

18 Apr 2019

Dear Valued Customer,

New Corporate Internet Banking Service is coming soon

Thank you for using our Corporate Internet Banking Service.

We are pleased to inform you that the brand new Corporate Internet Banking service will be launched on 30 Apr 2019 (Tuesday). To provide customers with a simpler, faster and more user-friendly digital banking experience, we start upgrading the Corporate Internet Banking service for existing customers gradually by different phases.

Letter notification will be sent to Corporate Internet Banking customers informing the dates of upgrade. Customers who have been informed to upgrade to the new Corporate Internet Banking service can simply use the link of new Corporate Internet Banking by clicking "Corporate Internet Banking (For migrated customer)" on homepage of the Bank's website, as illustrated below. Then customers can logon with the existing User ID and password as usual.

 Online Login

- ▶ Internet Stock Trading
- ▶ Personal Internet Banking
- ▶ Card On Net
- ▶ Corporate Internet Banking
- ▶ Corporate Internet Banking (For migrated customer)
- ▶ Overseas Customers (US)
- ▶ Overseas Customers (UK)

Customers are recommended to review or update the relevant settings, including authorization group and approval limit immediately after logon to the new Corporate Internet Banking to suit customers' operational needs.

For system integration, our Corporate Internet Banking service will be temporarily unavailable from 5 May 2019 00:00 to 5 May 2019 07:00. Therefore, please process relevant transactions in advance if necessary.

Should you have any enquiries, please feel free to call our Customer Service Hotline on 2818 0282 or visit any of our branches.

Yours faithfully,
Shanghai Commercial Bank Limited

This is a computer printout and no signature is required. In case of inconsistency between the English and Chinese versions of this letter, the English version shall prevail.

15 March 2019

Dear Valued Customer,

Enhancement of Corporate Internet Banking Service

Thank you for using our Corporate Internet Banking Service.

As your trusted banking partner, we are committed to enhancing your digital banking experience at all times. We will soon be launching the brand new Corporate Internet Banking service with a simpler, faster and user-friendly interface, so that you can enjoy more flexible and convenient banking services. Please refer to the attachment below for the summary of key changes and the key points to note.

To ensure a smooth integration of services, your Internet Banking account will be migrated to our new Corporate Internet Banking System by different phases in the first half of this year. Details of these enhanced services will be available on our Bank's website later. Relevant letter notification will also be sent to you.

Should you have any enquiries, please feel free to call our Customer Service Hotline on 2818 0282 or visit any of our branches.

Yours faithfully,

Shanghai Commercial Bank Limited

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Enhancement of Corporate Internet Banking Service

Below is a summary of the key changes after the enhancement:

