

16 February 2023

Dear Valued Customer,

**Important notice on timely completion of real-name registration for pre-paid SIM cards and update valid contact details with our Bank**

According to the latest arrangement by the Office of the Communications Authority, any unregistered pre-paid SIM cards cannot be used after 23 February 2023.

If you have registered a pre-paid SIM card number as your contact number with our Bank, please complete real-name registration with your service provider as soon as possible before the deadline.

To protect your account, please visit any of our branches to update your valid mobile number and email address with us if needed, to ensure that you can continue to receive our important notifications / alerts (including your account activities) and access our e-Banking services (e.g. Internet / Mobile Banking, Mobile Security Token, Shacom Pay, etc).

For assistance, please call our Customer Service Hotline on (852) 2818 0282.

Yours faithfully,  
Shanghai Commercial Bank Limited

If there is any conflict between the English and Chinese versions of this notice, the English version shall prevail.

親愛的客戶：

**重要通知：請盡快完成電話儲值卡實名登記及於本行更新有效的聯絡資料**

根據通訊事務管理局辦公室的最新安排，仍未完成實名登記的電話儲值卡於2023年2月23日後不能使用。

如您於本行已登記的聯絡號碼為電話儲值卡號碼，請於限期前盡快與電訊商完成實名登記。

為保障您的賬戶，如有需要，請親臨本行任何一間分行更新有效的手機號碼及電郵地址，以確保能繼續接收本行的重要通知/提示訊息(包括您的賬戶交易)及使用本行電子銀行服務(如網上/流動銀行服務、流動保安編碼、上商支付等)。

如需協助，請致電本行客戶服務熱線 (852) 2818 0282。

上海商業銀行有限公司 謹啟  
2023年2月16日

此通知之中英文版本如有任何歧異，概以英文版本為準。