

9 September 2024

Notice of Raising Mobile Operating System Requirement and Launch of “Online Registration for Internet Banking Service” in Fubon+

To enhance customers’ experience in using the Fubon Digital Banking Service, and to ensure service quality, Fubon Bank (Hong Kong) Limited (the “Bank”) will raise the mobile operating system requirement of Fubon Mobile Banking application (“Fubon+”) and launch the “Internet Banking Service Online Registration” function on 9 September 2024 or any other date as specified by the Bank (“Effective Date”):

1. Raise the Mobile Operation System Requirement

Starting from the Effective Date, the mobile operating system requirement for Fubon+ will be raised and customers are required to use Apple iOS 14.0 or above and Android 9.0 or above to download and operate Fubon+.

2. Online Registration for Internet Banking Service

Starting from the Effective Date, personal account customers can register for Internet Banking Service through Fubon+, and can log into Internet Banking Service immediately after registration is completed. This function is only applicable to individual customers who hold a Fubon Phone Banking TIN, or individual customers who hold a Fubon ATM Card or Fubon Credit Card[#] with respective ATM PIN.

The above services shall be subject to the Bank’s “Global Terms and Conditions for Accounts and Services”, “Mobile Banking Terms and Conditions” and “Additional Terms and Conditions of Mobile Banking Application”. Please note that if any customers fail to accept the above services, the customer has the right to terminate his/her Fubon Internet Banking account(s) and service(s) in accordance with the relevant clauses under the existing “Global Terms and Conditions for Accounts and Services” before the Effective Date.

Should you have any enquiries, please call our Integrated Customer Service Hotline at 2566 8181 (Press 3 after language selection) during office hours*.

#The service hours of registration using a credit card account are from 8am to 8:30pm on Monday to Friday and from 8am to 4pm on Saturday.

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

Fubon Bank (Hong Kong) Limited

Remarks: Should there be any inconsistency between the English and Chinese versions of this notice, the English version shall prevail.