

## **Important Notice on the Transfer of Retail Banking Business Products and Services from UOB China to Fubon Bank (China)**

Dear Valued Customer and Associated Parties:

Thank you for your continued support and trust in United Overseas Bank (China) Limited (UOB China). On 24 February 2025, UOB China commenced communication to customers on the transfer of our retail banking portfolio, including customer accounts, deposits, loans and relevant wealth management products held by individual customers to Fubon Bank (China) Co., Ltd. (Fubon Bank (China)).

UOB China and Fubon Bank (China) have been actively preparing for the transfer and the transfer is expected to be completed in the third quarter of 2025. We will inform you on the specific closing date (Closing Date) once it is confirmed. Before that, your product holdings and access to our services remain unchanged. To keep you informed of the progress of the transfer, if your contact details have changed, please reach out to us to update these details as soon as possible.

**Please read this letter carefully to understand the impact of the transfer, enabling you to make appropriate arrangements.**

### **Impact of the Transfer**

1. The products and services transferred to Fubon Bank (China) include:
  - (1) Customer accounts and deposits, including current accounts, fixed deposits, and certificates of deposit;
  - (2) Mortgage loans;
  - (3) Distributed insurance products (excluding products of Yingda Taihe Life Insurance Co., Ltd.);
  - (4) Qualified Domestic Institutional Investor (QDII) – offshore funds/structured notes (unless otherwise arranged by the offshore manager).  
In the event that the offshore manager of QDII products has other arrangements, we will promptly inform you and arrange the provision of services accordingly.
2. The transfer involves customer agreements related to retail banking products and services that customers have entered into with us, including the Bank's rights and obligations under such agreements; the powers of attorney attached to customers' accounts with us will be automatically terminated after the transfer.
3. The transfer to Fubon Bank (China) involves personal information which we retain from customers and associated parties, including but not limited to required personal information necessary for account opening and performing customer contracts. For contact details and relevant information on Fubon Bank (China), please refer page 4.



## **Transfer Arrangements for the Products and Services**

Since 24 March 2025, we have been sending text messages, registered mails, and emails (as per the details held in our records) to notify you on the transfer arrangements. Please find the relevant details below:

1. Transfer of customer accounts, deposits, and wealth management services
  - (1) Provided that you agree to the transfer, UOB China requires no action on your part. If you hold QDII products, our relationship managers will also reach out to you to confirm the details of the relevant product transfer. Please pay close attention to the incoming calls and cooperate with us to ensure the smooth completion of your product transfer.
  - (2) If you reject the transfer, you should submit a clear written objection through our official website (<https://uob.tb21.cn/n/169>) or via UOB China Privilege Banking WeChat by 30 April 2025 (inclusive) Beijing time. Failing to submit the application through the above channels by such deadline, you will be deemed to have agreed to the transfer arrangement, and **such consent will be irrevocable**. For arrangement of insurance product, please refer page 3.
  - (3) If you do not agree to the transfer, you will be subject to the following impacts. Please pay attention to our subsequent notices for further arrangements:
    - 1) Discontinuation of type II and III electronic account services;
    - 2) After transfer completes, we will provide limited services to individual customers including early redemption of fixed deposits, redemption of wealth management products, transfer of funds to accounts under the same name, and account closure and related operations;
    - 3) Retail customers and their accounts retained at UOB China will be served remotely by a dedicated team at our Shanghai head office, with only the Shanghai branch retaining counter and offline services.

From now on, if you initiate any new transactions with us, please pay attention to the relevant notifications on the transfer.

### **2. Transfer of mortgage loan services**

The specific arrangements for the transfer of mortgage loan services will be separately notified to you via short message service and registered mail. You should continue to make repayments as stipulated in your mortgage loan contract.

## **Other Service Reminders**

1. The following products and services are not within the scope of the transfer to Fubon Bank (China):
  - (1) Publicly offered securities investment fund products, trust products, and products of Yingda Taihe Life Insurance Co., Ltd. distributed by UOB China;
    - For publicly offered securities investment fund products distributed by UOB China, we will negotiate with the fund managers, and such products may



subsequently be taken over by the direct sales or distribution channels designated by them;

- For trust products distributed by UOB China, we will continue to provide related services for this business;
  - For products of Yingda Taihe Life Insurance Co., Ltd. distributed by UOB China, we will negotiate with the insurance company, and the insurance company will continue to provide related services for the insurance policies.
- (2) Retail business products and services under personal accounts that are frozen or restricted by authorities such as the public security authorities, procuratorates, or the courts;
- (3) Retail business products and services that are subject to litigation or other disputes with UOB China.
2. Insurance contracts purchased through us will continue to be serviced by the corresponding insurance companies.
- After we terminate cooperation with the insurance companies, the insurance products related services provided by us (including the renewal premium auto-debit service) will be stopped from the Closing Date. Customers are recommended to make arrangements to change the account for renewal premium as soon as possible. You can complete the necessary procedures required by Fubon Bank (China) to receive the renewal premium auto-debit service from Fubon Bank (China) after the Closing Date; or just change the debit account via the insurance company's official website, WeChat official account or other channels to another bank in which case you may not be able to receive the insurance products related services from Fubon Bank (China) after the Closing Date.
3. If you have any remaining outstanding customer benefits in your account, such as UOB China "U-Club" points, lifestyle privileges, and transactional privileges, please redeem and use them by 31 May 2025 (inclusive) Beijing time. Please note that these benefits can only be redeemed and used, and cannot be cashed out. Any outstanding benefits after the deadline will be deemed automatically waived.

