

### SYSTEM MAINTENANCE SCHEDULE

To improve our service quality, our system update or maintenance is scheduled as follows, during which our designated banking services will not be available:

#### Regular system maintenance

Affected Service	Suspension Time		Service Hotline [during office hours]
	From	To	
<ul style="list-style-type: none"><li>• Internet Banking</li><li>• Mobile Banking</li><li>• Faster Payment System Service</li><li>• Automated Teller Machines</li><li>• ATM Card / Debit Card<ul style="list-style-type: none"><li>– ATM Transaction services</li><li>– Purchase via PPS / EPS</li></ul></li></ul> SMS notice service	Every Monday 04:00 AM	Every Monday 06:00 AM	3199 9188

#### Non-Regular system maintenance

Date	Suspension Time		Affected Service
	From	To	
28 Dec 2025 [Sunday]	HKT 00:00 [GMT +8]	HKT 03:00 [GMT +8]	<ul style="list-style-type: none"><li>• Internet Banking</li><li>• Mobile Banking</li></ul>

The maintenance time for the above system will be appropriately adjusted based on actual needs without further notice.

Should you have any enquiry, please call our customer service hotline at [852] 3199 9188. We apologize for any inconvenience caused.