

Notification on eStatement Facilities for Investment Portfolio Account (Effective 20 December 2022)

Dear all valued Investment Portfolio Account Holders,

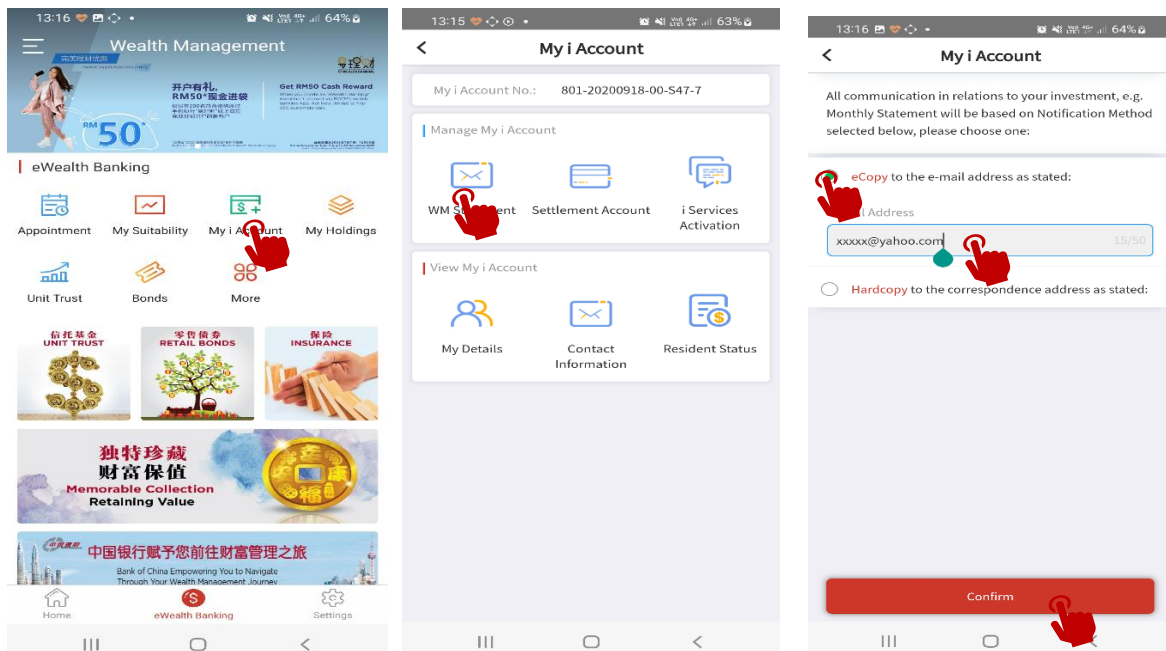
As part of the Bank's ESG (Environmental, Social and Governance) initiative to go paperless, the INVESTMENT PORTFOLIO ACCOUNT ("IPA") MONTHLY STATEMENT and UNIT TRUST/BOND CONFIRMATION NOTE (for investment transactions) will be available in eCOPY with effect from 20 December 2022.

A. Customer as Main Applicant who is below age 60:

Customers as Main Applicant who is below age 60 with valid email address will receive the IPA MONTHLY eSTATEMENT and/or UNIT TRUST/BOND eCONFIRMATION NOTE (**no additional sign up is required**), no more hardcopy statement shall be sent out with effect from 20 December 2022.

If you wish to change your email address or to receive hardcopy statement instead, you may follow the steps below:

- 1) Customer with **Individual IPA** can log-in to the Bank of China Mobile Banking App, go to 'eWealth Banking', click on 'My i Account', go to 'WM Statement' => select 'eCopy' or 'Hardcopy' => key-in email address or Correspondence Address => Click 'Confirm'.



- 2) Customer with **Joint IPA**; or customer who are age 60 and above; or classified as Vulnerable Customers can visit any branch of BOCM to be assisted by the Relationship Manager to fill up the Change Request Form.

Please take note that this auto-conversion to eStatement arrangement for your IPA is applicable to the IPA relating to investment transactions and holdings only. Your statement

selection on the Bank Account/s (example: Saving/Current Accounts) other than IPA is/are remain unchanged. If you haven't subscribed for eStatement for your Bank Account/s, you may fill-up the 'eStatement Subscription Form and email to callcenter@bankofchina.com.my; or personally submit to the nearest branch. [Form can be downloaded from BOCM's website => Self Service => Form Download => eStatement Subscription Form (For Individual)]

B. Customer as Main Applicant who is age 60 and above; classified as Vulnerable Customers and/or without valid email address:

Customer as Main Applicant who is age 60 and above, classified as Vulnerable Customers and/or without valid email address will continue receive hardcopy of the IPA MONTHLY STATEMENT and/or UNIT TRUST/BOND CONFIRMATION NOTE.

We encourage you to sign-up for the eStatement for your IPA and update the email address, in order to receive the IPA MONTHLY eSTATEMENT and/or UNIT TRUST/BOND eCONFIRMATION NOTE via your email.

You may follow the steps below:

- 1) Customer with **Individual IPA** can log-in to the Bank of China Mobile Banking App, go to 'eWealth Banking', click on 'My i Account', go to 'WM Statement' => select 'eCopy' => key-in email address => Click 'Confirm'.
- 2) Customer with **Joint IPA**; or customer who are age 60 and above; or classified as Vulnerable Customers can visit any branch of BOCM to be assisted by the Relationship Manager to fill up the Change Request Form.

Should you need further assistance, please feel free to consult your Relationship Manager refer to Terms and Conditions Governing e-Statement (Effective Date: December 2022) available in the Bank's Corporate Website.

Thank you.

Bank of China (Malaysia) Berhad