

18 August 2025

Dear Valued Customer,

Notice of Amendments to “Provisions for Electronic Identity Verification (eIDV) and Important Notes”

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

Please be informed that the Terms and Conditions for “Provisions for Electronic Identity Verification (eIDV) and Important Notes” provided by the Bank will be amended with effect from 21 September 2025 (“the Effective Date”). All revised terms and conditions will take effect on the Effective Date.

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	Amendments
Provisions for eIDV	Clause shall be amended as follows: These Provisions shall apply to and regulate the authentication and verification of the Customer as part of the procedures of i-Banking new user registration, password reset application and/or Mobile Security Token Authentication Service registration, all of which are made available by Shanghai Commercial Bank Limited (the “Bank”). These Provisions shall supplement the Bank’s prevailing Terms and Conditions for Bank Accounts and Services (the “General Terms”) and Terms and Conditions for Mobile Security Token. In case of any conflict between the General Terms, other terms and conditions of the Bank and these Provisions, the latter shall prevail. Before starting eIDV, the Customer should read and understand all the relevant Terms and Conditions and these Provisions.
1. Definitions and Interpretations	Clause 1.1a shall be amended as follows: a. “App” means the Shacom Bank application (as updated from time to time) which can be downloaded to any mobile device on any operating system that the Bank supports,

	through which the Customer can submit i-Banking new user registration, password reset application and/or Mobile Security Token Authentication Service registration.
2. General Requirements for Electronic Identity Verification Procedure	<p>Clause 2.1 shall be amended as follows:</p> <p>2.1 The capture of identity documents and photo is for KYC purposes. If the Customer submits i-Banking new user registration, password reset application and/or Mobile Security Token Authentication Service registration to the Bank, the Customer shall follow such procedures and provide relevant information and documents to the Bank for identity verification and approval purposes. The Customer may be required to provide the Customer's identification document and photo for the Bank's KYC purpose, identification document verification and liveness detection.</p> <p>Clause 2.6 shall be amended as follows:</p> <p>2.6 The Customer acknowledges that eIDV is a process intended to verify and authenticate the identity for the i-Banking new user registration, password reset application and Mobile Security Token Authentication Service registration (and the subsequent use of such application/registration) by personal capacity.</p>
3. Security Measures	<p>Clause 3.1 shall be amended as follows:</p> <p>3.1 Upon the completion of the eIDV process in the i-Banking new user registration and/or password reset application, the Customer is required to set a Password for the Customer's Internet Banking account.</p>

Save as mentioned above, the provisions of "Provisions for Electronic Identity Verification (eIDV) and Important Notes" shall remain unchanged and continue in full force and effect.

You can also browse our website www.shacombank.com.hk (Latest News) to read the relevant revised Provisions.

Please note that the above amendments shall be binding on you if you continue to use or retain the services after the Effective Date. If you do not accept the above amendments, we shall not be able to continue providing 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

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.

PROVISIONS FOR ELECTRONIC IDENTITY VERIFICATION
(eIDV) AND IMPORTANT NOTES

Please read carefully the **Provisions for eIDV and Important Notes** (hereinafter collectively as **“these Provisions”**).

Provisions for eIDV

These Provisions shall apply to and regulate the authentication and verification of the Customer as part of the procedures of i-Banking new user registration, password reset application and/or Mobile Security Token Authentication Service registration, all of which are made available by Shanghai Commercial Bank Limited (the “Bank”). These Provisions shall supplement the Bank’s prevailing Terms and Conditions for Bank Accounts and Services (the “General Terms”) and Terms and Conditions for Mobile Security Token. In case of any conflict between the General Terms, other terms and conditions of the Bank and these Provisions, the latter shall prevail. Before starting eIDV, the Customer should read and understand all the relevant Terms and Conditions and these Provisions.

1. Definitions and Interpretations

1.1 Unless otherwise specified herein, capitalized terms used but not defined herein shall have the meanings given to them in the General Terms.

- a. “App” means the Shacom Bank application (as updated from time to time) which can be downloaded to any mobile device on any operating system that the Bank supports, through which the Customer can submit i-Banking new user registration, password reset application and/or Mobile Security Token Authentication Service registration.
- b. “Electronic Identity Verification” means the authentication or verification process of the Customer’s identity and liveness via the App on the Permitted Mobile Device.
- c. “Hong Kong” means the Hong Kong Special Administrative Region of People’s Republic of China.
- d. “KYC” means Know Your Customer.
- e. “Other Applicable Terms” means the Bank’s Terms and Conditions for Bank Accounts and General Services, i-Banking Services, and any other applicable agreements or terms and conditions governing the banking accounts, products, services, loans and facilities provided by the Bank, as may be amended from time to time.
- f. “Passwords” means any confidential password, phrase, code or number, or any other identification whether setup by the Customer which may be used for logging in the i-Banking service.

- g. "Permitted Mobile Device" means any compatible Apple, Android, or any other electronic devices or equipment running on operation system version as the Bank's specify from time to time.

2. General Requirements for Electronic Identity Verification Procedure

2.1 The capture of identity documents and photo is for KYC purposes. If the Customer submits i-Banking new user registration, password reset application and/or Mobile Security Token Authentication Service registration to the Bank, the Customer shall follow such procedures and provide relevant information and documents to the Bank for identity verification and approval purposes. The Customer may be required to provide the Customer's identification document and photo for the Bank's KYC purpose, identification document verification and liveness detection.

