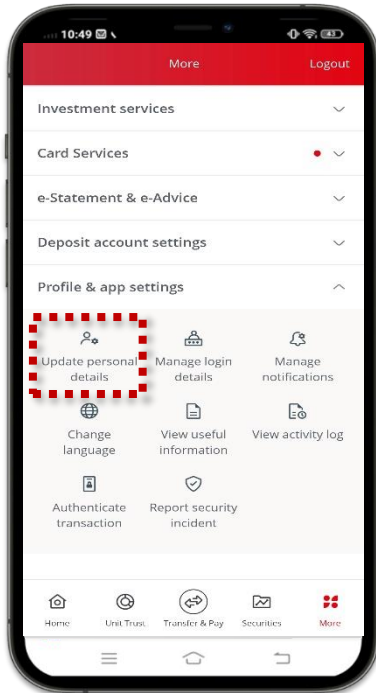


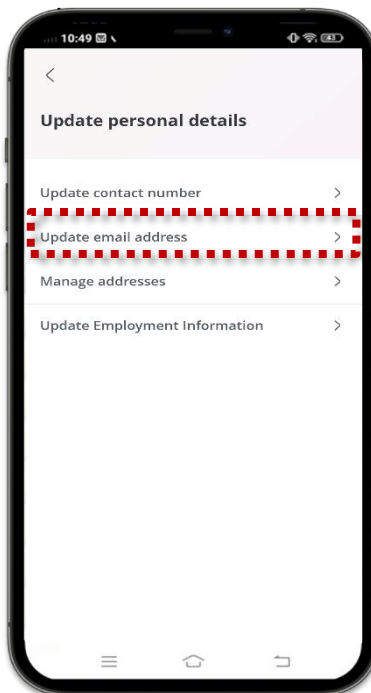
16 Update email address



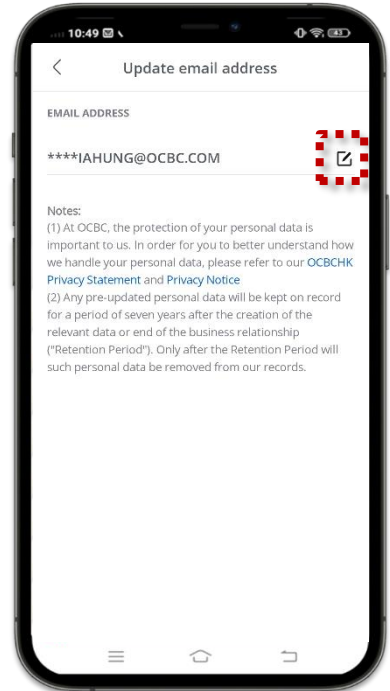
- 1 Select "Update personal details" under "Profile & app setting" in "More"



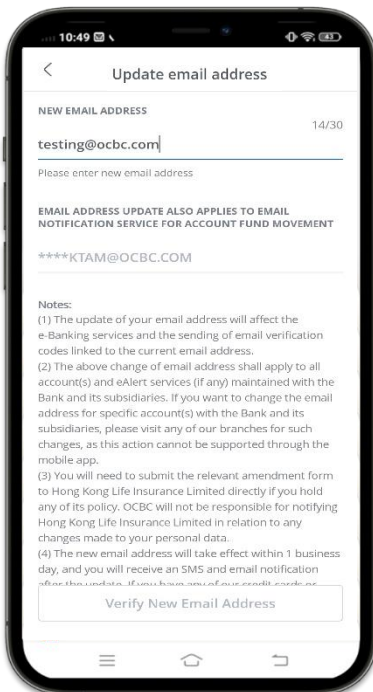
- 2 Select "Update email address"



- 3 Click "Edit" button



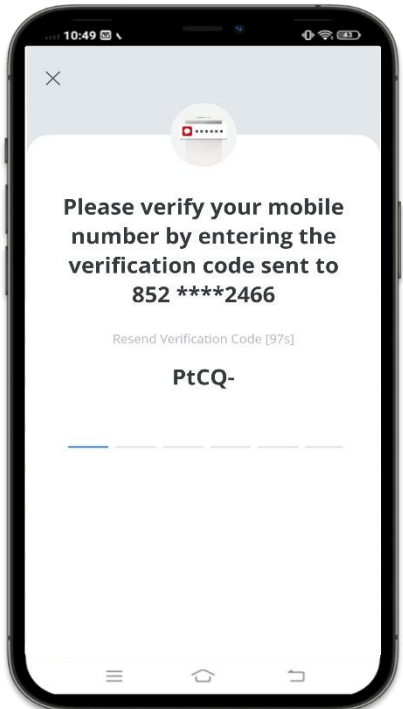
- 4 Input the new email address



- 5 Input Email OTP (New Email address)

