

22 December 2017

Dear Customers

Notice of System Upgrade

We are pleased to inform you that the Bank of Communications (Hong Kong) Limited (Merger) Ordinance (the “**Ordinance**”) has been promulgated as an ordinance in Hong Kong. According to the Ordinance, the retail banking business and private banking business of Bank of Communications Co., Ltd. Hong Kong Branch (“**Bank of Communications, Hong Kong Branch**”) in Hong Kong will merge into Bank of Communications (Hong Kong) Limited (“**Bank of Communications (Hong Kong)**”). The merger will take effect on 29 January 2018 (the “**Appointed Day**”). A copy of the Ordinance is available on the website of Bank of Communications, Hong Kong Branch at <http://www.bankcomm.com.hk>.

Bank of Communications, Hong Kong Branch and Bank of Communications (Hong Kong) will conduct an upgrade of their banking system from 27 to 28 January 2018 (the “**System Upgrade**”). After the System Upgrade, Bank of Communications, Hong Kong Branch and Bank of Communications (Hong Kong) will provide better and more efficient banking services to their customers. Regarding the scope of banking services, please refer to the “Customer Notification - Merger of Retail and Private Banking Businesses” and “Customer Service Booklet” previously sent to you. Please be informed the relevant matter relating to customer data storage and the bank services listed below will be suspended.

1. Customer Data Storage

To improve operational efficiency, Bank of Communications, Hong Kong Branch relocated its banking systems to a data centre located at the headquarters of Bank of Communications Co., Ltd. in Shanghai (the “**data centre**”) on 22 March 2008 (the “**Relocation**”). Following the Relocation, customer data of Bank of Communications, Hong Kong Branch has since been electronically relocated to and stored in the data centre. After the System Upgrade that will take place from 27 to 28 January 2018, customer data of Bank of Communications, Hong Kong Branch will continue to be electronically stored in the data centre.

Bank of Communications (Hong Kong) will deploy its banking system to the data centre in Shanghai, and customer data of Bank of Communications (Hong Kong) will be electronically stored in the data centre.

The data centre will provide data storage services and the necessary hardware and facilities. Bank of Communications, Hong Kong Branch and Bank of Communications (Hong Kong) will remain fully responsible for the integrity of processes as well as the security and confidentiality of customer data. Bank of Communications, Hong Kong Branch and Bank of Communications (Hong Kong) will continue to comply with their obligations under the Personal Data (Privacy) Ordinance and will ensure that all customer data will be kept confidential and secured by the staff in the data centre in accordance with applicable laws and regulations. No customer data will be disclosed to third parties, except as required by applicable laws of Hong Kong and the People's Republic of China, or to such persons and be used for such purposes as set out in the relevant terms and conditions of Bank of Communications, Hong Kong Branch and/or Bank of Communications (Hong Kong). Please refer to the “Customer Notification - Merger of Retail and Private Banking Businesses” and “Notice to Customers relating to the Personal Data (Privacy) Ordinance (the “**Ordinance**”)” previously sent to you.

2. Suspension of certain services of Bank of Communications, Hong Kong Branch during the System Upgrade

Online services:

Suspended Services	Suspension Date and Downtime (Hong Kong time)
<ul style="list-style-type: none"> Good Till Date Order of Securities Services (including Internet Banking and Securities Mobile Application) 	Starting from 5:00 PM on 19 January 2018 (Friday)
<ul style="list-style-type: none"> Corporate Internet Banking 	Some services will be suspended successively from 3:59 PM on 24 January 2018 (Wednesday). Full range of services will be suspended from 1:00 PM on 27 January 2018 (Saturday)
<ul style="list-style-type: none"> Internet Banking Mobile Banking 	Some services will be suspended successively from 1:00 PM on 25 January 2018 (Thursday). Full range of services will be suspended from 1:00 PM on 27 January 2018 (Saturday)
<ul style="list-style-type: none"> Securities Mobile Application 	Some services will be suspended successively after the Closing Auction Session on 26 January 2018 (Friday). Full range of services will be suspended from 1:00 PM on 27 January 2018 (Saturday)
<ul style="list-style-type: none"> Website of the Bank of Communications, Hong Kong Branch 	Some services will be suspended successively from 5:00 PM on 26 January 2018 (Friday). Full range of services will be suspended from 1:00 PM on 27 January 2018 (Saturday)
Services will be fully resumed at 6:00 AM on 29 January 2018 (Monday)	

Details of the affected services will be announced on the website of Bank of Communications, Hong Kong Branch (<http://www.bankcomm.com.hk>), including suspension date and downtime.

