

22 August 2024

## Important Notice of Maintaining Limited Banking Services during Severe Weather Conditions

In view of the Hong Kong Exchanges and Clearing Limited (“HKEX”)’s implementation of the arrangements on allowing Hong Kong’s securities and derivatives markets<sup>1</sup> to remain open during severe weather conditions from 23 September 2024, Fubon Bank (Hong Kong) Limited (the “Bank”) will make corresponding arrangements to our services under severe weather conditions<sup>2</sup> on the same date or any other date as specified by the Bank<sup>3</sup> (“Effective Date”).

From the Effective Date, customers will still be able to get access to the following services via the respective channels under severe weather conditions<sup>4</sup>:

General Banking Services (via FBO, Fubon+ mobile banking app, Internet Banking, IVRS, if applicable)

- Time Deposit Placement
- CHATS
- FX (Foreign Exchange)

Securities Trading Services<sup>5</sup>

- Hong Kong Stock Trading Service (Internet Stock Trading Service, “FB Invest+” Stock Trading Mobile App and Manned Stock Trading Service Hotline<sup>6</sup>)
- Shanghai Connect and Shenzhen Connect Trading Services (Manned Stock Trading Service Hotline<sup>6</sup>)
- Retail Bonds issued by the government / government agencies listed in HKEX (Except for Initial Public Offering Application)

Please note that other than the above services, the Bank will also make retail/ corporate margin calls for outstanding securities loan balances which exceeds the facilities limit.

In addition, the Bank will make corresponding adjustments to Paper Cheque and Electronic Cheque Services under severe weather conditions, while the timeline for Clearing and Settlement of Paper Cheques and Electronic Cheques will remain unchanged (Except Paper Cheques deposited via ATM after cut-off time).

Paper Cheque Services

- Clearing and Settlement: Cheques deposited before the cut-off time of the last working day will be processed
- Collection: Branches will be closed under severe weather conditions; customers can still deposit cheques via ATM and the cheque will be settled on the next working day
- Return: Service will be maintained under severe weather conditions, customers will be able to retrieve cheques through branch later during regular business hours

Electronic Cheque Services

- Clearing and Settlement: Cheques deposited before the cut-off time of the last working day will be processed
- Collection and Return: Remain unchanged, customers will still be able to operate regular services under severe weather conditions

Please note that customers may not be able to operate certain services (such as registration of a third-party bank account or raise transaction limits) via online channels. Customers may wish to make advance arrangements for their payment activities if necessary.

From the Effective Date, the Bank will revise the existing “Global Terms and Conditions for Accounts and Services”. For more details please visit:

[https://www.fubonbank.com.hk/resources/common/pdf/sh\\_notice240822\\_e.pdf](https://www.fubonbank.com.hk/resources/common/pdf/sh_notice240822_e.pdf) to find the respective Notice of Amendment.

Service hours may differ between services, please visit the Fubon Bank website for details.

From the Effective Date, the Integrated Customer Service Hotline will also provide general banking services under severe weather conditions, apart from the existing credit card services. Should you have any enquiries, please call our Integrated Customer Service Hotline at 2566 8181<sup>7</sup> (Press 3 after language selection), or call our Securities Services Hotline at 2842 7575<sup>6</sup> during office hours.

### Fubon Bank (Hong Kong) Limited

#### Remarks:

<sup>1</sup> For details, please refer to HKEX website [https://www.hkex.com.hk/News/Market-Communications/2024/240618news?sc\\_lang=en](https://www.hkex.com.hk/News/Market-Communications/2024/240618news?sc_lang=en)

<sup>2</sup> Severe weather conditions refer to the scenario where a typhoon signal No. 8 or above or a black rainstorm warning is issued by the Hong Kong Observatory, or an extreme conditions announcement is made by the HKSAR Government.

<sup>3</sup> Services to be provided under severe weather conditions will be enhanced, while existing services (such as online payment, FPS) will remain unchanged.

<sup>4</sup> Bank branches will be closed as is the case now under inclement weather, and banking services will be provided only through electronic channels.

<sup>5</sup> The Bank will adopt, so far as reasonably practicable, remote operations to perform limited securities trading services under a Severe Weather Trading Day (“SWT Day”) and take all reasonable steps to execute client orders promptly and on the best available terms. SWT Day refers to any day from Monday to Friday except a Hong Kong public holiday on which severe weather falls. The Bank will not provide branch counter services on a SWT Day. Customers can use online fund transfer services if needed to repay outstanding securities loan balance which exceeds the facilities limit, if any. If customers do not have/forgot their Internet Stock Trading Service login password, please apply/reset in advance. Individual securities account customers can call the Securities Services Hotline 2842 7575 to apply for/reset a password. The login password will be delivered by mail. Holders of joint-named securities account may visit any of our branches in person to apply for/reset their login password.

<sup>6</sup> Office hours of Manned Stock Trading Service Hotline and Securities Services Hotline are from 8:30am to 5:30pm, Monday through Friday (except Hong Kong public holidays).

<sup>7</sup> Office hours of Integrated Customers Service Hotline is from Monday to Friday: 9am to 7pm, Saturday: 9am to 1pm (except Hong Kong public holidays).

Should there be any inconsistency between the English and Chinese versions, the English version shall prevail.