

Provisions for Mobile Account Opening, Declaration and Important Notes

Please read carefully the **Provisions for Mobile Account Opening, Declaration and Important Notes**.

Provisions for Mobile Account Opening

These provisions shall apply to and regulate the Mobile Account Opening Service made available by the Bank to its Customers. These provisions shall be additional to the Bank's prevailing Terms and Conditions for Bank Accounts and Services ("Terms and Conditions") and in case of any conflict between the Terms and Conditions and these provisions, the latter shall prevail. Before entering into any agreement relating to the Mobile Account Opening Service, the Customer should read and understand the 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 Terms and Conditions.

- a. "Account Opening application via Mobile Account Opening" means the Account Opening application that is submitted by customer for setting up Designated Banking Account and Designated Bank Service, Securities account with Internet and/or Mobile Stock Trading Service (if applicable), Credit Card (if applicable) via the Bank mobile banking app (as updated from time to time).
- b. "Designated Bank Service" means Internet and/or Mobile Banking and consolidated e-statement.
- c. "Designated Banking Account" means any and/or all HKD Checking Account, HKD No Passbook Savings Account, Foreign Currency No Passbook Savings Account and Fixed Deposits Account in the Bank.
- d. "KYC" means Know Your Customer.
- e. "New Customer" means the customer who is not currently holding any valid deposit or securities accounts under his/her own name in the Bank when the Bank approves the Account Opening application via Mobile Account Opening.
- f. "The Bank" means Shanghai Commercial Bank Limited.

1.2 The Chinese version of the relevant Terms and Conditions is for reference only and if there is any discrepancy between the English and Chinese versions, the English version shall prevail.

2. Requirements for Mobile Account Opening

2.1 General Requirements for Mobile Account Opening

- You must be 18+ years old and a Hong Kong permanent resident
- You must hold a valid Hong Kong Permanent Identity Card (HKID)
- Your nationality must be single and which is China (Hong Kong) only
- You must provide a valid Hong Kong mobile phone number
- You do not have any Banking Account under your own name or in process opening any Banking Account
- Your mobile device must have front and back facing cameras and equip with gravity sensor
- You have to fill in the application form in English (except your Chinese name)
- Mobile Account Opening is not applicable to any U.S. person or tax resident of the U.S.
- [Applicable to Securities account and Credit Card] Residential address proof
- [Applicable to Credit Card] Income proof

If you do not meet the general requirements to use Mobile Account Opening, you may visit any of our branches for account opening.

2.2 Use of Mobile Devices

Your mobile device must meet all minimum requirements specified by the Bank from time to time.

2.3 Capture of identity document & photo for electronic Know-Your-Customer (KYC) purpose

If you submit Mobile Account Opening application to the Bank, you shall follow such procedure and provide relevant information and documents to the Bank for identity verification and approval purposes. Without prejudice to the foregoing, you may be required to provide your identification document and photo for the Bank's KYC Purpose, identification document verification and liveness detection. Mobile Account Opening service shall be subject to the Bank's Terms and Conditions for Bank Accounts and General Services and Terms and Conditions for Mobile Account Opening. You shall have read, understood and agreed to be bound by the Bank's Terms and Conditions for Bank Accounts and General Services and Terms and Conditions for Mobile Account Opening before submitting the Mobile Account Opening application.

2.4 Allowable access channel before / after approval

Your information will be automatically submitted to the Bank after completion of the Mobile

Account Opening application process on your mobile. You will receive an email and a SMS notification if the application is successfully submitted to the Bank. When the application is suspended or your information is failed to be submitted to the Bank due to any reasons, the Bank will not issue any email or SMS notification to you. The Mobile Account Opening approval duration may vary. Once the application is approved or rejected, you will receive an email and a SMS notification.

2.5 Contact customers for application via phone / email

The Bank may contact you during the application and approval process via phone or email whenever necessary.

3. Terms and Conditions for Designated Banking Accounts and Bank Services

3.1 Subject to the Bank's Terms and Conditions for Bank Accounts and General Services

The Bank will open the Designated Banking Account for you to use Designated Bank Service upon the Bank's approval for application.

3.2 Application of Additional Bank Account(s) and Service(s)

Designated Banking Account and Designated Bank Service, Securities account with Internet and/or Mobile Stock Trading Service (if applicable), Credit Card (if applicable) can be accepted via Mobile Account Opening. You are required to visit the branch to perform application procedures and provide your specimen signature for our record if you wish to apply for Additional service(s) or account(s) thereafter.

