

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.

Personal i-Account, Savings Account & Current Account

- Your existing i-Account Hong Kong Dollars Current Account (if applicable) will be automatically migrated to a **new Multi-Currency Current Account** which will support currencies including Hong Kong Dollar, Renminbi and United States Dollar.
- 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.
- Please note that your existing 10-digit **account number of i-Account, Savings Account and Current Account (if applicable)** will continue to be displayed on ATM machines until you have applied and replaced your existing ATM card with a new one.

Fixed Deposits and Target Savings Deposits

- Your **existing Fixed Deposit Account number (if applicable)**, will remain unchanged.
- **For existing i-Account customers who set up Fixed Deposits after the Effective Date**, 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 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.
- For **existing Target Savings Deposit Account(s)**, there will be no change on the maturity instruction(s).
- For **Target Savings Deposit Accounts that are opened after the Effective Date**, the default maturity instruction will be automatically crediting the maturity amount to your deposit account at the Bank upon maturity.

Structured Deposit Accounts

- Your outstanding structured deposit contracts of ***Currency Linked Premium Deposit, Currency Linked Principal Guaranteed Deposit and Interest Rate Linked Deposit as at 8 April 2023***, if any, will be automatically consolidated and grouped under a new Structured Deposit Master Account in your new i-Account on the Effective Date.
- You will be informed by the Bank of the details of the Structured Deposit Master Account number in a separate notice.
- For outstanding Currency Linked Principal Guaranteed Deposit contracts, a new product code will be assigned for internal operation purpose, there is no impact to your contract.

FX Margin Deposits

- Your ***FX Margin Deposit Account***, if any, will be renamed as FXMT Collateral and Settlement Account on the Effective Date.
- The entire balance of your FXMT Collateral and Settlement Account will be used as margin collateral.
- Only USD, HKD, EUR, GBP, AUD, NZD, CAD, CHF, JPY and CNY will be supported in the FXMT Collateral and Settlement Account. As such, please be reminded to transfer out your outstanding balance not in the aforesaid currencies on or before the Effective Date.

Total Relationship Value

- The Total Relationship Value includes the 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 Total Relationship Value. Total Relationship Value is calculated on a monthly basis. You can enjoy these protections by maintaining the designated amount of Total Relationship Value in the preceding month.

- For the eligibility of the Monthly Maintenance Fee Waiver of Integrated Account, it will be determined by your Total Relationship Value instead of Average Daily Balance.
- For the 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.

Change of Interest Posting Date of Current Account and Savings Account

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

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

Amendment of Terms and Conditions and Bank Service Charges

As a result of the aforementioned changes, amendments to the following Terms of Conditions will be effected accordingly. For details of amendments in the below Terms and Conditions and Bank Service Charges, please refer to the Notice of Amendments to Terms and Conditions of Related Banking Services and Bank Service Charges enclosed in this letter.

- Terms and Conditions of VIP Banking
- Terms and Conditions for YOU Banking
- General Terms and Conditions for i-Account
- Doraemon i-Account Terms and Conditions

- Terms and Conditions for Hello Kitty i-Account
- Terms and Conditions of Hello Kitty VIP Banking
- Bank Service Charges related to Paper Statement Fee
- Bank Service Charges related to Monthly Maintenance Fee

Cut-Over Arrangement during System Upgrade

- There will be temporary suspension of certain banking services during the implementation of the System Upgrade, please take note to the details listed in New Core Banking System Upgrade – Notification of Temporary Suspension of Banking Services enclosed in this letter.

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 refer to the Customer Frequently Asked Questions on the Bank's official website (www.dahsing.com). You may also call our Customer Service Hotline on **2241 2828** or visit any branches of the Bank during business hours for assistance.

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.