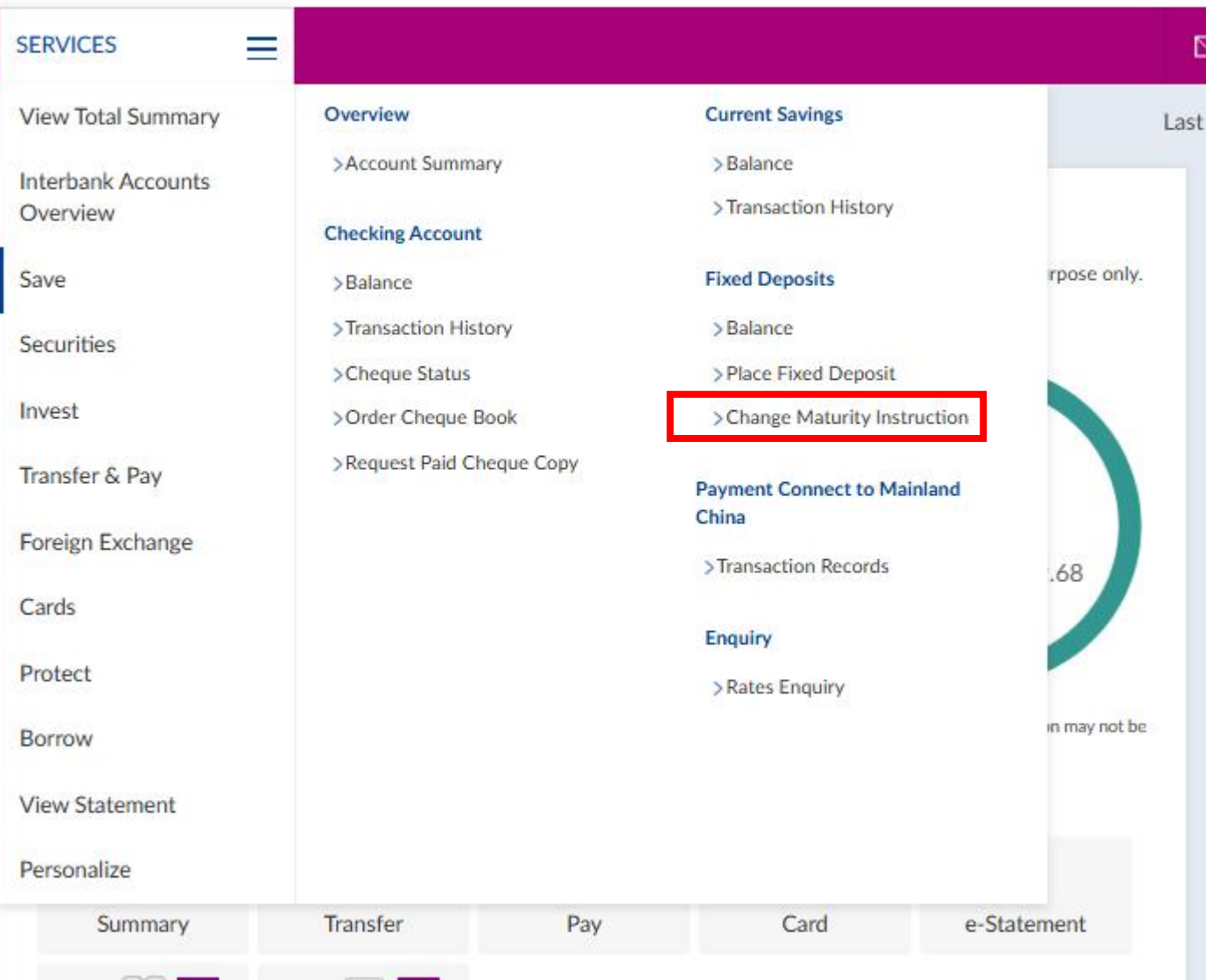


User Guide on Changing Maturity Instruction via Internet Banking





The screenshot shows the 'SERVICES' menu in the online banking interface. The menu is organized into several categories:

- Overview**
 - > Account Summary
- Checking Account**
 - > Balance
 - > Transaction History
 - > Cheque Status
 - > Order Cheque Book
 - > Request Paid Cheque Copy
- Current Savings**
 - > Balance
 - > Transaction History
- Fixed Deposits**
 - > Balance
 - > Place Fixed Deposit
 - > Change Maturity Instruction
- Payment Connect to Mainland China**
 - > Transaction Records
- Enquiry**
 - > Rates Enquiry

At the bottom of the menu, there are tabs for 'Summary', 'Transfer', 'Pay', 'Card', and 'e-Statement'. The 'Change Maturity Instruction' option under 'Fixed Deposits' is highlighted with a red box.

