

30 August 2024

Dear Valued Customer,

**Notice of Banking Service Arrangements for the Severe Weather Trading Day<sup>1</sup>**

Thank you for your continued support and confidence in our Banking Services.

To align with the Hong Kong Exchange and Clearing Limited's ("HKEX") implementation of arrangements to maintain normal operations of the Hong Kong securities and derivatives markets during severe weather conditions<sup>2</sup> (severe weather trading or SWT) starting on 23 September 2024 (the "Effective Date"), under the SWT, in consideration of customer and personnel safety, all bank branches will be temporarily closed and our services will be provided through electronic channels. We will maintain the following banking services:

- Securities trading, settlement obligations, custodian services and corporate actions
- Equity linked investment product settlement at maturity
- Bank money transfer
- Auxiliary Banking Services

All banking services are subject to relevant terms and condition. For details, please visit our website at [www.shacombank.com.hk](http://www.shacombank.com.hk). For details of the related arrangements, please refer to the Annex of this letter or visit our Bank website for the latest announcement. For enquiries, please call 2818 0282.

Yours sincerely,  
Shanghai Commercial Bank Limited

親愛的客戶：

**有關惡劣天氣交易日<sup>3</sup>的服務安排**

多謝 閣下一直支持及信賴上海商業銀行服務。

為配合香港交易所於 2024 年 9 月 23 日（「生效日」）開始實施在惡劣天氣<sup>4</sup>下維持香港證券及衍生產品市場正常運作，於生效日起，為確保 閣下及人員安全，我們將通過電子平台繼續提供服務，所有分行於惡劣天氣下暫停營業；而本行將維持以下銀行服務：

- 證券產品交易、交收、託管服務及公司行動處理
- 股票掛鈎投資產品到期日交收
- 轉賬安排
- 輔助銀行服務

所有銀行服務受章則及條款約束，詳情請瀏覽 [www.shacombank.com.hk](http://www.shacombank.com.hk)。有關惡劣天氣交易日的服務安排詳情，請參閱本函之附錄或瀏覽本行網頁及最新公佈。如有疑問，可致電 2818 0282。

上海商業銀行有限公司 謹啟  
2024 年 8 月 30 日

<sup>1</sup> Any day from Monday to Friday except a Hong Kong public holiday on which severe weather falls. In addition, it would be considered a SWT Day for the derivatives market if severe weather falls on a Hong Kong public holiday which is a holiday trading day for selected derivatives products.

<sup>2</sup> The scenario where a typhoon signal No. 8 or above or a black rainstorm warning is issued by the Hong Kong Observatory, or an "extreme conditions" announcement is made by the HKSAR Government.

<sup>3</sup> 在星期一至星期五之間發生惡劣天氣的任何一天（香港公眾假期除外）。此外，若惡劣天氣發生在香港公眾假期而該日是部分衍生產品的假期交易日，該日會被視為衍生產品市場的惡劣天氣交易日。

