

13 September 2024

### **Notice on System Maintenance**

Due to regular system maintenance, the following channel will be temporarily unavailable:

- Suspension channel: Cheque Deposit Machines
- Suspension time: 10:00pm to 12:00pm for the period 23 Sep 2024 (Monday) to 31 Oct 2024 (Thursday).

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

For enquiries, please contact our Customer Service Hotline at (852) 2622 2633 on or before 23 Sep 2024; or contact our Personal Customer Service Hotline at (852) 2616 6628 or Corporate Customer Service Hotline at (852) 2616 6638 after 23 Sep 2024.

Thank you for your kind attention.

Sincerely,

**Nanyang Commercial Bank, Limited**

13 Sep 2024

**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 affected services will be unavailable during these periods.

<b>Date and time (Hong Kong time)</b>	<b>Affected Services</b>	
15 September 2024 (Sunday) 03:00 am to 05:00 am	ATM Card Services	Cash Withdrawals, Transfers, Bill Payments, Balance Enquiries and other services via ATMs using JETCO and UnionPay Networks.
		Card Payment Services via POS Terminals using UnionPay and EPS Networks.
		Other registered services (including but not limited to PPS, Hong Kong Jockey Club Instant Transfer Service, HKJC Cash Voucher Purchase Service, etc.).
	e-Banking Services	Personal and Corporate Internet Banking, and Personal Mobile Banking: Bill Payment Services to JETCO and EPSCO (where applicable) Network Merchants.
15 September 2024 (Sunday) 03:00 am to 07:00 am	Self- service Banking	NCB ATMs Services using VISA, MasterCard, JETCO and UnionPay Networks.

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

For enquiries, please call our Customer Service Hotline at



(852) 2622 2633.

## Nanyang Commercial Bank, Limited

August 2024

### **Supplemental Information:** **Suspension and Resumption Arrangement** **for Self Service Banking Services in Each Area**

Reference is made to the notification (the "**Notification**") entitled "*Announcement on the 'Important Notice on Banking System Upgrade and the Temporary Suspension of Banking Services' / 'Notice of Amendments to the 'Banking Services, Conditions and Rules and Schedule of Charges''*" and issued by Nanyang Commercial Bank, Limited (the "**Bank**") in August 2024.

With reference to "C. Self Service Banking Services" in Attachment 1 (i.e. "Important Notice on Banking System Upgrade and the Temporary Suspension of Banking Services") to the Notification, the Bank's Passbook Updating Machine, Automated Teller Machine, Cash Deposit Machine and Cheque Deposit Machine services will be temporary suspended. The details of arrangement are as follows:

#### A. Passbook Updating Machines

<b>Branch</b>	<b>Suspension Date</b> (Suspend from 8:00 pm)	<b>Resumption Date</b> (Resume from 9:00 am)
<b>HONG KONG</b>		
Causeway Bay Branch Causeway Bay Wealth Management Centre Wanchai Branch Central Cross-border Wealth Management Centre	2024/9/20	2024/9/24

Main Branch Happy Valley Branch Western Branch Des Voeux Road West Branch		
Kennedy Town Branch Aberdeen Branch Sai Wan Ho Branch North Point Branch	2024/9/20	2024/9/25
KOWLOON		
Yaumati Branch Kwun Tong Branch Cheung Sha Wan Branch	2024/9/20	2024/9/23
Mongkok Branch Nathan Road Branch		2024/9/24
Tsimshatsui Branch Hunghom Branch Peninsula Centre Branch Yaumati Wealth Management Centre Kowloon City Branch Tokwawan Branch		2024/9/25
NEW TERRITORIES		
Tsuen Wan Branch Tuen Mun Branch Yuen Long Branch Sheung Shui Branch	2024/9/20	2024/9/23
Sai Kung Branch Ha Kwai Chung Branch Tai Po Branch Kwai Shing East Shopping Centre Kwai Chung Branch Shatin Branch		2024/9/24

