

Enhanced Mobile Banking App Frequently Asked Questions (“FAQ”)

1. What is enhanced Mobile Banking App?

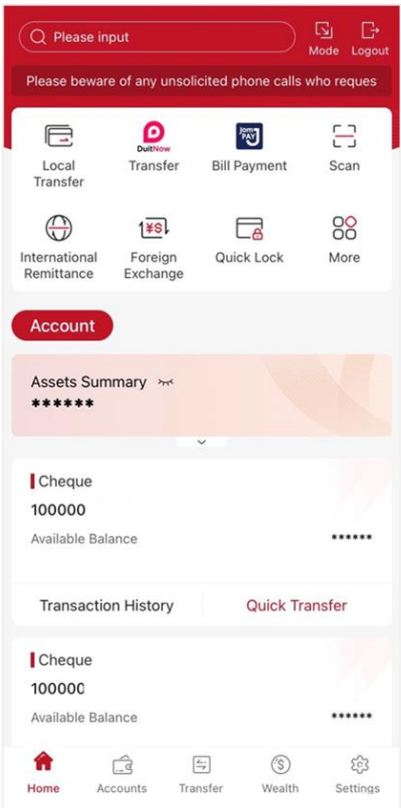
Enhanced Mobile Banking App is a new look of our Personal Mobile Banking App. Overall, we have enhanced the App interface to simplify your transaction journey.

No	Features	Current Mobile Banking App	Enhanced Mobile Banking App
1	Search function by keyword	Not available	Access to your preferred transaction by keyword.
2	Information Panel	Not available	Important information displayed for your awareness
3	Quick Access at navigation bar	3 Quick Access: Home, eWealth Banking and Settings	5 Quick Access: Home, Accounts, Transfer, Wealth and Settings
4	Display Mode	Full mode only	Select a full mode or simple mode with the flexibility to change based on your preference
5	Frequently Asked Questions (FAQ)	Not available	Enable you to access to product and services information via the App

