

Important Notice on the Changes to Retail Banking Business Products and Services of UOB China

Dear Valued Customer:

On 24 February 2025, United Overseas Bank (China) Limited (UOB China) announced the transfer of our retail banking portfolio to Fubon Bank (China) Co., Ltd. (Fubon Bank (China)), and the transfer is expected to be completed in July 2025. We would like to draw your attention to the **following changes to the related retail banking products and services (excluding mortgage loan services)**. Changes to mortgage loan services were announced separately via the Important Notice on the Transfer of Mortgage Loans of UOB China issued on 31 March 2025. Please take note and be guided accordingly.

1. Changes to wealth management products, insurance products and services; arrangements for the “silent period”

To ensure the successful completion of this transfer, we have set a “silent period” for the transaction services. Specifically, from 23 June 2025 (inclusive), we will discontinue the subscription, switching, and redemption services for all Qualified Domestic Institutional Investor (QDII) offshore funds/structured notes, and will cease to handle purchase transactions for all distributed insurance products, through branch counters as well as phone dealing service. **Please note that the application services for product subscription, switching and redemption through the UOB China Privilege Banking mobile app will be discontinued on 20 June 2025.** After the transfer is completed, our services for the QDII offshore funds/structured notes redemption service will be resumed but limited to through hotline only.

From 5 July 2025 (inclusive), all insurance companies will terminate their concurrent-business insurance agency relationship with us. If the insurance product you purchased is still in the premium payment period, you must change your payment account no later than 4 July 2025, to avoid the lapse of your policy due to unsuccessful premium deduction. If you have insurance-related needs, you may handle them through Fubon Bank (China), or through the business outlets, customer service hotlines and/or official websites of the insurance companies. Information on the relevant insurance companies and the process for changes to certain services were separately announced through the Important Notice on the Changes to Insurance Distribution of UOB China published on 9 May 2025 (<https://www.uobchina.com.cn/assets/web-resources/general/pdf/notice2511.pdf>). Please take note and be guided accordingly.

Given that the publicly offered securities investment funds distribution business is not within the scope of the transfer, the arrangements for publicly offered securities investment funds will be separately notified later.



2. Debit Card Service Adjustments

The schedule for the discontinuation of debit card services is as follows (in each case including the start date):

- (1) Starting from 26 May 2025, the issuance of new debit cards will be discontinued.
- (2) Starting from 23 June 2025, online payment services through Tenpay will be discontinued. This includes fast payment services via channels such as WeChat Pay. If a transaction requires money to be refunded, the funds will be returned to the electronic wallets of the original transaction service platforms, such as WeChat.
- (3) Starting from 4 July 2025, all debit card services including card replacements/reissuances, card loss reporting, top-up of, offline debiting and withdrawals from Union Pay E-cash, POS transactions as well as ATM inquiry and cash withdrawal services will be discontinued.

3. Deposit Service Adjustments

The schedule for the discontinuation of services including transfers, deposits, and deposit certificates is as follows (in each case including the start date):

- (1) Starting from 26 May 2025, the opening of new customer accounts will be discontinued.
- (2) Starting from 4 July 2025, RMB and foreign currency outward remittances will be discontinued.
- (3) Starting from 17:30 on 4 July 2025, RMB and foreign currency inward remittances will be discontinued.
- (4) Starting from 4 July 2025, opening and early withdrawal services for fixed deposits (including certificates of deposit) will be discontinued. Normal withdrawals at maturity will not be affected.
- (5) Starting from 4 July 2025, the issuance of deposit certificates, investment asset certificates, and account balance certificates will be discontinued.

After the transfer is completed, we will only provide services for RMB and foreign currency outward remittances between accounts under the same name and for withdrawals of fixed deposits and certificates of deposit, including early withdrawal and withdrawal at maturity. Automatic rollover of fixed deposits will be discontinued since then.

