

Notice of Service Arrangements after the Implementation of Severe Weather and Amendments to Terms of "Electronic Bill Presentment and Payment Service/e-Bill Service"

Please be informed that to align with the Hong Kong Exchange and Clearing Limited's ("HKEX's") implementation of new arrangements for maintaining normal operation of Hong Kong securities and derivatives markets under severe weather¹ ("Severe Weather Trading"/"SWT") on 27 April 2026 (the "Effective Date"), the banking service arrangements of BOCHK's (the "Bank") will be adjusted to correspond with the same. Under severe weather, all the Bank's branches will be closed, but the Bank will continue to provide banking services (including Electronic Bill Presentment and Payment Service/e-Bill Service) through electronic channels. To ensure customers can continue using the Bank's services under severe weather, customer may wish to arrange the relevant funds in advance for their payment activities if necessary.

To reflect such adjustment of the banking service arrangements, the terms and conditions of "Electronic Bill Presentment and Payment Service/e-Bill Service" will be amended and take effect on the Effective Date. Details of the amendments are provided below for your ease of reference.

Terms and conditions of "Electronic Bill Presentment and Payment Service/e-Bill Service"

Original terms	Amended terms
1.1 "Working Day" means a day (other than Saturday and general holiday) on which the Company is open to the public for business in Hong Kong.	1.1 "Working Day" means a day (other than a Saturday, Sunday or public holiday) on which banks are open for business in Hong Kong or to the extent a particular service is concerned, such service is made available by the Bank.

¹ Severe weather refers to Typhoon Signal No. 8 or above being hoisted or Black Rainstorm Warning being put in place by the Hong Kong Observatory or Extreme Conditions² are announced by the HKSAR Government.

² According to the "Code of Practice in Times of Adverse Weather and 'Extreme Conditions'", HKSAR Government may issue an announcement on "extreme conditions" in the case where a Super Typhoon or other natural disaster of a substantial scale seriously affects the working public's ability to resume work or brings safety concern for a prolonged period.

If you continue to maintain any account(s) with us, and/or use any of our service or functionalities we provide on or after the Effective Date, you acknowledge and agree that the above amendments shall be binding on you. Please note that if you do not accept the amendments, we may not be able to continue to provide services to you. Should you have any enquiry / response regarding the amendments, please call our customer services hotline at (852) 3988 2388.

The amended version of the Terms of "Electronic Bill Presentment and Payment Service/e-Bill Service" will be available at our official website (Home>More>Terms and Conditions for Services/Products) from the Effective Date. Should there be any discrepancy between the English and Chinese versions of this notice, the English version shall prevail.

Bank of China (Hong Kong) Limited

13 April 2026

Note: Customers can also download this customer notice from “What’s New” in BOCHK website (<https://www.bochk.com/en/aboutus/notice.html>) on or before 13 May 2026 and customers may not be able to access or download such customer notice afterwards.