<sup>4</sup> 香港天文台發出八號或以上颱風信號或黑色暴雨警告，或香港特區政府作出“極端情況”公布的情況。

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## SHANGHAI COMMERCIAL BANK

### Annex

| A. SECURITIES AND INVESTMENT PRODUCT TRADING, SETTLEMENT OBLIGATIONS, CUSTODIAN SERVICES AND CORPORATE ACTIONS |   |   |  |
|--|---|---|--|
| 1. Hong Kong Securities Market (Including China Connect)   |   |   |  |
| Particulars  |   | SWT Day Arrangement   | Message to Customer  |
| 1.1  | Trading   | Securities Trading Counters will be closed.   |  |
|  |   | Internet and mobile stock trading services are operating as usual. Customers can enjoy securities trading, portfolio management, access the latest marketing information at any time and electronic daily statements / monthly statements.        |  |
|  |   | Securities Trading Hotlines are providing limited services.   | The waiting time and services will be subjected to actual situation.<br>(To ensure Customers could use securities trading services as usual, please register for our internet and mobile stock trading services) |
| 1.2  | Settlement  | Remains normal  | To facilitate smooth securities trading settlement, please ensure sufficient funds in the account on the settlement day.   |
| 1.3  | Shares Overdraft Facility                         | Remains normal  | To prevent a margin call triggered by swings in the stock market, please ensure sufficient funds in the account.   |
| 1.4  | Custodian   | Bank branches will be closed.   | Services will be offered on the following working day.   |
| 1.5  | Corporate Actions                                 | Remains normal  | Please ensure sufficient funds in the account on the contribution day for debit.   |
| 2. Hong Kong Derivatives Market (Stock Options)  |   |   |  |
| 2.1  | Stock Options Trading                             | Stock Options Trading Counters will be closed.  |  |
|  |   | Internet and mobile stock trading services are operating as usual. Customers can enjoy stock options trading, portfolio management, and access the latest marketing information at any time and electronic daily statements / monthly statements. |  |
|  |   | Securities Trading Hotlines are providing limited services.   | The waiting time and services will be subjected to actual situation.<br>(To ensure Customers could use securities trading services as usual, please register for our internet and mobile stock trading services) |
| 3. Initial Public Offering (IPO)   |   |   |  |
| 3.1  | IPO   | Bank branches will be closed.   |  |
|  |   | IPO subscription applications can be submitted through the Internet and mobile stock trading platforms (excluding the IPO Financing Application).   |  |
| 4. Investment Products and Other Products  |   |   |  |
| 4.1  | Equity Linked Notes and Equity Linked Investments | If the maturity settlement date falls on a SWT day, the bank can still maintain cash or stock settlement services, but no trading services will be provided.  |  |
| B. BANK MONEY TRANSFER ARRANGEMENTS  |   |   |  |
| Particulars  |   | SWT Day Arrangement   | Message to Customer  |
| 1.1  | Paper Cheque                                      | • Full-day SWT - No physical cheque will be collected   | All cheques with technical errors will be returned.  |
|  |   | • Haft Day SWT - Cheque will be collected according to the Branch's operating hours   | Checking account for inward clearing cheque related to "Funding Issues" or "Updating Signature   |

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|                                     |                                 |   |   |
|-------------------------------------|---------------------------------|---|---|
|                                     |                                 | <ul style="list-style-type: none"> <li>Handling a check deposited the day before SWT - The clearing and settlement process will be completed on a SWT day</li> </ul>  | in Progress", will be returned with the specific reason.  |
|                                     |                                 | All cheques with technical errors will be returned.   |   |
| 1.2                                 | E-Cheque                        | <ul style="list-style-type: none"> <li>The existing e-cheque service provided by the bank shall remain normal.</li> <li>If an inward or outward clearing cheque is returned, the customer will be notified on the following working day.</li> </ul>   | Customers can check if there is returned cheque through account transaction history of Personal Internet / Mobile Banking or Corporate Internet / Mobile Banking.   |
| 1.3                                 | FPS                             | The existing FPS service provided by the bank shall remain normal.  |   |
| 1.4                                 | SWIFT                           | <u>Inward remittance</u>  |   |
| 1.5                                 | CHATS                           | <p>The inward remittance service remains normal, but no phone notification services will be provided.</p> <p><u>Outward remittance</u><br/>The online outward remittance via Personal Internet / Mobile Banking or Corporate Internet / Mobile Banking (including local CHATS and SWIFT payments) remains normal.</p> <p>The application form submitted before a SWT day will be processed as usual.</p> <p>All bank branches will be temporarily closed on SWT day, the application form cannot be submitted through branches.</p> |   |
| <b>C. AUXILIARY BANKING SERVICE</b> |                                 |   |   |
| <b>Particulars</b>                  |                                 | <b>SWT Day Arrangement</b>  | <b>Message to Customer</b>  |
| 1.1                                 | Credit Facility - SOF           | Remains normal  |   |
| 1.2                                 | Credit Facility - IPO Financing | <p>Applications submitted before a SWT day will be processed as usual.</p> <p>IPO Financing service will be suspended on a SWT day.</p>   |   |
| 1.3                                 | Time Deposit                    | Fixed deposit services will continue as usual through Personal Internet / Mobile Banking or Corporate Internet / Mobile Banking. Customers can log into internet banking to directly manage accounts for fixed deposits and set renewal instructions.   | Renewal instructions submitted via branches cannot be executed on days of SWT. To ensure customers can use banking services as usual, please register for Personal Internet / Mobile Banking or Corporate Internet / Mobile Banking. Set up renewal instructions in internet banking before the fixed deposit matures to ensure funds are properly arranged on a SWT day. |
| 1.4                                 | Foreign Exchange Service        | Foreign Exchange Service will be provided via our Personal Internet / Mobile Banking or Corporate Internet / Mobile Banking.  |   |
| 1.5                                 | Payroll Services                | <p><u>For Worksheet Payroll</u></p> <ul style="list-style-type: none"> <li>Those Worksheet Payroll submitted via branches before a SWT day will be processed as usual.</li> <li>All bank branches will be temporarily closed on SWT day, Worksheet Payroll cannot be submitted through branches.</li> </ul> <p><u>For Computerized Payroll</u></p> <ul style="list-style-type: none"> <li>Those payroll files submitted via branches or Corporate Internet Banking before a</li> </ul>  | Stop payment or change payment day instruction will not be allowed on a SWT day.  |

