

December 19, 2018

Dear Valued Customer,

**Notification in relation to System Upgrade, Temporary Banking Services Interruption, Changes in Terms and Conditions, Banking Services and e-Banking Services**

**I. System Upgrade and Temporary Services Suspension**

Thank you for choosing our banking services. In order to provide better banking services, China Construction Bank (Asia) Corporation Limited ("CCB (Asia) " or "we" or the "Bank") will conduct system upgrade from 6:30pm on January 11, 2019 (Friday) to 23:59pm on January 13, 2019 (Sunday) and kindly note some services will be suspended during the affected period. Customer shall make own arrangements in advance if necessary. Services that will be temporarily suspended during the affected period are as follows:

1. Self-service machines (Automated Teller Machines ATM Service): Use of CCB (Asia) ATM Card and CCB (Asia) Credit Card to withdraw cash, deposit, enquire account balance, transfer funds and pay bills via local and overseas ATMs (including ATMs of CCB (Asia) and Jetco network), and conduct retail purchases by debiting bank account via EPS/UnionPay, etc
2. CCB (Asia) Website (online forms)
3. Online Personal Banking
4. Mobile Banking
5. StocksLink Mobile App
6. Hong Kong Securities Trading Application
7. WeChat Official Account (Account linking/enquiry, Credit card status enquiry, Credit card application, Credit card activation, Credit limit enquiry, Bonus point enquiry, Push notification)
8. Online Enterprise Banking
9. Interbank fund transfer with our Bank
10. Customer Services Hotlines (account related partial enquiry)

In order to minimize any inconvenience caused to you, cash withdrawal service will be specially arranged for CCB (Asia) ATM Card cardholders at the following designated branches from 1pm to 9 pm on January 12, 2019 (Saturday) and from 9 am to 9 pm on January 13, 2019 (Sunday) to meet your immediate needs during the affected period. Such special cash withdrawal arrangement at the designated branches will be discontinued after the ATM Service resumed. Total maximum cash withdrawal limit on January 12, 2019 and January 13, 2019 for each current and valid CCB (Asia) ATM Card (Subject to the account balance has sufficient balance) is HK\$10,000. The minimum cash withdrawal amount is HK\$500. You are required to present your personal identification documents and CCB (Asia) ATM Card when withdrawing cash over the counter. The designated branches are as follows:

Branch*	Address
Causeway Bay Plaza Branch	G/F, Causeway Bay Plaza 1
North Point Branch	382 King's Road
Tsimshatsui Humphreys Avenue Branch	3 Humphreys Avenue
Yaumati Branch	556 Nathan Road
Shatin Plaza Branch	Shop 5, Level 1, Shatin Plaza

\*Remark: During the affected period, the above designated branches only provide special cash withdrawals services. Other banking services will not be available.

## II. Temporary Service Interruption at Branches

To better prepare for the system upgrade, please note that only the following designated branches will temporarily provide limited banking services while all other branches are open for customer enquiry only from 9 am to 1 pm on January 12, 2019 (Saturday).

Branch	Address
Central Branch	6 Des Voeux Road Central
Sheung Wan Des Voeux Road Branch	237 Des Voeux Road Central
Causeway Bay Plaza Branch	G/F, Causeway Bay Plaza 1
Wanchai Hennessy Road Branch	139 Hennessy Road
North Point Branch	382 King's Road
Shau Kei Wan Branch	2 Po Man Street
Tsimshatsui Humphreys Avenue Branch	3 Humphreys Avenue
Yaumati Branch	556 Nathan Road
Mongkok Nathan Road Branch	788 Nathan Road
Kwun Tong Hoi Yuen Road Branch	56 Hoi Yuen Road
Mei Foo Branch	Shop N46, G/F Mei Foo Sun Chuen, Stage 6
Tsuen Wan Branch	282 Sha Tsui Road
Tseung Kwan O Branch	Shop 190, Level 1, Metro City 3
Shatin Plaza Branch	Shop 5, Level 1, Shatin Plaza
Ma On Shan Branch	Shop 297, Level 2, Ma On Shan Plaza
Yuen Long Branch	68 Castle Peak Road

The limited banking services provided by the above branches include:

1. Saving/Current Account Cash Deposit in same currency (Personal/Private Banking/\*Commercial customers)
2. Saving/Current Account Cash Withdrawal in same currency (Personal/Private Banking/\*Commercial customers)
3. Time Deposit Redemption in same currency (Applicable to matured Time Deposit only)
4. Transfer in same currency (Personal/Private Banking/\*Commercial customers)
5. Safe Deposit Box Enquiry and Access
6. Credit Card Payment in same currency (Cash/Transfer)
7. Loan Payment in same currency (Cash/Transfer)

\*Remark: The above designated branches only provide limited services for Commercial Customers.

