

上海商業銀行

SHANGHAI COMMERCIAL BANK

7 December 2015

Dear Valued Customer,

Re: “One-Time Password” Authentication Service

To provide you a more secure online shopping experience, with effect from 15 January 2016, the Bank will launch “One-Time Password” Authentication Service. When you make an online transaction at designated merchants with a Shanghai Commercial Bank Visa or MasterCard Credit Card, a “One-Time Password” will be sent to your registered mobile phone number via SMS for identity authentication.

If you have not yet provided the Bank with a valid and latest mobile phone number, you will not be able to receive the “One-Time Password” and complete online transactions at merchants with online transaction authentication service.

To provide or update your mobile phone number for enjoying the “One-Time Password” Authentication Service, please complete the “Change of Customer Information Form” and return the completed form to any of our branches or mail to Credit Card Service Department, Shanghai Commercial Bank Limited.

Should you have any enquiries, please call our Credit Card Customer Service Hotline on 2818 8236 or visit any of our branches.

For more information on the “One-Time Password” Authentication Service, please stay tuned to the Bank’s website for the latest announcement.

Yours faithfully,
Shanghai Commercial Bank Limited

Notes:

If you would like to disable the online transaction function of your credit card, please call our Credit Card Customer Service Hotline on 2818 8236.

親愛的客戶：

有關：「一次專用密碼」驗證服務

為讓您可享有更安全的網上購物體驗，本行將於 2016 年 1 月 15 日起推出「一次專用密碼」驗證服務。當您以上海商業銀行 Visa 或萬事達卡信用卡於指定商戶進行網上交易時，本行將透過短訊發送「一次專用密碼」至您已登記之手提電話號碼，以作身份驗證。

若您尚未向本行提供有效及最新的手提電話號碼，您將無法接收「一次專用密碼」及於設有網上交易驗證服務的網上商戶完成交易。

如欲更新您的手提電話號碼以享用「一次專用密碼」驗證服務，請即填妥「更新客戶資料表格」，並交回本行任何一間分行或郵寄至上海商業銀行信用卡服務部。

如有任何疑問，請致電信用卡客戶服務熱線 2818 8236 或親臨本行任何一間分行查詢。

有關「一次專用密碼」驗證服務詳情，請留意本行網頁的最新公佈。

上海商業銀行有限公司 謹啟
2015年12月7日

備註：

如欲停止信用卡之網上交易功能，請致電信用卡客戶服務熱線 2818 8236。