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|                           |                             |  |   |
|---------------------------|-----------------------------|--|---|
|                           |                             | <ul style="list-style-type: none"> <li>SWT day will be processed as usual.</li> <li>All bank branches will be temporarily closed on SWT day, payroll files cannot be submitted through branches.</li> <li>Customers can still submit the payroll file through our Corporate Internet Banking.</li> </ul>   |   |
| 1.6                       | MPF Contribution            | <ul style="list-style-type: none"> <li>Those MPF contribution files submitted via branches or Corporate Internet Banking before a SWT day will be processed as usual.</li> <li>All bank branches will be temporarily closed on SWT day, MPF contribution file cannot be submitted through branches.</li> <li>Customers can still submit the contribution file through our Corporate Internet Banking.</li> </ul> | Stop payment or change payment day instruction would not be allowed on a SWT day. |
| <b>D. OTHER REMINDERS</b> |                             |  |   |
| 1.1                       | Hotline Service             | Remains normal   | Customers can contact the banking hotline to seek support on a SWT day.           |
| 1.2                       | Credit Card Hotline Service | Remains normal   | Customers can contact the credit card hotline to seek support on a SWT day.       |

### Enquiry services on a SWT day

During a SWT day, the following hotlines will continue to provide service:

|                                 |                 |
|---------------------------------|-----------------|
| General Enquiry                 | (852) 2818 0282 |
| Securities Services             | (852) 3146 1888 |
| Credit Card Customer Service    | (852) 2818 8236 |
| Credit Card Lost Card Reporting | (852) 2818 8236 |

### e-Banking Platforms

If you have not yet applied for Personal Internet / Mobile Banking or Corporate Internet / Mobile Banking Services, please visit any of our branches to apply. For Personal customers, you can also register for the services through the Personal Internet / Mobile Banking. With the use of e-Banking platforms, you can enjoy more convenient banking services during a SWT day.

