

## Notice of the Closure of Khon Kaen Branch of Bank of China (Thai) Public Company Limited

We regret to announce that Khon Kaen Branch of Bank of China (Thai) Public Company Limited (hereinafter called “BOCT”) will close permanently from 4:00 p.m., 29 October 2021. The closure of Khon Kaen Branch is in line with the service channel strategy of BOCT. We will continue to serve you through online banking e.g. internet banking, mobile banking (hereafter called “online banking”) and our other physical outlets in a safe and efficient way. Your account managing branch will be changed to BOCT Nakhon Ratchasima Branch located at no. 440/9-11, Mittraparb-Nongkai Road, Naimuang Sub-district, Muang Nakhon Ratchasima District, Nakhon Ratchasima Province, 30000 Thailand. We apologise for any inconvenience this may caused.

If you have any concerns on the abovementioned arrangement, please contact us. Important information about alternative services of Khon Kaen Branch are as follows:

**Table 1 : For Personal Customer**

| Khon Kaen Branch’s Services   | Operating Schedule before Branch Closure   | Alternative Service Channels/Service Substitution |
|---|--|---|
| 1. Khon Kaen Branch’s working hours                                   | Monday to Friday 09.00 a.m. - 4.00 p.m. until 4:00 p.m. 29 October, 2021 (except on bank holidays) | -   |
| 2. Counter Transactions at Khon Kaen Branch                           |  |   |
| 2.1 Deposit BOCT cheques  | Khon Kaen Branch will provide the service until 4:00 p.m. of 28 October, 2021                      | - Other branches of BOCT<br>- Other banks         |
| 2.2 Deposit other banks’ cheques                                      | Khon Kaen Branch will provide the service until 12:00 p.m. of 28 October, 2021                     | - Other branches of BOCT<br>- Other banks         |
| 2.3 Transfer between BOCT accounts                                    | Khon Kaen Branch will provide the service until 4:00 p.m. of 29 October, 2021                      | - Other branches of BOCT<br>- Online banking      |
| 2.4 Domestic Transfer (BAHTNET, ITMX BULK PAYMENT)                    | Khon Kaen Branch will provide the service until 3:00 p.m. of 28 October, 2021                      | - Other branches of BOCT<br>- Online banking      |
| 2.5 International Remittance (TT REMITTANCE, RMB PRE-SETTLEMENT, GPI) | Khon Kaen Branch will provide the service until 3:00 p.m. of 21 October, 2021                      | - Other branches of BOCT<br>- Online banking      |
| 2.6 Receive funds from domestic remittance / international remittance | Khon Kaen Branch will provide the service until 4:00 p.m. of 28 October, 2021                      | - BOCT Head Office (Banking Department)           |

| Khon Kaen Branch's Services   | Operating Schedule before Branch Closure   | Alternative Service Channels/Service Substitution |
|---|--|---|
| <b>3. Deposit Account</b>   |  |   |
| Closure of different types of deposit accounts<br>- Savings account<br>- Current account<br>- Fixed deposit account | If you wish to close your account, please contact Khon Kaen Branch by 4:00 p.m. on 26 October 2021. After termination date, you may contact the BOCT Nakhon Ratchasima Branch  | -   |
| <b>4. ATM Services</b>  |  |   |
| 4.1 ATMs located at Khon Kaen Branch  | Khon Kaen Branch will provide the service until 10:00 p.m. of 17 October, 2021   | - Other BOCT ATMs                                 |
| 4.2 Using BOCT debit card at other BOCT ATMs  | BOCT's debit card can still be used for ATM transactions at other BOCT ATMs normally without impact from Khon Kaen Branch closure  | Remain unchanged                                  |
| 4.3 Using BOCT debit card at other banks' ATMs  | BOCT's debit card can still be used for ATM transactions at other banks' ATMs normally without impact from Khon Kaen Branch closure  | Remain unchanged                                  |
| 4.4 Resetting debit card password   | Khon Kaen Branch will provide the service until 4:00 p.m. of 29 October, 2021  | - Other branches of BOCT<br>- Other BOCT ATMs     |
| <b>5. Online Banking (Mobile Banking and Internet Banking)</b>  |  |   |
| 5.1 Using online banking services   | For customers currently using online banking, you may continue to use the services without impact from Khon Kaen Branch closure  | Remain unchanged                                  |
| 5.2 Applying for online banking services  | You may apply for online banking at Khon Kaen Branch until 4:00 p.m. of 29 October, 2021   | - Other branches of BOCT                          |
| 5.3 Changing E-Token / Resetting password   | Khon Kaen Branch will provide the service until 4:00 p.m. of 29 October, 2021  | - Other branches of BOCT                          |
| 6. Requesting for hard copy account statement   | Requesting for hard copy account statement will be available at Khon Kaen Branch until 4:00 p.m. of 29 October, 2021. Online banking users can enquire account and transaction information as usual without impact from Khon Kaen Branch closure | - Other branches of BOCT<br>- Online banking      |