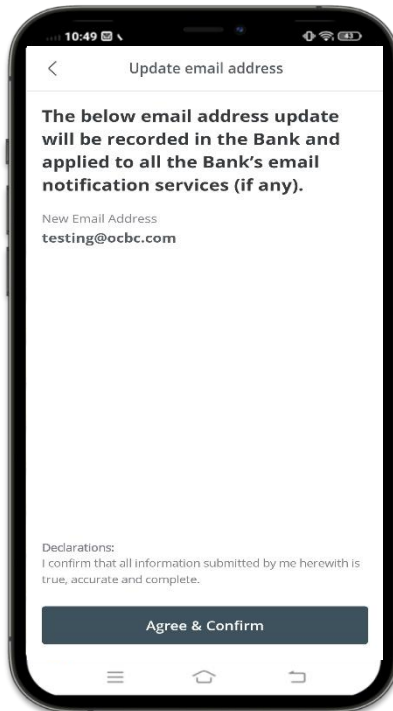


- 6 Input SMS OTP

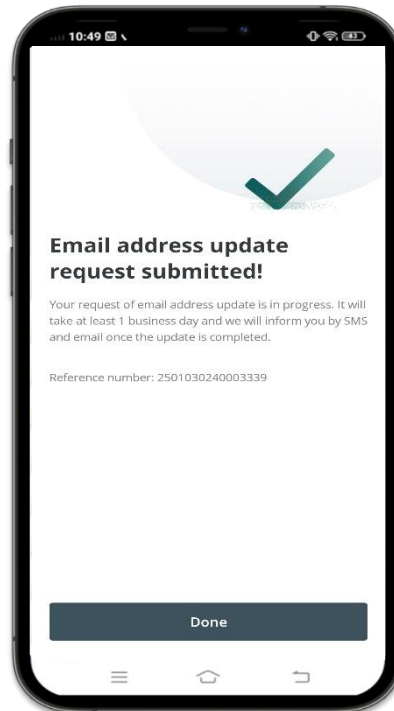


16 Update email address

7 Review the details and submit the instruction



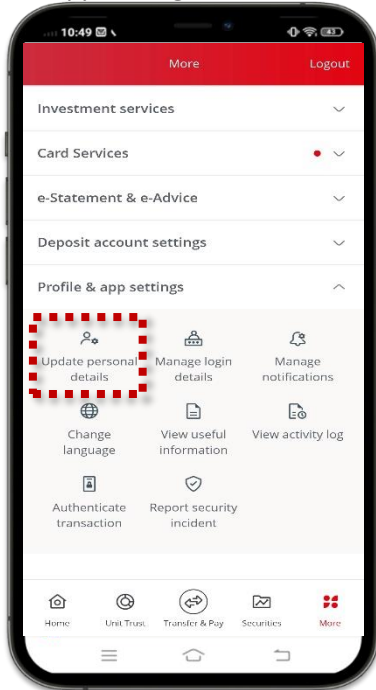
8 Your instruction is submitted



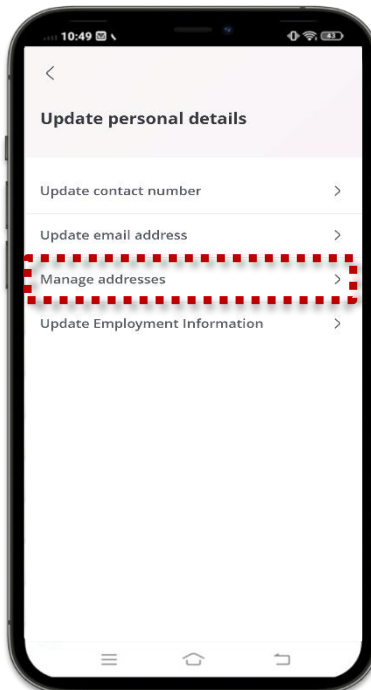
- The above change of email address shall apply to all account(s) and eAlert services (if any) maintained with the Bank and its subsidiaries. If you want to change the email address for specific account(s) with the Bank and its subsidiaries, please visit any of our branches for such changes, as this action cannot be supported through the mobile app.
- The new email address will take effect within 1 business day. If you have any of our credit cards or accounts with our subsidiaries, those information will be updated within 5 business days.
- If your email address has registered for "FPS" addressing service, the service will be cancelled after the information update takes effect.

