

Dear Customer,

Important Notice on New Core Banking System Upgrade

Dah Sing Bank, Limited (the "Bank") has always been committed to best-in-class customer experience and operational excellence. As part of our journey to deliver next-level banking services to our customers, the Bank will be upgrading our core banking system (the "System Upgrade") to improve overall efficiency and your experience with our products and services.

Upon the completion of the System Upgrade on 8 April 2023 (the "Effective Date"), some of our services will be enhanced and modified to better serve you. We set out below for your reference the key changes that will be applied to your banking relationship with us.

Business i-Account

- A new Business i-Account will be introduced and will consist of four sub-accounts, namely, a Multi-Currency Current Account, a Multi-Currency Savings Account, a Fixed Deposit Master Account and a Structured Deposit Master Account. Your existing USD current account, RMB current account and/or HKD current account will be automatically consolidated into the new Multi-Currency Current Account. Likewise, your existing multi-currency savings account will be automatically migrated into the new Multi-Currency Savings Account. You can continue to use the existing account numbers to perform all transactions that are available under the respective accounts.
- The account holder's name shown on cheque books will be the same as that of your existing HKD current account.
- If you have signed a New Account(s) / Service(s) Application Form (Company Account and Institutional Professional Investor Account) for Private Banking, a Structured Deposit Master Account will be created for you. In addition, existing structured deposit contracts will be consolidated and grouped under the new Structured Deposit Master Account. New contract numbers for structured deposit contracts will be generated to replace the existing contract numbers. The default settlement account for structured deposit contracts will be your new Multi-Currency Savings Account.

Current and Savings Account Numbers

- The new Multi-Currency Current and Savings Account numbers will have 11 digits, with one digit added to the beginning to display our full 3-digit branch code. This new 11-digit account number will be shown in our e-Banking Service, Mobile Banking Service, bank statements and deposit advices.

RMB Trade Account (Current Account)

- RMB Trade Account (Current Account) will be renamed as RMB Corporate Account (Current Account).

Fixed Deposits

- Your existing Fixed Deposit Account numbers, if applicable, will remain unchanged.
- For customers who do not hold an i-Account and set up Fixed Deposits after the Effective Date, a new Fixed Deposit Master Account will be created with a new 6-digit contract number. All subsequent new Fixed Deposits will be created under the same Fixed Deposit Master Account with ascending contract numbers.

Autopay and Direct Debit Authorisation ("DDA") Arrangement

- DDA instructions that you have already set up with other banks will remain effective regardless of the changes in your Current and Savings Account numbers. You do not need to amend your account number in the DDA instructions with other banks.
- If a DDA remains inactive for more than 2 calendar years, its records will be automatically removed without further notice.

Monthly Maintenance Fee

- The Bank may debit Monthly Maintenance Fee payable by the customer from any of the customer's account with available balance until the whole amount is collected.

Inactive Account Charges (Business i-Account)

| Types of Account | Conditions for Inactive Account Charges |
|---|---|
| Business i-Account without any Fixed Deposit/Structured Deposit Contract | Inactive Account Charges will apply if no withdrawal or deposit activities are recorded for 12 consecutive calendar months |
| Business i-Account with Fixed Deposit/Structured Deposit Contract(s) | Inactive Account Charges will apply if no withdrawal or deposit activities are recorded for 24 consecutive calendar months |

| Currencies of the Business i-Account | | Inactive Account Charges (payable half yearly) | |
|--------------------------------------|------------|---|--------------|
| (i) HKD | (ii) CNY | (i) HKD200 | (ii) CNY200 |
| (iii) USD | (iv) AUD | (iii) USD25 | (iv) AUD20 |
| (v) CAD | (vi) CHF | (v) CAD20 | (vi) CHF20 |
| (vii) EUR | (viii) GBP | (vii) EUR20 | (viii) GBP20 |
| (ix) JPY | (x) NZD | (ix) JPY2,000 | (x) NZD25 |
| (xi) SEK | | (xi) SEK110 | |

- The Bank may debit the inactive account charges payable by the customer from the customer's Multi-Currency Savings Account and then the Multi-Currency Current Account in the order of currency as set forth in the above table.

Change of Interest Posting Date of Current Account

- Interest of your Current Account, if applicable, will be credited on the last working day of each month after the Effective Date.

Please note that you may refuse to accept the above amendments by giving notice to the Bank to terminate the relevant services and/or account(s). Otherwise, the above amendments shall be binding on you if you continue to use the relevant services and/or maintain the relevant account(s) on or after the

Effective Date. Please also note that the Bank may not be able to continue to provide you with the relevant services if you do not accept the above amendments.

We apologise for any inconvenience that may be caused by the System Upgrade. Should you have any queries, please call your Relationship Manager or our Corporate Banking Customer Service Hotline on 2507 8122 during business hours.

Dah Sing Bank, Limited

This is a computer generated letter and no signature is required.

In case of any discrepancy between the English and the Chinese versions, the English version shall prevail.