

July 2019

Dear Valued Customer(s),

**Arrangement on Printing and Mailing Services of  
Bank Statement / Customer Notification**

With the aim of providing quality services to our customers, the Bank will engage a third party local Service Provider to process the printing and mailing of Bank Statement / Customer Notification, with effect from 1 August 2019 (“Effective Date”). This arrangement will replace the existing in-house process of the Bank.

The local Service Provider is experienced and renowned in the field of notification and statement printing, and has been accredited by ISO9000 and ISO27001 certification on its management system. The customer information passed to the Service Provider will solely be used for the restricted purpose of statement and notification printing and subsequent mailing. The Service Provider will adopt stringent security measures to ensure the personal data of customers are kept in strict confidence.

The Bank has control in place to monitor on a continuous basis the performance of the Service Provider for the services engaged and to ensure proper safeguards are established for protecting the integrity and confidentiality of all customer information. If you continue to use our services after the Effective Date, you will be deemed to have accepted the above arrangement, and acknowledged that the Bank will disclose the relevant customer information to the said Service Provider so that it can perform the above-mentioned services.

Should you have any enquiries, please contact our Customer Services Hotline at 3768 6864.

Yours sincerely,

Chong Hing Bank Limited

(This is a computer-generated letter, no signature is required. English version shall prevail.)