Non-Online services:

Suspended Services	Suspension Date and Downtime (Hong Kong time)
<ul style="list-style-type: none"> Good Till Date Order of Securities Services (including Securities counter in branch and Operator-assisted securities hotline) 	Starting from 5:00 PM on 19 January 2018 (Friday)
<ul style="list-style-type: none"> ATMs ATM card Credit Card's ATM services Passbook updating machine services 	<p>From 4:45 PM on 26 January 2018 (Friday) to 5:00 AM on 29 January 2018 (Monday)</p> <p>Remarks:</p> <p>ATM services and ATM Card (including through our bank and other bank channels) will be suspended on 26 January 2018 (Friday). The suspension period will also be announced in a notice posted in our branches and near the ATMs.</p> <p>If you need emergency cash during this period, please call (852) 2239 5559. We will promptly arrange cash for you at our cash service points (i.e., Hong Kong Branch, Wanchai Sub-branch, Tsuen Wan Sub-branch or Mongkok Sub-branch).</p>

Suspended Services	Suspension Date and Downtime (Hong Kong time)
<ul style="list-style-type: none"> Credit Card Cash Advance 	<p><u>ATMs of JETCO</u> Starting from 4:45 PM on 26 January 2018 (Friday)</p> <p><u>Other local and overseas cash advance services/channels</u> Starting from 10:00 PM on 27 January 2018 (Saturday)</p>
<ul style="list-style-type: none"> Opening/ amending Securities accounts in branch/sub-branches* Opening/ amending/ settling FX margin trading accounts in branch/sub-branches Securities services in securities counters in branch/sub-branches / and automated IVR telephone services (except securities account inquiry) <p>* According to the service booklet sent by the Bank of Communications, Hong Kong Branch on 24 November 2017, settling securities accounts are not accepted within 30 days before Bank of Communications (Hong Kong) opening date. (Please refer to "Annex 1" Securities Trading)</p>	<p>Starting from 9:00 AM on 27 January 2018 (Saturday)</p>
<ul style="list-style-type: none"> Phone Banking 	<p>Starting from 1:00 PM on 27 January 2018 (Saturday)</p>
<ul style="list-style-type: none"> e-cheque payment 	<p>Starting from 5:30 PM on 24 January 2018 (Wednesday) until 28 January 2018 (Sunday), any e-cheque payments will be rejected automatically.</p> <p>Starting from 29 January 2018 (Monday), customers should register the credit card account with bank code "382" instead of "027" in Hong Kong Interbank Clearing Limited e-cheque drop box platform before presenting the e-cheque for payment.</p>
<p>Unless specified otherwise, services will fully resume from 6:00 AM on 29 January 2018 (Monday)</p>	

Please be informed that the arrangement for Autopay services from 29 December 2017 (Friday) to 27 January 2018 (Saturday) due to system migration is as follows:

We accept customers' applications, which will be effective on or after 29 January 2018 (Monday) as appropriate.

- Application for Payroll and MPF Software
- Application / Amendment for Collection Consignment

Bank of Communications, Hong Kong Branch and Bank of Communications (Hong Kong) will do their best to minimize any inconvenience to their customers, and customers are reminded to plan ahead and prepare for the temporary suspension of the services described above.

If you have any enquiries, please call our Customer Services Hotline at (852) 3987 7666.

Yours faithfully,
Bank of Communications Co., Ltd. Hong Kong Branch

Annex 1 Securities Trading

<ul style="list-style-type: none"> Cancellation of Securities Account 	<p>Starting from 9:00 AM on 29 December 2017(Friday), cancellation of securities account will not be accepted.</p>
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