

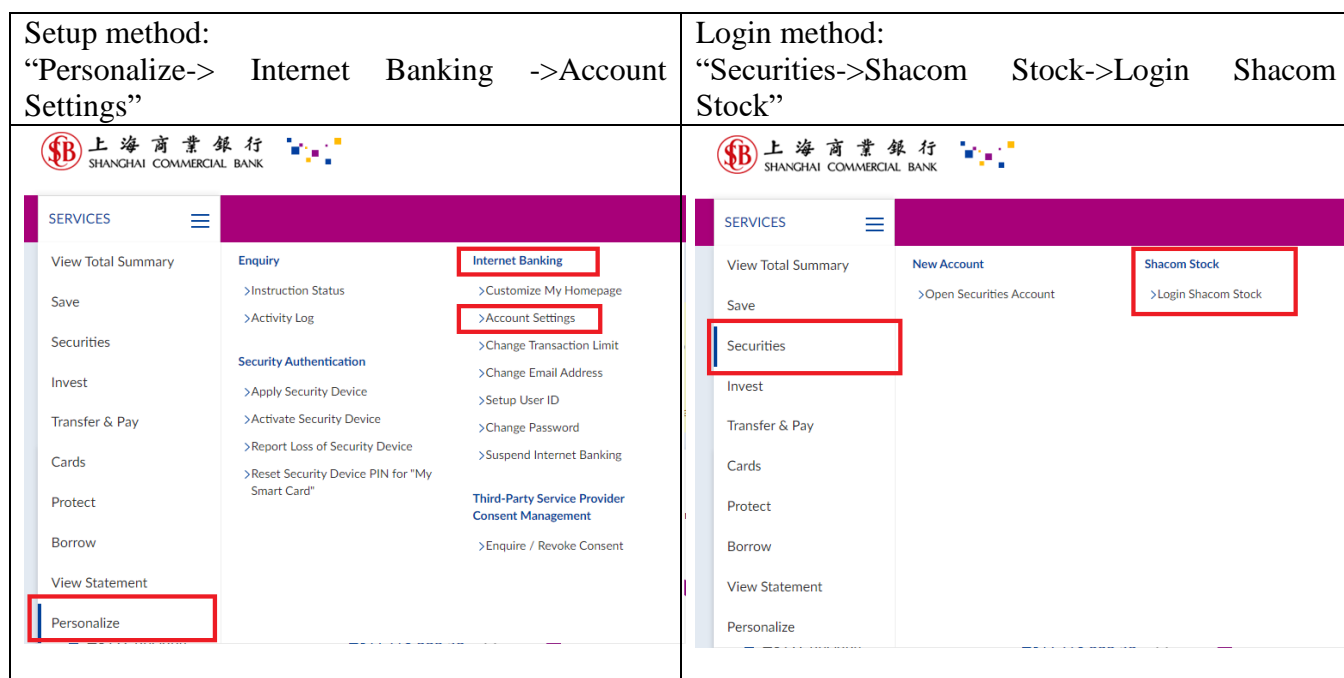
12 July 2024

Dear Valued Customer,

Re: Personal Internet Banking Services Enhancement

Thank you for choosing our Internet Banking and Securities Trading Services.

As your trusted investment partner, we are committed to enhancing your internet banking and securities trading experience at all times. Starting from today, you can login to our Shacom Stock through Personal Internet Banking (including online and mobile applications) to operate your securities account and trade. You can setup securities account(s) you would like to enquire and operate in your Personal Internet Banking:



Terms and conditions apply. For enquiries, please call our customer service Hotline at (852) 2818 0282.

Yours Sincerely,
 Shanghai Commercial Bank Limited

Important Notes:

- Shanghai Commercial Bank Limited (the “Bank”) offers various ways of accessing your Securities Account, including Internet Stock Trading Services, Mobile Stock Trading Service, Securities Trading Counters and Securities Trading Hotlines. If you experience any problems in reaching the Bank through any particular method, you can attempt to use alternate methods to communicate with the Bank.
- Where you are using the Electronic Trading Service, trade confirmations of your Transactions will be send to your registered email address and SMS number (if applicable) in the Bank’s record. The account statement will be delivered through the method preferred by you and remain unchanged. You shall review such confirmations and report to the Bank as soon as practicable any errors identified in any such communications.
- For more details, please refer to the “Terms and Conditions for i-Banking Services”, “Terms and Conditions for Securities Services” and “General Descriptive Information of Services”, which can be downloaded from Shanghai Commercial Bank corporate website > Tools > Forms & Documents.