

Dear Customer,

Notification of Changes of Phone Banking Services
Customer Identity Authentication Process and Call Flow

(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 account enquires 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 from 3 July 2017 onwards.** 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 account enquires via Phone Banking Services from the Effective Date onwards.

(2) Change of Phone Banking Services Call Flow

Moreover, the call flow related to credit card merchant service will also be amended upon the Effective Date:

Phone Banking Services (Credit Card Merchant Service) (Effective Date: 1 August 2017)

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

Press 5 Credit Card Merchant Services

- 1** New Merchant
- 2** Existing Merchant
 - 1** Stationery Ordering
 - 2** Terminal Maintenance Service
 - 3** Enquiry*
- 3** Enquire Product and Other Information

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

Should you have any enquiry, please feel free to call Fubon Bank Integrated Customer Service Hotline at 2566 8181.

Fubon Bank (Hong Kong) Limited

This is computer generated letter and a signature is not required.