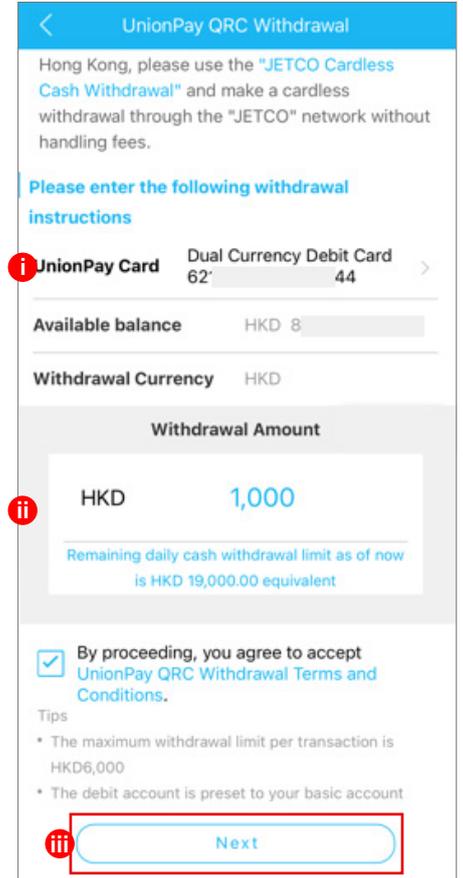
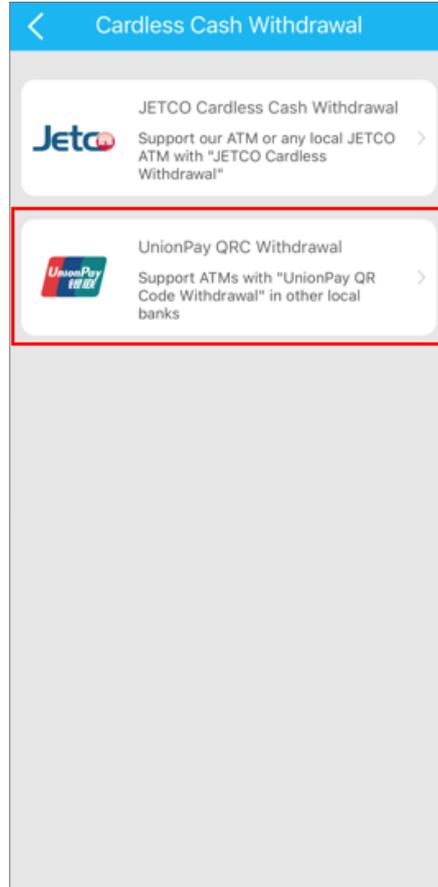
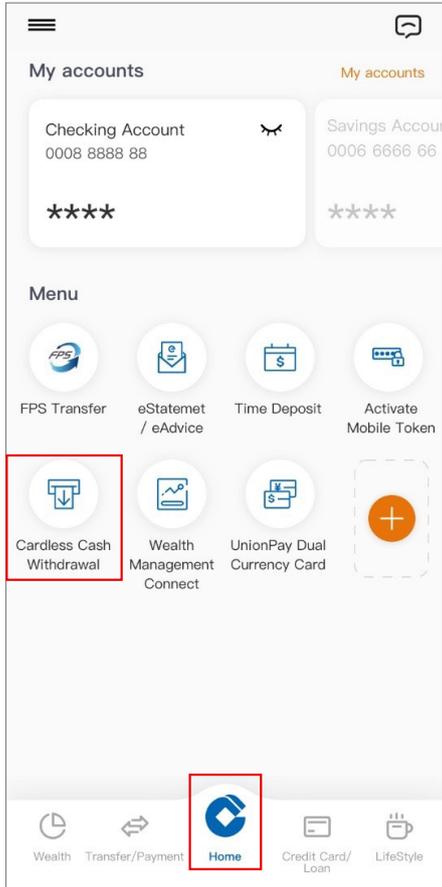


UnionPay Cardless Withdrawal Service Guide

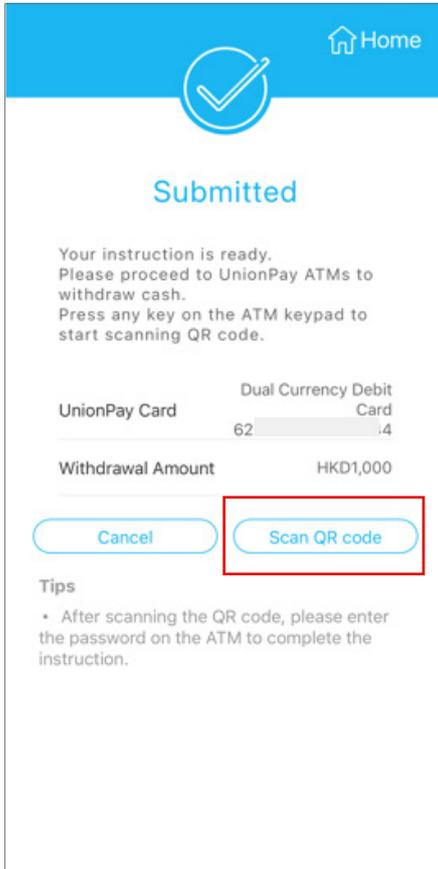
Set up a withdrawal instruction in Mobile Banking App

