

## Notification of the Code of Practice on Telemarketing Activities

OCBC Wing Hang Bank Limited (the “Bank”) would like to alert the public and its customers to some recent fraud that unauthorized telemarketers claimed to be the Bank representatives in promoting mortgage or loan products to customers in different excuses. To protect your privacy, and in case of doubt, please do not disclose your personal information, and you may call our hotline at (852) 3199 9188 for assistance.

We would like to stress that the Bank is committed to the adoption of the Code of Practice (CoP) on Person-to-Person Marketing Calls issued jointly by the Hong Kong Association of Banks and the DTC Association. We strictly implement, among others, the following points:

- We only promote banking products through authorized telemarketers. When we contact customers, the telemarketers will address customer by full name and state that we have been commissioned to make the call and the purposes of the call.
- We always provide the employee’s name and contact number for verifying the identity of the caller.
- We only contact customers from Mondays to Saturdays, between 9am to 10pm, unless requested otherwise by the customer.

For any inquiries, please call the Bank’s inquiry hotline at (852) 3199 9188.

**OCBC Wing Hang Bank Limited**