

**August 2025**

**Dear Customers,**

**Notice of System Upgrade**

In order to enhance service quality and efficiency of the banking services, Bank of Communications (Hong Kong) Limited (“the Bank”) will conduct system upgrade from 3 pm on 20<sup>th</sup> September 2025 to 3 pm on 21<sup>st</sup> September 2025. Please be informed that banking services will be affected during this period, and certain services will commence suspending operations before the system upgrade. Details are as follows:

**1.Services suspension during the system upgrade**

**Online Banking Services:**

| Related Services  | Related Channels   | Suspended Date and Downtime (HKT)   |
|---|--|-------------------------------------|
| (1) Insurance Services  | Corporate Internet Banking<br>Corporate Mobile Banking<br>Internet Banking<br>Mobile Banking | 2025/09/18 00:00 - 2025/09/21 15:00 |
| (2) Cheque Book/Statement Request   | Corporate Internet Banking<br>Corporate Mobile Banking<br>Internet Banking                   | 2025/09/19 00:00 - 2025/09/21 15:00 |
| (3) Fund Transfer/IPO Margin/ Corporate Action Application  | Internet Banking<br>Securities Mobile Application  | 2025/09/20 09:00 - 2025/09/20 13:00 |
| (4) Securities accounts Opening/24-hours Online Placing Order Service/EIPO Application/Enquiry of Securities accounts information | Internet Banking<br>Securities Mobile Application  | 2025/09/20 09:00 - 2025/09/21 15:00 |
| (5) All services on Corporate Internet Banking and Corporate Mobile Banking except items (1) - (2)                                |  | 2025/09/20 15:00- 2025/09/21 15:00  |
| (6) All services on Internet Banking and Mobile Banking except items (1) - (4)  |  |                                     |
| (7) All Direct Connect Service  |  |                                     |

|   |                                    |
|---|------------------------------------|
| (8) WeChat Official Account (BOCOM_HK) - Banking Services                                   | 2025/09/20 15:00- 2025/09/21 15:00 |
| (9) Services Application/ Reservation/Online Document Submission through the Bank's Website |                                    |
| (10) All Phone Banking Services   |                                    |

Details of the affected services will be announced on the Bank's website(<https://www.hk.bankcomm.com>), including suspended date and downtime.

**Non-Online Services:**

| Related Services                           | Details of Suspended Services  | Suspended Date and Downtime (HKT)   |
|--|--|-------------------------------------|
| (1) Securities Account Services            | <ul style="list-style-type: none"> <li>Opening/ Closing/ Amending Securities accounts</li> <li>Fund Transfer, EIPO Application, IPO Margin, Corporate Action Application</li> <li>Enquiry of Securities accounts information</li> </ul>  | 2025/09/20 09:00- 2025/09/21 13:00  |
|  | Change Password Services of Operator-assisted Securities Hotline   | 2025/09/20 09:00- 2025/09/21 15:00  |
| (2) Precious Metals And FX Margin Services | Change Password Services of Operator-assisted Precious Metals And FX Margin Hotline  |                                     |
| (3) Credit Card Services                   | <ul style="list-style-type: none"> <li>Card-Present retail transactions are affected</li> <li>Visa card-not-present retail transactions are affected</li> <li>Unionpay card-not-present retail transactions</li> <li>Credit Card Cash Advance transactions</li> <li>Credit Card related enquiries</li> <li>SMS notifications (including transaction notifications and one-time passwords)</li> <li>Credit Card payment via Faster Payment System (FPS)</li> <li>Credit Card activation Services</li> </ul> | 2025/09/20 15:00 - 2025/09/21 15:00 |

| Related Services   | Details of Suspended Services  | Suspended Date and Downtime (HKT)   |
|--|--|-------------------------------------|
| (4) All Debit Card Services  |  | 2025/09/20 15:00 - 2025/09/21 15:00 |
| (5) All Services on Passbook Printer   |  |                                     |
| (6) BOCOM(HK) account or Credit Card payment and Top-up Services on third-party payment platform | <ul style="list-style-type: none"> <li>● EPSCO payment</li> <li>● FPS Fund Transfer</li> <li>● All Credit Cards binding to e-Wallets (including but not limited to UnionPay APP, Apple Pay, WeChat Pay HK and AlipayHK)</li> <li>● UnionPay credit card payment and top up services on third-party payment platform</li> </ul> |                                     |
| (7) All ATM Services   |  |                                     |
| (8) Autopay Services/ Payroll Services/Payment   |  |                                     |
| (9) FPS Services   | <ul style="list-style-type: none"> <li>● Fund Transfer (Debit and credit services)</li> <li>● E-CNY Wallet Top up Services</li> <li>● BComONE Academy/ Payment Collection</li> <li>● eDDA Services</li> </ul>  |                                     |
| (10) All Open API Services (including IADS)  |  |                                     |

## 2. Cash Withdrawal Service in ATM suspension period

The following cash center of the bank will provide limited Hong Kong Dollar cash withdrawal service during 2025/09/20 (15:00 -20:00) and 2025/09/21 (09:00 - 15:00).

| Cash Center         | Address  |
|---------------------|--|
| Business Department | Unit B B/F & G/F, Unit C G/F, Wheelock House, 20 Pedder Street, Central, Hong Kong |
| King's Road Branch  | G/F, Kailey Court, 67-71 King's Road, Hong Kong                                    |
| Mongkok Branch      | G/F and 1/F, Shun Wah Building, Nos. 735 & 735A Nathan Road, Mongkok, Kowloon      |
| Tsuen Wan Branch    | G/F., 240-242 Sha Tsui Road, Tsuen Wan, New Territories                            |

Each debit card holder with sufficient available balance in the saving account, normal debit card and account status can conduct Hong Kong Dollar cash withdrawal once at most per day at the cash center after making an appointment through our Customer Services Hotline at 223 95559. Cash withdrawal must be made by the Authorized Signatory(ies) in accordance with the Agreed Signing Arrangement in our bank with the present of identification document. The amount of each withdrawal must be a multiple of HKD100 and the maximum withdrawal limit is HKD20,000. The above cash center will only provide Hong Kong Dollar cash withdrawal services, while other banking services are not available.

The Bank will strive for the best to minimize inconvenience caused, customers are reminded to plan ahead for using various banking services . We apologize for any inconvenience caused. Thank you for your kind consideration and support.

Should you have any queries, please contact our branch staff during office hours or call our Customer Services Hotline at 223 95559.

Yours faithfully,

Bank of Communications (Hong Kong) Limited

(This is a computer print-out letter that requires no signature)