

13 October 2023

Dear Valued Customer,

Notice of Amendments to Terms and Conditions for Faster Payment System

Thank you for your valued support to Shanghai Commercial Bank (“the Bank”) services.

Please be informed that scam prevention alert will be added to Pay / Transfer to FPS proxy IDs (i.e. mobile number/ email address/ FPS Identifier) related function(s) via electronic channel(s) soon. For details and official launch date, please stay tuned to our Bank’s website for the latest announcement. Terms and Conditions for Faster Payment System (the “Terms and Conditions”) will be revised with effect from 26 November 2023 (“the Effective Date”).

A summary of major amendments can be found in the attached Annexure I. You can also browse our website www.shacombank.com.hk (Latest News) or [click here](#) to read the relevant revised Terms and Conditions.

Please note that the above amendments shall be binding on you if you continue to use or retain the “Bank Services”* as referred under the Terms and Conditions after the Effective Date. If you do not accept the above amendments, we shall not be able to continue providing those services to you and you can notify the Bank for termination of service before the Effective Date.

Should you have any enquiries, please call our Customer Service Hotline on 2818 0282 or visit any of our branches.

Yours faithfully,
Shanghai Commercial Bank Limited

Enclosures: Annexure I

*According to the Terms and Conditions, “Bank Services” means the services (including the QR Code Services) provided by the Bank to customers from time to time to facilitate payments and funds transfers using HKICL FPS and the Addressing Service, eDDA Service and any other services and facilities provided by HKICL in connection with the Faster Payment System from time to time.

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.

Annexure I:

Summary of Major Amendments to Terms and Conditions for Faster Payment System

For your easy reference, we have set out below a summary of the major amendments to the Terms and Conditions. In the event of conflict between the summary and the revised Terms and Conditions, the latter shall prevail.

| Affected Clause | Amendment |
|---|---|
| <p>Terms and Conditions for Faster Payment System (Amended)</p> | <p>Clause 6(h) will be amended as follows: “Other obligations regarding payments and funds transfers</p> <p>(i) In giving instructions to make payments or effect transactions, the Customer agrees to take reasonably practicable steps to safeguard the Customer’s own interest, money and assets from fraud or other illegal activities. The Customer is responsible to check whether the payment recipient and the transaction are real and trustworthy in each case and exercise sound judgement. To help the Customer stay vigilant against frauds, scams and deceptions, the Bank will send risk alerts based on the risk warnings, messages and indicators received by the Bank from the Faster Payment System or Hong Kong Police Force from time to time.</p> <p>(ii) Any instruction given by the Customer in relation to the Bank Services will be handled by the Bank in accordance with these Terms and Conditions and the applicable provisions in the Existing Terms. The Customer has to comply with the other obligations with respect to payments, funds transfers and direct debit authorisations, including without limitation maintaining sufficient funds in the relevant accounts for settling payment and funds transfer instructions from time to time.”</p> <p>Clause 7(b)(ii)(2) will be amended as follows: “any delay, unavailability, disruption, failure, error of or caused by HKICL FPS or any functionality of the Faster Payment System, or arising from any circumstances beyond the Bank’s reasonable control; including any delay or error relating to risk warnings, messages and</p> |

上海商業銀行

SHANGHAI COMMERCIAL BANK

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| | indicators about suspected frauds, scams or deceptions received by the Bank from the Faster Payment System or Hong Kong Police Force; and” |
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