

## Notice on the Services for Retained Customers of Retail Banking Business of UOB China

Dear Valued Customer:

Thank you for your continued support and trust in United Overseas Bank (China) Limited (UOB China) and your attention and understanding in relation to the adjustments in our retail banking business. We have transferred the products and services of our retail banking business to Fubon Bank (China) Co., Ltd. (Fubon Bank (China)) on 4 July 2025 (Closing Date). As previously notified, your related products and accounts have not been transferred to Fubon Bank (China).

UOB China will continue to provide you with the following necessary basic services. You may call our retained customer service hotline at 021-6061 8535 or visit our Shanghai branch on working days (9:00-18:00) for inquiries or to handle related matters. The specific services are as follows:

Remittances	Only RMB and foreign currency outward remittances. Please note that, except for dividend or bonus of wealth management products, any funds remitted to our bank from other banks (domestic or overseas) will be refunded through the original channel.
Withdrawal services for fixed deposits (including certificates of deposit)	Only early withdrawals and normal withdrawals at maturity will be provided.
Account closure services	Closure of accounts you have retained with us.
Redemption services for Qualified Domestic Institutional Investor (QDII) products	1) QDII – offshore funds/ offshore structured notes: only redemption services. 2) QDII – structured notes: only holding of products to maturity or redemption.
Information disclosure of QDII products	We will continue to disclose information on QDII products for customers through our official website <a href="http://www.uobchina.com.cn">www.uobchina.com.cn</a> , including net asset value of the products, product announcements, etc., and will send you transaction notices to confirm transaction information. If there are any changes to the information disclosure channels we will notify separately.
Account basic information maintenance	Including personal information updates, account status changes, account closures, and inheritance processing, etc.
Bank statement services	We will continue to send you monthly bank statements as usual.



We would like to specially remind you that, if you use the above services through our retained customer service hotline, you need to use the mobile phone number, email address and other information registered with us to complete identity verification and remote submission of relevant service application forms. If you have not yet registered an email address with us, you may contact our retained customer service hotline to register.

For the fee schedule for products and services for retained customers, please refer to the announcement on our official website (<https://www.uobchina.com.cn/assets/web-resources/general/pdf/notice2518.pdf>).

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

Thank you very much for your close and steadfast cooperation and your great strong support. We apologize for any inconvenience that may have been caused during this process. Should you have any question or need any further assistance, you may 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](mailto:CustomerExperience.UOBC@UOBgroup.com))

United Overseas Bank (China) Limited

7 July 2025