17 Manage addresses

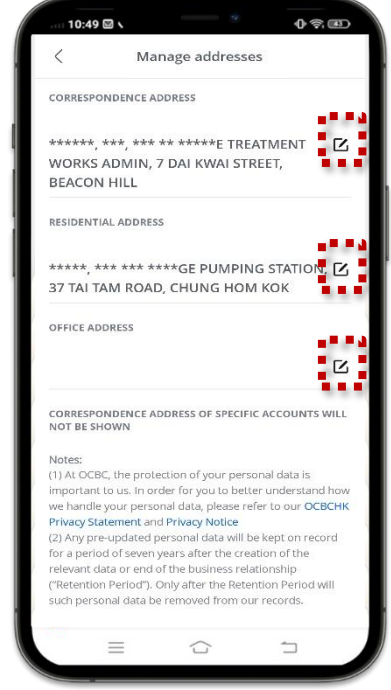
- 1 Select "Update personal details" under "Profile & app setting" in "More"



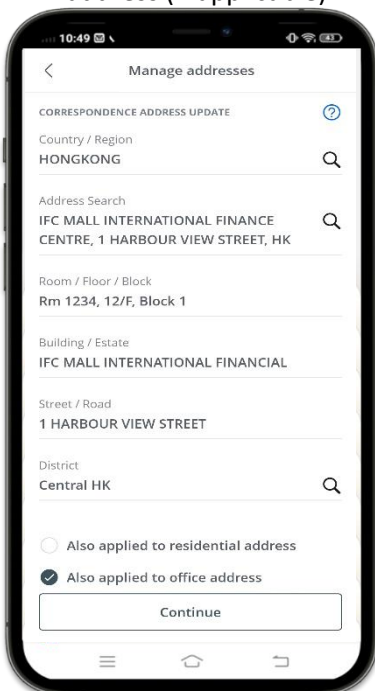
- 2 Select "Manage addresses" button



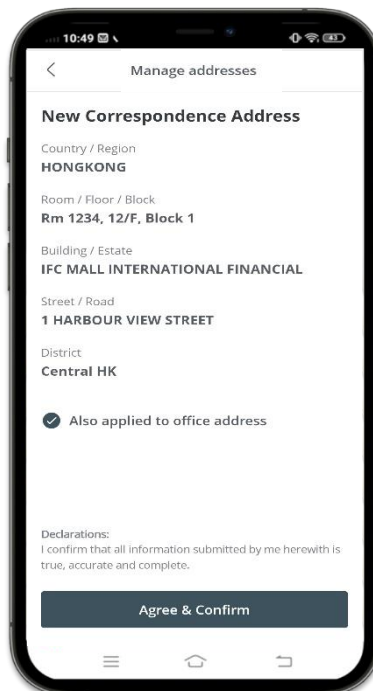
- 3 Click "Edit" button



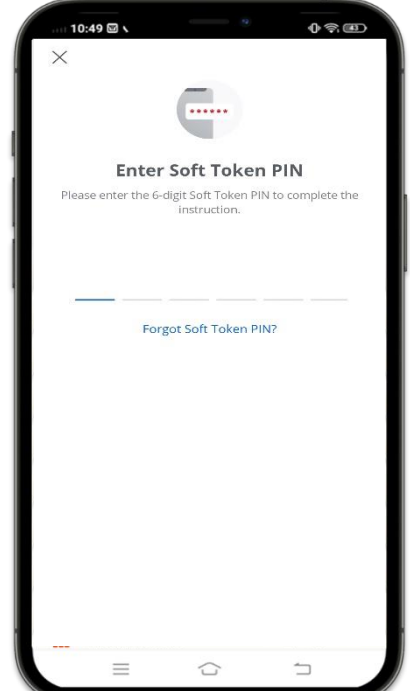
- 4 Input the new address and select also applied to other address (if applicable)



