

28 June 2024

Dear Valued Customer,

“Express Transfer (ECG)” function will cease to be supported in Personal Internet Banking / Shacom Bank mobile App

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

Please be informed that with effect from early September 2024¹, “Express Transfer (ECG)” function under “Transfer To Other Local Bank” will cease to be supported and the local transfers without handling charge will be supported by Faster Payment Service (“FPS”) in Personal Internet Banking / Shacom Bank mobile App. Customers can initiate instant² fund transfer to other local banks via “FPS” 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 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 Personal Internet Banking / Shacom Bank mobile App, click “Transfer & Pay” > “Transfer/Remittance” > “My Payee List”, select Beneficiary with **【!】** and update Beneficiary Name (FPS) accordingly.
- According to the Bank's previous notice on “Express Transfer (ECG)” page, “ECG” only supports scheduled transfer ending within 2022. Alternatively, please preset your instruction via “FPS”.

Note:

1. For the official implementation date, please refer to our latest announcement on our website and Personal Internet Banking / Shacom Bank mobile App.
2. 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.