

NCB Personal Internet Banking Service Guide (English version)

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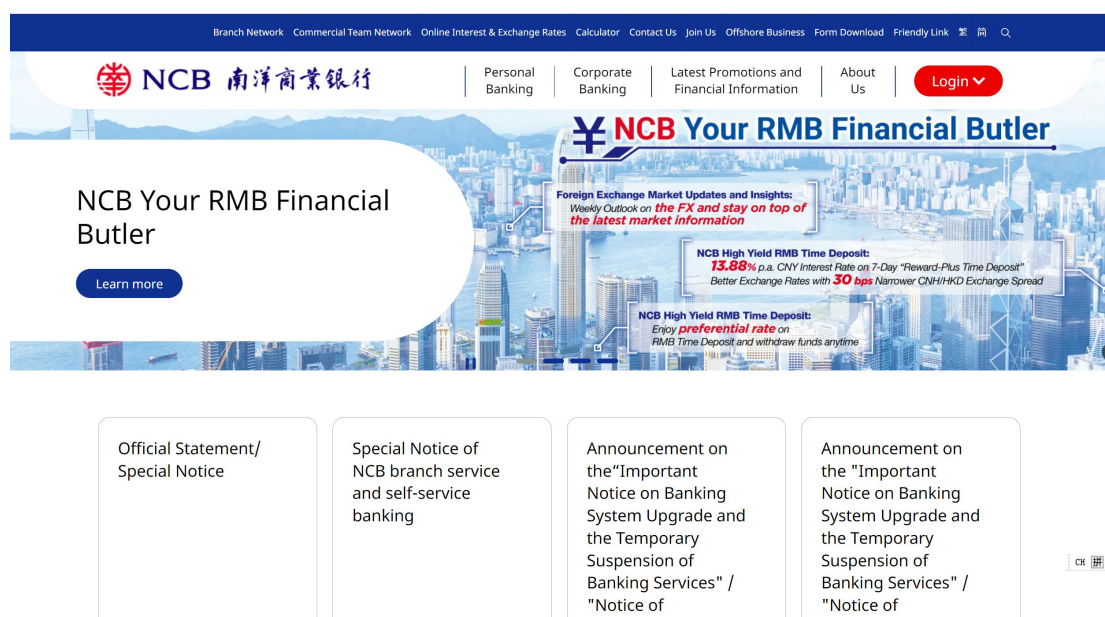
1. Introduction

The Internet Banking provided by Nanyang Commercial Bank (the "Bank") allows you to enjoy comprehensive banking and investment and wealth management services as well as various exclusive offers*. Together with our reliable security measures, you can manage your transactions with complete peace of mind.

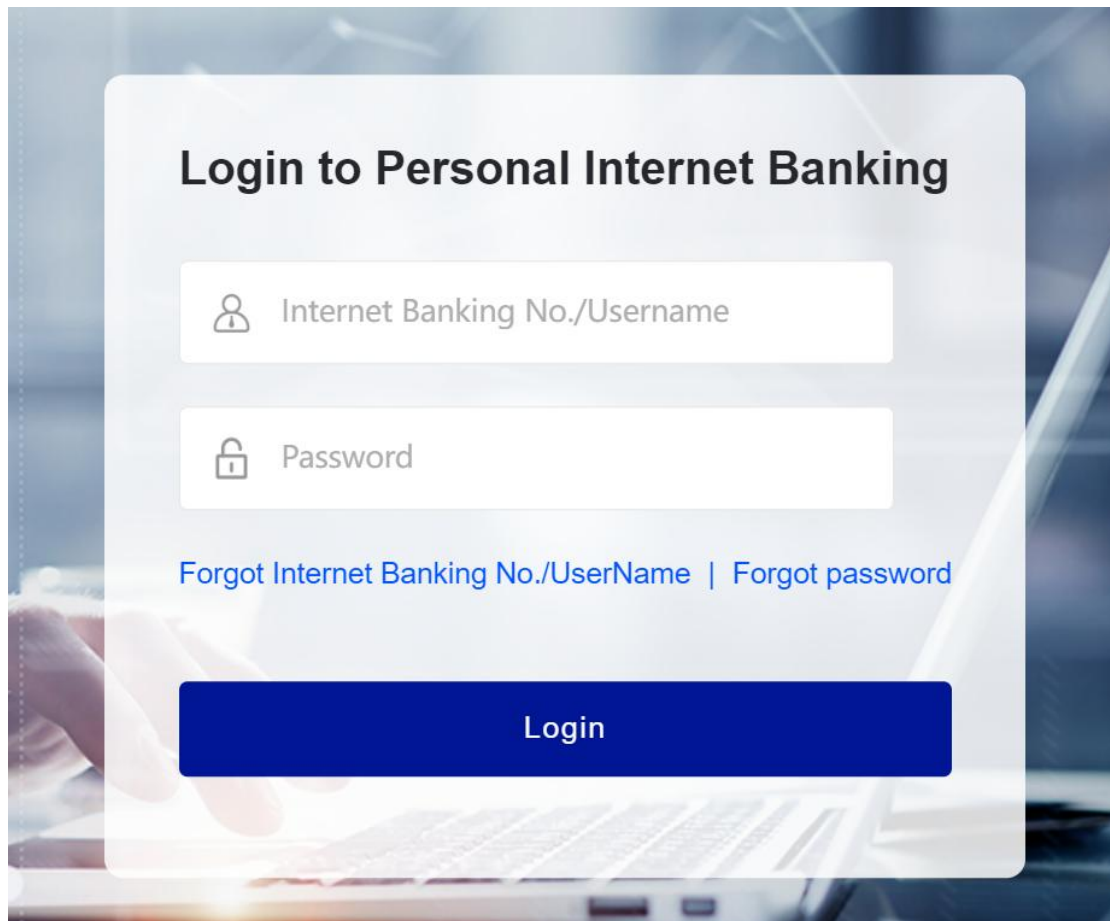
* For details, please contact the Bank's staff.

2. Login Method

- Please go to www.ncb.com.hk. Click "Login > HK Personal Internet Banking" on the top right corner.



- To access Internet Banking, you should enter your Internet Banking No./user name/mobile phone number ,login password.



- If you have an 8-digit Internet Banking number, you can use your Internet Banking number to login.
- If you have set your mobile phone number as your login account, you can use your mobile phone number to login.


3. Service Features

Initial Activation upon First Login

Before using internet banking services, customers must activate their accounts through Personal Internet Banking (and Mobile Banking).

- Click "Activate Now" button on the internet banking login page.