## III. Effective Date of Changes in relation to China Construction Bank (Asia) Banking Services and the relevant Terms and Conditions

Upon completion of system upgrade, some of our banking services and relevant terms and conditions will be revised. The Bank has issued the below notifications to the affected customers earlier with details of the amendments. Please note that all changes mentioned in the notifications will take effect on January 14, 2019 ("Effective Date"):

1. Notification of Changes in relation to China Construction Bank (Asia) Banking Services and the relevant Terms and Conditions;

2. Amendments to the Terms and Conditions for China Construction Bank (Asia) Commercial Packaged Banking Service;
3. All Notification of Changes related to Safe Deposit Box; and
4. Notification of Changes in relation to China Construction Bank (Asia) Private Banking Services and the relevant Terms and Conditions.

#### **IV. Changes in relation to e-Banking Services**

From the Effective Date, some of our e-Banking services will be revised as follows:

1. If you have provided to us an Online Banking Services Mobile Phone Number via Online Banking and/or a mobile phone number for receiving notification of Unregistered Account Fund Transfer Services, please note that such number(s) will no longer be used by the Bank to send notifications after the Effective Date. Thereafter, all SMS notifications in relation to Online Banking Services and Unregistered Account Fund Transfer Services will be sent to your mobile phone number in the Bank's record that you have registered at our branches. Please kindly ensure that your mobile phone number registered at our branches is up-to-date.
2. A brand new Online Banking and Mobile Banking Services will be available. For Mobile Banking Services, you are required to download the "CCB (HK&MO) Mobile App" or update the existing Mobile App to the latest version.
3. The Bank will not provide the "Gold Price" and "Loan Repayment" alerts service.
4. The WeChat push notification will no longer provide the "Credit Card Payment Due Date" alert.
5. Saved template at "Transfer to CCB (Asia)" service will be removed.

For details on the amendments, please refer to our website at [www.asia.ccb.com](http://www.asia.ccb.com).

#### **V. Changes in relation to Cheque Book Collection Arrangement for Commercial and Corporate Banking Customers and the relevant Fee Schedule**

Commercial and corporate account customers can no longer collect cheque books at our branches from the Effective Date. Thereafter, customers can only receive cheque books by registered mail or ordinary mail. Please refer to our latest Schedule of Service Fees which is available at [www.asia.ccb.com](http://www.asia.ccb.com) for cheque book mailing.

We apologize for any inconvenience caused due to the above arrangements. For any enquiries, please contact any of our branches or call Personal Banking Customer Service Hotline at 277 95533, Commercial Banking Customer Service Hotline at 290 38366 or Mainland IDD Toll Free Hotline at 4001 995533.

Yours faithfully,  
China Construction Bank (Asia) Corporation Limited

This is a computer printout and no signature is required.  
If there is any inconsistency between the English and Chinese versions of this letter, the English version shall prevail.

尊貴的客戶：

有關因系統提升暫停服務、暫時受影響的銀行服務、中國建設銀行(亞洲)服務及電子銀行服務修訂的通知

## 一、系統提升及部份服務暫停

多謝閣下選用本行之銀行服務。為提供更優質的服務，中國建設銀行(亞洲)股份有限公司(「建行(亞洲)」或「本行」或「銀行」)將於2019年1月11日(星期五)下午6時30分至2019年1月13日(星期日)晚上11時59分進行系統提升。屆時若干服務將會暫停。因此，本行建議客戶於系統提升前因應其需要預先做好安排。以下服務將於受影響期間暫停：

1. 自助銀行服務(自動櫃員機)：使用建行(亞洲)提款卡及建行(亞洲)信用卡於本地及海外的自動櫃員機(包括本行及銀通網絡的自動櫃員機)提款、存款、查詢賬戶結餘、轉賬、繳費，以及EPS、銀聯扣賬消費等
2. 建行(亞洲)網站(網上表格)
3. 網上個人銀行
4. 手機銀行
5. 「『建』證在線」手機應用程式
6. 「港股直通」交易軟件
7. 微信官號(戶口綁定/查詢、信用卡申請進度查詢、信用卡申請、信用卡激活、額度查詢、積分查詢、消息推送)
8. 網上企業銀行
9. 經他行扣款及入賬到本行
10. 客戶服務熱線之部份查詢

為減低對閣下造成的不便，本行將會安排以下指定分行於2019年1月12日(星期六)下午1時至晚上9時及2019年1月13日(星期日)上午9時至晚上9時，提供現金提取特別服務。指定分行於自助銀行服務如常運作後將會暫停提供現金提取特別服務。每張有效的建行(亞洲)提款卡(賬戶中有充足餘額)於2019年1月12日及2019年1月13日，在指定分行的總現金提取額為10,000港元。每次最低提款額為500港元。閣下於櫃檯提取現金時，需出示身份證明文件及建行(亞洲)提款卡。

