

Wing Lung Bank Ltd. (the 'Bank') Circular to Credit Cardholder Relating to the General Descriptive Information on the Use of Credit Cards

1. Security of the credit card/personal identification number (PIN)

The cardholder shall at all times take reasonable care of the card and the PIN and keep the card safe and the PIN secret to prevent fraud.

- (i) Cardholder is advised to memorize the PIN and to destroy the original printed copy of the PIN;
- (ii) Cardholder is advised not to allow anyone else to use the card or PIN;
- (iii) Cardholder is advised not to write down the PIN on the card or anything usually kept with or nearby;
- (iv) Cardholder is advised not to write down or record PIN without disguising it;
- (v) Cardholder is advised not to use easily accessible personal information such as telephone numbers or date of birth as PIN;
- (vi) Cardholder is advised not to use the PIN for accessing other services (for example, connection to the internet or accessing other websites);
- (vii) The Bank will issue a new PIN to the cardholder for each replacement card except renewal card;
- (viii) Cardholder is advised to refer to the security advice provided by the Bank from time to time.

2. Report lost / stolen of card / PIN procedures

Cardholder must report and inform the Bank as soon as reasonably practicable through our 24-hour Hotline at 3711-7900 or inform any of our branches nearest you if any card/PIN is lost or stolen or the PIN is known to any other person.

Upon receipt of report lost/leaked of PIN or lost/stolen of card, the Bank shall take action to prevent further use of the card/PIN.

The Bank will act on the telephone notification provided that the cardholder can be identified satisfactorily. At the request of the Bank, the cardholder should confirm in writing the details of the telephone notification to our Credit Card Centre.

If you are in overseas, please call Visa Global Customer Assistance Service (GCAS) HK at 800-90-0782 for Visa cardholder; MasterCard Global Service Centre (MGSC) HK at 800-96-6677 for MasterCard cardholder; China UnionPay Customer Service Hotline at 955 16 (Mainland) or 0800 801 (Macau) for China UnionPay cardholder or any Visa/MasterCard/China UnionPay member bank. Written confirmation of the loss/theft has to be given to our Credit Card Centre subsequently.

3. Liability for unauthorized use of card

The cardholder may be liable for all losses arising from unauthorized transactions effected before the Bank receives notification that the card/PIN has been lost or stolen or that someone else knows the PIN. Provided that the cardholder has not acted fraudulently, with gross negligence or has not otherwise failed to inform the Bank as soon as reasonably practicable after having found that his/her card has been lost/stolen, the cardholder's maximum liability in the event of any loss or theft or unauthorized use of the card shall not exceed HK\$500 for Visa/MasterCard or HK\$500 or the equivalent amount in CNY for China UnionPay Credit Card. This limit is confined to loss specifically related to the credit card account and does not cover cash advances.

Cardholder will be liable for all losses if he/she has acted fraudulently or acted with gross negligence. This may apply if he/she fails to follow the safeguards and responsibilities set out in point 1 and point 2 above if such failure has caused the losses.

4. Credit Facilities

All credit facilities granted by the Bank to any person in respect of the card or card account are subject to the Terms and Conditions of the Cardholder Agreement from time to time in force. The cardholder shall be the only one using the card, and shall ensure that it is used

- (i) within the credit limit (including any cash advance limit) from time to time notified by the Bank to the account holder and any debit balance of the card account which exceeds the credit limit shall be immediately due and payable; and
- (ii) within the valid date (if any) and the expiry date embossed on his / her card.

5. Other functions / features of the card

Each Visa / MasterCard / CUP Dual Currency Credit Card can be linked up to any 2 HKD savings/current accounts (must be in the same cardholder name with the Bank) for accessing ATM Service of the Bank.

CUP Credit Card is applicable for making purchase transactions at the Mainland China's merchants labeled with "China UnionPay" logo, or to advance RMB cash dollars from the ATM labeled with "China UnionPay" logo in Mainland China.

6. Complaints

Cardholder who wishes to make a complaint about the use of credit card or statement transaction may call our Customer Service Hotline at 3711-6688, contact us in writing by fax (2771-2482) or email (cco@winglungbank.com), or submit to us a Customer Complaint and Suggestion Form (BDD-12) which is available at any of our branches. The Bank will send to the complainant an acknowledgment within 7 days and a written reply within 30 days from the date of receiving the complaint.

7. Error / Dispute resolution

Any error or dispute regarding statement discrepancies can be reported in writing and sent by fax to 2771-2482 within 60 days of the statement date. The cardholder may also notify the Bank by calling our Customer Services Hotline at 3711-6688.

8. Cancellation of recurring payments

For cardholder who would like to cancel the recurring payment arrangement (for example, payment of electricity bills, water bills, telephone bills), cardholder should contact the related merchant directly for cancellation of the recurring payment arrangement. Cardholder shall be responsible for charges debited by the Bank to the Card Account prior to the cancellation of recurring payment arrangement coming into effect.

9. Exchange Rate of transactions in foreign currencies

Visa / MasterCard:

Transactions made in any currencies other than Hong Kong Dollars will be converted into Hong Kong Dollars at the exchange rate specified by Visa / MasterCard International on the date of conversion plus an additional percentage of foreign exchange fee as the Bank may reasonable determine.

