

24 November 2017

Dear Customer

Customer Notification
Merger of Retail and Private Banking Businesses

We are pleased to inform you that the Bank of Communications (Hong Kong) Limited (Merger) Ordinance (the "Ordinance") has been promulgated as an ordinance in Hong Kong. According to the Ordinance, the retail banking business and private banking business of Bank of Communications Co., Ltd. Hong Kong Branch ("Bank of Communications, Hong Kong Branch") in Hong Kong will merge into Bank of Communications (Hong Kong) Limited ("Bank of Communications (Hong Kong)"). The merger will take effect on 29 January 2018 (the "Appointed Day"). A copy of the Ordinance is available on the website of Bank of Communications, Hong Kong Branch at <http://www.bankcomm.com.hk>.

The Merger

On the Appointed Day, all the activities, assets and liabilities which constitute the retail banking business and private banking business of Bank of Communications, Hong Kong Branch in Hong Kong will be transferred to Bank of Communications (Hong Kong) according to the Ordinance. As at the date of this notification, you are a valued customer of our retail/private banking business according to our books and records. Accordingly, from the Appointed Day onwards, any account(s) you have with Bank of Communications, Hong Kong Branch will become account(s) with Bank of Communications (Hong Kong) and any contract(s) entered into by you with Bank of Communications, Hong Kong Branch will become contract(s) with Bank of Communications (Hong Kong).

After the merger, Bank of Communications, Hong Kong Branch will continue to exist. You will be served by Bank of Communications (Hong Kong), which is also a member of the Bank of Communications group of companies licensed by the Hong Kong Monetary Authority to operate banking business in Hong Kong. Bank of Communications (Hong Kong) is in the process of obtaining and is expected to obtain on or prior to the Appointed Day the relevant regulatory registrations, licences and permits in Hong Kong. We expect that Bank of Communications (Hong Kong) will provide you with quality banking services and products that meet your financial needs.

Relevant Changes

We have done our utmost to minimise the changes to your account(s). There will not be any change to your existing account number(s), except that the bank code of your account(s) will be changed from "027" to "382". From the Appointed Day, please use such account number(s) with bank code "382" in your transactions with Bank of Communications (Hong Kong). However, if the outstanding balance(s) of your account(s) has/have been fully repaid (if applicable) or if such account(s) has/have been closed prior to the Appointed Day, please ignore such change of bank code.

You do not need to sign any new documents in respect of your existing account(s), unless otherwise notified. In addition, from the Appointed Day, accounts / services of the bank will be altered due to system and business enhancement. Please refer to the details provided in the enclosed “Customer Service Booklet”.

From the Appointed Day, sub-branches of Bank of Communications, Hong Kong Branch will become common branches of Bank of Communications, Hong Kong Branch and Bank of Communications (Hong Kong), and provide counter services to customers of Bank of Communications (Hong Kong). Online banking services will be available at the website of Bank of Communications (Hong Kong) at <http://www.hk.bankcomm.com>.

Your current cheque book of Bank of Communications, Hong Kong Branch will remain valid after the Appointed Day. Bank of Communications (Hong Kong) will honour any cheques of Bank of Communications, Hong Kong Branch issued by you and presented for payment. To apply for a cheque book with Bank of Communications (Hong Kong), you may simply sign the application form attached to your existing cheque book and return it to any branch of Bank of Communications (Hong Kong). You can also visit any branch of Bank of Communications (Hong Kong) to make other arrangements for a cheque book with Bank of Communications (Hong Kong).

We will transfer all existing direct debit authorisation(s) you have set up with Bank of Communications, Hong Kong Branch to Bank of Communications (Hong Kong). If you have set up a direct debit arrangement with Bank of Communications, Hong Kong Branch to repay a loan extended to you by Bank of Communications, Hong Kong Branch, such arrangement will remain valid and will be transferred to Bank of Communications (Hong Kong) after the Appointed Day. If you have set up a credit arrangement with your existing account(s), please notify the concerned parties of the change of the bank code of your account(s) as soon as possible to ensure the continued operation of those credit arrangements.

If the above change in circumstances does not meet your needs, you are entitled to close your account(s) or terminate any other banking service(s) with Bank of Communications, Hong Kong Branch. If you continue to use the relevant banking service(s) with us, you will be treated as having agreed to, upon the Appointed Day, (a) release and discharge Bank of Communications, Hong Kong Branch from further performance of the relevant banking service(s) for you and all liabilities, claims and demands howsoever arising under such service(s), whether in contract, tort or otherwise; (b) accept the liability of Bank of Communications (Hong Kong) under the relevant banking service(s) in place of the liability of Bank of Communications, Hong Kong Branch; and (c) continue to perform your obligations under the relevant banking service(s) and be bound by the terms of the relevant banking service(s) as if the relevant banking service(s) had at all times been provided by Bank of Communications (Hong Kong) in place of Bank of Communications, Hong Kong Branch.

Amendment of Terms and Conditions

To provide better and more efficient banking services to customers, amendments to the General Terms and Conditions for Banking Services and Terms and Conditions for General Investment Services will be effective on the Appointed Day as follows:

General Terms and Conditions for Banking Services

Amendment	Clauses
Revision (Referring to clause number of the revised Terms & Conditions)	Part A: Common Terms and Conditions Clause 1.1, 5.5, 5.7, 12.1 Part B: Specific Terms and Conditions – Schedule I Terms and Conditions for Accounts Clause 2.1, 4.3, 4.4, 5.1, 6, 10.1(b), 10.1(e), 11.1(n) Part B: Specific Terms and Conditions – Schedule III Terms and Conditions for Internet Banking, Mobile Banking, Phone Banking and SMS Service Clause 6.10
New Clause	Part B: Specific Terms and Conditions – Schedule I Terms and Conditions for Accounts Clause 3

Terms and Conditions for General Investment Services

Amendment	Clauses
Revision	Part A: Common Terms and Conditions Clause 1.1, 11.5, 11.7, 17.1 Part B: Electronic Finance Services - Schedule III Clause 7.3, 8.1(e), 8.5(c)

Please refer to the enclosed “General Terms and Conditions for Banking Services” and “Terms and Conditions for General Investment Services” for the details of the revised and new clauses.

Enquiries

Should you have any queries, please contact the Customer Services Hotline at 398 77666 or visit any sub-branch of Bank of Communications, Hong Kong Branch. From the Appointed Day, you may contact the Customer Services Hotline at 398 77666 / 223 95559 or visit any branch of Bank of Communications (Hong Kong).

Enclosed please find the following documents of Bank of Communications (Hong Kong) :

- [1. Customer Service Booklet](#)
- [2. General Terms and Conditions for Banking Services](#)
- [3. Terms and Conditions for General Investment Services](#)
- [4. Charges of Retail Banking Services](#)
- [5. Charges of Securities Trading Services](#)
- [6. Bank of Communications Credit Card Fees Schedule](#)
- [7. Notice to Customers relating to the Personal Data \(Privacy\) Ordinance \(the "Ordinance"\)](#)

We would like to thank you for your continued support for our services. We will continue to keep you, our valued customer, updated on any changes or new benefits in connection with the merger.

We endeavour to bring you the best banking experience available.

Yours faithfully,

Bank of Communications Co., Ltd. Hong Kong Branch

Encl.