

31 March 2022

Notice of Change in relation to e-Statement Service and Paper Statement Service Fee for Consolidated Statement

To encourage reduction in paper consumption and to protect the environment, with effect from 1 July 2022 (“**Effective Date**”), Fubon Bank (Hong Kong) Limited (the “**Bank**”) will implement below arrangement in relation to e-Statement Service and paper statement service fee for Consolidated Statement.

1. Arrangement on e-Statement Service Subscription

For customer who is receiving paper statement for Consolidated Statement and has registered Fubon e-banking Service on or before 30 June 2022, Consolidated e-Statement Service will be automatically subscribed on or after the Effective Date.

From the Effective Date onwards, no paper statement for Consolidated Statement will be sent by mail and you may login to Fubon e-banking platform to view, download and/or print the latest e-Statement(s). An email / SMS notification will be sent to you when your latest e-Statement is ready to be viewed online. Please be reminded to add / update your email address in our bank’s record and ensure its accuracy to receive email notification.

If you do not wish to subscribe our e-Statement service for your Consolidated Statement, please inform us by calling our Integrated Customer Service Hotline at 2566 8181 during office hours* on or before 10 June 2022 and respective Paper Statement Service Fee for Consolidated Statement may be charged to your account(s).

If we do not receive your notice on or before 10 June 2022, it indicates that you agree and accept the auto-subscription of e-Statement service and the "Terms & Conditions for e-Statement and e-Advice" and agree the bank to provide Statement and the relevant terms & conditions to you in electronic format. By continuing to access the Fubon e-banking service platform, it means you accept the auto-subscription in our e-Statement Service.

Terms & Conditions for e-Statement and e-Advice

For the Bank’s latest “**Terms & Conditions for e-Statement and e-Advice**”, please visit Fubon Bank’s website: “Online Services” > “e-Statement Service” > “Fubon e-Statement Terms and Conditions”. Moreover, you may unsubscribe e-Statement service on Fubon e-banking Service after the Effective Date and respective Paper Statement Service Fee for Consolidated Statement may be charged to your account(s).

Existing Fubon e-banking Service Customer

You may add / update your email address via below channels to receive e-Statement notification:
Online (for personal and joint (either one to sign only) account customer)

1. Login to Fubon e-banking service platform;
2. Click “Customer Service” > “Add/Change Email Address” and follow the instruction to update your email address.

By mail

1. Download the “Change of Customer Information and Choice of Receiving Direct Marketing Form” from our website;
2. Return the completed form with signature by mail to Fubon Bank GPO Box 9878, Hong Kong.

Non-existing Fubon e-banking Service Customer

Before enjoying our e-Statement service, you are required to register for Fubon e-banking Service via below channels:

Online (for personal account customer only)

1. Visit Fubon e-banking service platform;
2. Click "Online Registration" and follow the instruction to register for Fubon e-banking service online.

In person

1. Visit any of our branches to apply for Fubon e-banking service.

By mail

1. Download the "Fubon Bank e-banking and e-Statement Service Application Form (Personal and Joint (either one to sign only) Account)" from our website;
2. Return the completed form with signature by mail to Fubon Bank GPO Box 9878, Hong Kong.

2. Amendment of Paper Statement Service Fee for Consolidated Statement

With effect from 1 July 2022, the existing paper statement service fee of Consolidated Statement will be revised. If you have registered Fubon e-banking Service or Consolidated e-Statement Service on or before 30 June 2022, the fee will not be charged to your registered account(s).

The Paper Statement Service Fee will be amended for Consolidated Statement:

	Prevailing	Revised
Paper Statement Service Fee	HK\$20 for every 6-month period from 1 January to 30 June and 1 July to 31 December when ONE or more paper statement(s) is/are generated	HK\$10 for every month when ONE or more paper statement(s) is/are generated in that month
Debit Month	For the service fee generated during the period from 1 January to 30 June, the debit month will be in the third quarter of the same year For the service fee generated during the period from 1 July to 31 December, the debit month will be in the first quarter of the following year	The debit month will be the next month of the service fee generated
Exemptions for the fee [^]	<ol style="list-style-type: none"> 1. Aged below 18 or aged 65 and above 2. Receipts of Comprehensive Social Security Assistance (supporting documents required) 3. Customers who present a documentary proof of disability (e.g. document of receiving government disability allowance) 4. Monthly salary below HK\$8,000 (supporting documents required) 5. Customers enjoying Fubon Ambassador Banking Wealth Management Services; or 6. Customers of Mortgage Loan, Personal Installment Loan, Life Insurance. 	<ol style="list-style-type: none"> 1. Aged below 18 or aged 65 and above 2. Receipts of Comprehensive Social Security Assistance (supporting documents required) 3. Customers who present a documentary proof of disability (e.g. document of receiving government disability allowance); or 4. Monthly salary below HK\$8,000 (supporting documents required).

[^]For customer who meets criteria 2, 3 or 4 but has not informed the Bank about the status should visit our branch to arrange for fee exemption. For joint accounts, if the primary account holder meets one of the above exemption criteria, the said fee will also be exempted.

Register for Fubon e-banking Service now so that the fee will not be charged to your registered account(s).

Please note that the above amendments set out in this Notice shall be binding on the customer if the customer continue to use the relevant services of the Bank on/after the Effective Date. If the customer does not accept the above amendments, the customer has the right to notify the Bank to terminate the account(s) and/or service(s) in accordance with the relevant clauses under the existing “Global Terms and Conditions for Accounts and Services” before the Effective Date. For any queries or wish to terminate any of the account(s)/service(s), please visit any branches of the Bank or call our Integrated Customer Service Hotline at 2566 8181 (press 3 after language selection) during the office hours*.

For details of the Paper Statement Service Fee, please visit our bank's website <https://www.fubonbank.com.hk/en/online-services/estatement-service/overview.html> or call our Integrated Customer Service Hotline at 2566 8181 (press 3 after language selection) during office hours*.

*Monday to Friday: 9am to 7pm; Saturday: 9am to 1pm (except public holidays).

Fubon Bank (Hong Kong) Limited

Remarks:

This Notice of Amendment serves as a prior notice of not less than 30 days to you regarding the changes of our service charges set out above. It will take effect automatically on the Effective Date and will be binding on you.

The Bank reserves the right to revise and/or introduce any service charges from time to time. Should there be any inconsistency between the English and Chinese versions of this notice, the English version shall prevail.