In the event of discrepancy between the Chinese and English version of this letter, the Chinese version shall prevail.

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](mailto: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. To support a smooth transition for customers during this transfer and ensure proper service continuity, customers may need to log in to Fubon Bank (China)'s website to make relevant settings and authorizations. Please note that any settings and authorizations made by customers on Fubon Bank (China)'s website are arrangements between customers and Fubon Bank (China), and UOB China is not involved. In the unlikely event that the transfer fails, the arrangements between you and UOB China will not be affected by any settings and authorizations made on Fubon Bank (China)'s website.

You can visit (<https://open.fubonchina.com/PlanP2EN>) or scan the QR code below to learn more about Fubon Bank (China)'s products and services and information related to this transfer. Source: Fubon Bank (China)



Respectfully yours,

United Overseas Bank (China) Limited

24 March 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. If I accept the transfer, do I need to register on the website?**

Provided that you agree to the transfer, UOB China requires no action on your part. If you hold QDII products, our relationship managers will also reach out to you to confirm the details of the relevant product transfer. Please pay close attention to the incoming calls and cooperate with us to ensure the smooth completion of your product transfer.

**2. If I accept the transfer, will all my products be transferred to Fubon Bank (China)?**

If the products and services you hold are not within the scope of this transfer, there is a possibility that the relevant products of UOB China that you hold will not be transferred to Fubon Bank (China) on the Closing Date, whether or not you have given your consent.

**3. I am not sure about the transfer at the present moment, but I need some time to consider. If I finally decide not to accept the transfer, are there other channels to express my feedback?**

Please consider and decide whether to accept the transfer by 30 April 2025 (inclusive) Beijing time. If you finally decide to reject the transfer, please submit a clear written objection through our official website (<https://uob.tb21.cn/n/169>) or via UOB China Privilege Banking WeChat. If you fail to submit the application through the above channels by such deadline, you will be deemed to have agreed to the transfer arrangement, and such consent will be irrevocable.

**4. I already have accounts and investment products with Fubon Bank (China). Will my accounts and products with UOB China be directly transferred to my existing accounts with Fubon Bank (China) in the future?**

Until completion of this transfer, Fubon Bank (China) and UOB China will still operate as two separate businesses. After the transfer completion, Fubon Bank (China) will undertake your accounts and products of us, and Fubon Bank (China) will send you relevant notices to inform you of the subsequent transfer arrangements.

**5. Do I need to redeem my fixed deposits and certificates of deposit early?**

At the present moment, your fixed deposits and certificates of deposit remain unchanged. We will honor the interest rates and payments set out in the product disclaimers or term sheets. After this transfer, Fubon Bank (China) will continue to undertake the interest rates of the unmatured fixed deposits and certificates of deposit. The interest rates for your deposits during the term will remain unchanged. Please note that the automatic rollover function is planned to expire after the Closing Date.



**6. Will my mortgage loan be affected at the present moment? Will I be required to repay it ahead of schedule?**

Your existing mortgage loan will not be affected, and you should continue to make repayments on time. Under normal circumstances, you will not be required to repay it ahead of schedule. We will inform you of the specific arrangements in due course. Please await further notice from us. If you need to apply for early repayment, currently you can still call our Privilege Banking service hotline to make an appointment and submit a written application for early repayment. Please note that in order to facilitate your use of the original currency deposit account for repayment after the transfer, you may consider to transfer your mortgage repayment account from UOB China to Fubon Bank (China) at the same time. Otherwise, you will need to open a new mortgage repayment account with Fubon Bank (China).

**7. If I can choose not to transfer my deposits and wealth management services, can I also choose not to transfer my mortgage loans?**

Unlike the transfer of deposits and wealth management services, the transfer of mortgage loan services is a transfer of creditor's right. According to relevant laws and regulations, the consent of the debtor is not required and the transfer will become effective for mortgage loan customers upon notification by us. We will notify customers of the transfer arrangements via SMS and registered letters at a later stage.

**8. Will my account level and customer benefits be affected?**

The account levels for customers with us will remain unchanged before the completion of the transfer. The remaining outstanding customer benefits in your account, such as UOB China "U-Club" points, lifestyle privileges, and transactional privileges, should be redeemed and used by 31 May 2025 (inclusive) Beijing time. Please note that these benefits can only be redeemed and used, and cannot be cashed out. Any outstanding benefits after the deadline will be deemed as automatically waived.

**9. Can I continue to use my online banking and Privilege Banking mobile app?**

At this stage, the electronic banking channels provided by us, as well as the related business and services of Type II and III accounts, will not change. We will inform you of the specific arrangements in the future. Please await further notice from us.

**10. Can I still use my debit card? Will WeChat Pay be affected?**

At this stage, there will be no immediate impact on the use of your debit card and WeChat Pay. We will inform you of the specific arrangements in the future. Please await further notice from us.