1. Search Function by Keyword

2. Information Panel

3. Quick Access at navigation bar



4. Display Mode

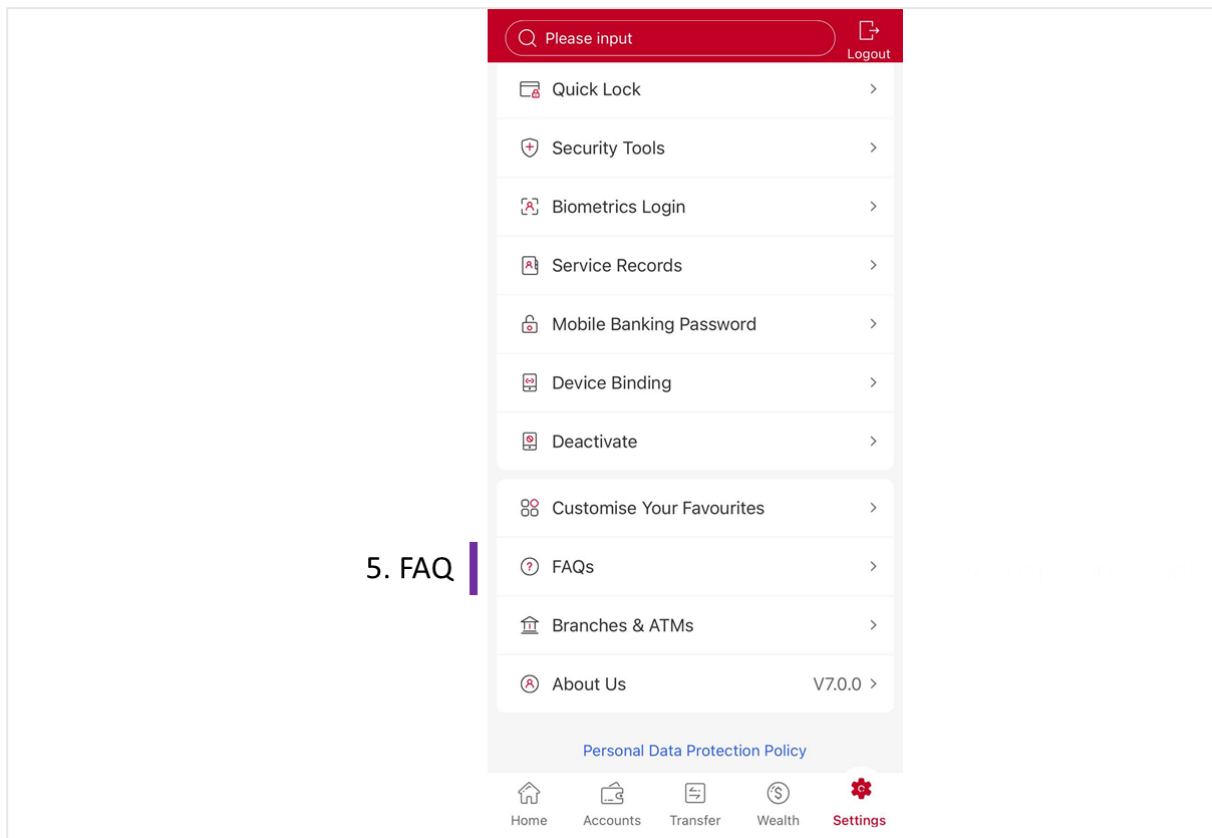
Key Functions

Account Summary



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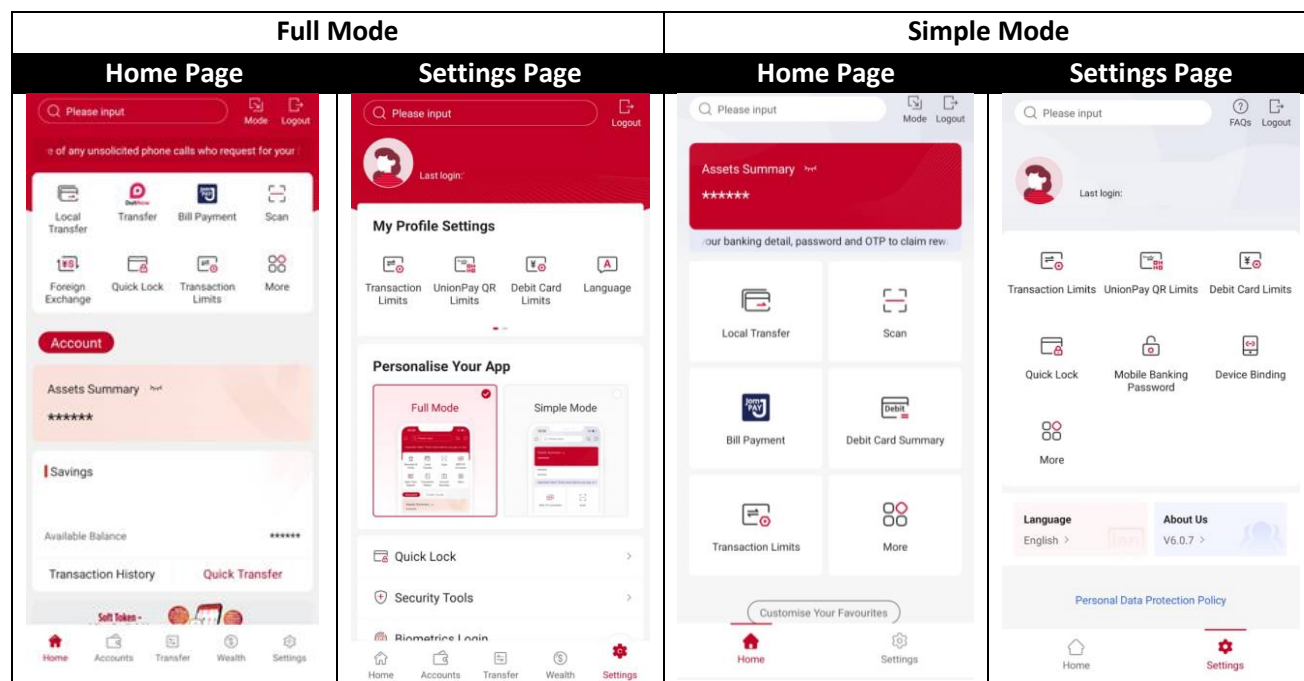
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2. What is the difference between Full Mode and Simple Mode?

Full Mode is where the Home Page screen layout feature all functions and features and all 5 Quick Access on the navigation bar.

Simple Mode is where the Home Page screen layout is with bigger on-screen icons featuring the most popular functions and 2 Quick Access on the navigation bar.



3. When will this enhanced Mobile Banking App latest version will be made available?

This latest version will be available for update from 21 October 2024 onwards. You can update your Mobile Banking App version to the latest version via the phone app store (Apple Store App Store/Google Play Store/Huawei Gallery).

4. Any impact to me if I did not update my Mobile Banking App version to the latest version?

If you wish to use the current version, you will not be able to experience and enjoy the new look and its features mentioned above. Therefore, we recommend for you to update your App to the latest version instead.

5. If I have update to the latest version, can I reinstall the previous version?

Once you have updated the Mobile Banking App to the latest version, you are unable to downgrade to the old version. Only the latest version of the App is available in phone app store (Apple App Store/Google Play Store/Huawei Gallery) for download/install/reinstall.



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6. What are the minimum mobile phone Operating System requirements for using the Mobile Banking App?

For Android, it is version 12 and above. For iOS, it is version 15 and above.

7. Whom should I contact if I encounter any issue(s) after I have updated my Mobile Banking App to the latest version?

Kindly call our Contact Center at 603-20595566, visit any of our branches near you or visit our website.