



Dear Valued Customers,

To ensure continued system security and stability, East West Bank (China) will be performing the upgrade for the OBS system on Sunday, August 16, 2026, from 09:00 to 17:00 (CST).

Impact During Maintenance:

- You may experience intermittent disruptions or connectivity issues when accessing the Online Banking system during the maintenance window.
- Other non-online banking will remain unaffected.

Important Reminders:

- Should you encounter any system interruption, please retry after a brief interval and avoid submitting duplicate transactions.
- For urgent banking needs, please contact your Relationship Manager .

We sincerely apologize for any inconvenience caused and appreciate your understanding and cooperation.

East West Bank (China) Limited

August 05, 2026