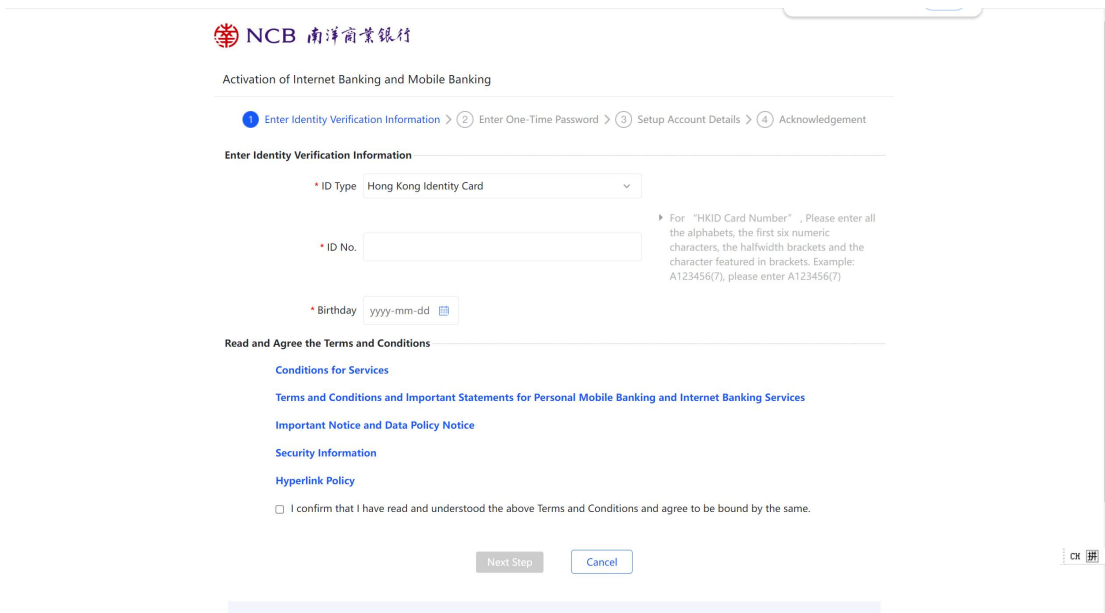
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 to activate Internet Banking services

If you have submitted an Internet Banking and Mobile Banking application to the branch and have received the service activation SMS/email, please click "Activate Now" to activate the Internet Banking and Mobile Banking services.

Activate Now

- Input authentication information, please use the identification document provided at the time of signing for verification, such as Two-way Exit Permit, Mainland ID Card, Passport, Hong Kong ID Card, or Macau ID Card for verification, etc.



The screenshot shows the NCB (Nanyang Commercial Bank) activation interface. The title is "Activation of Internet Banking and Mobile Banking". The progress bar indicates four steps: 1. Enter Identity Verification Information (current), 2. Enter One-Time Password, 3. Setup Account Details, and 4. Acknowledgement. Under "Enter Identity Verification Information", there are fields for "ID Type" (set to "Hong Kong Identity Card"), "ID No.", and "Birthday" (format: yyyy-mm-dd). A note explains the "HKID Card Number" format: "Please enter all the alphabets, the first six numeric characters, the halfwidth brackets and the character featured in brackets. Example: A123456(7), please enter A123456(7)". Below this is a "Read and Agree the Terms and Conditions" section with links for "Conditions for Services", "Terms and Conditions and Important Statements for Personal Mobile Banking and Internet Banking Services", "Important Notice and Data Policy Notice", "Security Information", and "Hyperlink Policy". A checkbox at the bottom states "I confirm that I have read and understood the above Terms and Conditions and agree to be bound by the same." There are "Next Step" and "Cancel" buttons at the bottom.

- Upon successful activation of your account, you can log in to internet banking using your assigned username and login password.

4. Scope of Service

	Account Enquiry
	Debit Card

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My Account	Time Deposit
	Service Request
	Rate Enquiry
	Integrated Banking Service Upgrade
	Auto-Sweeping Services
	More Services
	MPF
Transfer/Payment	Transfer to NCB
	Transfer to Local Bank
	Remittance to Overseas Accounts
	Bill Payment
	Other Transfer Services
	Direct Debit Authorisation
	Manage Registered Payee
	Currency Exchange
	Transfer/Payment Setting

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Wealth	Precious Metals Trading
	Currency Linked Investments
	Currency Exchange
	Bond
	Funds
	Structured Investments
	Equity Linked Investments
	Securities Service
	Precious Metals and FX Margin Trading
	Securities Information
	More Services
Personal Loans	My Loan
	Private Loan
Insurance Services	Insurance Services
Cross-border	Account Enquiry
	South WMC Currency Exchange
	South WMC Rate

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Wealth Management Connect	Enquiry
	South WMC Time Deposit
	South WMC Funds Repatriation
	North WMC Funds Remittance
	South WMC Funds
	More Services/Information
	Settings
Electronic Alert Setup	
Update Customer Information	
Transaction Limits Setting	
Account Alias Setting	
	Activate Now
	Forgot Internet Banking No./Username
	Forgot Password
	Latest Announcements

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Login Page Functions (Before Logging In)	Security Information
	Contact Us
	Feedback
	Help Center
	System Upgrade Schedule
	Login
	Hyperlink Policy
	Latest News
	Terms and Conditions (with required terms)
	Service Fee Schedule
Homepage Functions (After Logging In)	Commonly Used Function Customization
	Activities
	Warm Reminders
	Personal Information
	Customized Homepage
	Help Center
	Logout of Internet Banking
	Feedback

5. Wealth Management Service

(1) Account Balance Enquiry and Asset Overview

- Enquire the balance of your registered accounts.
- Enquire the details of your accounts that have been linked to the e-Channel. You can check the account types including deposit accounts, loan accounts and investment accounts.
- “Available balance” means the amount that is immediately available for use..
- “Ledger Balance” includes the deposit amount of cheques and other notes that have been deposited into the account but yet to be cleared.

(2) Transfer

- Support transferring among same bank, other local banks, or FPS.
- Transfer to NCB: Supports transferring via bank account number, and you can have your funds transferred to the account at the receiving bank instantly under normal circumstances.
- Transfer to other local banks: Supports interbank transferring via mobile phone number, email address, FPS ID, and local bank account number. With HKD and CNY, you can have your funds transferred to the account at the receiving bank instantly under normal circumstances. With USD and EUR, you can get your funds transferred to the account at the receiving bank on the same day under normal circumstances.

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- Transfer to FPS: Supports interbank transferring via mobile phone number, email address, and FPS ID. With HKD and CNY, you can have your funds transferred to the account at the receiving bank instantly under normal circumstances.
- Accept scheduled transfer transactions.
- No limit of fund transfer between accounts held by the same customer.
- The maximum daily limit of fund transfer to a third-party account is HKD 500,000*. Customers can adjust limits of fund transfer to registered third-party accounts at the local banks and unregistered third-party accounts transfer at the local banks.

*The maximum daily limit for transfers to NCB, local banks, and remittances to overseas accounts is HKD 500,000 or its equivalent. If customers require a higher limit, they can apply at the branch for a maximum limit of up to HKD 1,000,000 or its equivalent. For transfers/remittances to unregistered accounts, the maximum daily limit is HKD 100,000 or its equivalent for local banks, and HKD 50,000 or its equivalent for overseas remittances.

(3) Remittance

- Accept telegraphic transfer application and BOC Remittance Plus.
- Handle the application for forward dated and standing instructions of remittance.
- Enquire the latest transaction records of Outward / Inward Remittance.

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- The maximum daily limit of fund remittance to a third-party account is HKD 500,000*. Customers can adjust limits of fund remittance to registered overseas third-party accounts and unregistered overseas third-party remittance accounts.