3.3 Termination of Bank Account Service

You may terminate any Bank Account(s) and Service(s), that opened via Mobile Account Opening channel, upon such prior written notice and in such manner and conditions as may be prescribed by the Bank from time to time and subject to payment of any handling fee which the bank may at its discretion impose, provided always that the remaining Bank Account(s) and Service(s) shall continue to be governed by the agreement and/or the relevant Terms and Conditions notwithstanding such termination.

3.4 All future notification letters / notices of change

The future notification letters/ notices of change will be sent to the corresponding email or address provided by you, and/or uploaded in the Bank's website.

4. Use of Customer Information

4.1 Storage of information in Bank

Storage of information in the Bank that any information provided by you (including but not limited to any photo and information of the customer identification documents, capture of liveness detection) for Mobile Account Opening service will be automatically transferred to the Bank and its third-party service providers for the purpose of verification under the Bank's KYC procedure and liveness detection, and will be used, processed, stored and disclosed by the Bank and the third-party service providers in accordance with the Personal Data (Privacy) Ordinance (Cap. 486), and the Bank's Circular to Customers and Other Individuals relating to the Collection and Handling of Personal Data and [Privacy Policy Statement](#).

4.2 Update of customer information in Bank

You represent and warrant that all the information given in connection with the Bank Account(s) or Service(s) is true, complete and up-to-date. You shall immediately inform the Bank in writing of any change in your personal particulars, address, telephone, facsimile number, e-mail address or other information. You also authorize the Bank to update your customer record, if any, in the Bank.

4.3 Disclosure of information to the Bank's service provider

You hereby give your consent to and authorize the Bank's service provider to use, process all information, including any photo images or documents, provided by you or by the Bank and match against each other's; and for the purpose of verifying your identity, documents or any information in the process of account opening with the Bank and thereafter to process, use and transfer the result of the verification or any data arising therefrom to the Bank; and You further acknowledge and agree that all the information provided by you and your credit data by the Bank's service provider will be accessed and used in the manner described above and such access and use shall not be made the basis for any complaint, claim, suit, demand or cause of action or other proceedings against the Bank's service provider by you.

4.4 Use of Customer's Data for Direct Marketing

The Bank intends to use your data and information in direct marketing via different channels, including Mail, Email, Telephone and SMS, and the Bank requires your consent for that purpose. Your provided choice in the application applies to the direct marketing of the classes of products, services and/or subjects as set out in the Bank's Circular to Customers and Other Individuals relating to the Collection and Handling of Personal Data and will replace and supersede any choice communicated by you to the Bank prior to this application. Please also refer to the Circular on the kinds of personal data which may be used in direct

marketing and the classes of persons to which your personal data may be provided to them to use in direct marketing.

If you do not wish the Bank to use or provide to other persons your data for use in direct marketing as described above, you may exercise your opt-out right by notifying the Bank.

5. Processing of application for Securities account with Internet / Mobile Stock Trading Service and Credit Card

5.1 Processing of application for Securities account with Internet and/or Mobile Stock Trading Service

If the customer also selects to apply for Securities account with Internet and/or Mobile Stock Trading Service, the customer will be asked to upload the required supporting document(s) via the app.

Under normal circumstances, the Bank will start to review the application only after all required supporting document(s) has/have been submitted by customer and confirmed valid by the Bank. Once your Securities account is successfully opened, the settlement account is set as the Designated Banking Account.

If the customer fails to upload the required supporting document(s) when submitting the application via the app or the supporting document(s) is/are considered as invalid by the Bank, the customer would receive notification from the Bank informing the customer to upload the required supporting document(s) via the app in 7 calendar days or within the time otherwise specified by the Bank. If the customer fails to upload the required supporting document(s) via the app within 7 calendar days or the time period otherwise specified by the Bank, the Bank will still process the application. If the Securities account with Internet and/or Mobile Stock Trading Service is approved to be opened in such case, the customer is required to submit the supporting document(s) via other channels including but not limited to email and branch within 28 calendar days or the time period otherwise specified by the Bank. If the customer still fails to submit the required supporting document(s) within 28 calendar days or the time period otherwise specified by the Bank, the Bank has sole discretion to close the said Securities account thereafter without prior notice.

If the Bank does not approve the opening of Designated Banking Account, the Bank will not continue to process the Securities account application and the Securities account application would be deemed unsuccessful. The Bank may still decline the Securities account application on its sole discretion even the Designated Banking Account is approved to open.

5.2 Processing of application for Credit Card

If the customer also selects to apply for Credit Card, the customer will be asked to upload the required supporting document(s) via the app.

The Bank will start to process the Credit Card application only after the Designated Banking Account is successfully opened. If the Bank does not approve the opening of Designated Banking Account, the Bank will not continue to process the Credit Card application and the Credit Card application would be deemed unsuccessful. The Bank may still decline the Credit Card application on its sole discretion even the Designated Banking Account is approved to open.

