

28 June 2024

Dear Valued Customer,

**“ECG” related functions will cease to be supported in Corporate Internet Banking / Shacom Business mobile App**

Thank you for your valued support to Shanghai Commercial Bank (“the Bank”) services.

Please be informed that with effect from early September 2024<sup>1</sup>, “ECG” related functions<sup>2</sup> will cease to be supported and the local transfers will be supported by Faster Payment Service (“FPS”) in Corporate Internet Banking / Shacom Business mobile App. Customers can initiate instant<sup>5</sup> fund transfer to other local banks via “FPS”<sup>3 4</sup> and please note the following:

- When conducting fund transfer via “FPS”, please note that the payee name must be matched exactly with that in the payee bank’s record, otherwise the payee bank may reject the transaction. For customer convenience, the records of Saved/Registered Beneficiary & bulk transfer template on “ECG” have been migrated to that of “FPS” previously, please double-check whether the name of the migrated Saved/Registered Beneficiary (marked with **【!】**) is an exact match with that in the payee bank’s record. If needed, please logon your Corporate Internet Banking, click “Transfer & Pay” > “Transfer/Remittance” > “Enquiry” > “Beneficiary List (Other Bank)”, select Beneficiary with **【!】** and update Beneficiary Name (FPS) accordingly.
- From end July 2024 onwards, “ECG” only supports scheduled transfer ending within August 2024. Alternatively, please preset your instruction via “FPS”.

Note:

1. For the official implementation date, please refer to our latest announcement on our website and Corporate Internet Banking / Shacom Business mobile App.
2. “ECG” related functions including “Transfer To Other Local Bank (ECG)” / “Transfer to Local Beneficiary Account (ECG)”, “Bulk Transfer To Other Local Bank (ECG)” & “Bulk Transfer To Other Local Bank (ECG) Template” that will cease to be supported in Corporate Internet Banking and Shacom Business mobile App.
3. Customers can use “FPS” related functions including “Transfer to Other Local Bank (FPS)” / “Transfer to Local Beneficiary Account (FPS)”, “Bulk Transfer To Other Local Bank (FPS)” & “Bulk Transfer To Other Local Bank (FPS) Template”.
4. For the charges for Payment or Fund Transfer to Other Local Bank via FPS, please refer to “Banking Service Charges” on our website for details.
5. Actual receiving time depends on the processing of receiving bank.

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

Yours faithfully,

Shanghai Commercial Bank Limited

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