to support JETCO channel for Bill Payments until further notice. Please note the Bank's further notification. Sorry for the inconvenience caused due to the change.

15. Q : I noticed that the "Regular Bill Payment" function in Personal Internet Banking will be terminated since the effective date. In case, I would like to set up regular Bill Payment, what should I do?

A : In addition to making instant Bill Payment through Personal Internet Banking and Personal Mobile Banking, customers may consider to set up multiple pre-set instructions via Personal Internet Banking and Personal Mobile Banking platforms to perform Bill Payment regularly with the same effect as the "Regular Bill Payment" function before the service adjustment.

16. Q : I noticed that the Personal Internet Banking and Corporate Internet Banking will no longer support the function to exchange the Time Deposit into another currency once matured i.e. "Deposit in Different Currency". In case, I would like to exchange the Time Deposit into other currency after maturity, what should I do?

A : After the effective date, though customers will not be able to choose “Deposit in Different Currency” as an option after maturity via the Personal Internet Banking and Corporate Internet Banking, customers may consider to perform instant Foreign Exchange transaction via branches, Personal Internet Banking and Corporate Internet Banking once the Time Deposit matured and settled into customer’s account in original currency.

#### **Supplementary Explanation**

1. The Bank noted that two descriptions of RMB remittance services were incorrectly stated in the “Service Channel: Personal Internet Banking/ Personal Mobile Banking/ Corporate Internet Banking” section of the “Notice of Amendments of Various Services of Electronic Banking Channels” which was previously issued in February 2024. The corrections are made as below:
  - (i) Personal Mobile Banking does not support RMB remittance which includes remittances to Mainland Chain, overseas remittances, or RTGS/CHATS.
  - (ii) The cut-off time for RMB remittance to Mainland China through Personal Online Banking should be 15:30 (instead of 17:30 that previously stated).
2. The Bank noted that the previous FAQ issued in February 2024 may cause some ambiguities, the Bank thus issued this FAQ to supplement and provide more clarity. In case of any discrepancy between the previous FAQ and this FAQ, this FAQ shall prevail.