



Notice of Securities Trading Services Enhancement

In accordance with the latest “Guideline on Risk Management of Electronic Banking” issued by the Monetary Authority of Macao, we hereby inform you that effective from 24 June 2024, all customers will be required to complete the two-factor authentication for customer identification verification when performing securities trading transactions through all BCM securities trading electronic channels as an enhanced account security measure.

The arrangements are as follows:

Securities Trading Channels	Identification Verification Process
Securities Trading Hotline	<ul style="list-style-type: none">• Customer contacts the Securities Trading Hotline• A one-time password will be sent by the bank to the customer’s mobile phone number registered with BCM for identification verification• Customer will be required to recite the one-time password to our dealer for customer identification verification in order to proceed the security trading transaction
i-Securities / Mobile Securities Trading Service	<ul style="list-style-type: none">• The prevailing identification verification process will remain unchanged

We sincerely extend our utmost gratitude for your understanding and would like to apologize for any inconvenience that might have caused you with the above-mentioned new arrangement. Should you have any queries, please contact TeleBCM at 8796 8888 during office hours. We are eager to serve you and devote our best efforts to meet your needs.

Banco Comercial de Macau, S.A.
24 May 2024

Notice Ref.: N009/24