*The maximum daily limit for fund transfer to NCB, other local banks and FPS, and fund remittance to overseas accounts is HKD 500,000 or its equivalent. Customers can request higher limits at our branches, up to HKD 1,000,000 or its equivalent.

(4) Account Registration and Transfer Limit Management

① Account Registration

- Support registering local recipients (third-party accounts) using identification methods like mobile phone numbers, email addresses, FPS IDs, and bank account numbers.
- Support registering overseas recipients (third-party accounts) using account numbers/IBAN numbers.
- Register mobile phone number, email address and Hong Kong ID card number via "Register FPS".

② Funds Transfer Limit

- Customers can set daily total limits for fund transfers.
- Customers can set daily limits for transfers to registered local accounts, unregistered local accounts, registered overseas accounts, and unregistered overseas accounts.

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- Support activating small-value transfer services. Once activated, transfers/remittances to unregistered accounts within the limit won't require additional identity authentication.

(5) Currency Exchange

- Provide exchange services between HKD and CNY or foreign currencies and cross-currency exchange service. Currently support 15 currencies: Offshore RMB CNH, HKD, USD, EUR, GBP, JPY, AUD, CAD, SGD, DKK, NZD, NOK, SEK, CHF, THB.
- Accept scheduled instructions for currency exchange within the next 7 days. If the rate meets or exceeds the customer's set target, the bank will proceed with the instruction.

(6) Time Deposit

- Time deposit in HKD, RMB and other designated foreign currencies is available. For the first purchase, customers need to open an All-in-one Passbook Account*.
- Place or uplift deposit, amend maturity instructions or enquire deposit records.
- For placement of time deposit in foreign currencies, funds can be debited from your HKD Savings / Current Account, USD Current Account or Consolidated Currency Savings. If the funds are debited from your Consolidated Currency Savings, please ensure this account has

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sufficient funds of the same currency.

- For placement of time deposit in RMB, funds can be debited from your HKD Savings / Current Account or RMB Savings / Current Account.
- Amend the maturity instruction for your time deposit via Internet Banking on any business day before the maturity date.
- Enable scheduled transactions for time deposits within the next 10 days.

*An All-in-one Passbook Account is a personal deposit certificate issued by NCB for the purpose of recording the status of the customer's funds activities in relation to the purchase of time deposit products. Customers can open it through Mobile Banking, Internet Banking, or at any of our branches.

(7) e-Statements

- View and download Monthly consolidated e-statement, other monthly e-Statements and daily e-Statements of the last 84 months. E-Advices will be retained for up to 36 months.
- Handle the application for various e-Statements.
- Amend your e-Statement setting, such as statement language & e-mail alert.
- Submit request for re-issuance of paper statement.

(8) Bill Payment

- Applicable bill types include electricity, gas, water, rates and government

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rent, taxes, telephone charges, insurance premiums, customs, and security fees, etc.

- High-risk merchants* must undergo two-factor authentication for their initial bill payments. Please visit any of our branches for registration.
- You can make donations to charity organizations.
- The maximum daily bill payment limit is HKD 50,000 whereas the maximum limit for designated merchants is HKD 1,000,000 (or equivalent in foreign currency) or at an amount set by the customer. You can visit any branch of the Bank to increase your payment limits.
- The merchant list may be updated by the Bank from time to time. For details, please refer to the list under Bill Payment of Internet Banking.

*High-risk merchants are those on high-risk lists from third parties. For payments to these merchants, registration at the counter is required.

(9) Wealth Management Connect

① Currency Exchange for Southbound Wealth Management Connect

- Provide exchange services between HKD and CNY or foreign currencies, including cross-rate exchanges for foreign currencies.

② Time Deposits for Southbound Wealth Management Connect

- Offer online opening for time deposits. For the first purchase, customers need to open an All-in-one Passbook Account.

③ Fund Repatriation for Southbound Wealth Management Connect

- Support transferring funds from NCB accounts to customers' designated

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accounts for Southbound Wealth Management Connect.

④ Fund Remittance for Northbound Wealth Management Connect

- Support transferring funds from NCB accounts to customers' designated accounts for Northbound Wealth Management Connect.

⑤ Southbound Wealth Management Funds

- Subscribe to cross-border wealth management funds distributed by the bank via Internet Banking and enquire balance data under the cross-border wealth management investment account.
- Enquire the same-day or last 90 days' transaction record, transaction status and dividend history for funds subscribed via our branches, Internet Banking or Mobile Banking.

(10) Insurance Services

- Service scope includes applying for insurance, checking policy information, and downloading forms.
- A wide array of insurance plans is provided, including Family Comprehensive Protection, Medical Comprehensive Protection, Travel Insurance, Home Insurance, Helper Insurance, Accident Insurance, Student Accident Insurance and Golfer Insurance.
- Enquire the records of your online enrolment and insurance plan renewal.
- Renew the application, download claim form and application form for amendment of policy via Internet Banking.

(11) Transaction Record Enquiry

- Retrieve records of latest transactions.
- Retrieve transaction record of accounts including HKD Savings Account, HKD Current Account, RMB Savings Account, RMB Current Account, USD Current Account, Consolidated Currency Savings, and Securities Custody record.

(12) ATM Card

- Supports customers to apply for an ATM card.
- Supports customer's ATM card.
- Supports to check the status of ATM card.
- Supports customer to initiate ATM card loss application.
- Supports customer to open/close overseas withdrawal service.
- South Commercial ATM Card Customer Service Hotline (852) 26166266.

6. Investment Services

By opening an investment account on your mobile banking, you can enjoy a wide range of investment services, including securities trading, monthly stock savings, fund trading, bond trading, securities margin trading, precious metals and foreign exchange margin. You are required to use dual authentication to verify your identity for the following investment transactions via Internet Banking or Mobile Banking. In addition, you are required to register a valid email address and mobile phone number to receive transaction notifications, please refer to the relevant pamphlet or

contact our staff for details.

(1) Securities Trading

- 1) Conduct securities trading, amend or cancel trading orders and enquire the status of your trading orders.
- 2) Access to Securities Services for enquiry on corporate actions, including rights issues, public offers, share offers, pre-emptive subscriptions, scrip dividends and takeovers (depending on the content and terms of the corporate action), submitted via mobile banking, telephone investment line or branches.
- 3) Check the status of stocks deposited through mobile banking or branches by going to Securities Services.
- 4) Real-time stock quotes and price alerts.
- 5) Free SMS Reply Service

(2) Securities Margin Trading

- 1) A loanable percentage of up to 70% of prevailing market value of the stocks.
- 2) Access your Maximum Purchasing Power, list of securities eligible for margin trading, loanable percentage and transaction records.
- 3) Conduct Hong Kong stock, Shanghai A shares and Shenzhen A shares margin trading and margin deposit & withdrawal via our Internet Banking.
- 4) Free SMS notification service is available for your use.

(3) Monthly Stock Savings Plan

1. Access the Securities Services section to view the Monthly Stock Plan submitted through Mobile Banking or branches.
2. Sell odd lots of shares in the Monthly Stock Plan at positive price through Mobile Banking, Internet Banking, Phone Investment Hotline or branches.
3. Custodian fee and handling fee for collection of shareholders' equity (e.g. dividend) will be waived.

