

31 July 2015

Dear Valued Customer,

Notice: Bogus Voice Message Phone Calls to Customers

Recently, there are massive scale of bogus voice message phone calls in Hong Kong purportedly from banks claiming irregularities in the customers' bank or credit card accounts and asking them to input their personal information or contact the operator for account authentication, so as to obtain customers' account information.

Shanghai Commercial Bank ("Bank") would like to alert all customers and the general public that the Bank has no connection with these bogus voice message phone calls. The Bank will not collect sensitive personal information (including login passwords or one-time passwords) through phone calls made from Interactive Voice Response system. The Bank also will not notify customers of account irregularities through pre-recorded messages.

The Bank would like to remind its customers not to provide any personal information to suspicious callers at all times. If customers have divulged personal information to suspicious callers, they should report such cases to the Hong Kong Police immediately and call our Customer Service Hotline on 2818 0282.

Yours faithfully,
Shanghai Commercial Bank Limited

This is a computer-generated printout and no signature is required. In case of inconsistency between the English and Chinese versions of this letter, the English version shall prevail.

親愛的客戶：

聲明：有關偽冒銀行的語音訊息系統致電客戶事宜

近日本港出現偽冒銀行的語音訊息系統致電客戶，聲稱其銀行戶口或信用卡出現異常，要求其透過電話輸入個人資料或聯絡職員以核實身份，從而獲得客戶的賬戶資料。

上海商業銀行（“本銀行”）籲請其客戶及公眾人士注意，本銀行與該等偽冒銀行的語音訊息系統並無任何關連或連繫。本銀行不會以此方式向客戶索取其任何敏感個人資料（包括登入密碼和一次性密碼），亦不會以預錄語音訊息通知客戶其銀行戶口出現異常。

本銀行提醒客戶切勿向可疑致電者提供任何個人資料。若客戶曾向可疑致電者披露個人資料，應立即聯絡香港警方及致電本行客戶服務熱線 2818 0282。

上海商業銀行有限公司 謹啟
二〇一五年七月三十一日

本函為電腦編印文件，毋須簽署。此為中文譯本如與英文版本有歧異，一概以英文版本為準。