

April, 2022

**Notice on investment products and services e-Statement/e-Advice service**

To provide a better online investment service, starting from 3 June, 2022, designated clients (who opened online banking accounts with the Bank on or before 8 April, 2022, receive physical copies of investment products and services advices, and have provided the Bank with valid email addresses or mobile phone numbers) who visit the "Investment" > "Trading or Related" page of Internet Banking or the "Investment" > "Trading or Related" page of mobile banking for the first time shall be deemed to have agreed to receive the investment products and services e-statement/e-advice instead of the physical copies by mail ("Access Service"). After the customers log in to the above page, the Bank will send an email or SMS text message to the customers to confirm and notify the customers of the effective date of the Access Service, and to state the method of withdrawing the consent of the Access Service.

The terms and conditions and general terms and conditions of e-statements/advices for relevant investment products and services in the Bank's "Terms and Conditions for e-Statement/e-Advice service" and "Conditions for Services" are applicable to the Access Service.

Please note that by agreeing to access the Access Service:

1. The client confirms that he/she has received the Bank's "Terms and Conditions for e-Statement/e-Advice service" and "Conditions for Services", read and understood their contents, and agrees to be bound by them (as amended by the Bank from time to time; the latest version shall prevail); and

2. The client understands and accepts the following arrangements:

(a) Appropriate hardware and software, internet access and a specific email address or mobile phone number provided and designated by the client for receiving email or SMS from the Bank are required for using the Access Service.



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BANK OF CHINA (HONG KONG) LIMITED

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(b) Internet, email, SMS and other electronic information services may be subject to certain IT risks and disruption.

(c) Revocation of consent to the Access Service will be subject to the giving of such advance notice by the client through such methods as specified by the Bank.

(d) The client may be required to pay a reasonable charge for:

(i) obtaining a copy of any trade document that is no longer available for access and downloading through the Bank's website; or

(ii) requesting the Bank to provide trade documents to him, in addition to the request for the Access Service, by other means.

(e) In order to avoid missing notifications, the client needs to inform the Bank as soon as practicable upon a change in the designated email address or mobile phone number.

For enquiries, please contact us via Online Chat or call our Customer Service Hotline: (852) 3988 2388 / Private Banking Customer Service Hotline: (852) 3982 6988.