



Dear Valued Customer,

### **Notification of ATM Card Replacement**

In accordance with the system upgrade of Chiyu Banking Corporation Limited (the "Bank"), and to provide superior ATM Card service, the Bank will offer free ATM Card replacement to customers whose ATM cards issued on or before 2 May 2025 ("old card") and accounts do not have any special status. Starting from October 2025, the Bank will gradually replace the old cards with brand new, functional "UnionPay QuickPass" (indicated by the embedded "UnionPay QuickPass" logo) ATM Cards ("new card"). You can simply tap your new card at any sales points displaying "UnionPay QuickPass" logo in Hong Kong or outside Hong Kong, and then enter your ATM card personal identification number ("PIN") to complete the payment instantly, without card insertion.

The new card will be mailed to your correspondence address registered with the Bank during October 2025 to March 2026, and your existing card will automatically become invalid after 30 days from the new card's issuance date or upon the new card activation. All old cards will automatically become invalid on 30 April 2026. ATM cards issued from 3 May 2025 onwards can be continued to use and will not be affected.

To ensure your ATM Card service experience will not be affected, your new card number, ATM card PIN, linked account(s), daily transaction limits, and settings for purchasing Hong Kong Jockey Club Cash Vouchers (if applicable) will remain unchanged. If you have registered for the PPS Service, no re-registration of relevant bills is required.

If you do not wish to accept this ATM card function enhancement, you may notify the Bank to terminate your service. Otherwise, continued use of related banking services or retention of the relevant ATM card beyond 30 days after the new card's issuance date will be deemed acceptance of the card replacement.

To ensure safe delivery of the new card to you, if your current correspondence address registered with the Bank has changed, please update through Internet Banking or visit any of our branches in person as soon as possible.

Thank you for your continued support to the Bank. For enquiries, please call the Bank's 24-hour Customer Service Hotline at (852) 2232 3233 or visit any of our branches.

**Chiyu Banking Corporation Limited**

**August 2025**

#### *Notes:*

- 1. This is a computer-generated letter that requires no signature.*
- 2. Customers may download this Customer Notice from "What's New" on the Bank's website ([www.chiyubank.com](http://www.chiyubank.com)) on or before 30 June 2026 and customers may not be able to access or download such customer notice afterwards.*
- 3. Shall there be any discrepancies between the Chinese and English version of this Notice, the Chinese version prevails.*