



Dear Valued Customer,

Re: Important Notice: Temporarily Disable Fubon Mobile Security Key Service for Samsung Galaxy Note 10 and S10 Series Models

Due to the recent security findings on the fingerprint authentication of Samsung Galaxy Note 10 and S10 series models, Fubon Bank (Hong Kong) Limited (the “Bank”) has disabled the Fubon Mobile Security Key Service for the above device models until further notice. If affected customer would like to use Fubon Mobile Banking Service, you can continue to use Mobile Banking PIN to logon. If affected customer would like to perform high-risk online transactions[#], you can use Fubon e-banking Service and One Time Password Service to complete the transactions.

For details, please visit the Bank’s website or contact our Integrated Customer Service Hotline at 2566 8181 (Press 3 after selection of language) during office hours*.

[#] For details of high-risk online transactions, please visit the Bank’s website in the “One Time Password Service” section (<https://www.fubonbank.com.hk/en/online-services/e-banking/authentication-service.html>)

* Monday to Friday: 9am to 7pm, Saturday: 9am to 1pm (except public holidays)

Fubon Bank (Hong Kong) Limited

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