

July 2025

Notice on tightening the number of bound device for Mobile Banking

Dear Customers:

In order to further protect customers from digital frauds and scams, Nanyang Commercial Bank, Limited (the "Bank") will undergo a system update from 7:00 pm to 11:00 pm on 14 August 2025 to tighten the number of bound device for Mobile Banking. During the system update, the Mobile Banking services remain.

Currently, customers can have two or more bound devices as trusted device. The number of bound device is capped at 5. After the system update, **customer can only have 1 bound device as trusted device.**

For customers who have two or more bound devices as trusted device before the system update, the Bank will default the bound device, which customers most recently used to login to Mobile Banking successfully, as the only trusted device. The remaining bound device(s) will be automatically deactivated. For customers who have only 1 bound device as trusted device, services remain.

If customers want to switch the trusted device, customers may log on to Mobile Banking via the new mobile device and follow the instructions to activate the device binding. Upon successful binding, the original bound device will then be automatically deactivated. Customers may view the status of device binding by tapping the menu icon in the top left corner of Mobile Banking >"Security" >"Device Management".

We sincerely apologize for any inconvenience it may cause you.

If you have any enquiries, please contact our staff or call our customer Service Hotline (852) 2616 6628.

Nanyang Commercial Bank, Limited

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