

28 Feb 2025

## Termination of Facsimile for Payment Instruction

---

To enhance customer protection and ensure the best customer experience, with effect from 1 May 2025, Fubon Bank (Hong Kong) Limited (“the Bank”) will no longer accept payment instructions submitted via facsimile from customers. Customers are encouraged to submit their instructions through alternative channels such as Online Services.

We recommend customers utilizing the following secure and convenient channels for submitting payment instructions:

### 1. Online Services

#### **For Individual Accounts:**

- **Fubon+** (our Mobile Banking App) offers a brand new personalized and secured mobile banking journey. The user-friendly interface is clearly organized and easy to navigate, featuring customizable settings tailored to meet each customer’s financial needs.
- **Fubon Internet Banking Service** offers customers a wide range of banking services to manage their accounts and finances anytime, anywhere.

#### **For Corporate Accounts:**

- **Fubon Business Online (FBO)** is an integrated platform that offers secure and comprehensive online banking services, empowering the corporate customers to achieve greater flexibility and productivity in fund transfers and payments.

### 2. Branch Banking Services

Visit any of our branches, where our staff will be delighted to assist customers.

If customers are not yet registered for our online or mobile banking services, please contact our bank representative or visit the nearest branch. Our team is ready to assist customers with the setup process and answer any questions that may arise.

Should there be any enquiries, please feel free to visit the Bank’s website [www.fubonbank.com.hk](http://www.fubonbank.com.hk) or contact our bank representative or our Integrated Customer Service Hotline\* at (852) 2566 8181 during office hours.

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

Fubon Bank (Hong Kong) Limited

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