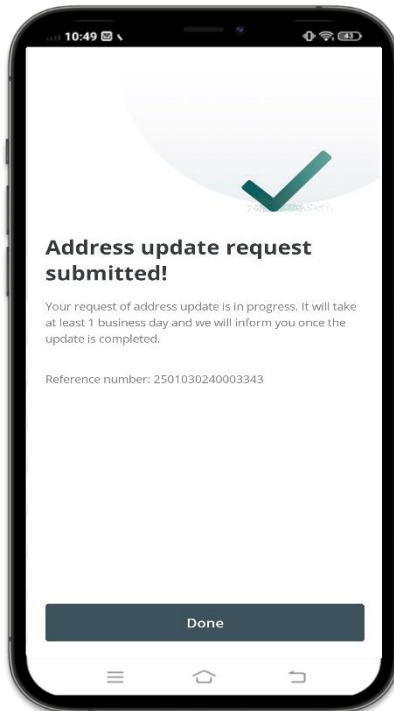
- 5 Review the details and submit the instruction



- 6 Input Soft Token PIN



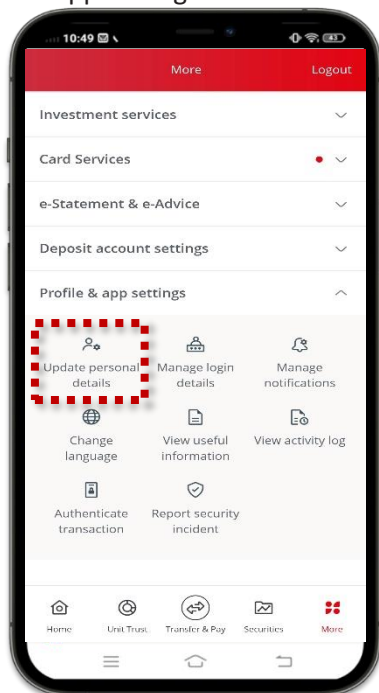
7 Your instruction is submitted



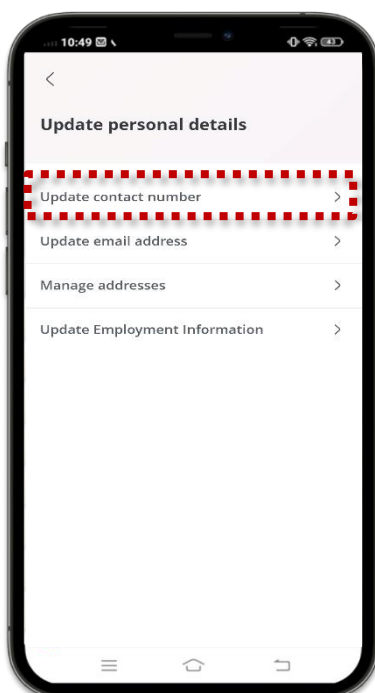
- The above change of address shall apply to all account(s) maintained with the Bank and its subsidiaries in Hong Kong. However, if you want to change the address for specific account(s) with the Bank and its subsidiaries, please visit any of our branches for such changes, as this action cannot be supported through the mobile app.
- The new address will take effect within 1 business day. If you have any of our credit cards or accounts with our subsidiaries, it will take 5 business days for those account information to be updated.
- For customer with the Bank's investment account, please bring along the address proof and visit any of our branches for residential address update.

18 Update contact number

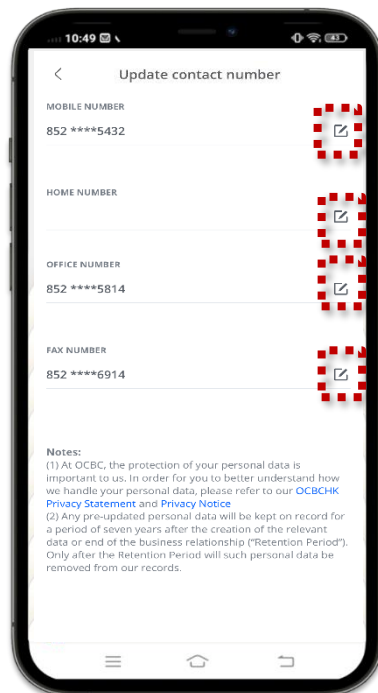
- 1 Select "Update personal details" under "Profile & app setting" in "More"



