

Important Notice on UOB China's Retail Banking Business

Dear Valued Customer,

Thank you for your continued support and trust in United Overseas Bank (China) Limited (UOB China). We are writing to inform you that as part of our strategic transformation, UOB China has entered into an agreement with Fubon Bank (China) Co., Ltd. (Fubon Bank (China)), to transfer our retail banking portfolio, including customer accounts, deposits, loans and relevant wealth management products held by individual customers to Fubon Bank (China). The transfer is expected to be completed in the third quarter of 2025.

UOB China will work closely with Fubon Bank (China) to achieve a seamless transfer, making sure that we continue to meet your needs and safeguard the security of your accounts and monies as we do today. Please be assured that there will be no immediate impact on the services offered and products that you hold with UOB China at this stage. Our branches, Privilege Banking service hotline and UOB China Personal Internet Banking platform will continue to be available to provide you with the support and services as per usual.

Over the next few months, we will announce and update relevant information of the transfer in accordance with relevant laws and regulations on the Bank's communication channels, including UOB China's website (www.uobchina.com.cn), UOB China Privilege Banking WeChat, short message service and postage letters, to keep you informed of the progress and arrangements. If your contact details have changed, please reach out to us to update these details as soon as possible.

Should you have any question or need any further assistance, you may get in touch with your relationship manager, or contact us via:

- Privilege Banking service hotline (9:00-18:00 business days):
 - For calls within Mainland China: 400-166-6388
 - For calls from outside Mainland China: +86-21-6061 8826
- Customer Service email: CustomerExperience.UOBC@UOBgroup.com



About Fubon Bank (China)

As the first fully licensed Taiwanese bank in the mainland of China, Fubon Bank (China) is committed to providing customers with comprehensive financial services and solutions. Till now, Fubon Bank (China) has 24 branches in 13 cities across China, and has been approved to set up a new branch in Hangzhou. Source: Fubon Bank (China)

Respectfully yours,

United Overseas Bank (China) Limited

24 February, 2025

Disclaimer: The information regarding Fubon Bank (China) as contained in this letter is provided by Fubon Bank (China). UOB China disclaims all responsibility for any loss or damage that may result from any inaccuracy in such information or otherwise.



Frequently Asked Questions

1. Why is UOB China transferring the products and services of its Retail Business to Fubon Bank (China)?

Since 2018, UOB China has been intensifying our focus towards facilitating business connectivity between China and ASEAN, and deepening local partnership ecosystem to further support this as part of the Bank's strategic transformation. Correspondingly, we have been rightsizing our retail business, so that we can channel our focus and resources to strengthening the Bank's competitive advantage on enabling connectivity and improving productivity to better meet the cross-border business needs of our customers. We have been looking for an acquirer who shares our customer-centric service mindset and a proven ability to deliver solutions to cater to customers' different banking needs and financial aspirations. This transfer is a decision based upon mutual understanding and thorough discussion between the two banks.

2. How will the transfer be carried out?

We will be providing updates on the arrangements and progress of the transfer in phases, according to nature and specific circumstances of respective products and services. The products and services to be transferred include customer accounts, deposits, loans and wealth management products. The transfer will be executed in an orderly manner in accordance with the relevant laws and regulations.

3. How long would the transfer take?

The transfer is expected to be completed in the third quarter of 2025. Should the transfer result in changes to the services and products offered to you, we will inform you in a timely manner.

4. What is the potential impact of this transfer on me?

Your product holdings and access to our services remain unchanged till further notice. Our business operation and customer service teams, Privilege Banking service hotline, UOB China Personal Internet Banking platform will continue be in service. We will be providing customers with regular updates on the process and arrangements of the transfer at a later stage.

5. Are there any actions or documents required from me during the transfer?

There is no action required from you at the moment. However, there might be changes to certain financial services and solutions provided by UOB China as the transfer progresses, and the relevant information will be provided to you via short message service, letters and other notices. Kindly be reminded to take note of these communication that we will be sending to you going forward.



6. Will my relationship manager continue to service me?

Yes, at the present moment, our relationship management team will continue to service our customers. We will inform you in a timely manner should there be any changes.

7. Will this transfer impact UOB China's other businesses?

UOB China's other non-retail businesses including Wholesale Banking and Global Markets businesses are not affected. The transfer is also not expected to have any material impact on the Bank's financials. UOB China is committed to China for the long-term and will continue to tap the Group's extensive network in ASEAN and business expertise to connect businesses to cross-border opportunities between China and ASEAN.

8. Will this transfer impact UOB Group's retail business in other countries or regions?

The transfer will not affect UOB Group's retail banking business outside Mainland China. For UOB retail products and services offered in other markets, please refer to the relevant terms and notices of the relevant UOB Group entity that is providing such products or services.