(4) IPO and Loan Services

1. You can apply for IPO Loan through Internet Banking and subscribe for IPO through Yellow Form. 2.
2. If you subscribe for IPO shares through YELLOW Form or apply for IPO loan through Internet Banking, the allocated IPO shares will be credited directly to your securities account and you can trade the IPO shares immediately after listing.

*Yellow Form: *Investors who wish to have their allocated IPO shares deposited directly into CCASS and registered in the name of ‘Hong Kong Securities Clearing Company (Nominees) Limited’ should use the Yellow Form. Yellow form holders can sell their shares through the Bank on the IPO listing date as their allocated shares have already been deposited in CCASS.

(5) Funds

- Through Internet Banking, you may subscribe for funds distributed by the Bank, including designated Open-end Funds and those Guaranteed Funds that are offered within the offering period.
- Enquire the balance of your Open-end Funds and Guaranteed Funds under custody and in the name of bank nominees.
- Enquire the same-day or last 1 year' s transaction record, transaction status and dividend history for funds subscribed via our branches, Internet Banking or Mobile Banking.
- View comprehensive market information, including fund prices, asset allocations, fund performances, offering documents, etc.

(6) Monthly Funds Savings Plan

- Information can be accessed through Internet Banking.
- The Bank reserves the right to amend and/or cancel any and/or any of the above terms and conditions at any time.

(7) Precious Metal and FX Margin Trading

- With "Notional Precious Metal Trading Account", you can trade Gold Bullion of 0.99 Fineness, Gold Bullion of 0.9999 Fineness, London Gold Bullion, London Silver, various foreign currencies and cross-currency combinations.
- Enquire metals / FX Margin trading price.
- Accept margin deposits in various currencies.

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- Margin deposits can be waived if you can pledge your time deposits as collateral.

(8) Precious Metal

- With “Notional Precious Metals Account”, you can trade various precious gold, including gold bullion of 0.99 fineness, gold bullion of 0.9999 fineness, London Gold and London Silver.
- Enquire account details.
- Enquire precious metals prices.

(9) Currency-Linked Investment

- Enquire the Contract Summary.
- Open dual-currency investments.
- Check reference interest rates and Strike Price.
- Enquire account details.
- Enquire the latest application records.

(10) Structured Investments

- Select investment deposit products by filtering the deposit currency.
- Enquire latest application records.
- Enquire investment that has not yet matured.

(11) Equity-Linked Investments

- Choose appropriate equity-linked investment products for subscription.
- View portfolio records.
- Enquire latest application records.

(12) Debt Securities/Deposit Certificates

- Provide IPO subscription service.
- Trade in secondary market.
- Enquire account details.
- Check transaction progress.

7. Financial Information

- Enquire deposit interest rates, exchange rates, precious metals and FX margin trading prices, precious metal trading prices, reference interest rates, and exchange rates for foreign exchange-linked investments, Debt Securities quote, fund information, Hong Kong Stock and A share information.

8. Mandatory Provident Fund (MPF)

- Enquire your MPF account(s).
- Enquire the latest and last MPF contribution record.

9. Other Services

(1) Cheque Service

- You may stop payment order and enquire cheque issuance status.
- The requested cheque book and crossed cheque book will be posted by ordinary mail while the bearer cheque book will be posted by registered mail. The fees of registered mail will be debited directly from your current account.

(2) Customer Information Update

- Modify customer email addresses, primary correspondence addresses, update marital status, number of children, dwelling type, monthly income and other information.

(3) Security Setup Service

- provides security device activation and security device synchronisation functions.
- provides Personal Internet Banking (and Mobile Banking) login password modification and login password reset functions.
- provides user name modification and user name enquiry function.
- provides telephone banking service password reset function.
- provides mobile phone number login setting function.

(4) Direct Debit Authorisation

- You only need to set up a one-time direct debit authorization to make payments to the designated payee (i.e., merchant or organization) through the specified account.

(5) Upgrading to Integrated Banking Services

- Regular bank customers or clients with integrated financial service tiers can apply for an upgrade to their respective financial account tiers.

(6) Auto-sweeping Service

- Enquire your set-up for automatic transfer services from your current account, including configuring a new current account and canceling activated current account automatic transfer services.

(7) Customer Investment Preferences Questionnaire

- Enquire your investment preference ratings.
- You can fill out the customer investment preferences questionnaire.

(8) Derivatives Tools Videos

- Learn from derivatives tools videos and answer related questions.

(9) Setting up Electronic Notifications

Support setting up electronic notification services corresponding to

different business types.

10. Security Information

- Click the logout button to exit from the system after you have finished all your online transactions. Please always clear the cache and history in your browser and close the browser after using our online service.
- For security reason, your online access will be disconnected automatically after a short period of inactivity in order to prevent unauthorised transactions. If you have not changed the Internet Banking password for a designated period, the notification for advising you to change password will be given when you login.
- To protect your privacy and assets, you should not disclose your Internet Banking No., user name and Internet Banking password to anyone. You are advised to modify your password regularly.
- Not to log into Online Service through hyperlinks or QR Code embedded in any third-party websites, mobile Apps, emails or SMS. The Bank will never ask customers to provide the account number, password or any personal information via e-mails.
- If you input incorrect passwords for four consecutive times, your password will be suspended and you cannot log Internet Banking. You may release the suspended password by visiting any of our branches or via Mobile Banking/ Internet Banking
- You can apply for a security device as your two-factor authentication tool

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at any of our branch and activate it by clicking the “Activate the Security Device” button on your Mobile Banking/Internet Banking.

- You may choose to use Mobile Token, Security Device or Mobile (only applicable to conducting designated investment transactions) as your two-factor authentication tool, please refer to the relevant promotional leaflet or contact the bank’s staff for details.
- You may visit any branch of the Bank to terminate your Internet Banking Service. If you need to reactivate Internet Banking Service in the future, you may visit any branch of the Bank for service reactivation.
- For more information on internet banking security, please visit our website www.ncb.com.hk.

11. Risk Disclosure Statement

The following risk disclosure statements cannot disclose all the risks involved. You should undertake your own research and study before you trade or invest. You should carefully consider whether trading or investment is suitable in light of your own financial position, investment experience and investment objectives. You are advised to seek independent financial and professional advice before you trade or invest. You should seek independent professional advice if you are uncertain of or have not understood any aspect of the following risk disclosure statements or the nature and risks involved in trading or investment.

Although investment may bring about profit opportunities, each type of investment product or service comes with its own risks. Due to the fluctuating nature of the markets, the prices of products may rise or fall beyond customers’ expectations and customers’ investment funds may increase or decrease in value as a result of selling or purchasing investment products. Loss may equal or exceed the amount of the initial investment. Income yields may also fluctuate. Due to market conditions, some

investments may not be readily realizable. Before making any investment decision, customers should assess their own financial position, investment objectives and experience, willingness and ability to bear risks and understand the nature and risks of the relevant product. For details of the nature of a particular product and the risk involved, please refer to the relevant offering documents. Customers should seek advice from an independent financial adviser.