| Khon Kaen Branch's Services   | Operating Schedule before Branch Closure   | Alternative Service Channels/Service Substitution |
|---|--|---|
| 7. Credit Card  |  |   |
| 7.1 Using credit card for payment                                   | For customers currently using BOCT's credit card, you may continue to use it without impact from Khon Kaen Branch closure.   | Remain unchanged                                  |
| 7.2 Repaying credit card balances                                   | 1) If you have set up direct debit instruction for credit card repayment, you may continue to use the service without impact from Khon Kaen Branch closure.<br>2) You may pay via BOCT ATMs located at Khon Kaen Branch until 10:00 p.m. of 17 October, 2021.<br>3) You may continue to pay via other BOCT ATMs without impact from Khon Kaen Branch closure.<br>4) You may continue to pay via online banking without impact from Khon Kaen Branch closure.<br>5) You may continue to present your credit card account statement for payment via other channels such as Counter Service and Tesco Lotus without impact from Khon Kaen Branch closure. | Remain unchanged                                  |
| 7.3 Applying for credit card repayment via direct debit with BOCT   | Applications for the credit card repayment service via direct debit at Khon Kaen Branch will be available until 4:00 p.m. of 1 October, 2021.  | - Other branches of BOCT                          |
| 7.4 Applying for a credit card                                      | Credit card application service of BOCT at Khon Kaen Branch will be available until 4:00 p.m. of 29 October, 2021.   | - Other branches of BOCT                          |
| 8. Home Loan  |  |   |
| 8.1 Continuing your existing home loan                              | Your existing home loan will not be impacted by Khon Kaen Branch closure.  | Remain unchanged                                  |
| 8.2 Repaying home loan balances                                     | If you are already using the service of home loan repayment via direct debit of BOCT / via Siam Commercial Bank, you may continue to use the service without impact from Khon Kaen Branch closure.   | Remain unchanged                                  |
| 8.3 Applying for home loan direct debit repayment service with BOCT | Application for home loan repayment service via direct debit of BOCT at Khon Kaen Branch will be available until 04:00 p.m. of 1 October, 2021.  | - Other branches of BOCT                          |

| <b>Khon Kaen Branch's Services</b>                 | <b>Operating Schedule before Branch Closure</b>  | <b>Alternative Service Channels/Service Substitution</b> |
|--|--|--|
| 8.4 Applying for BOCT home loan                    | Application for home loan of BOCT at Khon Kaen Branch will be available until 4:00 p.m. of 29 October, 2021. | - Other branches of BOCT                                 |
| 9. Standby Letter of Credit (SBLC)                 |  |  |
| 9.1 Continuing with your existing SBLC arrangement | You existing SBLC arrangement will not be impacted by Khon Kaen Branch closure.                              | Remain unchanged   |
| 9.2 Applying for BOCT SBLC                         | Application for BOCT SBLC at Khon Kaen Branch will be available until 4:00 p.m. of 29 October, 2021.         | - Other branches of BOCT                                 |

