

30 April 2017

Notification of Changes of Phone Banking Services

Customer Identity Authentication Process and Call Flow and Removal of Service

(1) Change of Customer Authentication Process

In order to enhance the security of our Phone Banking Services, effective from **1 August 2017** ("**Effective Date**"), customer is required to use Telephone Banking Identification Number ("TIN") for customer identity authentication when performing bank account enquires or related transaction via Phone Banking Services.

If you wish to continue to use our Phone Banking Services after the Effective Date, please visit any Fubon Bank branch in person for the application of TIN. The TIN will be sent to personal customer by post, whilst corporate customer is required to collect the TIN in person at our designated branch.

If you do not possess any TIN or cannot input the correct TIN eventually for customer identity authentication, you will not be able to perform any bank account enquires or related transaction via Phone Banking Services from the Effective Date onwards.

(2) Change of Phone Banking Services Call Flow

Moreover, the call flow of Phone Banking Services related to Deposit and other Banking Services will also be amended upon the Effective Date. Please refer to the new version of Phone Banking User Guide below regarding the related part for your information:

Phone Banking User Guide (Deposit and Other Banking Services)
(Effective Date: 1 August 2017)

Dial 2566 8181 Language Selection 1. Cantonese 2. English 3. Putonghua

Press 3 Deposit and other Banking Services

1. Account Related Services *
2. Enquire Foreign Exchange Rates and Deposit Rates
3. Enquire Product and Other Information

*Customer must input the correct TIN to perform the above transactions.

Remarks: The Phone Banking User Guide may be updated from time to time. Please visit www.fubonbank.com.hk for the latest version.

(3) Removal of Service

From the Effective Date, the payment of Public Utility Bills via Phone Banking Services will be removed.

Should you have any enquiry, please call Fubon Bank Integrated Customer Service Hotline at 2566 8181 (press 3 after language selection) during the office hours[#].

[#] Office hours: 9:00 am to 7:00 pm from Monday to Friday and 9:00 am to 1:00 pm on Saturday (except Public Holidays).