

**FAQ: Banking Service support by CNCBI under Severe Weather Days  
(Applicable to Wholesale Banking Group “WBG” customers only)**

**Q1. What is Severe Weather?**

A. Severe Weather refers to Typhoon Signal No. 8 or above being hoisted, or Black Rainstorm Warning being issued by the Hong Kong Observatory or Extreme Conditions are announced by the HKSAR Government.

**Q2. What is the reason for the CNCBI in supporting Severe Weather Trading arrangements?**

A. This is to echo HKEx’s implementation of providing normal operation for securities and derivatives market under severe weather (“Severe Weather Trading”/“SWT”) starting from Sep 23<sup>rd</sup>, 2024.

**Q3. When will the new arrangement under Severe Weather Days come into effective by CNCBI?**

A. Sep 23<sup>rd</sup>, 2024

**Q4. Would all Banking Services come into normal operation?**

A. For CNCBI to align with the essential service suggested by HKEx, our primary focus is to support our securities brokers and WBG custodian clients to perform payment transactions including but not limited to direct debit transactions and for bank to complete their outward and inward remittance dedicated for securities settlement purposes. The payment instructions should be initiated via CNCBI’s e-channel services such as Corporate Online Banking Service (COB 2.0), Host to Host File Transfer Services, TB-API Service, CNCB Host to Host Service. Branch service would remain close under Severe Weather Days.

**Q5. Any key Banking Services supported under Severe Weather Days?**

A. Below is highlight of key banking services supported by CNCBI and still subject to relevant service terms and conditions.

- Designated Bank for CCASS / IPO Settlement Services (Only applicable to Securities brokers customer)
- IPO Receiving Bank Service
- Dividend Payment via Autopay
- Outward & Inward Payment & Collection Services submitted via e-channel (i.e. FPS / CHATS / TT / Book Transfer / eDDA & DDI / Payroll)
- Cheque Clearing Services from Monday to Friday exclude Public Holiday i.e.

Paper Cheque

- Paper cheque deposited prior the cut-off time on the previous business day **before** Severe Weather is hoisted;

e-Cheque

- e-Cheque deposited prior the cut-off time on the previous business day **before** Severe Weather is hoisted;
- e-Cheque deposited **on** the Severe Weather Day is hoisted will be cleared on the next cheque clearing day

- CNCBI WBG E-Channel Services i.e. Corporate Online Banking Service (COB 2.0), Host to Host File Transfer Service, TB API Service, CNCB Host to Host Services and relevant customer hotline services.

- Time Deposit (with board rate) instruction submitted via supported WBG E-Channels
- FX Exchange (with board rate) instruction submitted via supported WBG E-Channels
- Share Financing & IPO Financing for Stockbrokers
- Custodian Services for Hong Kong Securities Market
- Corporate SWIFT Service

**Q6. Suggestion for SWT preparation to avoid banking service interruption on Severe Weather Days?**

A. CNCBI recommends our WBG customers to subscribe with Electronic Banking Services (e-channel services) to facilitate account enquiry, payment instructions and custody settlement instruction on Severe Weather Days. For customers already subscribed with CNCBI e-channel services, it is strongly recommended to review the existing daily limit of the subscribed e-channel services and make request for limit amendment via paper application form at least 5 working days prior to SWT arrangement come into effective on Sep 23<sup>rd</sup>, 2024.

**Q7. Suggestion for securities brokers whom had appointed CNCBI as their Designated Bank for CCASS / IPO Settlement Services?**

A. Further to suggestion in Q6 above, CNCBI recommends our clients whom had nominated CNCBI as their Designated Bank to reserve enough funding in their designated bank account on or before the settlement day to avoid delay of funding arrangement result from force majeure severe weather impact.

**Q8. Is CCASS participant able to revert to HKEx with their signed the “Readiness Declaration Form” for SWT?**

A. CNCBI recommends our clients whom did not nominate CNCBI as their Designated CCASS / IPO Settlement Bank shall seek confirmation from their Designated Banks to confirm on their service arrangement over Severe Weather days before reverting to HKEx.

**Q9. Is there any bank contact point under Severe Weather?**

A. For the COB 2.0 related enquiry, please kindly call (+852) 3603 6166 with the service hours Mondays – Fridays, 9:00am to 6:00pm (Hong Kong Time). For other enquiry, please kindly contact your Relationship Manager.

**Q10. Will instruction submitted through Email be accepted on Severe Weather Days?**

A. To safeguard against fraud and to protect customer's interests, customer instructions submitted through Email remain unaccepted<sup>1</sup> on Severe Weather Days. Please subscribe WBG's E-Channel service<sup>2</sup> to continue using WBG's in-scope services on Severe Weather Days.

*Should there be any inconsistencies between the English and Chinese versions, the English version shall prevail.*

<sup>1</sup> For custodian client who submit settlement instructions through registered email address will continue to be accepted, Deliver Free Settlement instruction for same day Settlement Day will delay to next business day as Call back confirmation is required to proceed before execution.

<sup>2</sup> loan drawdown for security trading purpose, please continue to submit instruction through fax and work with your respective relationship manager