

May 31, 2022

Dear Valued Customer,

We wish to inform you that starting August 1, 2022, Mega ICBC will already be implementing new procedures in handling transaction instructions received from customers via e-mail or fax. The current AGREEMENT RESPECTING INSTRUCTIONS AND INFORMATION BY ELECTRONIC TRANSMISSION will already be **void** by August 1, 2022 and will be replaced by FACSIMILE / ELECTRONICALLY TRANSMITTED INSTRUCTION INDEMNITY.

The highlights of the new procedures include the following;

1. Mega ICBC will no longer require customers to submit the original document of transaction instructions sent via e-mail or fax.
2. MEGA ICBC will only receive instructions via fax or e-mail sent to the bank via the channel details indicated in the FACSIMILE / ELECTRONICALLY TRANSMITTED INSTRUCTION INDEMNITY.
3. MEGA ICBC will only confirm the transaction instructions received via e-mail or fax to the authorized persons listed in the FACSIMILE / ELECTRONICALLY TRANSMITTED INSTRUCTION INDEMNITY by contacting the contact number listed in the Indemnity.
4. The bank shall not process transaction instructions that are not confirmed with the authorized persons.
5. Mega ICBC shall not be deemed to have received the Facsimile/Electronically Transmitted Instructions unless and until the same have actually reached and been received by the Bank and with a receipt acknowledgement from the Bank's appointed staff in such manner(s) as the Bank shall at its absolute discretion consider fit. Otherwise, the respective Facsimile/Electronically Transmitted Instructions shall be deemed not to have been transmitted and given to the Bank.
6. Over-the-counter cash withdrawal using a faxed or e-mailed copy of the withdrawal slip will no longer be allowed.
7. Transaction amount limitation will be removed.

Customers who wish to avail of this service must be able to meet ALL the following conditions;

1. The customer must submit to Mega ICBC the ORIGINAL Facsimile / Electronically Transmitted Instruction Indemnity signed by ALL of the customer's Authorized signatories.
2. The customer should have NO ORIGINAL TRANSACTION DOCUMENTS PENDING FOR SUBMISSION.

Kindly review the attached FACSIMILE / ELECTRONICALLY TRANSMITTED INSTRUCTION INDEMNITY for the detailed terms and conditions of this service. If you have any questions, please feel free to contact the Deposit and Remittance Division at telephone number 8811-58-07 locals 264, 241 and 260 (for Taiwanese customers)

Thank you.

MEGA ICBC