

5 August 2023

Dear Valued Customer,

Notice of Amendments to Credit Card Services

Thank you for using Shanghai Commercial Bank ("the Bank") Credit Card services. Please note that the following changes will be made to the Bank's Credit Card Services:

Section 1: Credit Card Service Charges

Effective from 1 November 2023 ("the Effective Date"), the following service charges will be added for all Credit Card / Co-branded Credit Cards (excluding Business and Corporate Credit Card):

Items	Newly Added Fee
Paper Statement Fee [#]	HK\$5 per month per account

[#]Paper Statement Fee is not applicable to the following customers: (1) aged below 18 or aged 65 and above, (2) recipients of Comprehensive Social Security Assistance and (3) recipients of Government Disability Allowance. Under circumstances (2) or (3), customer may submit the application form or relevant proof for Fee waiver or contact our Credit Card Customer Service Hotline on (852) 2818 8236 for enquiry.

The above is intended only to be a summary of the key amendments to the Fee Schedule of Credit Card Services. For details, please refer to our updated Fee Schedule of Credit Card Services.

Section 2: Important Notice regarding e-Statement Service

Effective from the Effective Date, the Bank will automatically change your enrolment from paper statement to e-Statement for all credit card cardholders who have registered for Personal Internet Banking. If you have registered for Personal Internet Banking, and your credit card has not been registered as an online access account in your Personal Internet Banking, your credit card will be automatically added as an online access account in your Personal Internet Banking and you will be able to access your credit card e-Statements through Personal Internet Banking as from the Effective Date¹. The Bank will send email notifications when the e-Statement is ready and before the Latest Payment Date. If you have not yet to provide a valid email address, please contact the Bank immediately.

If you would like to continue receiving paper statements for your credit card from the Effective Date onwards, please log in to your Personal Internet Banking and update your statement preferences back to paper statement (Please note the new Paper Statement Fee as described in Section 1).

If you have already used the e-Statement Service for your credit card, this service enhancement will not affect you. If you are not a Personal Internet Banking user and do not want to pay the new Paper Statement Fee, please register Personal Internet Banking through our Bank's website for e-Statement Service before the Effective Date.

Please note that the use of e-Statement Service shall at all times be subject to the Terms and Conditions for i-Banking Services as incorporated in the Terms and Conditions for Bank Accounts and General Services, the terms and conditions governing the accounts and such other terms and conditions as the Bank may from time to time specify. If you continue to use or retain your credit card after the Effective Date, you shall be deemed to have accepted those terms and conditions and agreed to be bound by them. You may visit our Bank's website for those terms and conditions.

Note:

1. You can check credit card account details and conduct transactions via credit card (e.g. Bill Payment) in Personal Internet Banking from the Effective Date onwards. If you would like to disable the settings, please log in to your Personal Internet Banking to disable the settings of relevant credit card as an online access account via "Personalize > Account Settings" after the Effective Date, and in such case, e-Statement will be cancelled and you will receive paper statement afterwards. (Please note the new Paper Statement Fee as described in Section 1)

Section 3: Important Notice regarding Over-the-limit Facility Arrangement

For your protection, your over-the-limit facility arrangement will be cancelled by the Bank from the Effective Date. After the Effective Date, credit card transactions that cause the current balance to exceed the credit limit will be declined by the online authorization network. However, your credit card may still be subject to an over credit limit condition, as a result of the posting of offline transactions, transactions that do not require authorization or transactions authorized but with billing delayed (for example, using the credit card for monthly telecommunication / internet service recurring payment, Octopus Automatic Add-Value Service and carpark charges). If you would like to accept the over-the-limit facility, please download the relevant form in the Bank's website at www.shacombank.com.hk or contact our Credit Card Customer Service Hotline on (852) 2818 8236.

Please note that the above amendments shall be binding on you if you continue to use or retain your credit card after the Effective Date. Please also note that the Bank will not be able to continue providing these credit card services to you if you do not accept the above amendments. If you have any queries, please contact our Credit Card Customer Service Hotline on (852) 2818 8236. In case of any discrepancy between the Chinese and English versions of the above, the English version shall prevail.

Yours faithfully,
Credit Card Department
Shanghai Commercial Bank Limited