

Notice of Amendments to the “General Information”

Please be informed that with effect from 1 April 2026 (“Effective Date”), the “General Information” will be amended. Customers may access to the revised “General Information” from the Effective Date via the link below:

https://www.bochk.com/dam/more/forms/gen_info.pdf

For details of the amendments, please refer to the table below:

Section	Original	Details of Amendment
Paragraph 18 under “Account operation”	If the cheque is dishonoured, the interest will be reversed, and charges may apply. We will notify you promptly. Please collect the cheque or instruct us to present it again. If we have not heard from you, we may return the cheque to your address on our record by registered post . Related expenses will be deducted from your account.	<p>“Registered post” in paragraph 18 under “Account Operations” has been amended to “mail” to reflect actual business operations. The amendment is as follows:</p> <p>If the cheque is dishonoured, the interest will be reversed, and charges may apply. We will notify you promptly. Please collect the cheque or instruct us to present it again. If we have not heard from you, we may return the cheque to your address on our record by mail. Related expenses will be deducted from your account.</p>

<p>Paragraph 6 under "Cheque"</p>	<p>A paper cheque book will usually be mailed to you within 1 week. If you request bearer cheques to be mailed to you, registered post will be used at your cost.</p>	<p>"Registered post" in paragraph 6 under "Cheque" has been amended to "courier service" to reflect actual business operations. The amendment is as follows:</p> <p>A paper cheque book will usually be mailed to you within 1 week. If you request bearer cheques to be mailed to you, courier service will be used at your cost.</p>
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Should customers have any enquiry, please contact BOCHK Customer Service Hotline at (852) 3988 2388 or visit at our official website (www.bochk.com) or BOCHK branches.

Bank of China (Hong Kong) Limited

1 March 2026

Note :

1. The amendments above shall be binding on customers if the customers continue to maintain the account(s) with the Bank or use any of the Bank's banking, financial or other services on or after the Effective Date. If customers do not accept the amendments, the Bank may not be able to continue to provide services to customers.
2. Customers can also download this customer notice from the Bank's website on or before 1 April 2026 and customers may not be able to access or download such customer notice thereafter.
3. The new version of the "General Information" will be available on our website (www.bochk.com) from the Effective Date and will be displayed in our branches from 1 April 2026. Hard copy thereof can also be obtained at our branches upon request.

4. Should there be any discrepancy between the English and Chinese version of this customer notice, the Chinese version shall prevail.