

Date: 27 May 2022

Dear Valued Customer,

Notice on Mobile Token Service Upgrade

In order to improve the convenience of Mobile Token, ICBC(Asia) will upgrade our Mobile Token Service. From 29th May 2022(Sunday) to 11th June 2022(Saturday), the Mobile Token will be used for transaction authentication after 6 hours from the activation or reset of Mobile Token. The Password Token will also be suspended for transaction authentication at Mobile Banking during the 6-hour period from the activation of Mobile Token. If you need to use Password Token for transaction authentication during this 6-hour period, you can use Password Token in other ways :

Method (1) : Use the Password Token to complete the transaction authentication via Personal Internet Banking.

Method (2) : Re-install ICBC(Asia) Mobile Banking App. Password Token can be used for transaction authentication again after logging onto our mobile banking service.

For enquiry, please contact our customer service hotline at (852) 218 95588 or visit ICBC (Asia) website at www.icbcasia.com.

Industrial and Commercial Bank of China (Asia) Limited

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

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