



Important Notice: Severe Weather Trading Arrangements

Dear Customer,

Recently the HKSAR Government announced that the Hong Kong securities and derivatives markets shall maintain normal operations during severe weather conditions¹ (“Severe Weather Trading or SWT”). In alignment with this guidance, we will maintain certain banking services and operations with limited capacity during such conditions. The details are as follows:

I. General banking service

- 1) During severe weather conditions, general banking service will operate as they would on a regular trading day, except for services that require handling of physical items, which will be suspended until severe weather passes.
- 2) Online banking and Client Services Hotline² will remain available as usual.
- 3) Handling of Term Deposit will remain available as usual.

II. Fund Transfer, Cheque Clearing, and Settlement

- 1) Electronic fund transfer and settlement will remain available as usual.
- 2) As branch services will be suspended during SWT, the cut off time³ for ANZ Institutional Customers to present the paper cheques with same day value will be revised to 1.5 hours before the Bank closing time. For example, if a Typhoon Signal No. 8 is issued and the Bank is required to close at 3PM, the cut off time will be 1:30PM.
- 3) E-cheque deposit cut off time will remain unchanged.

Please note that the Bank’s closing times may change under severe weather circumstances depending on the situation on the day. Please consider utilizing our Online Banking Services during severe weather. We recommend customers to apply for our Online Banking Services in advance, review your banking service options and make any necessary adjustments and arrangements in advance.

If you have any questions in relation to the above, please contact our Customer Service team at (852) 3559 6002 or email at wcshk@anz.com.

Thank you.

Australia and New Zealand Banking Group, incorporated in Australia, acting through its Hong Kong Branch

¹ Severe weather conditions refer to the scenario where a 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.

² Hotline waiting time may be extended in adverse weather conditions.

³ Cut-off time is subject to HK Observatory’s pre-announcement on severe weather that may override the normal cut off schedule.