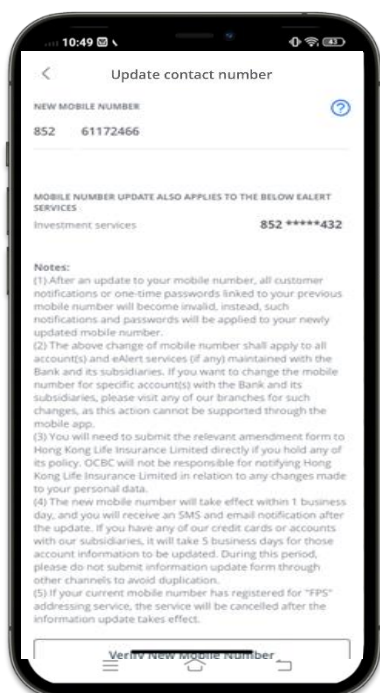
- 2 Select "Update contact number" button



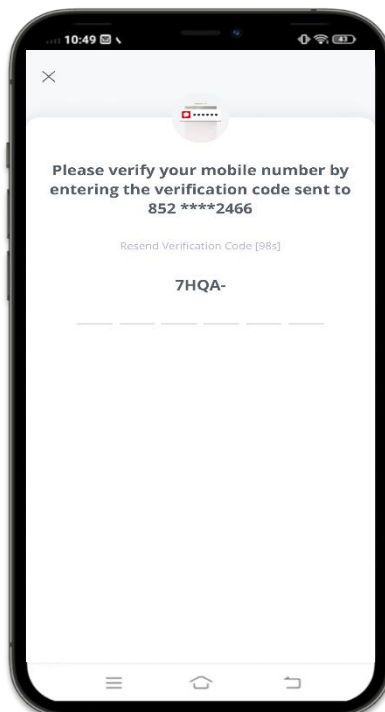
- 3 Click "Edit" button



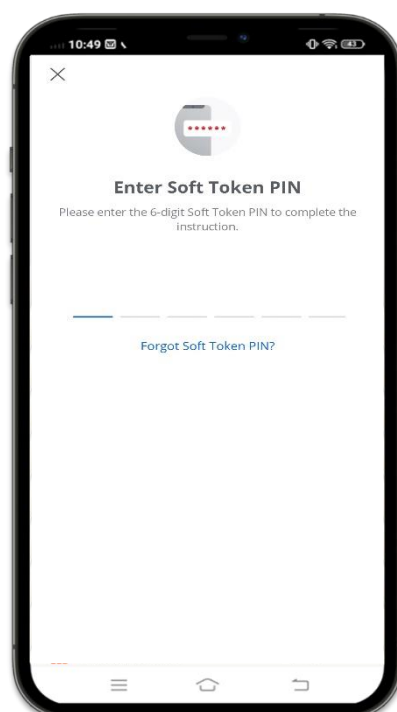
- 4 Input the new contact number



- 5 Input SMS OTP

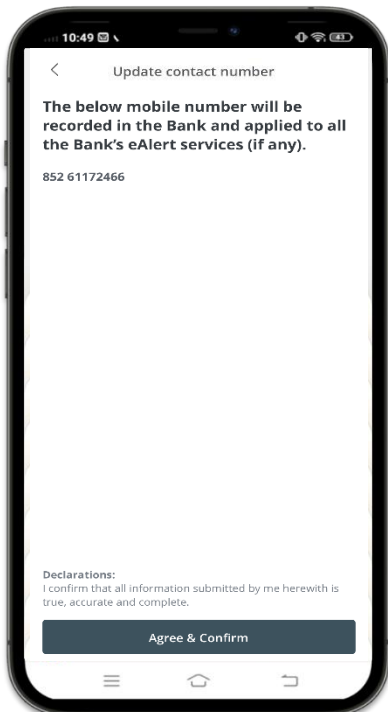


- 6 Input Soft Token PIN

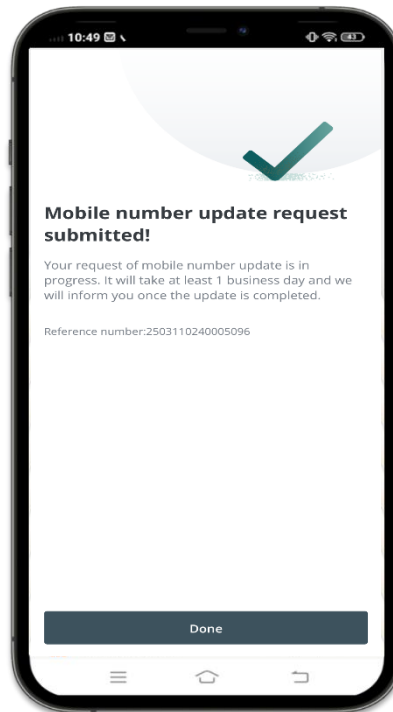


18 Update contact number

7 Review the details and submit the instruction



8 Your instruction is submitted

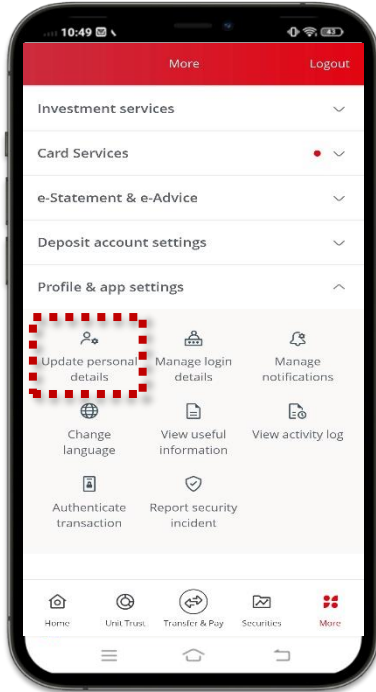


- After an update to your mobile number, all customer notifications or one-time passwords linked to your previous mobile number will become invalid, instead, such notifications and passwords will be applied to your newly updated mobile number.
- The above change of mobile number shall apply to all account(s) and eAlert services (if any) maintained with the Bank and its subsidiaries. If you want to change the mobile number for specific account(s) with the Bank and its subsidiaries, please visit any of our branches for such changes, as this action cannot be supported through the mobile app.
