

12 March 2026

**Notice Regarding Some Personal Customers  
Not Receiving the Paper Remittance Advices  
by Post**

Thank you for choosing the banking services of Nanyang Commercial Bank, Limited ("the Bank" or "We").

Due to previous system adjustment, we were aware that some personal customers did not receive the paper remittance advices for the period from 23 **September 2024 to 30 January 2026**. To facilitate relevant customers accessing the information, remittance advices for the aforementioned period have been uploaded to the Bank's Personal Mobile Banking and Personal Internet Banking. Starting from 12 March 2026, relevant customers may view and download the relevant remittance advices via the following channels:

Channel	Access Path on or before 19 March 2026	Access Path after 19 March 2026 (After the mobile banking upgrade)
<b>Personal Mobile Banking</b>	Login "NCB Mobile Banking App"> Go to "All Functions" page > Select " e-Statement / e-Notice" > View " Electronic Statements/Notifications".	Login "NCB Mobile Banking App"> Go to "All Functions" page > Select "Accounts" > View " Electronic Statements/Notifications".
<b>Personal Internet Banking</b>	Login "NCB Personal Internet Banking" > click "My Account" > "Account Inquiry" > View " Electronic Statements/Notifications".	



If needed, our staff can assist the relevant customers in reprinting the paper remittance advices for the aforementioned period, and the handling fees will be waived. We sincerely apologize for any inconvenience caused.

For any enquiries or further assistance, please contact our staff or call our Personal Customer Hotline at **(852) 2616 6628**.

**Nanyang Commercial Bank, Limited**