**Table 2 : For Corporate Customer**

| <b>Khon Kaen Branch's Services</b>                                    | <b>Operating Schedule before Branch Closure</b>  | <b>Alternative Service Channels/Service Substitution</b> |
|---|--|--|
| 1. Khon Kaen Branch's working hours                                   | Monday to Friday 09.00 a.m. - 4.00 p.m. until 4:00 p.m. 29 October, 2021 (except on bank holidays) | -  |
| 2. Counter Transactions at Khon Kaen Branch                           |  |  |
| 2.1 Deposit BOCT cheques  | Khon Kaen Branch will provide the service until 4:00 p.m. of 28 October, 2021                      | - Other branches of BOCT<br>- Other banks                |
| 2.2 Deposit other banks' cheques                                      | Khon Kaen Branch will provide the service until 12:00 p.m. of 28 October, 2021                     | - Other branches of BOCT<br>- Other banks                |
| 2.3 Transfer between BOCT accounts                                    | Khon Kaen Branch will provide the service until 4:00 p.m. of 29 October, 2021                      | - Other branches of BOCT<br>- Online banking             |
| 2.4 Domestic Transfer (BAHTNET, ITMX BULK PAYMENT)                    | Khon Kaen Branch will provide the service until 3:00 p.m. of 28 October, 2021                      | - Other branches of BOCT<br>- Online banking             |
| 2.5 International Remittance (TT REMITTANCE, RMB PRE-SETTLEMENT, GPI) | Khon Kaen Branch will provide the service until 3:00 p.m. of 21 October, 2021                      | - Other branches of BOCT<br>- Online banking             |
| 2.6 Receive funds from domestic remittance / international remittance | Khon Kaen Branch will provide the service until 4:00 p.m. of 28 October, 2021                      | - BOCT Head Office (Banking Department)                  |

| Khon Kaen Branch's Services  | Operating Schedule before Branch Closure   | Alternative Service Channels/Service Substitution |
|--|--|---|
| 3. Deposit Account   |  |   |
| Closure of different types of deposit accounts<br>- Savings account<br>- Current account<br>- Fixed deposit account<br>- Payroll account | If you wish to close your account, please contact Khon Kaen Branch by 4:00 p.m. on 26 October 2021. After termination date, you may contact the BOCT Nakhon Ratchasima Branch  | -   |
| 4. Online Banking (Mobile Banking and Internet Banking)  |  |   |
| 4.1 Using online banking services  | For customers currently using online banking, you may continue to use the services without impact from Khon Kaen Branch closure  | Remain unchanged                                  |
| 4.2 Applying for online banking services   | You may apply for online banking at Khon Kaen Branch until 4:00 p.m. of 29 October, 2021   | - Other branches of BOCT                          |
| 4.3 Changing E-Token / Resetting password  | Khon Kaen Branch will provide the service until 4:00 p.m. of 29 October, 2021  | - Other branches of BOCT                          |
| 5. Requesting for hard copy account statement  | Requesting for hard copy account statement will be available at Khon Kaen Branch until 4:00 p.m. of 29 October, 2021. Online banking users can enquire account and transaction information as usual without impact from Khon Kaen Branch closure | - Other branches of BOCT<br>- Online banking      |
| 6. Corporate Credit Product : Overdraft (OD)   |  |   |
| 6.1 Repayment of principal and interest by deposit cheque issued by BOCT   | The customer may make repayment via Khon Kaen Branch until 4:00 p.m. of 28 October, 2021<br><br>Customers can process the transaction at other branches, as usual without impact from Khon Kaen Branch closure                                   | - Other branches of BOCT<br>- Online banking      |
| 6.2 Repayment of principal and interest by deposit cheque issued by other banks  | The customer may make repayment via Khon Kaen Branch until 12:00 p.m. of 28 October, 2021<br><br>Any further repayment can be made via other branches  | - Other branches of BOCT<br>- Online banking      |
| 6.3 Repayment of principal and interest by transferring between BOCT accounts  | The customer may make repayment via Khon Kaen Branch until 4:00 p.m. of 28 October, 2021<br><br>Any further repayment can be made via other branches   | - Other branches of BOCT<br>- Online banking      |
| 7. Corporate Credit Product : Short Term Loan and Long Term Loan   |  |   |