1. Risk Disclosure of Securities Trading

The prices of securities fluctuate, sometimes dramatically. The price of a security may move up or down, and may become valueless. It is as likely that losses will be incurred rather than profit made as a result of buying and selling securities.

2. Risk of trading of listed RMB products

2.1 Investment / Market Risk

Like any investments, RMB equity products are subject to investment risk. The price of the RMB equity products in the secondary market may move up or down. Losses may incur as a result of investing in the products even if the RMB appreciates against HKD or other currencies.

2.2 Liquidity Risk

RMB equity products are a new type of investment product in the Hong Kong market. Regular trading or an active secondary market of these products may not be available. Therefore customer may not be able to sell his/her holdings of RMB equity products on a timely basis, or customer may have to offer them for sale at a deep discount to their value in order to find a buyer. If the Central Government of the People's Republic of China tightens foreign exchange controls, the liquidity of RMB funds and RMB equity products in Hong Kong will be affected and customer may be exposed to greater liquidity risk.

2.3 Currency Risk

If you are a non-Mainland investor who holds a local currency other than RMB, you will be exposed to currency risk if you invest in RMB equity products. You will incur currency conversion costs, being the spread between buying and selling of RMB, at the time of conversion between your local currency and RMB for the purchase or sale of an RMB equity product. Even if the price of the RMB equity products you are holding remains unchanged, you may not receive the same amount of HKD when you sell the products due to the spread between buying and selling of RMB. RMB is a

restricted currency and is subject to foreign exchange controls. Although the Chinese Central Government has relaxed the restrictions by allowing banks in Hong Kong to conduct RMB business in a specified scope, RMB is still not freely convertible in Hong Kong. You may not be able to convert RMB at your preferred time and/or in your preferred amount or conversion cannot be made, which may lead to investment losses. The policies of the Central Government of the PRC on foreign exchange control are subject to change, and your investment may be adversely affected.

2.4 Exchange Rate Risk

RMB equity products that are traded and settled in RMB are exposed to exchange rate risk. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies. Moreover there is no guarantee that RMB will not depreciate. Any devaluation of RMB could adversely affect the value of your investment in the RMB equity products. RMB equity products are not an investment instrument for speculating on RMB/HKD exchange rate movements.

2.5 Default Risk & Credit Risk

In general, RMB equity products are exposed to the usual kind of default risks that might be associated with equity products denominated in other currencies. The performance of RMB equity products is affected by the underlying business performance and a variety of other factors in connection with the issuers, and is subject to the credit risks associated with the special profile or special business strategy that the issuers may have.

2.6 Emerging Market Risk

RMB equity products associating with the market of the Mainland of China are particularly subject to risks that may arise from the relevant market/industry/sector and other factors such as change in government policies, taxation and political development in the Mainland.

2.7 RMB Conversion Limitation Risk

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able

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to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

3. Risk of trading A shares via Shanghai-Hong Kong Stock Connect and Shenzhen-Hong Kong Stock Connect

3.1 Not protected by Investor Compensation Fund

Investors should note that any SH Northbound trading or SZ Northbound trading under Shanghai-Hong Kong Stock Connect and Shenzhen-Hong Kong Stock Connect will not be covered by Hong Kong's Investor Compensation Fund. Also, China Securities Investor Protection Fund will not protect any SH Northbound trading and SZ Northbound trading as well.

3.2 Quotas used up

When the daily quota is used up, acceptance of the corresponding buy orders will also be immediately suspended and no further buy orders will be accepted for the remainder of the day. Buy orders which have been accepted will not be affected by the using up of the daily quota, while sell orders will be continued to be accepted.

3.3 Trading day difference

As mentioned above, Shanghai-Hong Kong Stock Connect or Shenzhen-Hong Kong Stock Connect will only operate on days when both markets are open for trading and when banks in both markets are open on the corresponding settlement days. So it is possible that there are occasions when it is a normal trading day for the Mainland China market but Hong Kong investors cannot carry out any A-share trading. Investors should take note of the days Shanghai-Hong Kong Stock Connect or Shenzhen-Hong Kong Stock Connect is open for business and decide according to their own risk tolerance capability whether or not to

take on the risk of price fluctuations in A-shares during the time when Shanghai-Hong Kong Stock Connect or Shenzhen-Hong Kong Stock Connect is not trading.

3.4 Restrictions on selling imposed by front-end monitoring

For investors who usually keep their A-shares outside of their brokers, if they want to sell certain A-shares they hold, they must transfer those A-shares to the respective accounts of their brokers before the market opens on the day of selling (T day). If they fail to meet this deadline, they will not be able to sell those A-shares on T day.

3.5 The recalling of eligible stocks

When a stock is recalled from the scope of eligible stocks for trading via Shanghai-Hong Kong Stock Connect or Shenzhen-Hong Kong Stock Connect for above-mentioned reasons, the stock can only be sold but restricted from being bought. This may affect the investment portfolio or strategies of investors. Investors should therefore pay close attention to the list of eligible stocks as provided and renewed from time to time by both Exchanges.

3.6 Risks of client assets received or held outside Hong Kong

Client assets received or held by the licensed or registered person outside Hong Kong are subject to the applicable laws and regulations of the relevant overseas jurisdiction which may be different from the Securities and Futures Ordinance (Cap.571) and the rules made thereunder. Consequently, such client assets may not enjoy the same protection as that conferred on client assets received or held in Hong Kong.

3.7 Restrictions on trading Shenzhen ChiNext shares (Only eligible for Shenzhen-Hong Kong Stock Connect)

Trading Shenzhen ChiNext shares limited to institutional professional investors.

4. Risk Disclosure of Funds Trading

This document does not constitute any offer, solicitation, recommendation, comment or

any guarantee to the purchase or sale of any investment products or services. The investment products or services mentioned in this document are not equivalent to, nor should it be treated as a substitute for, time deposit. Although investment may bring profit opportunities, each investment product or service involves potential risks. Due to dynamic

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changes in the market, the price movement and volatility of investment products may not be the same as expected by you. Your fund may increase or reduce due to the purchase or sale of investment products. The value of investment funds may go up as well as down and the investment funds may become valueless. Therefore, you may not receive any return from investment funds. Part of your investment may not be able to liquidate immediately under certain market situation. The investment decision is yours but you should not invest in these products unless the intermediary who sells them to you has explained to you that these products are suitable for you having regard to your financial situation, investment experience and investment objectives. Before making any investment decisions, you should consider your own financial situation, investment objectives and experiences, risk acceptance and ability to understand the nature and risks of the relevant product. Investment involves risks. Please refer to the relevant fund offering documents for further details including risk factors. If you have any inquiries on this Risk Disclosure Statement or the nature and risks involved in trading or funds etc, you should seek advice from independent financial adviser.

5. Risk Disclosure of Securities Margin Service

The risk of loss in financing a transaction by deposit of collateral is significant. You may sustain losses in excess of your cash and any other assets deposited as collateral with the licensed or registered person. Market conditions may make it impossible to execute contingent orders, such as "stop-loss" or "stop-limit" orders. You may be called upon at short notice to make additional margin or interest payments. If the required margin or interest payments are not made within the prescribed time, your collateral may be liquidated without your consent. Moreover, you will remain liable for any resulting deficit in your account and interest charged on your account. You should therefore carefully consider whether such a financing arrangement is suitable in light of your own financial position and investment objectives.