- You will need to submit the relevant amendment form to Hong Kong Life Insurance Limited directly if you hold any of its policy. OCBC will not be responsible for notifying Hong Kong Life Insurance Limited in relation to any changes made to your personal data.
- The new mobile number will take effect within 1 business day, and you will receive an SMS and email notification after the update. If you have any of our credit cards or accounts with our subsidiaries, it will take 5 business days for those account information to be updated. During this period, please do not submit information update form through other channels to avoid duplication.
- If your current mobile number has registered for "FPS" addressing service, the service will be cancelled after the information update takes effect.

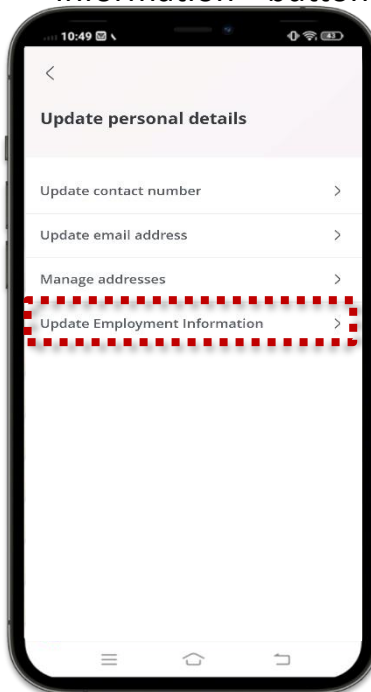
19 Update Employment Information



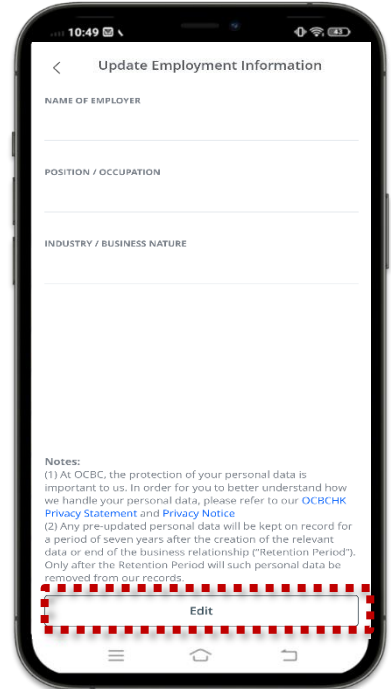
- 1 Select "Update personal details" under "Profile & app setting" in "More"



