

## **FAQ for Customers Regarding Changes and Discontinuation of Stock Trading Services**

### **1. Why is Fubon Bank (Hong Kong) terminating its stock trading service?**

**Answer:** Fubon Bank (Hong Kong) is terminating its stock trading services as part of a strategic business adjustment within the Fubon Financial Holdings Group. This move aims to enhance the synergy between the Bank and Fubon Securities (Hong Kong), optimize resource allocation, and align both entities with their core service offerings.

Following the adjustment, the Bank will focus on core banking services, including retail and corporate banking, while Fubon Securities (Hong Kong) will specialize in providing professional stock trading services. This strategic realignment supports an improved client experience, enabling clients to access more comprehensive investment and trading functions through a dedicated platform, thereby creating greater value for future development and client growth.

### **2. What will happen to the stocks held in my Fubon Bank (Hong Kong) securities account?**

**Answer:** As of **the end of the trading hours on May 29, 2026 (Friday)**, the Bank will no longer accept instructions for stock purchases or deposits. It will only accept sell or transfer instructions.

As of **the end of the trading hours on June 30, 2026 (Tuesday) (the “Trading Service Cut-off Time”)**, the Bank will no longer accept stock trades via Online Banking, “FB Invest+”, or the securities department.

To ensure a smooth transition, we recommend that clients consider the following options:

- Open a securities account with Fubon Securities (Hong Kong) and transfer their stocks from the Bank to this account.
- Transfer their stocks to another financial institution of their choice (account name must match the Bank’s records).
- Sell their stocks via the Bank’s securities account before **the end of the trading hours on June 30, 2026 (the “Trading Service Cut-off Time”)** and continue investing in other products.

### **3. Do I need to close my investment account after transferring my stocks?**

**Answer:** No. Client may continue to use their Fubon Bank (Hong Kong) securities account for other investment products such as unit trusts and stock-linked investments.

### **4. What kind of company is Fubon Securities (Hong Kong)?**

**Answer:** Fubon Securities (Hong Kong) was established in 2013 and is a wholly-owned subsidiary of Fubon Comprehensive Securities in Taiwan. It provides stock trading services in Hong Kong, the Chinese Mainland (via Stock Connect), Taiwan, the U.S., and other markets in the Asia-Pacific and North America regions.

As a full-service securities firm, Fubon Securities completed a merger with Jessen Securities in 2023, further enhancing its market position in Taiwan. For more details, please visit: <https://www.fubonsec.com.hk>

### **5. How do I open an account with Fubon Securities (Hong Kong)? Can my Fubon Bank (Hong Kong) personal data be transferred?**

**Answer:** Clients may contact Fubon Bank (Hong Kong)’s Securities Service Hotline ((852)2842 7575) for assistance or visit any branch to sign a Personal Data Disclosure Consent Form. The Bank will then coordinate with Fubon Securities (Hong Kong) to assist with the account opening process. For more details on account opening procedures, please visit: <https://www.fubonsec.com.hk/zh-hk/Custom/Account>

Please note that account opening is subject to Fubon Securities (Hong Kong)’s internal procedures and final approval.

**6. Are my assets with Fubon Securities (Hong Kong) protected?**

**Answer:** Rest assured that all trading in Hong Kong-listed stocks is protected under the Securities and Futures Ordinance and falls under the “Investor Compensation Fund” with a maximum payout of HKD 500,000 (excluding products traded outside the HKEX or Stock Connect framework).

**7. Which market securities are available through Fubon Securities (Hong Kong)?**

**Answer:** Clients may trade in Hong Kong, Taiwan, U.S., and Chinese Mainland A-shares (via Shanghai-Hong Kong and Shenzhen-Hong Kong Stock Connect) through Fubon Securities (Hong Kong). For more details, please visit the Fubon Securities (Hong Kong) website:  
<https://www.fubonsec.com.hk/>.

**8. Is there a fee for transferring stocks from Fubon Bank (Hong Kong) to Fubon Securities (Hong Kong)?**

**Answer:** The Bank and Fubon Securities (Hong Kong) will waive handling fees for stock transfers between the two institutions (including fees charged by the Hong Kong Securities Clearing Company). However, third-party fees, taxes, levies, or other charges (e.g. registrars, custodians, settlement systems, or intermediaries) may still apply.

**9. What is eDDA (Electronic Direct Debit Authorization)? Can Fubon Bank (Hong Kong) or Fubon Securities (Hong Kong) staff assist with the setup?**

**Answer:** eDDA is a fast fund transfer method under the Faster Payment System (FPS). Clients can pre-authorize eDDA via the “Fubon TradeGo” app and link it to their Bank account. Once set up, funds will be automatically debited and transferred to Fubon Securities (Hong Kong) for settlement, in accordance with the clients’ instruction. Fubon Bank (**Hong Kong**) and **Fubon Securities (Hong Kong)** staff can assist with the setup upon request.

**10. How can I learn more about the termination of the stock trading services?**

**Answer:** We are happy to provide further details on the Bank’s decision to terminate stock trading services. Clients may reach out to us via the following channels:

- 📞 Securities Investment Service Hotline: (852) 2842 7575
- 📞 Customer Inquiry Hotline: (852) 2566 8181
- 🏢 Branch Counter Service: Visit any Fubon Bank branch
- ✉️ Email Inquiry: [cs.inquiry.fbhk@fubon.com](mailto:cs.inquiry.fbhk@fubon.com)