

## Special Notice

# Important Notice on Nanyang Commercial Bank System Upgrade

- **Automated Teller Machines (ATMs), Cash Deposit Machines and Cheque Deposit Machines**
  - Our self-service devices will be temporarily suspended in batches from September 17 to 19, and will be gradually resumed starting from 9:00 am on September 23, with full resumption by September 25.
  - Before 6:45 pm on September 19, our ATM card customers can still use the ATMs of our bank that are not suspended, or the UnionPay and JETCO ATMs of other banks, to withdraw cash, transfer funds and make bill payments.
  - Starting from 6:45 pm on September 19 until 5:00 am on September 23, our ATM card services for withdrawal, fund transfer and bill payment will be completely suspended.
- **Branch Services**

All our branches and wealth management centres will temporarily suspend banking services (including safe deposit box services) on September 21 (Saturday), but will continue to provide enquiry services.
- **Emergency Cash Withdrawal**

On September 21 (Saturday) and September 22 (Sunday) from 9:00 am to 8:00 pm, six designated branches (Main Branch, Sai Wan Ho Branch, Kwun Tong Branch, Yaumati Branch, Tsuen Wan Branch and Shatin Branch) will provide emergency cash withdrawal services, with a daily limit of HK\$30,000 per person.
- **Online Banking and Mobile Banking**

Starting from 8:00 pm on September 20, our online banking and mobile banking services will be temporarily suspended. Customers can log in and use our online banking again, or re-download and log in to our mobile banking app, starting from 5:00 am on September 23.
- **Personal Passbooks**

Starting from September 23, customers can go to any branch on a business day to exchange for a new passbook. To avoid long waiting times, we recommend that customers do not rush to exchange the passbook.

Please refer to the bank's official website (Bank's Website > "About Us" > "Notice" > Announcement on the "Important Notice on Banking System Upgrade and the Temporary Suspension of Banking Services" and "Notice of Amendments to the 'Banking Services, Conditions and Rules and Schedule of Charges'"), contact our staff



or call our designated system upgrade hotline at 2616 6066 for more details. Should there be any discrepancy between the English and Chinese versions of this Notice, the English version shall prevail.

We apologize for any inconvenience caused by this system upgrade and thank you for your ongoing support.

Nanyang Commercial Bank, Limited  
September 2024

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 Main Branch Happy Valley Branch Western Branch Des Voeux Road West Branch	2024/9/20	2024/9/24
Kennedy Town Branch	2024/9/20	2024/9/25

Aberdeen Branch Sai Wan Ho Branch North Point Branch		
<b>KOWLOON</b>		
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 Hung Hom Branch Peninsula Centre Branch Yaumati Wealth Management Centre Kowloon City Branch Tokwawan Branch		2024/9/25
<b>NEW TERRITORIES</b>		
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**

<b>Branch</b>	<b>Suspension Date#</b>	<b>Resumption Date</b> (Resume from 9:00 am)
<b>HONG KONG</b>		

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
<b>KOWLOON</b>		
Nathan Road Branch Tokwawan Branch Peninsula Centre Branch Kowloon City Branch	2024/9/17	2024/9/23
Kai Tak Branch		
Yaumati Wealth Management Centre * Tsimshatsui Branch Hung Hom Branch	2024/9/18	2024/9/24
Kwun Tong Branch Cheung Sha Wan Branch Mongkok Branch Cross-border Wealth Management Centre - West Kowloon station *		
Yaumati Branch	2024/9/19	2024/9/24
		2024/9/25
<b>NEW TERRITORIES</b>		
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		2024/9/23
Tai Po Branch Yuen Long Branch Cross-border Wealth Management Centre - Tuen Mun * Tuen Mun Branch Shatin Branch Tsuen Wan Branch	2024/9/18	2024/9/24

# 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 Happy Valley Branch Aberdeen Branch	2024/9/19	2024/9/23
Wanchai Branch		2024/9/25

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

# 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**



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**