

For Immediate Release

## Dah Sing Bank Announces Relief Measures to Support Affected Residents of Tai Po Wang Fuk Court Tragic Blaze

(Hong Kong, 28 November 2025) -- Dah Sing Bank, Limited (the "Bank") today announced a series of relief measures to support affected residents of Tai Po Wang Fuk Count.

The Bank is deeply saddened by the tragic blaze at Wang Fuk Court, Tai Po and extends its heartfelt condolences to the affected residents and their families. Our thoughts are with all those affected during this difficult time.

The Bank stands ready to support affected residents by expediting the processing of their banking service needs and offering the following special arrangements:

- Identity and document support : Special arrangements for customers unable to present their Hong Kong Identity Card, passbook and/or ATM card, including expedited replacement of ATM cards, credit cards, and debit cards.
- Loan and repayment relief : Six-month repayment grace period (covering both principal and interest) for mortgage, personal loan, and credit card customers, with waiver of all related penalty interest and handling fees.
- Fee waivers: Waiver of charges for early withdrawal of time deposits and for reissuing safe deposit box keys.

In addition, our Tai Po branch (Address: Units 53–54, Level 1, Tai Po Plaza, No. 1 On Tai Road, Tai Po) will extend its service hours this weekend as follows:

- 29 November (Saturday): 9:00am – 5:00pm
- 30 November (Sunday): 9:00am – 1:00pm

For further details and assistance, please contact our dedicated 24-hour hotline for Wang Fuk Court affected customers at 2828 8040.

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### About Dah Sing Bank

Dah Sing Bank, Limited (the "Bank") is a wholly-owned subsidiary of Dah Sing Banking Group, Limited (HKG:2356). Founded in Hong Kong over 75 years ago, the Bank has been providing quality banking products and services to its customers with a vision to be "The Local Bank with a Personal Touch". Over the years, the Bank has been

rigorous in delivering on its brand tagline to grow with its customers in Hong Kong, the Greater Bay Area and beyond – "Together We Progress and Prosper". Building on our experience and solid foundation in the industry, our scope of professional services now spans retail banking, private banking, business and commercial banking. Meanwhile, the Bank is also making significant investments in its digital banking capabilities to stay abreast with smart banking developments in Hong Kong and to support financial inclusion at large.

In addition to its Hong Kong banking operations, the Bank has wholly-owned subsidiaries including Dah Sing Bank (China) Limited, Banco Comercial de Macau, S.A., and OK Finance Limited. It is also a strategic shareholder of Bank of Chongqing with a shareholding of about 13%. Dah Sing Bank and its subsidiaries now have 63 operating locations in Hong Kong, Macau and Chinese Mainland.