6. Risk Disclosure in respect of Precious Metal / FX Margin Trading

The risk of loss in leveraged foreign exchange trading and precious metals trading can be substantial. You may sustain losses in excess of your initial cash margin. Placing contingent orders, such as "stop-loss" or "stop-limit" orders, will not necessarily limit losses to the intended amounts. Market conditions may make it impossible to execute such orders. You may be called upon at short notice to deposit additional cash margin. If the required cash margin or interest payments are not provided within the prescribed

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time, your position may be liquidated. You will remain liable for any resulting deficit in your account and interest charged on your account. A demand for additional cash margin is not a precondition to, and does not in anyway limit, our right to liquidate your open positions according to the relevant terms and conditions. You should therefore carefully consider whether such trading is suitable in light of your own financial position and investment objectives.

If your margin contract or margin fund involves Renminbi, you are subject to the RMB Conversion Limitation Risk.

Conversion Limitation Risk (Only applicable to Individual Customers)

RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

Conversion Limitation Risk (Only applicable to Corporate Customers)

RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

7. Risk Disclosure of Precious Metals Trading

7.1 Key risks of Paper Gold Scheme

The following risk disclosure statement cannot disclose all the risks involved. You should not invest in the Paper Gold Scheme based on this statement alone. You should read the Principal Brochure and Product Key Facts Statement (including the full text of the risk factors stated therein) before investing in the Paper Gold Scheme. It is impossible to describe every risk associated with investment in the Paper Gold Scheme. The investment decision is yours. Before making your investment decision, you should read all relevant information carefully and consider whether investment in the Paper Gold Scheme is suitable for you having regard to your own relevant

circumstances. If in doubt, you should always seek independent professional advice.

7.1.1 Not principal protected

Your investments in the Paper Gold Scheme are not principal protected. In the worst case scenario, you could lose your entire investment.

7.1.2 Not a bank deposit

Your investments in the Paper Gold Scheme are not equivalent to nor should it be treated as bank deposits.

7.1.3 NOT an interest-bearing account

The Product Account through which the investment in the Paper Gold Scheme is conducted is not an interest-bearing account with neither yield nor interest.

7.1.4 Not protected deposit

Your investments in the Paper Gold Scheme are not protected deposits and are not protected by the Deposit Protection Scheme in Hong Kong.

7.1.5 No physical delivery of Reference Assets

The Paper Gold Scheme does not involve physical delivery of any Reference Asset. You do not have any rights, ownership or possession of any physical gold. The Trading Unit allocated in the Product Account is notional and is solely for the purposes of determining the value of your investment in the Paper Gold Scheme.

7.1.6 There is NO collateral

The Paper Gold Scheme is not secured on any assets or any collateral of the Bank.

7.1.7 NO guaranteed return

There is no guaranteed return on your investment under the Paper Gold Scheme.

7.1.8 Not the same as investment in the Reference Assets

Investing in the Paper Gold Scheme is not the same as investing in the Reference Assets directly. Changes in the market price of the relevant Reference Asset might not lead to exact corresponding change in the value of your investments under the Paper Gold Scheme.

7.1.9 Volatility of price

The Bank's Selling Price and the Bank's Purchase Price per Trading Unit which have already incorporated the Bank's profit margins are determined by the Bank with reference to, amongst others, the prevailing market prices of Loco London Gold in United States dollars ("USD") as converted into Hong Kong dollar ("HKD") at the prevailing spot exchange rate from USD to HKD. You should fully understand that the Bank's Selling Price and the Bank's Purchase Price per Trading Unit are volatile due to the price changes in Loco London Gold which are resultant from demand and supply of Loco London Gold and may go up and down. You will bear the potential losses due to the fluctuation of the Bank's Selling Price and the Bank's Purchase Price per Trading Unit. The price fluctuation may go beyond your expectation and the losses may reduce your capital invested and earnings (if any) substantially.

7.1.10 Market risk

The prevailing market prices of Loco London Gold can be very volatile due to a variety of factors that are unpredictable, including but not limited to changes in the supply and demand relationship, interest rate movement, inflation, economic growth and geopolitical tension. The Bank's Selling Price and the Bank's Purchase Price per Trading Unit which have already incorporated the Bank's profit margins are determined by the Bank with reference to the prevailing market prices of Loco London Gold. Therefore, your investments in the Paper Gold Scheme are subject to market risk.

7.1.11 Credit risk of the Bank

Your investments in the Paper Gold Scheme are subject to credit risk of the Bank. Material adverse changes in the financial condition of the Bank may impair or affect the ability of the Bank to meet its obligations under the Paper Gold Scheme.

7.1.12 Concentration risk

You should be aware of the concentration risk of investment in the Paper Gold Scheme and are reminded to avoid over concentration of investment in the Paper Gold Scheme.

7.2 Key risks of Paper Precious Metals Scheme

The following risk disclosure statement cannot disclose all the risks involved. You should not invest in the Paper Precious Metals Scheme based on this statement alone. You should read the Principal Brochure and Product

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Key Facts Statement (including the full text of the risk factors stated therein) before investing in the Paper Precious Metals Scheme. It is impossible to describe every risk associated with investment in the Paper Precious Metals Scheme. The investment decision is yours. Before making your investment decision, you should read all relevant information carefully and consider whether investment in the Paper Precious Metals Scheme is suitable for you having regard to your own relevant circumstances. If in doubt, you should always seek independent professional advice.

7.2.1 Not principal protected

Your investments in the Paper Precious Metals Scheme are not principal protected. In the worst case scenario, you could lose your entire investment.

7.2.2 Not a bank deposit

Your investments in the Paper Precious Metals Scheme are not equivalent to nor should it be treated as bank deposits.

7.2.3 NOT an interest-bearing account

The Product Account through which the investment in the Paper Precious Metals Scheme is conducted is not an interest-bearing account with neither yield nor interest.

7.2.4 Not protected deposit

Your investments in the Paper Precious Metals Scheme are not protected deposits and are not protected by the Deposit Protection Scheme in Hong Kong.

7.2.5 No physical delivery of Reference Assets

The Paper Precious Metals Scheme does not involve physical delivery of any Reference Asset. You do not have any rights, ownership or possession of any physical precious metals. The Trading Unit allocated in the Product Account is notional and is solely for the purposes of determining the value of your investment in the Paper Precious Metals Scheme.

7.2.6 There is NO collateral

The Paper Precious Metals Scheme is not secured on any assets or any collateral of the Bank.

7.2.7 NO guaranteed return

There is no guaranteed return on your investment under the Paper Precious Metals Scheme.

7.2.8 Not the same as investment in the Reference Assets

Investing in the Paper Precious Metals Scheme is not the same as investing in the Reference Assets directly. Changes in the market price of the relevant Reference Asset might not lead to exact corresponding change in the value of your investments under the Paper Precious Metals Scheme.