Our Bank e-Banking platforms include:

| Personal  |   | Corporate  |  |
|---|---|--|--|
| Internet  | Mobile App  | Internet   | Mobile App   |
| <ul style="list-style-type: none"> <li>Personal Internet Banking</li> <li>Internet Stock Trading</li> </ul> | <ul style="list-style-type: none"> <li>Shacom Bank - Personal Mobile Banking</li> <li>Shacom Pay</li> <li>Shacom Stock</li> </ul> | <ul style="list-style-type: none"> <li>Corporate Internet Banking</li> </ul> | <ul style="list-style-type: none"> <li>Shacom Business - Corporate Mobile Banking</li> </ul> |

Customers can take note of the arrangements for the following relevant services of our Personal Internet / Mobile Banking, Corporate Internet / Mobile Banking and Shacom Pay during SWT.

| Personal Internet / Mobile Banking |  |  |
|------------------------------------|--|--|
| Particulars                        | SWT Day Arrangement  | Message to Customer  |
| Transfer / Remittance              | Customers can submit instructions for the following through Personal Internet / Mobile Banking and our bank will processed as usual: | Scheduled transfer will be executed as usual, please ensure sufficient fund in the debit account one working day before execution date. Actual receiving |

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|  |  |   |
|--|--|---|
|  | <ul style="list-style-type: none"> <li>• Transfer with our bank</li> <li>• Transfer to other local banks via FPS</li> <li>• Transfer to other local banks via CHATS</li> <li>• Remit to overseas (T/T)</li> </ul>  | time of payments depends on the processing of payee banks.  |
| Adjust fund transfer limit                 | If needed, customers can adjust daily fund transfer limit through Personal Internet Banking and use physical Security Device or Mobile Security Token to confirm the instruction with two-factor authentications.  | <p>If customers have not applied physical Security Device / have not registered Mobile Security Token, they can register Mobile Security Token via Shacom Bank mobile App.</p> <p>After registration or re-registration of Mobile Security Token, customers are required to contact our Customer Service Hotline to verify identity in order to perform high risk transactions (e.g. increase transactions limit, etc.).</p>              |
| Register third-party payees                | <p>Currently, registration of third-party payees function is not available on Personal Internet / Mobile Banking. Customers can make transfer to non-registered payees through Personal Internet Banking and use physical Security Device or Mobile Security Token to confirm the instruction with two-factor authentications.</p> <p>Alternatively, customers may submit applications to register payees via branch in advance.</p> | <p>If customers have not applied physical Security Device / have not registered Mobile Security Token, they can register Mobile Security Token via Shacom Bank mobile App.</p> <p>After registration or re-registration of Mobile Security Token, customers are required to contact our Customer Service Hotline to verify identity in order to perform high risk transactions (e.g. fund transfer to non-registered accounts, etc.).</p> |
| Fixed deposits                             | Customers can place fixed deposits instructions through Personal Internet / Mobile Banking within service hour and our bank will processed as usual.   |   |
| Foreign exchange                           | Customers can submit instructions of foreign exchange through Personal Internet / Mobile Banking within service hour and our bank will processed as usual.   |   |
| Investment related services                | <p>Customers can submit the instructions for the following through Personal Internet Banking. The instructions will be processed on the following working day / after resuming to normal.</p> <ul style="list-style-type: none"> <li>• Unit Trust</li> <li>• Retail Bond</li> </ul> <p>Order placing of Currency Linked Deposits services will not be available on Personal Internet / Mobile Banking.</p>                           |   |
| <b>Corporate Internet / Mobile Banking</b> |  |   |
| <b>Particulars</b>                         | <b>SWT Day Arrangement</b>   | <b>Message to Customer</b>  |
| Fund transfer                              | <p>Customers can submit instructions for the following through Corporate Internet / Mobile Banking and our bank will processed as usual:</p> <ul style="list-style-type: none"> <li>• Transfer with our bank</li> <li>• Transfer to other local banks via FPS</li> <li>• Transfer to other local banks via CHATS</li> <li>• Remit to overseas (T/T)</li> </ul>   | Scheduled transfer will be executed as usual, please ensure sufficient fund in the debit account one working day before execution date. Actual receiving time of payments depends on the processing of payee banks.   |
| Adjust fund transfer limit                 | If needed, customers can adjust daily fund transfer limit through Corporate Internet Banking and use physical Security Device or Mobile Security Token to confirm the instruction with two-factor authentications.   | <p>If customers have not applied physical Security Device / have not registered Mobile Security Token, they can register Mobile Security Token via Shacom Business mobile App.</p> <p>After registration or re-registration of Mobile Security Token, customers are required to contact our Customer Service Hotline to verify identity in order to perform high risk transactions (e.g. increase transactions limit, etc.).</p>          |

