

親愛的客戶：

新核心銀行系統升級 - 信用卡相關服務暫停通知書

現謹通知您大新銀行有限公司（「本行」）的核心銀行系統升級（「系統升級」）將於2023年4月7日凌晨12:00至2023年4月8日晚上10:00（「切換期」）期間進行。為方便系統升級，敬請留意若干信用卡相關服務將於切換期內暫停提供，詳情如下：

受影響服務

1) 信用卡服務，包括：

- 自動櫃員機服務；
- 本地及海外現金透支；
- 需要一次性密碼以進行認證之流動支付設定（如Apple Pay, Google Pay™ 及 Samsung Pay）及其他電子錢包賬戶（如微信支付及支付寶）之綁定；
- 以銀聯信用卡進行網上之交易；
- 透過電子郵件 / 短訊發出的信用卡交易提示；及
- 個別信用卡交易亦可能受影響而未能完成。

2) 網上理財及流動理財服務

註：除有關以下服務外，本行之官方網頁（www.dahsing.com）將維持運作：

網上申請 / 登記 / 計算機 / 信用卡服務查詢功能、網上信用卡啟用服務及聯絡我們功能。

3) 電話理財服務

除特別註明外，所有服務及系統將於2023年4月8日晚上10:00後全面恢復。如恢復日期及時間有所更改，本行將在官方網頁另行公佈。

有關因系統升級可能帶來的不便，我們深感抱歉，敬請體諒並希望繼續獲得您的支持。我們將竭力確保系統升級暢順，令影響減至最低。有關系統升級的進一步資訊，請致電本行客戶服務熱線 2241 2828。

大新銀行有限公司謹啟

2023年2月

中、英文版本之文義如有歧異，以英文版本為準。

February 2023

Dear Customer,

**New Core Banking System Upgrade –
Notification of Temporary Suspension of Credit Card-related Services**

We wish to inform you that the upgrading of Dah Sing Bank, Limited (the "Bank") core banking system ("System Upgrade") will be implemented from 12:00am on 7 April 2023 to 10:00pm on 8 April 2023 ("Cut-over Period"). To facilitate the System Upgrade, we wish to call your attention to the temporary suspension of certain credit card-related services during the Cut-over Period, the details of which are set out below:

Impacted Services

1) Credit Card Services including:

- ATM services;
- Local and overseas cash advance;
- Mobile payment set up (e.g. Apple Pay, Google Pay™ & Samsung Pay) and account binding to other payment wallets (e.g. WeChat Pay and Alipay) that require one-time password (OTP) for authentication;
- Online transactions by using UnionPay credit cards;
- Credit card transaction alerts via email / SMS; and
- Credit card transactions may also be impacted and may not be completed in individual cases.

2) e-Banking and Mobile Banking Services

Note: The Bank's public website (www.dahsing.com) will remain available except for: online application / registration / calculators / enquiry functions for credit card services, online credit card activation services and contact us functions.

3) Phone Banking Services

Unless specified otherwise, all services and systems will fully resume after 10:00 pm on 8 April 2023. If there is a change on the resumption date and time, we will announce the updates via the public website of the Bank.

We apologise for any inconvenience that may be caused by the System Upgrade, and sincerely thank you for your continuous support and understanding. We will endeavour to make the System Upgrade process as smooth as possible. For further information about the System Upgrade, please call our Customer Service Hotline on 2241 2828.

Yours faithfully,
Dah Sing Bank, Limited

In case of any discrepancy between the English and the Chinese versions, the English version shall prevail.