CUP Dual Currency Credit Card:

Transactions made in any currencies other than Hong Kong Dollars (except CNY) will be converted into Hong Kong Dollars at the exchange rate specified by China UnionPay on the date of conversion plus an additional percentage of foreign exchange fee (if applicable) as the Bank may reasonable determine. Transaction will be cleared in CNY if it is made in CNY.

CUP RMB Credit Card:

Transaction will be cleared in CNY.

10. Interest and finance charge

Visa / MasterCard / CUP Dual Currency Credit Card (HKD Account):

- (i) Interest-free repayment period is up to 54 days;
- (ii) The Bank may debit a finance charge on the daily unpaid balance of the card account. If the Bank shall have received the total amount due as reflected in any two consecutive statements, not later than the respective latest due date specified in those statements, no finance charge will be levied by the Bank in respect of the period between those statements;
If payment made does not comply with the above condition, a finance charge of (APR) 34.49% on retail purchase will be applied to the outstanding amount of the existing balance. Finance charges will be calculated from the date of transaction to the date of full payment.
- (iii) Interest on cash advance will be calculated at the annualized percentage rate (APR) of 35.89% from the date of transaction plus a handling charge of 3% (Minimum charges HK\$50) of the transaction amount and HK\$20 will be charged to card account;
- (iv) If cardholder fails to pay the "Minimum Payment" by the "Payment Due Date", a late payment charge of 5% of the "Minimum Payment" (minimum HK\$180 and maximum HK\$250) will be levied on card account.

CUP RMB Credit Card / CUP Dual Currency Credit Card (CNY Account):

- (i) Interest-free repayment period is up to 54 days;

- (ii) The Bank may debit a finance charge on the daily unpaid balance of the card account. If the Bank shall have received the total amount due as reflected in any two consecutive statements, not later than the respective latest due date specified in those statements, no finance charge will be levied by the Bank in respect of the period between those statements;
If payment made does not comply with the above condition, a finance charge of (APR) 34.49% on retail purchase will be applied to the outstanding amount of the existing balance.
Finance charges will be calculated from the date of transaction to the date of full payment.
- (iii) Interest on cash advance will be calculated at the annualized percentage rate (APR) of 36.37% from the date of transaction plus a handling charge of 4% plus CNY¥35;
- (iv) If cardholder fails to pay the "Minimum Payment" by the "Payment Due Date", a late payment charge of 5% of the "Minimum Payment" (minimum CNY¥180 and maximum CNY¥250) will be levied on card account.

Visa / MasterCard / CUP Credit Card:

Payment to credit card account will be applied in the following order:

- (i) purchase interest and cash advance interest;
- (ii) Octopus reload amount and miscellaneous charges;
- (iii) amount of purchase transaction(s) in the last statement;
- (iv) amount of cash advance transaction(s) and the related handling charges in the last statement;
- (v) amount of purchase transaction(s) not yet shown in any statement;
- (vi) amount of cash advance transaction(s) and the related handling charges not yet shown in any statement.

11. Liability for debts incurred on Principal and Supplementary Cardholders / Corporate Cardholders

- (i) The account holder is liable for the total amount due to the Bank in respect of the card account;
- (ii) Each supplementary cardholder / corporate cardholder is also liable for the total amount due to the Bank attributable to his own use of a card. However, a supplementary cardholder / corporate cardholder will not in any event be liable for any amount due to the Bank attributable to the use of a card by the principal cardholder or other supplementary cardholder(s) / corporate cardholders (if any).
- (iii) Principal and supplementary cardholders / corporate cardholders can, by means of written notice or calling our 24-hour Hotline at 3711-7900, to cancel or suspend the supplementary card(s) / corporate card(s). The card(s) should be cut into halves and returned to the Bank as soon as possible. Principal and supplementary cardholders / corporate cardholders will be liable for any payments arising from the use of the supplementary card / corporate card unless it has been returned to the Bank.

12. Rights of set-off

The Bank is entitled (but not bound) to:

- (i) give effect to any instruction given by any person to effect payment of sums due under this Agreement from another account with the Bank; and
- (ii) set off or transfer, at any time and without prior notice, (a) the credit balance in any account(s) of the principal cardholder, whether held singly or jointly with others and whether on current savings or time deposit and whether in Hong Kong Dollars, CNY or any other currency in or towards discharge of the total amount due to the Bank in respect of the entire debit balance of the card account (be it attributable to his own use or a supplementary cardholder's / corporate cardholder's use of a card) or (b) the credit balance in any account(s) of a supplementary cardholder / corporate cardholder, whether held singly or jointly with others and whether on current savings or time deposit and whether in Hong Kong Dollars, CNY or any other currency in or towards discharge of the total amount due to the Bank in respect of the debit balance of the card account attributable to his own use of a card. For the purpose of set-off of funds in any currency other than Hong Kong Dollars / CNY, the Bank may convert the currency into Hong Kong Dollars / CNY at such rates and at such times as the Bank may reasonably determine. If the Bank exercises its rights under this Clause, it shall notify the relevant cardholder promptly.

13. Remarks

The above service charges are effective since July 1, 2011. For details of other fees and charges which will apply, cardholder can refer to the related Wing Lung Bank Credit Card List of Service Charges. The above charges are subject to change at any time at our discretion and other service charges may apply from time to time with prior notice.