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|                             |  |   |
|-----------------------------|--|---|
| Register third-party payees | <p>Currently, registration of third-party payees function is not available on Corporate Internet / Mobile Banking. Customers can make transfer to non-registered payees through Corporate Internet Banking and use physical Security Device or Mobile Security Token to confirm the instruction with two-factor authentications.</p> <p>Alternatively, customers may submit applications to register payees via branch in advance.</p> | <p>If customers have not applied physical Security Device / have not registered Mobile Security Token, they can register Mobile Security Token via Shacom Business mobile App.</p> <p>After registration or re-registration of Mobile Security Token, customers are required to contact our Customer Service Hotline to verify identity in order to perform high risk transactions (e.g. fund transfer to non-registered accounts, etc.).</p> |
| Fixed deposits              | Customers can place fixed deposits instructions through Corporate Internet / Mobile Banking within service hour and our bank will processed as usual.  |   |
| Foreign exchange            | Customers can submit instructions of foreign exchange through Corporate Internet / Mobile Banking within service hour and our bank will processed as usual.  |   |
| <b>Shacom Pay</b>           |  |   |
| <b>Particulars</b>          | <b>SWT Day Arrangement</b>   | <b>Message to Customer</b>  |
| Fund transfer               | Customers can submit instructions for small-value fund transfer via FPS (with our bank & to other local banks) through Shacom Pay and our bank will processed as usual.  | Actual receiving time of payments depends on the processing of payee banks.   |
| Adjust fund transfer limit  | If needed, customers can adjust daily small-value fund transfer limit via Shacom Pay.  |   |

### 附錄

| A. 證券及其他投資產品 (交易、交收、託管服務及公司行動處理) |                  |  |
|----------------------------------|------------------|--|
| 1. 香港證券市場 (包括中華通股票)              |                  |  |
| 項目                               | 惡劣天氣安排           | 客戶注意事項   |
| 1.1                              | 證券交易             | 證券買賣專櫃服務暫停   |
|                                  |                  | <p>網上及流動股票買賣服務維持正常，客戶可隨時進行證券買賣及管理投資組合，並可查閱最新市場資訊及電子客戶日結單或月結單</p> <p>證券買賣熱線提供有限度服務</p>  |
|                                  |                  | 客戶等候時間及服務視乎當時實際情況 (為確保客戶可以如常使用服務，請即登記網上及流動股票買賣服務)  |
| 1.2                              | 證券交收             | 維持正常   |
|                                  |                  | 客戶需確保於結算日備有足夠結餘以供證券交易結算之用  |
| 1.3                              | 股票按揭透支服務         | 維持正常   |
|                                  |                  | 客戶需確保於結算戶口備有足夠結餘，以避免因股市波動觸及補倉/斬倉安排   |
| 1.4                              | 託管服務             | 各分行暫停營業  |
|                                  |                  | 銀行將於惡劣天氣交易日隨後的營業日提供有關服務  |
| 1.5                              | 公司行動處理           | 維持正常   |
|                                  |                  | 客戶需確保於扣數日備有足夠結餘作扣數之用   |
| 2. 香港衍生產品市場 (股票期權)               |                  |  |
| 2.1                              | 股票期權交易           | 股票期權專櫃服務暫停   |
|                                  |                  | <p>網上及流動股票買賣服務維持正常，客戶可隨時進行股票期權買賣及管理投資組合，並可查閱最新市場資訊</p> <p>證券買賣熱線提供有限度服務</p>  |
|                                  |                  | 客戶等候時間及服務視乎當時實際情況 (為確保客戶可以如常使用服務，請即登記網上及流動股票買賣服務)  |
| 3. 新股認購服務                        |                  |  |
| 3.1                              | 新股認購             | 各分行暫停營業  |
|                                  |                  | 客戶可透過網上及流動股票交易平台提交新股認購申請 (新股貸款申請除外)  |
| 4. 投資產品及其他產品                     |                  |  |
| 4.1                              | 股票掛鈎票據及股票掛鈎投資    | 如到期交收日為惡劣天氣日，本行仍可維持現金或股票交收服務，惟不提供交易服務  |
| B. 轉賬安排                          |                  |  |
| 項目                               | 惡劣天氣安排           | 客戶注意事項   |
| 1.1                              | 紙本支票             | <ul style="list-style-type: none"> <li>全日為惡劣天氣交易日 - 不會收集紙本支票</li> <li>半日為惡劣天氣交易日 - 將按照分行營業時間收集紙本支票</li> <li>前一天存入的支票 - 結算及交收程序將於惡劣天氣交易日當天完成</li> </ul> |
|                                  |                  | 所有票面問題支票一律退出   |
|                                  |                  | 所有票面問題支票一律退出，客戶戶口當日如有更改印鑑中、存款不足等，該等支票將以特別理由退出  |
| 1.2                              | 電子支票             | <ul style="list-style-type: none"> <li>存入電子支票服務維持正常</li> <li>電子支票被退票，安排於下一個工作日通知相關客戶之退票資料</li> </ul>   |
|                                  |                  | 客戶可於個人網上/流動銀行或企業網上/流動銀行的賬戶交易記錄查閱有否退入退票   |
| 1.3                              | 轉數快              | 維持正常   |
| 1.4                              | SWIFT            | 匯入匯款   |
| 1.5                              | 結算所自動轉賬系統(CHATS) | 如常提供匯入匯款服務，惟不提供電話通知服務  |

