

Date: 31 March 2020

Reminder

Dear customers:

In order to better protect your health, and that of our staff, please wear a surgical mask when visiting our branches, and use the main entrance where our staff will conduct temperature checks for all visitors. If your temperature is at 37.3 degree Celsius or above, we recommend that you seek medical advice and visit our branches on another day. Please keep a safe distance from each other when queuing up for counter services, ATM or other bank services. We have implemented special work arrangement for our staff and crowd control measures at branches. As such, customers may experience a longer waiting time for our services. In addition to visiting our branches, customers are encouraged to use our mobile banking, internet banking, phone banking and ATM for services. Thank you for your cooperation.

Industrial and Commercial Bank of China (Asia) Limited

(In case of inconsistency between the English and Chinese versions of the letter, the English version shall prevail)

(This is a computer-generated letter and no signature is required)