Step 1

Log in to Shanghai Commercial Bank's online banking > Select " Safe " > " Fixed Deposits " > "Change Maturity Instruction " .

1 Fill In


2 Review

3 Complete


i Please be reminded that the transaction confirmation receipt will not be sent to you by mail as an eco-friendly measure. When you click the "Submit" button, it represents that you have understood and agreed the above arrangement. You can save or print the transaction confirmation receipt for record after the transaction is completed. You can also visit "Save" > "Fixed Deposit" > "Balance" to check the details.

Time Deposit

Deposit Account

Fixed Deposit 

Receipt/Deposit Number

4007172 

Maturity Instruction

Instruction

- Principal + Interest renew (The renewal interest rate is based on the [prevailing board rate](#) at the time)
- Principal renew and interest transfer to... (The renewal interest rate is based on the [prevailing board rate](#) at the time)
- Principal + Interest transfer to...

Principal + Interest renew for

2 months 

Remarks:

1. This function cannot handle deposit that due today.
2. Cross currency exchange is not supported. For exchange transaction, one of the currencies must be HKD.
3. Fixed deposits with a maturity not exceeding 5 years are deposits qualified for protection by the Deposit Protection Scheme in Hong Kong (except foreign currency linked deposits).
4. Personal internet banking / mobile banking fixed deposit annual interest rate offer is not applicable to any arrangement of maturity instruction.
5. Please contact our branch staff or call our Customer Services Hotline at 2818 0282 for more information.

Submit

Clear

Step 2

- Select "Deposit Account", "Receipt/Deposit Number", choose the new Maturity Instruction you wish to apply, then click "Submit"

1 Fill In

2 Review

3 Complete

i Please be reminded that the transaction confirmation receipt will not be sent to you by mail as an eco-friendly measure. When you click "Submit" button on the previous page, it represents that you have understood and agreed the above arrangement. You can save or print the transaction confirmation receipt for record after the transaction is completed. You can also visit "Save" > "Fixed Deposit" > "Balance" to check the details.

Time Deposit Detail

Deposit Account Fixed Deposit

Receipt/Deposit Number 4007172

Deposit Amount CNY 12,001.33

Receipt Interest Rate(%P.A.) 1.500000

Maturity Instruction

Receipt Maturity Date 05/11/2027

New Maturity Instruction Principal + Interest renew for (The renewal interest rate is based on the prevailing board rate at the time) **2 months**

Remarks:

1. This function cannot handle deposit that due today.
2. Cross currency exchange is not supported. For exchange transaction, one of the currencies must be HKD.
3. Fixed deposits with a maturity not exceeding 5 years are deposits qualified for protection by the Deposit Protection Scheme in Hong Kong (except foreign currency linked deposits).
4. Personal internet banking / mobile banking fixed deposit annual interest rate offer is not applicable to any arrangement of maturity instruction.
5. Please contact our branch staff or call our Customer Services Hotline at 2818 0282 for more information.

[Confirm](#)[Cancel](#)

Step 3

- Review the updated Maturity Instructure details and click on "Confirm".



Request has been accepted.



Please save or print this transaction confirmation receipt for record. This receipt will not be sent to you by mail as an eco-friendly measure. You can also visit "Save" > "Fixed Deposit" > "Balance" to check the details.

Txn.Date/Time 2026-05-20 09:55:28

Reference Number

Time Deposit Detail

Deposit Account Fixed Deposit

Receipt/Deposit Number 4007172

Deposit Amount CNY 12,001.33

Receipt Interest Rate(%P.A.) 1.500000

Interest Amount in Maturity CNY 274.53

Maturity Instruction

Receipt Maturity Date 05/11/2027

New Maturity Instruction Principal + Interest renew for (The renewal interest rate is based on the prevailing board rate at the time) **2 months**

Step 4

- You'll see a complete page if the changes were successfully made. It'll say "Request has been accepted".