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|                  |             |   |   |
|------------------|-------------|---|---|
|                  |             | <p><u>匯出匯款</u><br/>如常於個人網上/流動銀行及企業網上/流動銀行提供匯出匯款服務包括本地及海外匯款</p> <p>惡劣天氣生效前已經分行遞交之申請書將會如常辦理</p> <p>惡劣天氣生效時因分行暫停營業，客戶無法透過分行遞交匯款申請書</p>   |   |
| <b>C. 輔助銀行服務</b> |             |   |   |
| <b>項目</b>        |             | <b>惡劣天氣安排</b>   | <b>客戶注意事項</b>   |
| 1.1              | 信貸服務-股票按揭透支 | 維持正常  |   |
| 1.2              | 信貸服務-新股貸款   | <p>惡劣天氣生效前已提交之申請將會如常處理</p> <p>惡劣天氣生效時將暫停新股貸款服務</p>  |   |
| 1.3              | 定期存款        | 定期存款服務將在個人網上/流動銀行及企業網上/流動銀行維持正常服務，客戶可登入網上銀行直接操作戶口辦理定期存款和設立續期指示  | 經分行提交的續期指示於惡劣天氣交易日將未能執行。為確保客戶可以如常使用銀行服務，請即申請個人網上/流動銀行或企業網上/流動銀行，並提前在定期存款到期日前於網上銀行設立續期指示，以確保在惡劣天氣交易日資金能夠妥善安排 |
| 1.4              | 外幣兌換服務      | 可透過個人網上/流動銀行及企業網上/流動銀行進行外幣兌換  |   |
| 1.5              | 發薪服務        | <p><u>表格發薪服務</u></p> <ul style="list-style-type: none"> <li>惡劣天氣生效前已交至各分行之發薪表格將會如常處理</li> <li>惡劣天氣生效時因分行暫停營業，客戶無法透過分行遞交發薪表格</li> </ul> <p><u>以電子形式發薪</u></p> <ul style="list-style-type: none"> <li>惡劣天氣生效前已交至各分行或經企業網上銀行上載之發薪檔案將會如常處理</li> <li>惡劣天氣生效時因分行暫停營業，客戶無法透過分行遞交發薪檔案</li> <li>客戶仍可經企業網上銀行上載發薪檔案</li> </ul> | 惡劣天氣生效時將不會接納停止付款及更改付款日期指示   |
| 1.6              | 強積金供款       | <ul style="list-style-type: none"> <li>惡劣天氣生效前已交至各分行或經企業網上銀行上載之強積金供款檔案將會如常處理</li> <li>惡劣天氣生效時因分行暫停營業，客戶無法透過分行遞交強積金供款檔案</li> <li>客戶仍可經企業網上銀行上載強積金供款檔案</li> </ul>   | 惡劣天氣生效時將不會接納停止付款及更改付款日期指示   |
| <b>D. 其他服務</b>   |             |   |   |
| 1.1              | 客戶服務熱線      | 維持正常  | 惡劣天氣情況下，客戶仍然可以聯絡銀行服務熱線進行查詢  |
| 1.2              | 信用卡服務熱線     | 維持正常  | 惡劣天氣情況下，客戶仍然可以聯絡信用卡服務熱線進行查詢   |



