

New Core Banking System Upgrade Frequently Asked Questions ("FAQ")

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.

The System Upgrade will be implemented from 12:00 am on 7 April 2023 to 10:00 pm on 8 April 2023 ("Cut-Over Period"), during which time certain services of the Bank will be temporarily suspended, details of which were outlined in our letter to customers on "New Core Banking System Upgrade – Notification of Temporary Suspension of Banking Services" and/or "New Core Banking System Upgrade – Notification of Temporary Suspension of Credit Card-related Services".

The below FAQs are prepared to assist you with your enquiries regarding the New Core Banking System Upgrade as well as the Temporary Suspension of Banking Services during the Cut-Over Period.

Temporary Suspension of Banking Services during Cut-Over Period

1. When will the System Upgrade take place and how long will it take?

The System Upgrade will be implemented from 12:00 am on 7 April 2023 to 10:00 pm on 8 April 2023.

Unless specified otherwise, all services and systems will fully resume after 10:00 pm on 8 April 2023. If there is a change on the resumption date and time, the Bank will announce the updates via its public website (www.dahsing.com).

2. What are the products and services that will be temporarily suspended during the Cut-Over Period?

The services that will be temporarily suspended include:

- a) e-Banking and Mobile Banking Services
- b) DS-Direct Corporate Internet Banking and Mobile Banking Services
- c) 328 Business e-Banking and 328 Business Mobile Banking Services
- d) Internet and Mobile Securities Trading
- e) ATM Card Services including:
 - at the Bank's ATMs;
 - at JETCO ATMs;
 - at UnionPay ATMs; and
 - via EPS/PPS services

- f) Self-Service machines (ATM, Cash Deposit, Cheque Deposit)
- g) Credit Card Services including:
 - ATM services;
 - Local and overseas cash advance;
 - Mobile payment set up (e.g. Apple Pay, Google Pay™ & Samsung Pay) and account binding to other payment wallets (e.g. WeChat Pay and Alipay) that require one-time password (OTP) for authentication ;
 - Online transactions by using UnionPay credit cards;
 - Credit card transaction alerts via email / SMS ; and
 - Credit card transactions may also be impacted and may not be completed in individual cases.
- h) Faster Payment System (FPS) Services including:
 - Real-time credit transfer and direct debit; and
 - Addressing and eDDA services
- i) Phone Banking Services

3. If I need urgent cash, what should I do?

HKD cash withdrawal services will be arranged for cardholders of Dah Sing Bank ATM Card at the following four designated branches during the Cut-Over Period.

- **North Point Branch** (Address: Chu Kee Building, 433-437 King's Road (Near Sunbeam Theatre))
- **Mongkok Branch** (Address: 697 Nathan Road, Mongkok (Exit A1 of Mongkok MTR Station))
- **Shatin Branch** (Address: Shop 9, G/F, Lucky Plaza, Shatin)
- **Yuen Long Castle Peak Road Branch** (Address: Shop C, G/F, Len Shing Mansion, 162-168 Castle Peak Rd, Yuen Long)

The service hours of the four Designated Branches are from 9:00 am to 8:00 pm on 7-8 April 2023.

4. What are the service hours of the four designated branches mentioned above?

The service hours of the four Designated Branches are from 9:00 am to 8:00 pm on 7-8 April 2023.

5. Will credit card services be affected during the Cut-Over Period?

The following credit card services will be affected during the Cut-Over Period:

- ATM services;
- Local and overseas cash advance;
- Mobile payment set up (e.g. Apple Pay, Google Pay™ & Samsung Pay) and account binding to other payment wallets (e.g. WeChat Pay and Alipay) that require one-time password (OTP) for authentication ;
- Online transactions by using UnionPay credit cards;

- Credit card transaction alerts via email / SMS ; and
- Credit card transactions may also be impacted and may not be completed in individual cases.

6. How can I check my account balance during the Cut-Over Period?

For account balances of Current and Saving accounts, please visit any of the four Designated Branches during business hours for assistance. Please refer to Question 3 above.

7. Will I be able to receive inward payments into my account during the Cut-Over Period?

No inward payment will be processed during the Cut-Over Period.

8. Will there be any impact on future value transactions scheduled before the Cut-over Period?

Future value transactions scheduled to take effect during the Cut-Over Period will be processed upon service resumption after 10:00 pm on 8 April 2023. If there is a change on the resumption date and time, the Bank will announce the updates via its public website (www.dahsing.com).

Future value transactions scheduled to take effect after the Cut-Over Period will be processed as per usual.

i-Account, Current and Savings Accounts

9. Will there be any changes to my existing account number after the System Upgrade?

Your existing account numbers of i-Account, Savings Account and Current Account (if applicable) will be updated from 10 digits to 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.

For the account numbers change of Private Banking Account, please Question 21 below.

10. Why the account number shown in the ATM machine is still 10 digits?

Your existing 10-digit i-Account Current and Savings Account number will continue to be displayed on ATM machines until you have applied and replaced your existing ATM card with a new one.

For the ATM card of Private Banking Account, please Question 22 below.

11. When my existing i-Account HKD Current Account is changed to a Multi-Currency Current Account, can I continue to use my existing cheque book or must I change to a new cheque book?

You can continue to use your current cheque book while you apply for a new cheque book.

