

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 provide you with better experiences. We set out below for your reference the key changes that will be applied to your banking relationship with us.

Private Banking Integrated Account

A new **Private Banking Integrated Account ("PB i-Account")** with new account number will be launched on the Effective Date. Your existing multi-currency savings account, current account(s), time deposit account(s) and structured deposit account(s) will be automatically consolidated into the relevant sub-account of the PB i-Account. For transactions with no designated sub-account specified, your multi-currency savings account will be the default debit/credit account. Cheque book(s) with existing current account number(s) will remain effective regardless of the changes in your current account number(s).

Current and Saving Account Numbers

For private banking customers without existing multi-currency savings accounts and with standalone current, saving and/or passbook saving account(s), one additional digit will be added to the beginning of the existing 10-digit current and savings account numbers. The new account number will be in 11 digits, the first 3 digits of which represent our full branch code. This new 11-digit account number will be shown in our e-Banking Service, Mobile Banking Service, ATM machines, bank statements and deposit advices.

Cheque book(s) with existing current account number(s) will remain effective regardless of the changes in your current account number(s).

Time Deposits

A **Time Deposit Master Account ("TD Master Account")** will be introduced under your new PB i-Account on the Effective Date for fixed deposit contracts held within 24 months prior to the Effective Date. Any existing fixed deposit contract(s) will be automatically migrated to the TD Master Account. All subsequent fixed deposits created after the Effective Date will be grouped under your TD Master Account.

For customers without a PB i-Account on the Effective Date, a standalone TD Master Account will be opened for private banking customers who have outstanding fixed deposit contracts. All subsequent fixed

deposits created after the Effective Date will be grouped under the standalone TD Master Account accordingly.

Structured Deposits

A **Structured Deposit Master Account ("Structured Deposit Master Account")** will be introduced under your new PB i-Account on the Effective Date for structured deposit contracts held within 24 months prior to the Effective Date. Any existing structured deposit contract(s) will be automatically migrated to the Structured Deposit Master Account. All subsequent structured deposit contract(s) created after the Effective Date will be grouped under your Structured Deposit Master Account.

Alternatively, for private banking customers without a PB i-Account, a standalone Structured Deposit Master Account will be opened if the customer has existing structured deposit contracts. All subsequent structured deposits created after the Effective Date will be grouped under the standalone Structured Deposit Master Account accordingly.

Total Relationship Value (the "TRV")

The calculation of the TRV will include all deposit accounts of all individual customers. If you hold joint account(s), the account balance(s) of the joint account(s) will be counted towards each account holder. The charging scale of account service fees will be determined by the TRV.

Change of Interest Posting Date of Current Account

Interest of your current account will be credited on the last working day of each month after the Effective Date.

Autopay, Direct Debit Authorisation ("DDA") and Faster Payment Service ("FPS") Arrangement

DDA instructions and FPS that you have already set up will remain effective regardless of the changes in your current and savings account numbers or the new PB i-Account number. You do not need to amend your account number in the DDA instructions and FPS with other banks.

If a DDA remains inactive for more than 2 calendar years, its records will be automatically removed without further notice.

ATM Card and Combined Card

For ATM cards which you have linked with your existing multi-currency savings account, the Bank will arrange with customer(s) to issue a new ATM card linked with the new PB i-Account. The ATM services for your Private Banking accounts will be suspended for 2 to 4 weeks from the Effective Date.

For combined cards which you have linked with your existing multi-currency savings account, the Bank will automatically link the combined cards with your new PB i-Account. The ATM services for your Private Banking accounts will be suspended for 2 to 4 days from 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 feel free to contact your designated Private Banking Relationship Manager. You may also call 2808 5154 during office hours, or send your queries and contact to PBDSupport@dahsing.com, we will get back to you shortly.

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.