

17 January 2025

Notice to Customer relating to e-Advice Service Subscription

To reduce paper consumption and encourage more customer to use e-Advice, starting from 17 February 2025 (“Effective Date”) or thereafter, Fubon Bank (Hong Kong) Limited (the “Bank”) will automatically subscribe e-Advice Service to customers who have registered Fubon Internet Banking Service on or before 16 February 2025 but have not yet subscribed the e-Advice Service.

From the Effective Date onwards, you will receive (1) Deposit Advices, (2) Mortgage Loan Advices, and (3) Credit / Debit Transaction Advices[#] in electronic format, and will no longer receive paper advice by mail. You may login to Fubon Internet Banking or Fubon Mobile Banking App (“Fubon+”) to view, download and/or print the latest e-Advice(s) for record. An email / SMS notification will be sent to you when your latest e-Advice is ready to be viewed online. Please be reminded to add / update your email address[^] in the Bank’s record and ensure its accuracy to receive email notification.

If you do not wish to subscribe our e-Advice service, please inform us by calling our Integrated Customer Service Hotline at 2566 8181 during office hours* on or before 11 February 2025.

If we do not receive your notice for unsubscription on or before 11 February 2025, it indicates that you agree and accept the auto-subscription of e-Advice Service and the "Terms & Conditions for e-Statement and e-Advice" and agree the Bank to provide the above-mentioned advices and the relevant terms & conditions to you in electronic format. By continuing to access the Fubon Internet Banking or Fubon+, it means you accept the auto-subscription in our e-Advice Service. You can also unsubscribe the e-Advice Service at any time after the Effective Date in Fubon Internet Banking or Fubon+.

For the Bank’s latest "Terms & Conditions for e-Statement and e-Advice", please visit Fubon Bank’s website: "Internet Banking Service" > "e-Statement and e-Advice Service" > "Fubon e-Statement and e-Advice Terms and Conditions".

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

[#]The Bank may update the available e-Advice types from time to time, please refer to the Bank’s latest Notices for details.

[^]Customer may add / update their email address via Fubon+ (for personal account customer) and Internet Banking (for personal and joint (either one to sign only) account customer). Customer can also return the "Change of Customer Information and Choice of Receiving Direct Marketing Form" by mail to update the email address.

*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.