

9th May 2023

Dear Valued Customer,

Notice on the "Electronic Advice Service"

To support environmental protection, reduce paper consumption and enhance your online banking experience, effective from 9 Jun 2023 ("Effective Date"), Shanghai Commercial Bank Limited ("the Bank") will automatically enroll Personal Internet Banking customer and Corporate Internet Banking customer (collectively the "Customer") for "Electronic Advice Service" (the "Service") ^{Note}. The first phase of the Service is applicable to fixed deposits products. A summary of the Service's key features is provided below:

1. From the Effective Date, a notification will automatically be sent to the Customer via email or SMS when the Customer places fixed deposits at branches. The Bank will no longer provide paper advice of fixed deposits to the Customer. The Customer may view the transaction records of the past three years with up to the last 200 fixed deposit transactions through Internet Banking or Mobile Banking.
2. The cessation of paper advice will be implemented by the Bank in phases for the Customer. The automatic enrollment of the Service may also be extended to other deposits products (including but not limited to Current Savings Account and Checking Account) of the Bank in future. The Bank will not send separate notification at that time.

If the Customer would like to keep receiving paper advice, please visit any of our branches to unsubscribe the Service or download the instruction form from our website and submit it to any of our branches (Path: <https://www.shacombank.com.hk> ➔ "Forms & Documents" ➔ "e-Channels" ➔ "Internet Banking" / "Corporate Internet Banking" ➔ "Deposit Products Electronic Advice Instruction Form")

The above mentioned products and services are subject to relevant terms and conditions.

For enquiries, please contact our Customer Service Hotline at 2818 0282.

Yours faithfully,
Shanghai Commercial Bank Limited

Note: The "Electronic Advice Service" is NOT applicable to customers who have not yet registered for our Personal Internet Banking or Corporate Internet Banking services.

If there is any conflict between the English and Chinese versions of this notice, the English version shall prevail.