7.2.9 Volatility of price

The Bank's Selling Price and the Bank's Purchase Price per Trading Unit which have already incorporated the Bank's profit margins are determined by the Bank with reference to, amongst others, the prevailing market prices of the Reference Asset in United States dollars ("USD") as converted into Hong Kong dollar ("HKD") at the prevailing spot exchange rate from USD to HKD. You should fully understand that the Bank's Selling Price and the Bank's Purchase Price per Trading Unit are volatile due to the price changes in the Reference Asset which are resultant from demand and supply of the Reference Asset and may go up and down. You will bear the potential losses due to the fluctuation of the Bank's Selling Price and the Bank's Purchase Price per Trading Unit. The price fluctuation may go beyond your expectation and the losses may reduce your capital invested and earnings (if any) substantially.

7.2.10 Market risk

The prevailing market prices of the Reference Asset can be very volatile due to a variety of factors that are unpredictable, including but not limited to changes in the supply and demand relationship, interest rate movement, inflation, economic growth and geopolitical tension. The Bank's Selling Price and the Bank's Purchase Price per Trading Unit which have already incorporated the Bank's profit margins are determined by the Bank with reference to the prevailing market prices of the Reference Asset. Therefore, your investments in the Paper Precious Metals Scheme are subject to market risk.

7.2.11 Credit risk of the Bank

Your investments in the Paper Precious Metals Scheme are subject to credit risk of the Bank. Material adverse changes in the financial condition of the Bank may impair or affect the ability of the Bank to meet its obligations under the Paper Precious Metals Scheme.

7.2.12 Concentration risk

You should be aware of the concentration risk of investment in the Paper Precious Metals Scheme and are reminded to avoid over concentration of investment in the Paper Precious Metals Scheme.

8. Risk Disclosure of Foreign Exchange Linked Investments, including "Dual Currency Investments" and "Structured Investments" (each referred to as "the Financial Product").

This is a structured product involving derivatives. The investment decision is yours but you should not invest in this product unless the intermediary who sells it to you has explained to you that this product is suitable for you having regard to your financial situation, investment experience and investment objectives.

8.1 Risk Disclosure Statement on Currency Linked Investments – Dual Currency Investment (“this product”):

8.1.1 Not a time deposit

A Dual Currency Investment is NOT equivalent to, nor should it be treated as a substitute for, time deposit. It is NOT a protected deposit and is NOT protected by the Deposit Protection Scheme in Hong Kong.

8.1.2 Derivatives risk

A Dual Currency Investment is embedded with a FX Option. Transactions involving options involve a high degree of risk. Movements in exchange rates may in the worst case result in your losing the entire Principal Amount and interest amount. By investing in this product, you accept a legal obligation to settle the Option in the Linked Currency which will be a weaker currency than, if the Option is exercised against you on the maturity date, however far the exchange has moved away from the Strike Price.

8.1.3 Limited potential gain

The maximum potential gain is limited to the interest amount calculated based on the Premium Interest Rate which is set out in the contract.

8.1.4 Maximum potential loss

A Dual Currency Investment is not principal protected. In the worst case scenario, you could lose all of the Principal Amount and the interest amount.

8.1.5 Not the same as buying the Linked Currency

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Investing in a Dual Currency Investment is not the same as buying the Linked Currency directly. During the Investment Period, you have no rights in the Linked Currency, and movements in the market price of the Linked Currency may not lead to any corresponding change in the performance of a Dual Currency Investment.

8.1.6 Market risk

The return of a Dual Currency Investment is linked to the exchange rates of the Linked Currency. Movements in exchange rates can be unpredictable, sudden and drastic, and affected by complex political and economic factors. You will be taking the risk of suffering loss due to the fluctuations of the exchange rates.

8.1.7 Liquidity risk

A Dual Currency Investment is designed to be held till maturity. Once the transaction for this product is confirmed, no partial or full withdrawal will be allowed before maturity except with our consent.

8.1.8 Credit risk of the Bank

A Dual Currency Investment is not secured by any collateral. If you invest in this product, you will be taking the credit risk of the Bank. If the Bank becomes insolvent or defaults on its obligations under this product, you can only claim as an unsecured creditor of the Bank. In the worst case, you could suffer a total loss of your Principal Amount and the potential interest amount.

8.1.9 Currency risk

If the Investment Currency and/or Linked Currency is/are not your home currency, and you choose to convert it back to your home currency, or if you receive the Linked Currency and choose to convert it back to the Investment Currency upon maturity, you should note that exchange rate fluctuations may have an adverse impact on, and the potential loss may offset (or even exceed), the potential return of the product.

8.1.10 RMB Conversion Limitation Risk (if applicable)

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

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(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

8.2 Structured Investment Risk Disclosure Statement

8.2.1 Non-Deposit Investment

Target exchange rate investments differ from traditional term deposits and should not be considered a substitute for them. This product is not a protected deposit and is not covered by the Hong Kong Deposit Protection Scheme.

8.2.2 Derivative Risk

The target exchange rate investment includes a European-style digital currency option, which can only be exercised on the final exchange rate determination date under specified conditions. In this case, you will receive interest calculated at a higher rate; otherwise, you will receive interest calculated at a lower rate. Therefore, the actual interest amount is unpredictable.

8.2.3 Limited Potential Return

The maximum return of the target exchange rate investment is the interest amount calculated at the higher rate specified in the product's terms and conditions.

8.2.4 Capital Protection Only at Maturity

This product only offers principal protection if held until maturity.

8.2.5 Not the same as buying any currency of the currency pair

Investing in Target Rate Investment is not the same as buying any currency of the currency pair directly.

8.2.6 Market risk

The return on Target Rate Investment is dependent on movements in the exchange rate of the currency pair. Currency exchange rates may move rapidly and are affected by a number of factors including, national and international financial, economic, political and other conditions and events and may also be subject to intervention by central banks and other bodies.

8.2.7 Liquidity risk

Target Rate Investment is designed to be held till maturity. Once the transaction for this product is confirmed, you will not be allowed to early withdraw or terminate or transfer any or all of your investment before maturity.

8.2.8 Credit risk of the Bank

Target Rate Investment is not secured by any collateral. If you invest in this product, you will be taking the credit risk of the Bank. If the Bank becomes insolvent or defaults on its obligations under this product, you can only claim as an unsecured creditor of the Bank. In the worst case, you could suffer a total loss of your principal amount and the potential interest amount.

8.2.9 Currency risk

If the investment currency is not your home currency, and you choose to convert it back to your home currency upon maturity, you should note that exchange rate fluctuations may have an adverse impact on, and the potential loss may offset (or even exceed), the potential return of the product.

8.2.10 RMB Conversion Limitation Risk

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should

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consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

8.2.11 Emerging markets

Investments in emerging markets are more sensitive to social, political or economic development in the region than those in developed markets, and subject to risk such as market suspension, restrictions on foreign investment and control or repatriation of capital. There are also possibilities of nationalisation, expropriation or confiscatory taxation, foreign exchange control, political changes, government regulation, social instability or diplomatic developments which could adversely affect the economics of the emerging markets or the value of your investment.

8.2.12 No Secondary Market

Target rate investments are not listed securities and do not have a secondary market where you can sell the target rate investment before maturity.

