

Announcement on Mobile Banking Security Upgrades With Facial Recognition

Dear Customers,

To enhance security for Mobile Banking, Bank of China (Thai) Public Company Limited has increased the level of security in the application in the following ways.

1. Added facial recognition for the following transactions via mobile banking effective from 31 July 2025 onwards.

(A) Transfer to others via Account No./PromptPay/QR code or Cross-border Remittance for these conditions:

- (1) A transaction of THB 50,000 or more;
- (2) Transactions with a cumulative transfer amount reaching THB 200,000 or more within a day period

(Remark: For transaction made in a foreign currency will be converted into its equivalent in Thai Baht according to the real-time exchange rate of the remittance.)

(B) To ensure your verification with facial recognition goes smoothly, please bring identification documents and bank passbook to update your latest personal information and take a facial photo at any Bank of China (Thai) branch **from 1 July 2025 onward.**

- Thai citizens: Citizen ID card, bank passbook
- Foreigners: Passport, bank passbook

If you do not complete the facial photo collection at the branch, you will not be able to transfer fund exceeding the amount limit specified in each of the above conditions via Mobile Banking.

(C) To ensure that the facial recognition function of mobile banking can be used normally, please make sure that your mobile banking application is upgraded to **Version 9.0.3 or above**.

2. In addition, the Bank is also developing a transfer limit setting feature that utilizes facial recognition of the user to enhance service security. This feature is expected to be launched soon, the Bank will notify you once it becomes available.

We apologize for any inconvenience may cause.

For any questions, please contact our Call Center 026 795 566.

Bank of China (Thai) Public Company Limited

25 June, 2025