

Important Notice – Potential Mail Delays Due to Canada Post Strike

Dear Valued Customer,

We would like to inform you that the potential Canada Post service disruption may cause delays in receiving or sending important banking documents.

How This May Impact You:

- Delivery of debit and credit cards may be delayed.
- Mailed account and credit card paper statements may arrive later than expected.
- Important documents you have sent to us via Canada Post may also be delayed.

Alternative Solutions:

To minimize inconvenience, we encourage you to consider the following options:

- **Switch to e-statement and use digital banking:** Access your accounts, statements, and transaction history via online or mobile banking. Switch paper statement to e-statement by simply contact our Customer Service Hotline at 1-877-779-5588.
- **Set up Direct Deposit and Pre-Authorized Debits:** Ensure uninterrupted payments and deposits by switching to electronic transactions.
- **To avoid a late Credit Card payment:** Link your Credit Card to our Online Banking or Mobile Banking directly through self-registration online or visit any one of our branches to assist you. Our Credit Card payment due date is the 25th of each month.
- **Contact Your Branch for Urgent Matters:** Given the uncertainty surrounding the strike duration, if you have any urgent issues or inquiries, please reach out to your home branch directly for support.

We appreciate your understanding and cooperation during this time. Please do not hesitate to contact your branch if you have any questions or require further assistance.

Sincerely,

Industrial and Commercial Bank of China