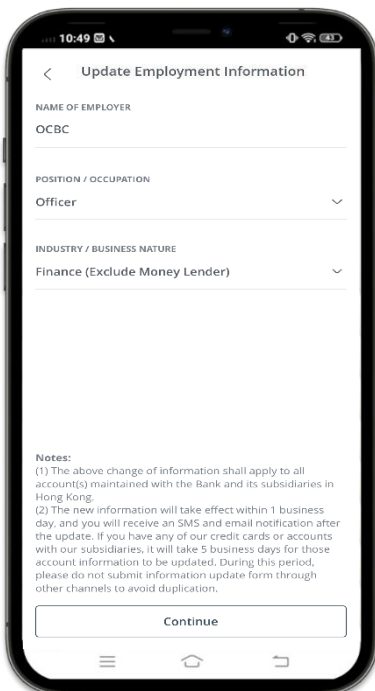
- 2 Select "Update Employment Information" button



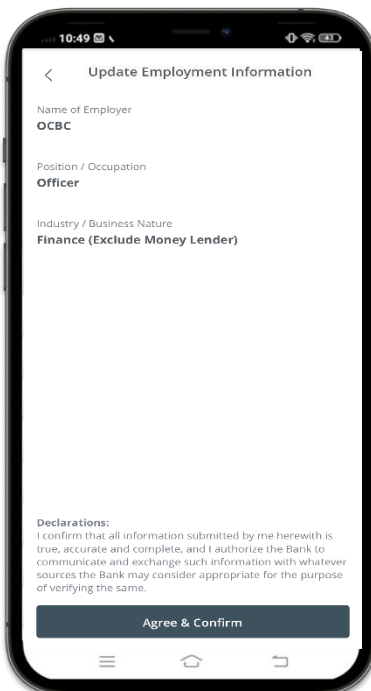
- 3 Click "Edit" button



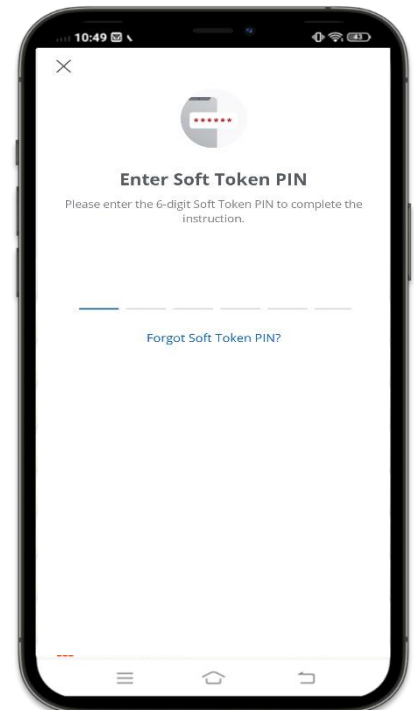
- 4 Input the new employment information



- 5 Review the details and submit the instruction

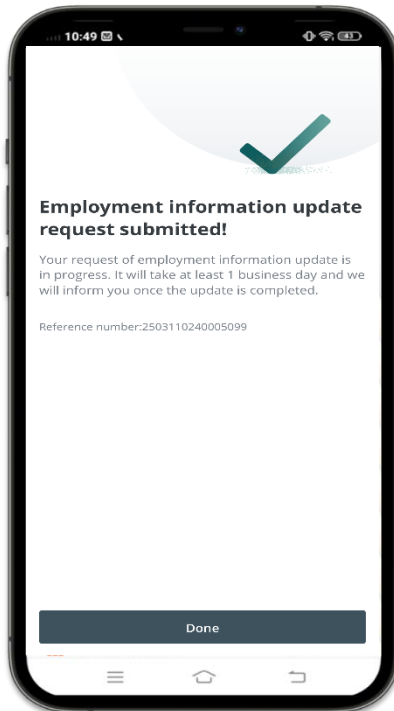


- 6 Input Soft Token PIN



19 Update Employment Information

7 Your instruction is submitted



- The above change of information shall apply to all account(s) maintained with the Bank and its subsidiaries in Hong Kong.
- The new information will take effect within 1 business day, and you will receive an SMS and email notification after the update. If you have any of our credit cards or accounts with our subsidiaries, it will take 5 business days for those account information to be updated. During this period, please do not submit information update form through other channels to avoid duplication.