

Announcement on the Acceptance of Bank Confirmation Letter Services

Dear Customers:

In order to implement the relevant provisions of the "Notice on Risk Tips Regarding Bank Confirmation Letter"(Cai Kuai [2020] No.110) and to better realize the centralized processing of Bank Confirmation and Response to Confirmation Request, our bank has designated the Operation Division of the Head Office to centralize the acceptance and response on the confirmation letter of the branch customers from 1st Oct 2022. The following announcements are made regarding the confirmation business services of our bank:

1. Confirmation Letter Acceptance Process:

The certified public accounting firm hired by the auditee customer submits the confirmation letter on the spot or mails the bank confirmation letter to the centralized processing unit of the confirmation letter of our bank. We will verify the matters contained in the confirmation letter and response the confirmation letter according to the rely method requested in the confirmation letter.

2. Confirmation Letter Handling Clarification:

- 1) Bank confirmation letter shall be sent in the standard format according to relevant requirements of regulatory document "Notice of Operational Guidelines for Bank Confirmation Letter" (Cai Kuai [2020] No.21). For items or specific fields that do not need for confirmation, please cross them out with a slash and not to leave as blank.
- 2) The confirmation letter shall be stamped with the reserved seal of the auditee customer. If there are multiple page on the confirmation letter, it shall be stamped a cross-page seal by the auditee customer.
- 3) If the confirmation letter does not conform to the regulation requirement (i.e. the format is inconsistent with the standard format, or the signature/seal on the confirmation letter is inconsistent with the ones reserved by our bank), our Bank will refuse to reply the confirmation letter. The centralized processing unit will contact the accounting firm to inform relevant matters.

3. Bank's Confirmation Letter Respond Contact List

Unit	Contact Person	Telephone	Contact Address
Operation Division of Head Office (Customer Service Unit): Centralized acceptance and handling for confirmation letter of branch customer	Sophy Xu	021- 23290284	No7.Zhongshan E- 1 Road, Huangpu District, Shanghai Post Code:200002

4. Charging Standard:

Please refer to the latest “Service Charge Table for Corporates” published on the official website of our Bank.

5. Complaints handling

If you have any complaints, please contact our hotline: 021-23290208.

Bangkok Bank (China) Co., Ltd