If the customer fails to upload the required supporting document(s) via the app or the supporting document(s) is/are considered as invalid by the Bank, the Bank may contact the customer to submit the required supporting document(s) via other channels including but not limited to email and branch.

Declaration

- By click “Start Application”, you confirm that:
 - You have read, understood and agreed to be bound by the following documents and any variation we make and consent the Bank to contact you in relation to this application.

[*<Terms and Conditions for Bank Accounts and General Services> Part A : General Terms and Conditions*](#)

[*Part B : Specific Terms and Conditions Schedule I Terms and Conditions For Bank Accounts*](#)

[*Part B : Specific Terms and Conditions Schedule II Terms and Conditions for Shacom Card*](#)

[*Part B : Specific Terms and Conditions Schedule III Terms and Conditions for i-Banking Services*](#)

[*Part B : Specific Terms and Conditions Schedule IV Terms and Conditions for Safe Deposit Box*](#)

[*Part B : Specific Terms and Conditions Schedule V Terms and Conditions for SMART Banking Service*](#)

[*Part B : Specific Terms and Conditions Schedule VI Terms and Conditions for e-Cheques*](#)

[*Part B: Specific Terms and Conditions Schedule VII Terms and Conditions relating to Alerts and Money Transfers*](#)

[*<Specific Terms and Conditions for Renminbi Accounts and Services>*](#)

[*<Banking Service Charges>*](#)

[*<Fund Available Time for HKD/USD/CNY Cheques drawn on Local Banks>*](#)

- [Applicable to Securities account with Internet / Mobile Stock Trading Service only] You have read, understood and agreed to be bound by the following documents and any variation we make and consent the Bank to contact you in relation to this application.

[<Terms and Conditions for Securities Services>](#)

- You have read and agreed to the Circular to Customers and Other Individuals relating to the Collection and Handling of Personal Data

[<Circular to Customers and Other Individuals relating to the Collection and Handling of Personal Data >](#)

- You confirm and declare that all information provided are, to the best of your knowledge and belief, correct and complete. If this is not the case you may be personally liable.
- You represent and warrant that you have complied and will comply with all applicable laws in connection with the banking agreement.
- You confirm that you have fully understood the risks and consequences of investing in Renminbi and agree to bear all such risks and consequences of Renminbi account, including the application for such as account.
- You acknowledge that the account types and currencies of the accounts to be included will be determined by us at our discretion, and may be subject to change from time to time.
- You acknowledge that we may decline your application in its entirety or in part (in respect of any one or more particular product(s), service(s) or account(s) you are applying for in this application) without giving you any reason for doing so; if this happens, no contractual relationship arises between you and us in respect of any product(s), service(s) or account(s) requested in this application which we have declined to provide to you;
- You acknowledge that all future notification letters / notices of change will be sent to your address or to you in an electronic format ("e-notification") where applicable based on your contact information provided to the Bank.
- You acknowledge that the Bank will enroll "Electronic Advice Service" (the "Service") for you. The first phase of the Service is applicable to fixed deposits products. A summary of the Service's key features is provided below:

- Effective from 9 Jun 2023, a notification will automatically be sent to 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.
- 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.
- You acknowledge that in case of discrepancy between the English and Chinese versions of this application, the English version shall prevail.
- You confirm that you have read, understood and agree to be bound by the Risk Disclosure Statement for RMB Deposit Services:
 - Renminbi (“RMB”) exchange rate, like any other currency, is affected by a wide range of factors and is subject to fluctuations. Such fluctuations may result in gains and losses in the event that the client subsequently converts RMB to another currency (including Hong Kong dollars); and
 - RMB is currently not freely convertible and conversion of RMB through banks in Hong Kong is subject to restrictions specified by the Bank and regulatory requirements applicable from time to time. The actual conversion arrangement will depend on the restrictions prevailing at the relevant time.
- You confirm that you have read and understood the content of Deposit Protection Scheme:
 - Deposits in designated bank accounts opened via Mobile Account Opening Channel (including fixed deposits with maturity terms equal to or less than 5 years) are deposits qualified for protection by the Deposit Protection Scheme in Hong Kong.

Important Notes

1. All fields in the application form are mandatory, unless otherwise specified.
2. Once your Deposit Account (the “Account”), Securities account with Internet and/or

Mobile Stock Trading Service (if applicable), Credit Card (if applicable) are successfully opened, your personal details in the Bank's record will be updated accordingly.

3. If the HKID information submitted in your application form does not match with the information on your HKID card, you authorize the Bank to rectify such erroneous HKID information in your application form in accordance with the information on your HKID card for processing your application without notice.
4. For customers with dementia or intellectual disabilities, please visit our branches to submit the account opening application.