Key Changes	Description																																																																								
Display and Layout	A simpler and more user-friendly interface																																																																								
Approval Matrix Enhancement	<p>A new approval matrix provides greater flexibility, allowing customers to setup different combinations of authorization group for various functions and limits, including:</p> <ul style="list-style-type: none"> ■ Existing approval matrix with maximum of dual approval mode will be upgraded to tri-level approval mode. Subsequently, customer can select single, dual or tri-level approval mode among 19 combinations in total. ■ The existing 3 authorization group names A1, A2 and B. In which, A1 and A2 can override group B. After enhancement, it will be renamed as A, C and B respectively while the new 3 authorization groups are independent and cannot override each other. ■ No approval sequence will be required. <ul style="list-style-type: none"> ⇒ Currently, if the approval condition requires group B + A1, group B has to approve the transaction first then followed by group A1. ⇒ After enhancement, any group can approve the transaction first and no approval sequence is required. ■ In order to avoid any impact on the setting of existing customer's approval matrix, all of your latest approval matrix and User IDs will remain unchanged and we will migrate them to the new system. For example: <ul style="list-style-type: none"> ⇒ Now: As the current arrangement of group A1, A2 can override group B, if the approval condition requires group A1 + B, which means the approval combination will include group A1 + B / A1 + A1 / A1 + A2 <table border="1" data-bbox="405 1249 1273 1527"> <thead> <tr> <th colspan="6">View Application Profile</th> </tr> <tr> <th colspan="6">Account Transfer</th> </tr> </thead> <tbody> <tr> <td>System-function limit</td> <td colspan="5">3,000,000</td> </tr> <tr> <td>Company-function limit</td> <td colspan="5">3,000,000</td> </tr> <tr> <td>Daily Utilization</td> <td colspan="5">0.00</td> </tr> <tr> <th colspan="6">The 5 tiers of authorization level</th> </tr> <tr> <th rowspan="2">Tiers</th> <th rowspan="2">Amount (Not more than)</th> <th colspan="2">Option 1</th> <th colspan="2">Option 2</th> </tr> <tr> <th>First Approval</th> <th>Final Approval</th> <th>First Approval</th> <th>Final Approval</th> </tr> <tr> <td>1</td> <td>1,000</td> <td>Class B</td> <td>Class A1</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ⇒ Enhanced: For the above-mentioned scenario, the approval matrix with the combination of group A + B / A + A / A + C will be retained automatically for existing customers <p>Authorization Level</p> <table border="1" data-bbox="405 1751 1477 1917"> <thead> <tr> <th>Amount (Above)</th> <th>Amount (To)</th> <th>Approval Level - 1</th> <th>Approval Level - 2</th> <th>Approval Level - 3</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>1,000</td> <td>Group A</td> <td>Group C</td> <td></td> </tr> <tr> <td>0</td> <td>1,000</td> <td>Group A</td> <td>Group A</td> <td></td> </tr> <tr> <td>0</td> <td>1,000</td> <td>Group A</td> <td>Group B</td> <td></td> </tr> </tbody> </table> <p>If necessary, customers can amend the setting through our new Corporate Internet Banking system.</p>	View Application Profile						Account Transfer						System-function limit	3,000,000					Company-function limit	3,000,000					Daily Utilization	0.00					The 5 tiers of authorization level						Tiers	Amount (Not more than)	Option 1		Option 2		First Approval	Final Approval	First Approval	Final Approval	1	1,000	Class B	Class A1	-	-	Amount (Above)	Amount (To)	Approval Level - 1	Approval Level - 2	Approval Level - 3	0	1,000	Group A	Group C		0	1,000	Group A	Group A		0	1,000	Group A	Group B	
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Pay Bill	ePayment and JET Payment will be combined as one function.																																																																								
Upgraded	For greater flexibility in managing the company account(s) through the Corporate																																																																								

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features for "Administrator"	Internet Banking platform, the "Administrator" can now: (i) self-define his/her User ID; (ii) designate and assign any account(s) for specific "Authorizer" and/or "Operator" to view and/or manage; (iii) according to customers' operational needs, individual "Administrator" could be an "Authorizer" and/or "Operator" to manage the specified account(s) by using single User ID. Hence, 2 sets of User ID will not be required.
Easier to retrieve Payroll Report	Payroll customers can download their Payroll Report through the new Corporate Internet Banking platform (regardless of whether the payroll application was submitted online)

Key Points to Note :	
Device & Browser	Corporate Internet Banking is Internet-based and does not require installation of any proprietary software. However, users must ensure that their computers are compatible with the following system requirements for the best performance: <u>A PC with internet connection</u> <ul style="list-style-type: none">■ Operation Systems:<ul style="list-style-type: none">⇒ Windows 7 or above (recommended)⇒ Mac OS 10.11 or above■ Browsers:<ul style="list-style-type: none">⇒ Microsoft Internet Explorer 11.0 or above (recommended)⇒ Firefox 46.0 or above (recommended)⇒ Safari 10.0 or above (Mac)■ Please view with 1280 x 1024 screen resolution and medium font size for the best performance
Recommendation of Health Check	Customers are recommended to review or update the authorization settings, i.e. authorization group and approval limit, after the enhancement to suit their financial needs.

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