

11 November 2025

Notice of System Maintenance

To enhance the quality of our services, Nanyang Commercial Bank, Limited (NCB) will conduct system maintenance during the following periods. The following services may experience temporary interruption or slow responses during these periods.

Date and Time (Hong Kong Time)	Affected Services	
About 1 minute between 00:00 am - 06:00 am 16 November 2025 (Sunday)	e-Banking Services (Personal & Corporate)	Internet Banking / Mobile Banking / Phone Banking services
	ATM Card Services	Cash withdrawals, Transfers, Bill Payments, Balance Enquiries, and other services via ATMs using <u>JETCO and UnionPay networks</u>
		Card Payment Services via POS Terminals using <u>UnionPay and EPS networks</u>
		Other registered services (including but not limited to PPS, Hong Kong Jockey Club Instant Transfer Service, HKJC Cash Voucher Purchase Service, UnionPay Service etc.)
	Self- Banking Services	Cash withdrawals, Cash Deposits, Transfers, Bill Payments, Balance Enquiries, and other services via NCB ATMs

We advise customers to make necessary arrangements in advance and appreciate the kind understanding of customers.

For enquiries, please call our Personal Customer Service Hotline at (852) 2616 6628 or Corporate Customer Service Hotline at (852) 2616 6638.

Nanyang Commercial Bank, Limited

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