



30 March 2020

Dear Valued Customers,

Re: Notice of Banking Hall Services

Having regard to the Prevention and Control of Disease (Prohibition on Group Gathering) Regulation, starting from today, the in-branch service area and facilities for securities trading customers has been temporarily closed until further notice. For customers queuing for banking hall services, there are special arrangements to promote safe distancing between customers.

For stock quotes or order placement, customers can contact the Bank's staff on the premises for service, or call the Securities Services Hotline on 3146 1888. Customers are also encouraged to use the Bank's Internet, Mobile and Phone Banking services.

The Bank apologizes for any inconvenience caused and appreciates the understanding and patience of our customers. For any queries, please call our Customer Service Hotline on 2818 0282.

Yours faithfully,
Shanghai Commercial Bank Limited

親愛的客戶：

有關：分行大堂服務通知

為配合《預防及控制疾病（禁止羣組聚集）規例》，由即日起，本分行的證券交易服務區及設施，將暫時關閉，直至另行通知。而需要在大堂輪候服務的客戶，亦會有特別安排，確保大家之間保持安全距離，敬請垂注。

客戶如需要查詢股票價格或落盤，請聯絡本分行同事或致電證券服務熱線電話 3146 1888。本行亦建議客戶使用網上、流動、電話銀行服務處理賬戶事宜。

本行謹此就事件對客戶造成的不便致歉，並對其客戶給予的諒解及支持表示謝意。如有任何查詢，歡迎致電本行客戶服務熱線 2818 0282。

上海商業銀行有限公司 謹啟
二〇二〇年三月三十日