

Notice of Amendments to the “Internet Banking Services Terms & Conditions”

Dear Customer(s),

With effect from 20 August 2018 (the “Effective Date”), please be informed that the Bank’s “Internet Banking Services Terms & Conditions” will be amended.

We summarize the amendments to the “Internet Banking Services Terms & Conditions” below. For your easy reference, we have underlined the newly added words and crossed out those deleted words in the amended clauses.

1. Append “Mobile Token” interpretation after the existing “Logon Name” interpretation in Clause 1.1 of Section 1 “Interpretation”

“Mobile Token”

means the second factor authentication as required by the Bank for the Bank to verify and confirm your identity;

2. Append “SMS OTP” interpretation after the existing “Record” interpretation in Clause 1.1 of Section 1 “Interpretation”

“SMS OTP”

means the one-time password received via Short Message Service (“SMS”).

3. Amend the existing Clause 7.1-7.3 of Section 7 “Two-Factor Authentication” as follows:

7. Two-Factor Authentication

~~7.1 You shall register a mobile phone number or an alternative channel accepted by the Bank to which one time passwords may be transmitted to you. You shall notify the Bank timely if such number or channel is changed. You agree that the Bank may display details of the transaction in a message sent to your mobile phone number or such channel. The Bank may specify from time to time the Transactions which are required to be verified and authorized by two factors authentication after your logon to Chong Hing Internet Banking Services and/or Mobile Banking Services.~~

7.2 By requesting the Bank to conduct a ~~transaction~~ Transaction which requires any authentication by SMS OTP, you shall be deemed to have irrevocably authorized the Bank to transmit the SMS OTP, through any telecommunication service provider or any other third party, by means of a SMS text message to the mobile phone number that you have registered with the Bank, or any other means

approved by the Bank, (a) specified or accepted from time to time by the Bank or (b), where permitted by the Bank, changed subsequently by you and accepted by the Bank. You shall register a mobile phone number or an alternative channel of communication accepted by the Bank to which one-time passwords may be transmitted to you. You shall notify the Bank timely before such registered mobile phone number or channel will be changed. You agree that the Bank may display details of the Transaction in a message sent to such registered mobile phone number or channel.

~~7.3 By requesting the Bank to conduct a transaction which requires any~~ Transaction with authentication by digital certificate, you shall be deemed to have authorized the Bank to transmit an SMS alert of transaction completion, a Mobile Token through any telecommunication service provider or any other third party, by means of a SMS text message to the a mobile phone number device that you have registered with the Bank, or any other means, (a) specified or accepted from time to time by the Bank or (b), where permitted by the Bank, changed subsequently by you you shall be deemed to have irrevocably authorized the Bank to accept and accepted by the Bank confirm your authentication and identity verification.

The amended “Internet Banking Services Terms & Conditions” will be binding on you with effect from the Effective Date unless you terminate the relevant Internet Banking Services account(s) with us on or before the Effective Date. If you continue to use any of the services under “Internet Banking Services Terms & Conditions” after the Effective Date, you will be deemed to have accepted the above amendments.

Please contact any of our branches or our Customer Services Hotline at 3768-6888 if you have any enquiries.

Yours sincerely,
Chong Hing Bank Limited
18 July 2018