

27 March 2025

Notice of Enhanced Security Measures for Fubon Internet Banking Services

To address the recent rise in fraudulent activities and enhance the security of our Internet Banking services, Fubon Bank (Hong Kong) Limited (the “Bank”) may require customers to enter a One-Time Password (OTP) which will be sent via SMS by the Bank, to complete two-factor authentication for login from 31 March 2025.

For customers who have not yet registered a mobile phone number with the Bank, please visit any Fubon Bank branch at your earliest convenience to complete the registration and avoid any disruption for the usage of Internet Banking services.

Furthermore, customers may review transaction and login activity records through “Internet Banking Transaction Enquiry” feature on Internet Banking and/or the “Fubon+ Transaction Enquiry” on Fubon+. These records will be retained for 90 days. Should you suspect any unauthorized transactions, please contact our 24-hour service hotline at 2104 3362 immediately.

Should you have any enquiries, please contact our Integrated Customer Service Hotline at 2566 8181 during office hours.

Fubon Bank (Hong Kong) Limited

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