4. Personal Electronic Banking Service Adjustments

The schedule of discontinuation is as follows (in each case including the start date):

- (1) Personal Internet Banking
Starting from 4 July 2025, we will discontinue all UOB China Personal Internet Banking services.
- (2) UOB China Privilege Banking Mobile App
 - Starting from 26 May 2025, we will stop opening of Type II and Type III electronic accounts for new customers on the app.
 - Starting from 20 June 2025, the application service for QDII offshore funds including subscription, switching and redemption through the app will be



discontinued.

- Starting from 4 July 2025, top-up and withdrawal services for Type II and Type III electronic accounts will be discontinued.
- Starting from 4 July 2025, all other services on the UOB China Privilege Banking mobile app, including registration, login, inquiries, and transaction applications, will be discontinued.

We will arrange bulk closure of Type II and Type III electronic accounts for customers who do not agree to the transfer. The specific timing and arrangements will be announced through SMS and other channels. Please make appropriate arrangements for your funds before then.

(3) UOB China Privilege Banking WeChat Service

- Starting from 1 June 2025, the creation of new WeChat links to the UOB China Privilege Banking WeChat will be discontinued. All services of the UOB China “U-Club”, including unused customer benefits such as UOB China “U-Club” points, lifestyle privileges, and transactional privileges, will be discontinued.
- From 4 July 2025, other services including transaction reminders via WeChat will be discontinued.

(4) UOB China Privilege Banking Wechat Work Account

Starting from 26 May 2025, all WeChat tools and accounts that we have opened for relationship managers to communicate with retail customers will be discontinued.

In order to complete the transfer, UOB China will transfer all documents and information related to your products and services (including your personal information which has been retained by us, such as account information) to Fubon Bank (China) (whose contact details are below). In order to handle transfer related matters including assisting you with account setup, Fubon Bank (China) may contact you directly regarding relevant matters later.

After the transfer is completed, the retail banking business will be discontinued in other cities outside Shanghai. Our Shanghai Branch will be only able to provide the offline services and a dedicated service team at our Head Office will also offer limited services remotely. The specific service mode and channels will be communicated to the retained customers through our website and other channels later.

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 during working 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. 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

12 May 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 a transaction is initiated on 3 July through my online banking or Privilege Banking mobile app but not processed on the same day, will it still be processed?**
If you successfully submit the order on 3 July, we will still process it within the normal business cycle, at the latest by T+1 working day, which is 4 July.
- 2. Will the scheduled/recurring transfers I previously set up on online banking to occur on 4 July still be processed as usual?**
If the date you set for the recurring transfer or scheduled transfer is 4 July, the account transfer transaction will not be successfully executed. However, transfers scheduled before this date will still be processed as usual. Please make appropriate arrangements for your funds before then.
- 3. With WeChat Pay (Tenpay) being discontinued, how can I delink my UOB card in advance?**
You may go to WeChat app – Me – Pay and Services – Wallet – Bank Cards – Click on the UOB debit card – Click on the “...” at the top right – Click on Unlink. (These specific delinking steps are for reference only, and are subject to the actual practice).
- 4. What are the implications if I do not delink my UOB card from WeChat Pay?**
Starting from the date of discontinuation of the Tenpay online payment services (i.e., 23 June 2025) as stated in this announcement, your card will either be shown on the WeChat platform at the point of payment as being rejected, or will be automatically delinked in accordance with WeChat's platform rules.
- 5. Will my fixed deposits and certificates of deposit be affected?**
At the present time, your fixed deposits (including certificates of deposit) remain unchanged. After the transfer is completed, Fubon Bank (China) will continue to honor the non-matured fixed deposits (including certificates of deposit). The original interest rate and term of your deposits will remain unchanged during the term of the deposit. If you choose to stay with us, we will honor the interest rate and payment method as agreed. Please note that regardless of whether you prefer to transfer or not, **the automatic rollover function of fixed deposits is planned to expire after the transfer is completed.**