8.2.13 Not Covered by Investor Compensation Fund

Target rate investments are not covered by the Investor Compensation Fund in Hong Kong.

9. Risk Disclosure of Investment Deposit

9.1 Not a time deposit

Step-up Deposit is NOT equivalent to, nor should it be treated as a substitute for, traditional time deposit. An investor in traditional time deposit will not be exposed to the re-investment risk as a result of early termination by the Bank.

9.2 Limited potential gain

The maximum potential gain is limited to the aggregate potential interest amount payable during the deposit period as prescribed in the term sheet of this product.

9.3 Principal protection

Step-up Deposit is principal protected only at maturity or on early termination by the Bank pursuant to the terms set out in the term sheet of this product.

9.4 Market risk

The return on Step-up Deposit is dependent on movements in interest rates which are affected by a number of factors including, national and international financial, economic, political and other conditions and events and may also be subject to intervention by central banks and other bodies.

9.5 Liquidity risk

Step-up Deposit is designed to be held till maturity. Once the transaction for this product is confirmed, you will not be allowed to early withdraw or terminate or transfer any or all of your deposit before the maturity.

9.6 Credit risk of the Bank

Step-up Deposit is not secured by any collateral. If you invest in this product, you will be taking the credit risk of the Bank. If the Bank becomes insolvent or defaults on its obligations under this product, you can only claim as an unsecured creditor of the Bank. You may suffer a substantial loss in your investment.

9.7 Early termination by the Bank

The Bank has the right (but not the obligation) to terminate the Step-up Deposit on the Early Termination Date. If the Step-up Deposit is terminated by the Bank on the Early Termination Date, you will not get any return from the deposit from and after the Early Termination Date and you will be subject to re-investment risk.

9.8 Currency risk

If the deposit currency is not your home currency, and you choose to convert it back to your home currency upon maturity, you should note that exchange rate fluctuations may have an adverse impact on, and the potential loss may offset (or even exceed), the potential return of the product.

9.9 RMB Conversion Limitation Risk

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

9.10 Emerging markets

Investments in emerging markets are more sensitive to social, political or economic development in the region than those in developed markets, and subject to risk such as market suspension, restrictions on foreign investment and control or repatriation of capital. There are also possibilities of nationalisation, expropriation or confiscatory taxation, foreign exchange control, political changes, government regulation, social instability or diplomatic developments which could adversely affect the economics of the emerging markets or the value of your investment.

10. Risk Disclosure of Debt Securities Trading

The prices of debt securities fluctuate, sometimes dramatically. The price of a debt security may move up or down, and may become valueless. It is as likely that losses will be incurred rather than profit made as a result of buying and selling debt securities.

11. Risk Disclosure of Certificates of Deposit Trading

11.1 The price of CDs can and does fluctuate. Any individual CD's price may appreciate or depreciate, and may even become valueless. There is an inherent risk that losses may be incurred rather than profit made as a result of buying and selling CDs. This information is not and should not be construed as an offer to sell or the solicitation of an offer to purchase or subscribe for any investment.

11.2 The investment decision is yours but you should not invest unless the intermediary who sells it to you has advised you that it is suitable for

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you and has explained why, including how buying it would be consistent with your investment objectives. If you are not sure of the suitability of the product, you should not subscribe to it.

11.3 A CD is NOT equivalent to a time deposit. Do not invest in the CD unless you fully understood and are willing to assume the risks associated with it.

11.4 A CD is NOT a protected deposit and is NOT protected by the Deposit Protection Scheme in Hong Kong.

11.5 Issuer's Risk - The CD is subject to both the actual and perceived measures of credit worthiness of the issuer. There is no assurance of protection against a default by the issuer in respect of the repayment obligations.

11.6 In the worst case scenario (e.g. upon insolvency of issuer), holders of CDs might not be able to recover the principal and coupon of the CDs.

12. Risk of Foreign Currency Trading

Foreign currency investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of foreign currency may result in losses in the event that customer converts the foreign currency into Hong Kong dollar or other foreign currencies.

13. RMB Conversion Limitation Risk

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into HKD or other foreign currencies.

(Only applicable to Individual Customers) RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

(Only applicable to Corporate Customers) RMB is currently not fully freely convertible. Corporate customers that intend to conduct conversion of RMB through banks may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial

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decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

General Terms and Conditions:

- The above products and services are subject to the relevant terms and conditions. For details, please refer to the relevant promotional leaflet or contact the Bank's staff.
- The Bank reserves the right to amend, suspend and terminate the above products, services and offers, and to amend the relevant terms and conditions at its sole discretion without prior notice.
- In case of any dispute, the decision of the Bank shall be final.
- In case of any discrepancy between the Chinese and English versions of this material, the Chinese version shall prevail.

Important Notice relating to insurance services:

- The insurance plan is underwritten by Bank of China Group Insurance Limited ("Insurance Company"), and our bank acts as an insurance agent appointed by the Insurance Company.
- The Insurance Company is authorized and regulated by the Hong Kong Insurance Authority and operates general insurance business in the Hong Kong Special Administrative Region of the People's Republic of China.
- The Insurance company reserves the sole right to determine whether any application for the insurance plans are acceptable or not in accordance with the information submitted at the time of application by the Proposed Insured and/or Insured Person.
- The Insurance company reserves the right to amend, suspend and terminate the insurance product, services and to amend the relevant terms at anytime at its sole discretion without prior notice. In case of any dispute, the decision of the Insurance company shall be final.
- The insurance information is for reference only. Details of the coverage of the insurance plans are subject to the terms and conditions stipulated in the policy by the Insurance company. Please refer to the policy document for the details of the insured items and coverage, provisions and exclusions.
- The Bank is an appointed insurance agent of the Insurance company for distribution of the insurance plans. The insurance plans are the products of the Insurance company but not the Bank.
- For eligible disputes arising between the Bank and the customer from the sales process or handling of the related transaction (as defined in the Terms of Reference for the Financial Dispute Resolution Centre under the Financial Dispute Resolution Scheme), the Bank must engage in the Financial Dispute Resolution Scheme process with the customer. Any disputes regarding the

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contractual terms of the insurance plans should be resolved between the Insurance Company and the customer.

- Providing comprehensive protection to give you peace of mind.

Important Notice:

- This Service Directory is not intended to provide any investment advice and should not be relied upon as such. This booklet and its contents shall not constitute and shall not be construed as providing any professional advice, or any offer, solicitation or recommendation to the purchase or sale of any investment product or service.

- Contents in this Service Directory are subject to changes without prior notice.

- All contents in this Service Directory are for reference only and are not supposed to be edited, copied or extracted.

- Investment involves risks. You should not invest in any product based on this Service Directory alone. You should know the related product's risk and nature by reading and understanding the Bank's Conditions for Services and all of the offering documents including the relevant term sheet, Important Facts Statement and the Application Form, before deciding whether to invest in this product.

- To better protect your rights, you can visit our bank's official website to view the 'Terms and Important Statements for Personal Mobile Banking and Online Banking Services,' 'Service Terms,' 'Important Statements and Data Policy Notices,' 'Security Information,' and 'Hyperlink Policy.'

Reminder: To borrow or not to borrow? Borrow only if you can repay!

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