

Notice of Amendments to the Terms and Conditions Related to Identity Verification

Thank you for choosing the banking services of Nanyang Commercial Bank, Limited (the "Bank").

In light of enhancement to the identity verification method for certain Mobile Banking services, from 6 Aug 2026 (the "Effective Date"), the Bank's (1) "Authentication Statement and Important Notes on Authentication" (Applies to Reset Password) and (2) the "Authentication Statement and Important Notes on Authentication" (Applies to Device Binding / Mobile Token Activation) will be revised and consolidated as "Authentication Statement and Important Notes on Authentication" (Applicable to Customers with access to e-Banking Services).

You are advised to read the amendments before you continue to use the relevant services. Details of the amendments are as follows (revised contents are underlined and deleted contents are marked with strikethrough lines):

Clause	Details of Amendments
Title	<p><u>"Authentication Statement and Important Notes On Authentication" (Applicable to Customers with access to e-Banking Services)</u></p> <p>(Originally known as:</p> <p>(1) "Authentication Statement and Important Notes on Authentication"(Applies to Reset Password) and</p> <p>(2) "Authentication Statement and Important Notes on Authentication"(Applies to Device Binding / Mobile Token Activation)</p>
ID verification Declaration	<p>To enable us to provide Personal e-Banking Password Resetting <u>this</u> service to you, our Bank needs you to provide a photograph of your Identity Card <u>Hong Kong Identity Card ("HKID")</u>, and / or</p>

	<p><u>People's Republic of China Resident Identity Card ("PRCID")</u> pursuant to the directions as prompted. The photographic images /documents collected and personal data contained therein may be transferred to our third-party service providers to undergo identity verification. The Bank will take reasonable and practical steps to protect the confidentiality and security of your personal information, to comply with local regulations, rules and in particular, the Personal Data (Privacy) Ordinance requirements.</p> <p>(This amendment only applies to the "Authentication Statement and Important Notes on Authentication" (Applies to Reset Password))</p> <hr/> <p>To enable us to provide this service to you, our Bank needs you to provide a photograph of your Identity Card <u>Hong Kong Identity Card ("HKID")</u>, and / or <u>People's Republic of China Resident Identity Card ("PRCID")</u> pursuant to the directions as prompted. The photographic images /documents collected and personal data contained therein may be transferred to our third-party service providers to undergo identity verification. The Bank will take reasonable and practical steps to protect the confidentiality and security of your personal information, to comply with local regulations, rules and in particular, the Personal Data (Privacy) Ordinance requirements.</p> <p>(This amendment only applies to the "Authentication Statement and Important Notes on Authentication" (Applies to Device Binding / Mobile Token Activation))</p>
<p>Important Notice for ID Verification</p>	<p>2. Where will my personal data be transferred to?</p> <ul style="list-style-type: none"> ● <u>Apply to HKID holders</u> <p>Image/Document of your ID Card will be transferred to our third-party service provider, Alibaba Cloud (Singapore) Private Limited ("Alibaba") and its sub-service providers, and will be used for identity verification purposes via its operation centers in Hong Kong. For further information on Alibaba's operations, please visit Alibaba's website (http://www.alibabacloud.com/zh) .</p> <ul style="list-style-type: none"> ● <u>Apply to PRCID holders</u>

Image/Document of your ID Card will be transfer to our third-party service provider, Alibaba and its sub-service provider, which is located in Hong Kong, and from the service provider to the third party qualified identity verification service provider, which is located in mainland China, subjected to the applicable laws for identity verification and eligibility confirmation purpose. For the contact information of personal information processors and the purpose, method and types of personal data to be processed, please refer below.

Personal information processors:

Service provider: Alibaba Cloud (Singapore) Private Limited

Sub-service provider: ZOLOZ PTE.LTD

- Contact information: ZOLOZ_TS@alibaba-inc.com
- Purpose of personal data processing: identity verification and eligibility confirmation
- Methods of personal data processing: retain, collect, use, transfer and delete (Alibaba only retain the data, ZOLOZ will collect, use, transfer and delete the data)
- Types of personal data to be processed: image/document of PRCID, selfie image

In addition to above, your identity information including your full name and PRCID number and selfie image will be transferred to ANICERT (authorized by the First Research Institute of Ministry of Public Security of PRC) for identity verification.

Your personal data may be processed and transferred inside and outside of Hong Kong. Those overseas regions may not have laws which are substantially similar to, or serve the same purposes as, the Personal Data (Privacy) Ordinance of Hong Kong and/ or other applicable laws. This means your personal data may not receive the same or a similar level of protection as it would be in Hong Kong, and may be accessible to law enforcement and national security authorities in that overseas jurisdiction. We will take reasonable and practical steps to protect the confidentiality and security of your personal information, to comply with local regulations, rules and in particular, the Personal Data (Privacy) Ordinance requirements.

3. How long will the service provider keep my personal data?

We and/or our third-party service providers may retain your personal data in accordance with our data retention policy (the retention period is subject to the laws applicable to our Bank or such service providers). The service providers will not retain your personal data once the identity verification or related purposes is completed.

You may download this Notice from the Bank's website (the Bank's website > 'About Us' > 'Notice') on or before 30 Nov 2026 (afterwards, you may not be able to read or download this Notice).

Please note that you will be deemed to have agreed to the amendments if you continue to use the relevant services of the Bank on or after the Effective Date. The Bank may not be able to continue to provide the relevant services if you do not accept the amendments. You may also notify the Bank to discontinue the relevant services before the Effective Date.

You may download the current (1) "Authentication Statement and Important Notes on Authentication" (Applies to Reset Password) and (2) "Authentication Statement and Important Notes on Authentication" (Applies to Device Binding / Mobile Token Activation) from the Bank's website (the Bank's website > 'Personal Banking' > 'Other Services' > 'Conditions and Rules for Services and Other Information') on or before 5 Aug 2026. Please note that only the revised and consolidated version of the "Authentication Statement and Important Notes on Authentication" (Applicable to Customers with access to e-Banking Services) will be available following the Effective Date.

In case of any discrepancy between the English and the Chinese versions of this Notice, the English version shall prevail.

If you have any enquiries, please contact our staff or call our Customer Service Hotline at (852) 2616 6628.



Nanyang Commercial Bank, Limited