

20 November 2024

Dear Valued Customer,

Notice of Amendments to “Provisions for Electronic Identity Verification (eIDV) and Important Notes”

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

Please be informed that the Terms and Conditions for “Provisions for Electronic Identity Verification (eIDV) and Important Notes” provided by the Bank will be amended with effect from 31 December 2024 (“the Effective Date”).

For your easy reference, we have set out below a summary of the major amendments to the Terms and Conditions. In the event of conflict between the summary and the revised Terms and Conditions, the latter shall prevail.

Affected Clause	Amendments
2. General Requirements for Electronic Identity Verification Procedure	<p>Clause 2.4 shall be amended as follows:</p> <p>2.4 The Customer warrants and confirms that the Customer’s genuine identity throughout the eIDV procedure and all personal data provided or uploaded via the App is accurate and complete. The Customer further agrees that the Bank may use and disclose the Customer’s personal data in accordance with the Bank’s Circular to Customers and Other Individuals relating to the Collection and Handling of Personal Data (“Personal Data Circular”).</p> <p>Clause 2.5 shall be amended as follows:</p> <p>2.5 The Customer’s Hong Kong Identity Card photo and information on the Card will be automatically transferred to the Bank and its third-party service providers for the purpose of verifying the customer identity, liveness, and personal information, and will be used, processed and kept by the Bank and the third-party service providers in accordance with the Personal Data (Privacy) Ordinance (Cap. 486) and the Personal Data Circular and Privacy Policy Statement issued by</p>

上海商業銀行
SHANGHAI COMMERCIAL BANK

	the Bank.
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Save as mentioned above, the provisions of “Provisions for Electronic Identity Verification (eIDV) and Important Notes” shall remain unchanged and continue in full force and effect.

You can also browse our website www.shacombank.com.hk (Latest News) to read the relevant revised Provisions.

Please note that the above amendments shall be binding on you if you continue to use or retain the services after the Effective Date. If you do not accept the above amendments, we shall not be able to continue providing services to you and you can notify the Bank for termination of service before the Effective Date.

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.

親愛的客戶：

有關《電子身份驗證條款及重要提示》之條款及細則修訂通知

感謝閣下對上海商業銀行（「本行」）服務的支持。

茲通知本行將於2024年12月31日（「生效日期」）起修訂《電子身份驗證條款及重要提示》之條款及細則。所有修訂於生效日期起生效。

為方便閣下參考，本行現將條款及細則的主要修定之摘要列出如下。如有關摘要與已修訂之條款及細則有歧異之處，概以已修訂之條款及細則為準。

受影響之條款	修訂
2. 電子身份驗證程序的一般要求	<p>條款 2.4 將修改為：</p> <p>2.4 客戶保證並確認在整個電子身份驗證程序中提供或上傳的所有個人資料都是準確和完整的。客戶亦同意本行可以根據本行之關於個人資料的收集和處理致客戶及其他個別人士的通知（「個人資料通知」）使用和披露客戶的個人資料。</p> <p>條款 2.5 將修改為：</p> <p>2.5 客戶的香港身份證的照片及錄像以及客戶的香港身份證上的資料以及客戶的照片將被轉移予本行及本行的第三方服務供應商，就有關銀行文件以驗證客戶的身份，真人驗證和個人資料，並將由本行及本行的第三方服務供應商根據《個人資料(私隱)條例》（第486章）及個人資料通知及本行之私隱政策聲明被使用、處理和保留。</p>

除以上提及之修訂外，其餘《電子身份驗證條款及重要提示》之條款將維持不變並繼續具有完全效力及作用。

閣下亦可瀏覽本行網頁 www.shacombank.com.hk 之「最新消息」參閱已修訂之條款及細則。

謹請注意，倘閣下在上述生效日期或其後繼續使用及／或持有有關服務，上述修訂即對閣下具有約束力。倘上述修訂不獲閣下接納，本行將無法繼續為閣下提供服務，閣下可於上述生效日期前通知本行終止服務。

倘有任何疑問，請致電客戶服務熱線 2818 0282 或親臨本行任何一間分行查詢。

上海商業銀行

SHANGHAI COMMERCIAL BANK

上海商業銀行有限公司 謹啟
2024年11月20日

本函為電腦編印文件，毋須簽署。此為中文譯本，如與英文版本有歧異，一概以英文版本為準。