

PRESS RELEASE

FOR IMMEDIATE RELEASE

Fubon Bank (Hong Kong) Limited Core Banking System Upgrade

(Hong Kong: 18 April 2019) Fubon Bank (Hong Kong) Limited (“the Bank”) is committed to providing customers with the unique “Fubon Experience” through enhancement of its products and service delivery channels, and continued upgrade of its service outlets and digital platforms. To align with this strategy and to provide customers with reliable and high-quality financial services, the Bank will undergo a major computer system upgrade for its core banking system (the “System Upgrade”) from 19 April to 22 April 2019.

Following the System Upgrade, our services will be enhanced and modified to provide better services in both our electronic services and branch services. During the cutover period, some of our banking services will be interrupted with details set out below:

Service Interrupted	Service Interruption Date and Time (Hong Kong Time)
ATM Service	22 April 2019 (Monday) 00:00 – 07:30
ATM Card Service	
Fubon Credit Card ATM Service	
Fubon Credit Card Retail Transaction Service	
Fubon Credit Card POS Authorization, Transaction and Settlement Services	
EPS Service	
Fubon JETCO Pay Service	
Faster Payment System (FPS)	
Fubon e-banking Services	
Fubon Phone Banking Services	
Fubon Credit Card Merchant Online Service	
Fubon Business Online	
Fubon Mobile Banking	
Fubon e-Cheque Service	
Fubon Corporate Website	

The Bank has already notified customers of the System Upgrade via various channels. Customers are advised to schedule their transaction needs relating to the System Upgrade, such as cash withdrawal, funds transfer, etc., accordingly to avoid the inconvenience caused by the service disruption included above.

For the details of the changes in account services, please call Fubon Bank Integrated Customer Service Hotline* at 2566 8181, visit any Fubon Bank branches or click onto the Bank’s website www.fubonbank.com.hk.

*Remarks: Business hours of Fubon Bank Integrated Customer Service Hotline are from 9:00 am to 7:00 pm, Monday through Friday, and from 9:00 am to 1:00 pm on Saturday (except public holidays).



Fubon Bank
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Fubon Bank (Hong Kong) Limited

Fubon Bank (Hong Kong) Limited (“Fubon Bank”) is a wholly owned subsidiary of Fubon Financial Holding Co., Ltd. (“Fubon Financial Holdings”), one of the largest financial holding companies in Taiwan. Fubon Financial Holdings is now the only Taiwanese financial institution with banking subsidiaries in China, Taiwan and Hong Kong. Fubon Bank operates 21 branches and 1 Securities Services Centre in Hong Kong, providing a wide range of financial services encompassing consumer and wholesale banking, wealth management, financial markets, securities brokerage and investment services. Fubon Bank holds an A-2 short-term, BBB+ long-term rating from Standard & Poor’s. The rating reflects Fubon Bank’s strong capitalization, good liquidity and sound asset quality.

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