12. Can I request for a USD and / or RMB cheque book(s) with my i-Account? How can I apply for it?

Yes. You can apply for a USD and / or RMB cheque book(s) at any of our branches or via eBanking.

13. Is there any impact on the Interest Posting Date of my Current Account and Savings Account?

The interest of your Current Account and Savings Account will be credited on the last working day of each month after the System Upgrade.

14. What is the difference between "Monthly Average Daily Balance (MADB)" and "Total Relationship Value"? (e.g. existing VIP Banking customers can enjoy monthly maintenance fee waiver if the MADB is \geq HK\$1,000,000 or equivalent during the month)

The Monthly Average Daily Balance (MADB) will be replaced by the Total Relationship Value ("TRV"). The TRV will include positive deposit balance of deposit accounts, latest market value of investment accounts and reference premium of life insurance accounts maintained with the Bank. Reference premium refers to the calculation based on the latest available information of in-forced life insurance policies provided by the third-party insurer as designated by the Bank, if any. The premium calculated may not be equal to accumulated actual premium paid and shall exclude pre-paid premium, premium discount, and policy loan etc. The reference premium of Non-HKD policy will be converted into HKD equivalent using the presumed exchange rate when calculating the Total Relationship Value.

Your eligibility to No Bounced Cheque and Autopay Protection will be determined by your TRV. TRV is calculated on a monthly basis. You can enjoy these protections by maintaining the designated amount of TRV in the preceding month. (Not applicable for Private Banking Account)

Your eligibility of the Monthly Maintenance Fee Waiver of Integrated Account, it will be determined by your TRV instead of Average Daily Balance. Your eligibility of the Deposit Account Paper Statement Fee Waiver for VIP Banking / Hello Kitty VIP Banking customers, it will be determined by your Total Relationship Value instead of Average Daily Balance.

Account Holdings

15. Will there be any impact on my existing **Fixed Deposit Account**?

Your existing Fixed Deposit Account number and contract will remain unchanged.

For existing i-Account customers who set up Fixed Deposits after the System Upgrade, the new Fixed Deposits will be created under the i-Account with a new 6-digit contract number. All subsequent new Fixed Deposits will be created under the same i-Account with ascending contract numbers.

For customers who do not hold an i-Account and set up Fixed Deposits after the System Upgrade, 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.

16. Will there be any impact on my ***personal loan accounts*** or ***mortgage loan accounts***?

There will be no impact on your personal loan or mortgage loan accounts.

17. Will there be any impact on the settlement of my current ***Unit Trusts ("UT") / Equity-Linked Investments ("ELI") / Bonds / Currency-Switching ("CS") investments***?

There is no impact to your existing UT/ELI/Bond/ CS investment settlement.

Autopay, Direct Debit Authorisation ("DDA") and Payment by Phone Service ("PPS") Arrangements

18. With the updated account number, do I need to register PPS / HKJC with the new account number?

The account numbers of your existing ATM card and credit card will remain unchanged (not applicable for Private Banking Account), therefore, you do not have to re-register your accounts.

If you have registered the 10-digit FlexiMoney Overdraft Facility Account Number in your PPS Account, please use the same 10-digit Account Number in "PPS Hotline", "PPS on internet" or "PPS on Mobile" to settle your payment.

19. With the updated account number, do I need to re-register for FPS / merchant DDA / Standing Instructions ("SI") with the new account?

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. For FPS / merchant DDA / SI registration with existing account number, it is no need to re-register.

20. Will there be any impact on the period of validity to DDA instructions?

DDA instructions which have already been set up with other banks will remain effective regardless of the changes in your Current and Savings Account number. However, the relevant records will be removed automatically without further notice if the DDA remains inactive for more than 2 calendar years.

Private Banking Customer

21. Will there be any changes to my existing account number of Private Banking Account after the System Upgrade?

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 IA Account. For transactions with no designated sub-account specified, your multi-currency savings account will be the default debit/credit account. A new Private Banking Integrated Account ("PB IA Account") with new account number will be launched on the Effective Date.

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. This new 11-digit account number will be shown in our e-Banking Service, Mobile Banking Service, ATM machines, bank statements and deposit advices.

22. Will my existing ATM cards and combined cards for Private Banking Account still usable after the System Upgrade?

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 IA 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 IA Account. The ATM services for your Private Banking accounts will be suspended for 2 to 4 days from the Effective Date.

Others

23. I only own a supplementary credit card in your bank. Why can't I use Phone Banking / eBanking recently? What is the impact to me?

eBanking service for supplementary card customers will no longer be available after the System Upgrade. Customers can apply for a principle card to enjoy our eBanking services.

24. What should I do if I do not agree on the change?

The Bank may not be able to continue to provide you with the relevant services if you do not accept the amendments of Terms and Conditions and Bank Service Charges.

For further information about the System Upgrade:

- ***For Personal Customer*** - Please call our Customer Service Hotline on 2241 2828 or visit any of our branches during business hours.
- ***For 328 Business Banking Customer*** - Please call our Customer Service Hotline on 2241 2828 or visit any of our branches during business hours.
- ***For Corporate Banking Customer*** - Please call our Corporate Banking Customer Service Hotline on 2507 8122 during business hours.
- ***For Private Banking Customer*** - Please call our Customer Service Hotline on 2241 2828 or contact your designated Private Banking Relationship Manager.