指定分行如下：

分行*	地址
銅鑼灣廣場分行	銅鑼灣廣場一期地下
北角分行	英皇道382號
尖沙咀堪富利士道分行	堪富利士道3號
油麻地分行	彌敦道556號
沙田廣場分行	沙田廣場L1層5號舖

\*註：期間有關指定分行僅提供現金提取特別服務，恕未能提供其他銀行服務。

## 二、暫時受影響的分行服務

為系統提升工作做準備，於2019年1月12日(星期六)上午9時至下午1時，本行之下指定分行暫時只提供有限銀行服務，而其他分行則只提供客戶查詢服務。

分行	地址
中環分行	中環德輔道中6號
上環德輔道中分行	德輔道中237號
銅鑼灣廣場分行	銅鑼灣廣場一期地下
灣仔軒尼詩道分行	軒尼詩道139號
北角分行	英皇道382號
筲箕灣分行	寶文街2號
尖沙咀堪富利士道分行	堪富利士道3號
油麻地分行	彌敦道556號
旺角彌敦道分行	彌敦道788號
觀塘開源道分行	開源道56號
美孚分行	美孚新村第六期地下N46號舖
荃灣分行	沙咀道282號
將軍澳分行	新都城中心第三期商場1樓190號舖
沙田廣場分行	沙田廣場L1層5號舖
馬鞍山分行	馬鞍山廣場L2層297號舖
元朗分行	青山公路68號

上述指定分行提供之有限銀行服務包括：

1. 活期不跨幣種現金存款(個人/私行/\*商業客戶)
2. 活期不跨幣種現金提款(個人/私行/\*商業客戶)
3. 定期不跨幣種提款(已到期之定期)
4. 轉賬(不跨幣種)(個人/私行/\*商業客戶)
5. 保險箱查詢及開箱
6. 信用卡還款(現金/轉賬)(不跨幣種)
7. 貸款還款(現金/轉賬)(不跨幣種)

\*註：有關指定分行僅提供有限銀行服務予商業客戶。

### 三、中國建設銀行(亞洲)的服務及相關條款修訂的生效日

系統提升後，本行部份銀行服務及相關條款將作出修訂。承本行早前發出予閣下的以下有關修訂通知，請注意所有有關修訂的生效日為2019年1月14日（「生效日」）：

此外，此生效日亦適用於以下本行早前向客戶發出的通知：

1. 「有關中國建設銀行(亞洲)的服務及相關條款修訂通知」；
2. 有關「中國建設銀行(亞洲)『商業綜合理財』服務條款及條件」修訂通告；
3. 所有有關保管箱的修訂通知；
4. 有關中國建設銀行(亞洲)的私人銀行服務及相關條件修訂通知；

#### 四、電子銀行服務修訂

由生效日起，本行部份電子銀行服務將作出若干修訂。主要修訂摘要如下：

1. 閣下經網上銀行登記的「網上銀行服務手提電話號碼」及/或為「轉賬至非登記戶口」短訊提示服務而登記的手提電話號碼(如適用)，將不能再用於接收由本行發出的短訊通知。所有關於網上銀行服務的手機短訊通知及「轉賬至非登記戶口」的短訊提示服務將只會發送至閣下經分行登記的手提電話號碼，閣下需確認經分行登記的手提電話號碼已更新。
2. 全新的「網上銀行」及「手機銀行」服務將推出。閣下需要下載或更新「建行(港澳)手機應用程式」至最新版本以使用我們的「手機銀行」服務。
3. 電子提示服務將不再提供「黃金到價」及「貸款到期還款」提示。
4. 微信消息推送服務將不再提供「信用卡還款到期」提示。
5. 已儲存的轉賬至建行(亞洲)範本將被清除。

如欲瞭解最新的修訂詳情，可瀏覽本行網站[www.asia.ccb.com](http://www.asia.ccb.com)。

#### 五、商業及公司客戶的支票簿領取安排及相關申請收費修訂

此外，由生效日起，商業及公司客戶將不能在本行網點領取支票簿申請，此後客戶只能掛號郵遞或普通郵遞收取支票簿。請參閱本行網站[www.asia.ccb.com](http://www.asia.ccb.com)之最新收費表內的支票簿寄發收費。

就上述事項引起之不便，敬請原諒。如有查詢，請聯絡分行職員或致電本行個人銀行客戶服務熱線277 95533或商業銀行客戶服務熱線290 38366或國內免費長途電話熱線4001 995533。

中國建設銀行(亞洲)股份有限公司 謹啟

2018年12月19日

此乃電腦列印文件，故不需簽署。

本文之中、英文版本如有歧異，概以英文版本為準。