#### B. Automated Teller Machines and Cash Deposit Machines

Branch	Suspension Date#	Resumption Date
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		(Resume from 9:00 am)		
HONG KONG				
Des Voeux Road West Branch North Point Branch Kennedy Town Branch (1)	2024/9/17	2024/9/23		
Causeway Bay Wealth Management Centre Happy Valley Branch		2024/9/25		
Western Branch Central Cross-border Wealth Management Centre		2024/9/18	2024/9/23	
Aberdeen Branch Wanchai Branch	2024/9/25			
Sai Wan Ho Branch Kennedy Town Branch (2) *	2024/9/19		2024/9/23	
Main Branch		2024/9/24		
Causeway Bay Branch		2024/9/25		
KOWLOON				
Nathan Road Branch Tokwawan Branch Peninsula Centre Branch Kowloon City Branch	2024/9/17	2024/9/23		
Kai Tak Branch			2024/9/18	2024/9/23
Yaumati Wealth Management Centre *				2024/9/24
Tsimshatsui Branch Hung Hom Branch				
Kwun Tong Branch Cheung Sha Wan Branch Mongkok Branch Cross-border Wealth Management Centre - West Kowloon station *	2024/9/19	2024/9/24		
Yaumati Branch		2024/9/25		
NEW TERRITORIES				

Kwai Chung Branch Kwai Shing East Shopping Centre	2024/9/17	2024/9/23
Sai Kung Branch *		2024/9/24
Ha Kwai Chung Branch Sheung Shui Branch	2024/9/18	2024/9/23
Tai Po Branch Yuen Long Branch Cross-border Wealth Management Centre - Tuen Mun *		2024/9/24
Tuen Mun Branch Shatin Branch Tsuen Wan Branch		

# Service will be suspended in batches from 9:00 am onwards on 17 September 2024. All services will be suspended at 5:00 pm on 19 September 2024. The actual suspension time will depend on the situation on the day of suspension. If necessary, please make prior arrangement for the required services.

\* Automated Teller Machines Only

#### C. Cheque Deposit Machines

<b>Branch</b>	<b>Suspension Date#</b>	<b>Resumption Date</b> (Resume from 9:00 am)
<b>HONG KONG</b>		
Main Branch Central Cross-border Wealth Management Centre Western Branch Kennedy Town Branch Des Voeux Road West Branch	2024/9/17	2024/9/23
North Point Branch Sai Wan Ho Branch Causeway Bay Branch Causeway Bay Wealth Management Centre	2024/9/19	2024/9/23

Happy Valley Branch		
Aberdeen Branch		
Wanchai Branch		2024/9/25
KOWLOON		
Yaumati Branch	2024/9/18	2024/9/23
Yaumati Wealth Management Centre		
Tokwawan Branch		
Hunghom Branch		
Kowloon City Branch		
Kai Tak Branch		
Mongkok Branch	2024/9/19	2024/9/23
Kwun Tong Branch		
Nathan Road Branch		2024/9/25
Tsimshatsui Branch		
Peninsula Centre Branch		
Cheung Sha Wan Branch		
NEW TERRITORIES		
Kwai Chung Branch	2024/9/19	2024/9/23
Ha Kwai Chung Branch		
Sai Kung Branch		
Sheung Shui Branch		2024/9/24
Tai Po Branch		
Yuen Long Branch		
Tuen Mun Branch		
Shatin Branch		
Tsuen Wan Branch		

# Service will be suspended in batches from 9:00 am onwards on 17 September 2024. All services will be suspended at 5:00 pm on 19 September 2024. The actual suspension time will depend on the situation on the day of suspension. If necessary, please make prior arrangement for the required services.

For enquiry, please refer to the Notification (the Bank's official website > "About Us" > "Notice" > Announcement on the "Important Notice on Banking System Upgrade and the Temporary Suspension



of Banking Services" / "Notice of Amendments to the 'Banking Services, Conditions and Rules and Schedule of Charges'" or call our System Upgrade Hotline at (852) 2616 6066. We sincerely apologize for any inconvenience it may cause you.

**Nanyang Commercial Bank, Limited**