



Dear Valued Customer,

Notice of Extending Retention Period of Consolidated and Credit Card e-Statements to 7 Years

With effect from 3<sup>rd</sup> August 2020 (the “Effective Date”), the Consolidated e-Statements and Credit Card e-Statements<sup>^</sup> of Fubon Bank (Hong Kong) Limited (the “Bank”) will be retained for up to 7 years and customers can logon to Fubon e-banking Service thereafter to view and download the e-Statements for record according to their needs.

Moreover, with effect from 31st March 2020, the Bank has waived the service fee for the request by individual and joint customers who are subscribing Fubon e-Statement Service for obtaining printed Consolidated Statement and / or Credit Card Statement. Such fee waiver is only applicable to the period from the expiration of 13 months (counted from the issuance date of the relevant statement) up to 7 years and restricted to the request of first 6 copies of such statement per year.

Should you have any enquiries, please contact our Integrated Customer Service Hotline at 2566 8181 (press 3 after selection of language) during office hours\*.

<sup>^</sup> Such arrangement is only applicable to e-Statements issued on or after March 2019

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

Fubon Bank (Hong Kong) Limited

July 2020

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