2.2 In order to complete the eIDV procedure:

- a. Customer must hold a personal or joint savings account and/or credit card account within our Bank.
- b. Customer must install the App using the Permitted Mobile Device;
- c. Customer's Permitted Mobile Device must have front and back facing cameras and equipped with gravity sensors;
- d. Customer must follow the steps specified by the Bank ;
- e. Customer must be 18+ years old and a Hong Kong permanent resident ; and
- f. Customer must hold a valid Hong Kong Permanent Identity Card (HKID).

2.3 During the eIDV process the Customer shall provide the Bank with the Customer's personal details including a photo of the Customer's Hong Kong Identity Card via the App on the Permitted Mobile Device.

2.4 The Customer warrants and confirms that the Customer's genuine identity throughout the eIDV procedure and all personal data provided or uploaded via the App is accurate and complete. The Customer further agrees that the Bank may use and disclose the Customer's personal data in accordance with the Bank's Circular to Customers and Other Individuals relating to the Collection and Handling of Personal Data ("Personal Data Circular").

2.5 The Customer's Hong Kong Identity Card photo and information on the Card will be automatically transferred to the Bank and its third-party service providers for the purpose of verifying the customer identity, liveness, and personal information, and will be used, processed and kept by the Bank and the third-party service providers in accordance with the Personal Data (Privacy) Ordinance (Cap. 486) and the Personal

Data Circular and Privacy Policy Statement issued by the Bank.

2.6 The Customer acknowledges that eIDV is a process intended to verify and authenticate the identity for the i-Banking new user registration, password reset application and Mobile Security Token Authentication Service registration (and the subsequent use of such application/registration) by personal capacity.

2.7 The Customer consents and accepts the Bank's verification of the Customer's identity as provided under eIDV and accepts that the Bank may rely on such verification for reasonable and sufficient means for identification.

2.8 If the Customer does not accept these Provisions, please do not start the eIDV procedure.

3. Security Measures

3.1 Upon the completion of the eIDV process in the i-Banking new user registration and/or password reset application, the Customer is required to set a Password for the Customer's Internet Banking account.

3.2 The Customer should take all reasonable security measures to prevent unauthorized or fraudulent use of eIDV, including but not limited to the following measures:

- a. Take all reasonable precautions to safe keep and prevent loss or fraudulent use of Permitted Mobile Device, Registered Mobile Phone Number and/or Passwords;
- b. Not to use the App on any mobile device or operation system that has been modified outside the mobile device or operating system vendor supported or warranted configurations. This includes devices that have been "jail-broken" or "rooted". A jail-broken or rooted device means one that has been freed from the limitations imposed on it by the Customer's mobile service provider and the phone manufacturer without their approval. The use of the App on a jail-broken or rooted device may compromise security and lead to fraudulent transactions. Download and use of the App in a jail-broken or rooted device is entirely at the Customer's own risk and we will not be liable for any losses, or any other consequences suffered or incurred by the Customer as a result; and
- c. The Customer shall be responsible for any accidental or unauthorized disclosure of the Passwords to any other person and shall bear the risk of being used by unauthorized persons or for unauthorized purposes.

4. Indemnity

The Customer shall indemnify us against all actions, claims, demands, liabilities, losses,

damages, costs and expenses of whatever nature which the Bank may sustain, suffer or incur as a result of or in connection with our accepting and acting upon any information or communications (including any confirmation and/or agreement) provided to the Bank through eIDV, or with any breach by the Customer of any terms, representations or warranties in these Provisions or any Other Applicable Terms.

5. Limitation of the Bank's Liability

- 5.1 eIDV is provided on an "as is" and "as available" basis. The Bank does not warrant that such services will be available at all times, or that eIDV will function with any mobile device as an authentication tool for the purposes contemplated in these Provisions.
- 5.2 The Bank is not liable for any loss, damages or expenses of any kind incurred or suffered by the Customer arising from or in connection with the Customer's use of or inability to use eIDV unless it is caused solely and directly by the gross negligence or willful default on our part or on the part of the Bank's employees or agents.
- 5.3 Under no circumstances is the Bank liable for any indirect, special, incidental, consequential, punitive or exemplary loss or damages in connection with eIDV.

6. Modification, suspension and termination

The Bank may, at any time, without giving notice, and/or reasons, modify, suspend, remove or terminate eIDV, in whole or in part. This may include actual or suspected breach of security.

7. Governing Law

These Provisions are construed in accordance with the laws of the Hong Kong Special Administrative Region. All disputes arising from or pursuant to these Provisions shall be resolved before the courts of Hong Kong, and the Customer agrees to submit to the jurisdiction of such courts.

8. Miscellaneous

- 8.1 Each clause of these Provisions is severable from the others. If at any time any provision is or becomes illegal, invalid or unenforceable in any respect under Hong Kong law or the laws of any other jurisdiction, the legality, validity or enforceability of the remaining clauses shall not be affected in any way.
- 8.2 No person other than the Customer and the Bank (which includes the Bank's successors and assigns) will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the clauses of these Provisions.

8.3 If there is any discrepancy between the English version and the Chinese version of these Provisions, the English version shall prevail.

8.4 Apple is a trademark of Apple Inc., registered in the United States of America and other jurisdictions.

8.5 Android™ is a trademark of Google Inc

Important Notes

1. If the App cannot read or process the Customer's Hong Kong ID card photo and/or capture of livens detection for verification, there is a chance that the Customer's application and/or instruction with the Bank cannot be proceeded with via online means. For assistance, please visit any of our branches.