

August 2025

Dear Customers,

Notice of System Upgrade

In order to enhance service quality and efficiency of the banking services, Bank of Communications Co., Ltd. Hong Kong Branch (“the Bank”) will conduct system upgrade from 3 pm on 20th September 2025 to 3 pm on 21st September 2025. Please be informed that banking services will be affected during this period, and certain services will commence suspending operations before the system upgrade. Details are as follows:

Services suspension during the system upgrade

Online Banking Services:

Related Services	Related Channels	Suspended Date and Downtime (HKT)
(1) Insurance Services	Corporate Internet Banking Corporate Mobile Banking	2025/09/18 00:00 - 2025/09/21 15:00
(2) Cheque Book/Statement Request	Corporate Internet Banking Corporate Mobile Banking	2025/09/19 00:00 - 2025/09/21 15:00
(3) All services on Corporate Internet Banking and Corporate Mobile Banking except items (1) - (2)		2025/09/20 15:00 - 2025/09/21 15:00
(4) All Direct Connect Services		
(5) WeChat Official Account (BOCOM HK Branch) - Banking Services		
(6) Services Application/ Online Document Submission through the Bank's Website		
(7) All Phone Banking Services		

Details of the affected services will be announced on the Bank's website (<http://www.bankcomm.com.hk>), including suspended date and downtime.

Non-Online services:

Related Services	Details of Suspended Services	Suspended Date and Downtime (HKT)
(1) Securities Account Services	EIPO Application	2025/09/20 09:00 - 2025/09/21 13:00
(2) Precious Metals And FX Margin Services	Change Password Services of Operator-assisted Precious Metals And FX Margin Hotline	2025/09/20 09:00 - 2025/09/21 15:00
(3) All Services on Passbook Printer		2025/09/20 15:00 - 2025/09/21 15:00
(4) BOCOM HK Branch account and Top-up Services on third-party payment platform	<ul style="list-style-type: none">● EPSCO payment● FPS Fund Transfer	
(5) All ATM Services		
(6) Autopay Services/ Payroll Services/ Payment		
(7) FPS Services	<ul style="list-style-type: none">● Fund Transfer (Debit and credit services)● E-CNY Wallet Top up Services● BComONE Academy/ Payment Collection● eDDA Services	
(8) All Open API Services (including IADS)		

The Bank will strive for the best to minimize inconvenience caused, customers are reminded to plan ahead for using various banking services. We apologize for any inconvenience caused. Thank you for your kind consideration and support.

Should you have any queries, please contact our sub-branch staff during office hours or call our Customer Services Hotline at 398 95559.

Yours faithfully,

Bank of Communications Co., Ltd. Hong Kong Branch

(This is a computer print-out letter that requires no signature)