

Notification of the Phase Out of SMS as an Option of Notification for Fubon e-Statement Service

Effective from **29 January, 2018** (“Effective Date”), Fubon Bank (Hong Kong) Limited (“the Bank”) will start to phase out SMS as an option of notification channel for Fubon e-Statement Service gradually. To further enhance digital customer experience, the Bank will use email as the e-Statement notification channel. Please take note of the following situations:

For customers who have not subscribed to e-Statement Service	Customers can only use email as the notification channel of the e-Statement Service starting from Effective Date. The option to use SMS as the notification channel will be removed from Effective Date.
For customers who have already subscribed to e-Statement Service and are using email as the notification channel	Customers can continue to use email as the notification channel of the e-Statement Service. The option for switching to use SMS as the notification channel will be removed from e-banking platform starting from Effective Date.
For customers who have already subscribed to e-Statement Service and are using SMS as the notification channel	Customers can continue to use SMS as the notification channel of the e-Statement service. The Bank highly encourages customers to switch to use email as the notification channel.

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

Should there be any inconsistency between the English and Chinese versions, the English version shall prevail.