

## Notice relating to Severe Weather Trading Arrangements

Dear Valued Customer,

Thank you for choosing BDO Unibank, Inc. Hong Kong Branch (“Bank”) for your financial needs.

The Government of Hong Kong Special Administrative Region announced that the Hong Kong securities and derivatives markets will maintain normal operations during severe weather<sup>1</sup> conditions (“Severe Weather Trading” or “SWT”) and will be implemented with effect from 23 September 2024 (“Implementation Date”).

Starting the implementation date, the Bank will maintain certain banking services and operations with limited capacity during severe weather conditions with details as follows:

<b>Branch Services</b>	Will remain suspended during severe weather condition following existing arrangement.
<b>ATMs</b>	Will continue to be available as a regular business day.
<b>Payment Services</b>	Digital channels for processing payment services are not available at this time.  To avoid any transaction delay, where possible, please consider arranging any necessary funds prior to any severe weather conditions.
<b>Cheque clearing and settlement</b>	Clearing, return and settlement services will continue to operate as per the normal operating schedule during severe weather conditions.  <b>Deposit through the branch counter before cut-off time<sup>2</sup>:</b> Cleared and settled as on a regular clearing day.  <b>Deposit through the branch counter after cut-off time<sup>2</sup>:</b> Will be collected and cleared on the next clearing day  Physical cheques during severe weather conditions might be affected, which may result in returned cheques.
<b>Other investment product and services<sup>3</sup></b>	Will remain suspended during severe weather condition as digital channels for processing investment product and services are not available at this time.  You may also contact your designated Relationship Managers for any inquiries.

<sup>1</sup> "Severe weather" refers to the scenario where Typhoon Signal No. 8 or above or a Black Rainstorm Warning is issued by the Hong Kong Observatory, or an "Extreme Conditions" announcement is made by the HKSAR Government.

<sup>2</sup> Cut-off time is subject to Hong Kong Observatory's pre-announcement on severe weather that may override the normal cut off schedule of the Bank.

<sup>3</sup> The Bank offers only debt securities at this time.

**BDO Unibank, Inc.**  
 Hong Kong Branch  
 Suite 1001, 10/F Central Tower  
 28 Queen's Road, Central  
 Hong Kong  
 Swift Code BNORHKHH  
 Tel (+852) 2868-0323

[bdo.com.ph/hong-kong-branch](http://bdo.com.ph/hong-kong-branch)

**We find ways**

You may also call BDO Contact Center<sup>4</sup> as this remain in operations. Other services will resume on the next business day when severe weather passes.

Customer and employee personnel safety remains a key priority to us. We will resume our banking services as soon as it is safe to do so.

Should you have any inquiries on this notice, please contact us through the following:

Contact Numbers: +852-2901-0203 +852-2901-0223 +852-2901-0233 +852-2901-0237 +852-2901-0228

Email: [customerservice@bdoub.com.hk](mailto:customerservice@bdoub.com.hk).

Yours sincerely,

**BDO Unibank, Inc. Hong Kong Branch**  
**September 2024**

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<sup>4</sup> <https://www.bdo.com.ph/contact-us>

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