# 上海商業銀行

## SHANGHAI COMMERCIAL BANK

### 惡劣天氣交易日的查詢服務

在惡劣天氣交易日，下列服務熱線將會照常提供服務：

|         |                 |
|---------|-----------------|
| 一般查詢    | (852) 2818 0282 |
| 證券服務    | (852) 3146 1888 |
| 信用卡客戶服務 | (852) 2818 8236 |
| 信用卡報失   | (852) 2818 8236 |

### 電子平台

若您尚未登記個人網上/流動銀行或企業網上/流動銀行，請親身往各分行申請，個人客戶亦可透過個人網上/流動銀行登記服務，讓您可以更方便於惡劣天氣交易日使用銀行服務。

本行的電子平台包括：

| 個人   |  | 企業   |   |
|--|--|--|---|
| 網上   | 手機應用程式   | 網上   | 手機應用程式  |
| <ul style="list-style-type: none"> <li>個人網上銀行</li> <li>網上證券買賣</li> </ul> | <ul style="list-style-type: none"> <li>上商理財 - 個人流動銀行</li> <li>上商支付</li> <li>上商股票通</li> </ul> | <ul style="list-style-type: none"> <li>企業網上銀行</li> </ul> | <ul style="list-style-type: none"> <li>上商企業理財 - 企業流動銀行</li> </ul> |

客戶可注意本行個人網上/流動銀行、企業網上/流動銀行及上商支付以下相關服務在惡劣天氣下之安排：

| 個人網上 / 流動銀行 |   |   |
|-------------|---|---|
| 項目          | 惡劣天氣安排  | 客戶注意事項  |
| 轉賬 / 匯款     | 客戶可透過個人網上 / 流動銀行提交以下指示，本行將如常處理： <ul style="list-style-type: none"> <li>轉賬至本行賬戶</li> <li>轉賬至本地其他銀行賬戶 - 經轉數快</li> <li>轉賬至本地其他銀行賬戶 - 經 CHATS</li> <li>海外匯款 (電匯)</li> </ul> | 預設指示將如常執行，請確保支款賬戶於預設付款日之前一個工作天預留足夠結餘。實際到賬時間需根據收款銀行的處理時間而定   |
| 更改轉賬限額      | 如有需要，客戶可透過個人網上銀行更改每日轉賬限額，並使用實體「保安編碼器」 / 流動保安編碼進行雙重認證以確認指示   | 如客戶仍未申請實體「保安編碼器」 / 登記流動保安編碼，可透過「上商理財」手機應用程式登記流動保安編碼<br><br>客戶登記 / 重新登記「流動保安編碼」後，須先致電本行客戶服務熱線驗證身份，以進行高風險交易 (如提高交易限額等)    |
| 登記第三者收款人    | 現時本行個人網上 / 流動銀行沒有提供登記第三者收款人功能。客戶如需轉賬至未登記收款人，可使用實體「保安編碼器」 / 流動保安編碼進行雙重認證以確認指示<br><br>另外，客戶亦可預先於分行遞交申請以辦理登記收款人  | 如客戶仍未申請實體「保安編碼器」 / 登記流動保安編碼，可透過「上商理財」手機應用程式登記流動保安編碼<br><br>客戶登記 / 重新登記「流動保安編碼」後，須先致電本行客戶服務熱線驗證身份，以進行高風險交易 (如轉賬至未經登記賬戶等) |
| 定期存款        | 客戶可於服務時間內透過個人網上 / 流動銀行提交辦理定期存款指示，本行將如常處理  |   |
| 外幣兌換        | 客戶可於服務時間內透過個人網上 / 流動銀   |   |