| Khon Kaen Branch's Services  | Operating Schedule before Branch Closure   | Alternative Service Channels/Service Substitution   |
|--|--|---|
| 7.1 Loan Drawdown  | <p>Customers can drawdown via/through Khon Kaen Branch until 4:00 p.m. of 29 October, 2021</p> <p>For further drawdown, customer may proceed by contacting responsible Relationship Manager (RM) Head Office (Corporate Banking Department)</p>  | <p>- Contact RM at Head Office (Corporate Banking Department)</p>                                 |
| 7.2 Repayment of principal and interest by deposit cheque issued by BOCT                 | <p>Customer can make repayment via Khon Kaen Branch until 4:00 p.m. of 28 October, 2021</p> <p>For further repayment, customer may proceed by contacting responsible Relationship Manager (RM) Head Office (Corporate Banking Department) or other branches</p>  | <p>- Other branches of BOCT</p> <p>- Online banking</p>   |
| 7.3 Repayment of principal and interest by deposit cheque issued by other banks          | <p>Customer can make repayment via Khon Kaen Branch until 12:00 p.m. of 28 October, 2021</p> <p>For further repayment, customer may proceed by contacting responsible Relationship Manager (RM) Head Office (Corporate Banking Department) or other branches</p>   | <p>- Other branches of BOCT</p> <p>- Online banking</p>   |
| 7.4 Repayment of principal and interest by transferring between accounts of BOCT         | <p>Customer can make repayment via Khon Kaen Branch until 4:00 p.m. of 29 October, 2021</p> <p>For further repayment, customer may proceed by contacting responsible Relationship Manager (RM) Head Office (Corporate Banking Department) or other branches</p>  | <p>- Other branches of BOCT</p> <p>- Online banking</p>   |
| 7.5 Providing relevant documents, related to credit terms & conditions, to BOCT (if any) | <p>Customer may submit relevant documents at Khon Kaen Branch until 4:00 p.m. of 29 October, 2021</p> <p>Further submission of documents, related to credit terms and conditions (if any) shall be made through Relationship Manager (RM) Head Office (Corporate Banking Department) or other branches</p> | <p>- Other branches of BOCT</p> <p>- Contact RM at Head Office (Corporate Banking Department)</p> |

| Khon Kaen Branch's Services  | Operating Schedule before Branch Closure  | Alternative Service Channels/Service Substitution                        |
|--|---|--|
| 8. Trade Finance Services  |   |  |
| 8.1 Export Services  | Customers can submit Export Application Form and Documents Collection at Khon Kaen Branch until 4:00 p.m. of 29 October, 2021   | - Contact RM at Head Office (Corporate Banking Department)               |
| 8.2 Import Services  | 1) Customers can submit Letter of Credit Issuance/Amendment Application Form with Khon Kaen Branch until 4:00 p.m. of 29 October, 2021<br>2) Customers can make payment/acceptance under Import LC/Collection at, Khon Kaen Branch until 4:00 p.m. of 29 October, 2021. | - Contact RM at Head Office (Corporate Banking Department)               |
| 8.3 Letter of Guarantee  | Customers can submit Letter of Guarantee Issuance/Amendment/Cancellation Application Format, Khon Kaen Branch until 4:00 p.m. of 29 October, 2021   | - Contact RM at Head Office (Corporate Banking Department)               |
| 9. Foreign currency exchange services  |   |  |
| <p>The following services can be made through Khon Kaen Branch;</p> <ol style="list-style-type: none"> <li>1) Exchange Foreign Currency for transfer within BOCT account, service until 4:00 p.m. of 29 October, 2021</li> <li>2) Exchange Foreign Currency for outward remittance, RMB Pre-settlement, and GPI, service until 3.00 p.m. of 21 October, 2021</li> <li>3) Exchange Foreign Currency for inward remittance from onshore, service until 4:00 p.m. of 28 October, 2021</li> <li>4) Exchange Foreign Currency for inward remittance from offshore, service until 4:00 p.m. of 28 October, 2021</li> </ol> |   | <p>- Other branches of BOCT</p> <p>- E-Banking channel (BOCNET/IGTB)</p> |

**Remark:** For more information regarding the Services and Fees & Charges, please visit our website at [www.bankofchina.co.th](http://www.bankofchina.co.th).

For other enquiries, please contact us via the following means:

- Visit Khon Kaen Branch, located at the Jompol Market, no. 555/1-2 Unit A1-A2-A3, Moo 13, Kasikorn Thungsang Road, Nai Maung Sub-district, Maung District, Khon Kaen Province, 40000 Thailand on working days, Monday - Friday from 9:00 a.m. to 4:00 p.m. until 29 October, 2021
- Call Khon Kaen Branch at 043 246711 on working days, Monday - Friday from 9:00 a.m. to 4:00 p.m. until 29 October, 2021

- Call our Call Centre at 02-679-5566
- Visit BOCT's other branches

BOCT's other branches are as follows:

1. Branches with Cash Transaction Service

- Head Office (Banking Department)
- Ratchada Branch
- Chiangmai Branch
- Rayong Branch
- Bangna Branch

2. Branches without Cash Transaction Service

- Nakhon Ratchasima Branch
- Talad Thai Branch

Thank you for your continued trust and please accept our sincere apologies for any inconvenience caused.

Remark : If there is a discrepancy between the Thai, Chinese and English version on this document, the English version shall prevail.

Bank of China (Thai) Public Company Limited Khon Kaen Branch

30 July 2021