

Safeguards on handling digital certificate and certificate PIN:

1. If the digital certificate is not properly **sealed** upon receipt, please contact our branch Relationship Officer or call our 24-hour enquiry hotline (852) 2818 0282 immediately. Please also follow the procedures of 'Revocation of Certificate' as stated below).
2. You are recommended to change your certificate PIN before the first logon to our Internet Banking System and the old certificate PIN should be destroyed after then (for details please contact Digi-Sign Certification Services Limited by (852) 2917 8833 or visit their website: www.dg-sign.com)
3. For your own protection, the digital certificate is **invalid** until you have confirmed registration of your certificate with our Internet Banking System (for details please refer to the attached sheet of 'Register Digital Certificate').
4. Please always keep digital certificate in a secured place and separately from your certificate PIN.
5. Under no circumstances should you allow others to use your digital certificate and disclose your certificate PIN to anyone.
6. For security reason, please change your certificate PIN via the related change password program regularly.
7. Please change your certificate PIN to the digit format which you can easily remember but difficult for others to detect.
8. Do not write down or record the certificate PIN on your Certificate or on anything usually kept with or near to it.
9. Do not write down or record the certificate PIN without disguising it.
10. Avoid letting anyone see you key in your certificate PIN when you are using Internet Banking Service.
11. Always remember to remove your digital certificate after completing your transaction.
12. In case of loss, theft or misuse of digital certificate, please report to your branch Relationship Officer or call our 24-hour enquiry hotline (852) 2818 0282 immediately. Please follow the procedures of 'Revocation of Certificate' as stated below).

Revocation of Certificate:

You may revoke by one of the following methods:

1. Come to the Bank in person, call your Relationship Officer or mail your manually signed instruction, with the signature in conformity with that held in our record, to any of our Branches.
2. Call our 24-hour Hotline: (852) 2818 0282
3. Send a digitally signed and encrypted e-mail to rao.a@shacombank.com.hk and rao.c@shacombank.com.hk
4. Contact Digi-Sign Certification Services Limited directly according to its prescribed revocation procedures.

Please be reminded that if you present your revocation request to us, you are also required to deliver a manually signed revocation form to us and the revocation procedure will only be completed after the revocation is confirmed by Digi-Sign Certification Services Limited.

For further enquiries, you are welcome to contact your Relationship Officer or call our enquiry hotline (852) 2818 0282.



處理數碼證書及證書密碼之保障措施：

1. 若閣下收到數碼證書封套時，發覺封口已被損毀，請即致電分行之客戶主任或本行 24 小時電話熱線：(852) 2818 0282 以予撤銷數碼證書。並請進行下列之『撤銷數碼證書』手續。
2. 首次登入網上銀行系統前，請先更改證書密碼，後將舊證書密碼予以毀滅。詳情請與電子核證服務有限公司聯絡 (852) 2917 8833 或瀏覽其網頁 www.dg-sign.com。
3. 為保障閣下利益，此數碼證書須在本行網上銀行系統內被註冊確認方為有效；詳情請參閱附頁『註冊數碼證書』。
4. 閣下的數碼證書切勿與證書密碼一併存放，及須把數碼證書存放於安全地方。
5. 切勿將密碼告知他人，或讓他人使用閣下的數碼證書及證書密碼。
6. 為安全理由，請定期於相關之更改證書密碼程式更改閣下之證書密碼。
7. 為保障閣下利益，請將證書密碼更改為一組易於記憶，但他人難於測悉之密碼組合。
8. 請勿在數碼證書上，或任何與數碼證書一起存放的物件上，寫上證書密碼。
9. 切勿毫不掩飾地將證書密碼寫下。
10. 當閣下使用本行網上銀行服務時，避免讓其他人看見閣下輸入的證書密碼。
11. 於交易完成後，請緊記取回閣下的數碼證書。
12. 如閣下的數碼證書遺失、被竊或誤用，請即致電分行之客戶主任或本行 24 小時電話熱線：(852) 2818 0282 以予撤銷數碼證書。並請進行下列之『撤銷數碼證書』手續。

撤銷數碼證書：

閣下可以下列任何一種途徑處理：

1. 親臨各分行、致電各分行之客戶主任或郵遞撤銷證書指示予各分行，指示上的簽字須與本行之記錄相符。
2. 致電本行二十四小時電話熱線：(852) 2818 0282。
3. 發出由登記人私人密碼匙進行數碼簽署之加密電子郵件至 rao.a@shacombank.com.hk 及 rao.c@shacombank.com.hk
4. 聯絡電子核證服務有限公司並按照其指定之程序撤銷證書。

若閣下透過本行撤銷證書，閣下另須補回一份已簽署的撤銷證書申請表格，直至電子核證服務有限公司確認有關撤銷，整個撤銷證書程序才告完成。

如有查詢，歡迎閣下聯絡分行客戶主任或致電本行熱線(852) 2818 0282。