

Enhanced Security Measures for Nanyang Commercial Bank's Personal Mobile Banking on Android Devices

Nanyang Commercial Bank Limited ("the Bank") reminds customers to remain vigilant at all times and guard against malicious software scams.

To mitigate the risk of fraudsters infiltrating or controlling customers' Android devices through malicious applications, starting from 28 April 2024, the Bank will upgrade the NCB Mobile Application ("NCB App") for Android devices to enhance the security protection for customers using the NCB App.

Following the upgrade, if the Bank identifies potential risks on your device, which may include:

- Applications that enable relevant "Accessibility" features.

In such cases, you might be unable to continue using the NCB App and be redirected to the official NCB notification webpage.

The Bank recommends disabling the relevant accessibility features (if applicable) to protect your account security. We urge customers to stay alert and guard against being deceived:

- Do not click on links embedded in suspicious SMS, emails, webpages or social media content. If in doubt, please stop all operations immediately;
- Only download and install applications from official App stores that are provided by trusted and verified developers, and keep your device's configurations secure (e.g. disallow installation of applications from unknown sources);
- Carefully evaluate the permissions requested by applications before



installation. Do not grant permissions lightly, especially those that could give third-party Apps complete control over your device or share your screen. Do not install the mobile application if suspicious permission rights are requested.

- Avoid modifying your mobile devices with Jailbreak or Root.

For more Security Information on our e-Banking Services, please visit our website at www.ncb.com.hk. For any inquiries, please call our Customer Service Hotline at (852) 2622 2633.

Nanyang Commercial Bank, Limited