# 上海商業銀行

## SHANGHAI COMMERCIAL BANK

|                    |  |  |
|--------------------|--|--|
| 投資相關服務             | 行提交外幣兌換指示，本行將如常處理<br>客戶可透過個人網上銀行提交以下指示，本行將於下一個工作天 / 恢復正常後處理：<br><ul style="list-style-type: none"> <li>• 基金</li> <li>• 零售債券</li> </ul> 個人網上 / 流動銀行將不提供開立貨幣掛鈎存款服務                   |  |
| <b>企業網上 / 流動銀行</b> |  |  |
| 項目                 | 惡劣天氣安排   | 客戶注意事項   |
| 轉賬 / 匯款            | 客戶可透過企業網上 / 流動銀行提交以下指示，本行將如常處理：<br><ul style="list-style-type: none"> <li>• 轉賬至本行賬戶</li> <li>• 轉賬至本地其他銀行賬戶 - 經轉數快</li> <li>• 轉賬至本地其他銀行賬戶 - 經 CHATS</li> <li>• 海外匯款 (電匯)</li> </ul> | 預設指示將如常執行，請確保支款賬戶於預設付款日之前一個工作天預留足夠結餘。實際到賬時間需根據收款銀行的處理時間而定  |
| 更改轉賬限額             | 如有需要，客戶可透過企業網上銀行更改每日轉賬限額，並使用實體「保安編碼器」 / 流動保安編碼進行雙重認證以確認指示  | 如客戶仍未申請實體「保安編碼器」 / 登記流動保安編碼，可透過「上商企業理財」手機應用程式登記流動保安編碼<br><br>客戶登記 / 重新登記「流動保安編碼」後，須先致電本行客戶服務熱線驗證身份，以進行高風險交易 (如提高交易限額等)   |
| 登記第三者收款人           | 現時本行企業網上 / 流動銀行沒有提供登記第三者收款人功能，客戶如需轉賬至未登記收款人，可使用實體「保安編碼器」 / 流動保安編碼進行雙重認證以確認指示<br><br>另外，客戶亦可預先於分行遞交申請以辦理登記收款人   | 如客戶仍未申請實體「保安編碼器」 / 登記流動保安編碼，可透過「上商理財」手機應用程式登記流動保安編碼。<br><br>客戶登記 / 重新登記「流動保安編碼」後，須先致電本行客戶服務熱線驗證身份，以進行高風險交易 (如轉賬至未經登記賬戶等) |
| 定期存款               | 客戶可於服務時間內透過企業網上 / 流動銀行提交辦理定期存款指示，本行將如常處理   |  |
| 外幣兌換               | 客戶可於服務時間內透企業人網上 / 流動銀行提交外幣兌換指示，本行將如常處理   |  |
| <b>上商支付</b>        |  |  |
| 項目                 | 惡劣天氣安排   | 客戶注意事項   |
| 轉賬                 | 客戶可透過「上商支付」提交小額轉賬 (本行 / 本地其他銀行) 指示，本行將如常處理   | 實際到賬時間需根據收款銀行的處理時間而定   |
| 更改轉賬限額             | 如有需要，客戶可透過「上商支付」更改每日小額轉帳限額   |  |