- 1 Logon your Mobile Banking account and select 'Cardless Cash Withdrawal' under 'Home' section.
- 2 Tap 'UnionPay QRC Withdrawal'.
- 3 i. Select 'Withdrawal Account'
ii. Fill in 'Withdrawal Amount'
iii. Read and Accept the Terms and Conditions. Tap 'Next' to proceed.

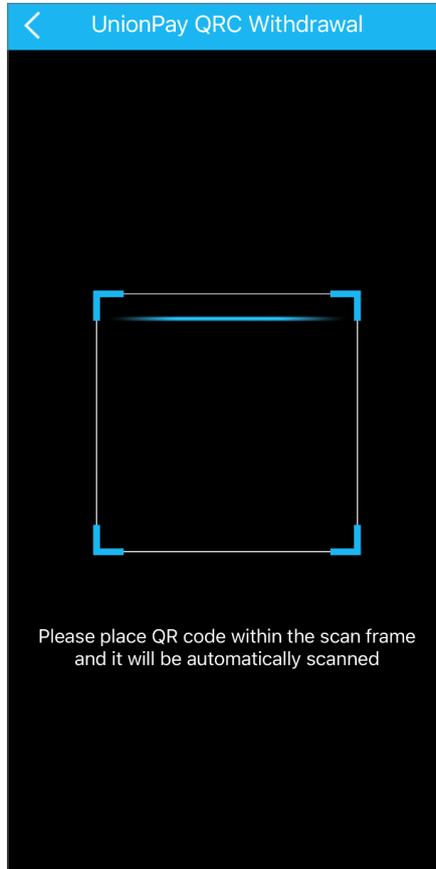


UnionPay Cardless Withdrawal Service Guide

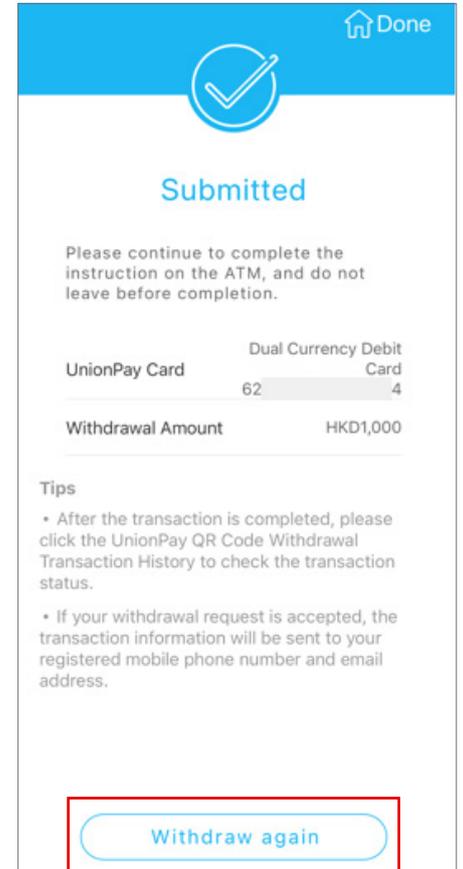
- 4 After the withdrawal instruction is successfully submitted, tap 'Scan QR code'.



- 5 Scan the QR code shown on the ATM.



- 6 Cash can be withdrawn after the transaction is completed.



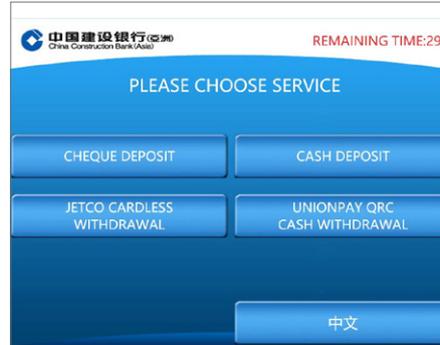
UnionPay Cardless Withdrawal Service Guide

ATM* Screen Instruction

- 1 Press any key on the PIN Pad to start 'Cardless Withdrawal'.



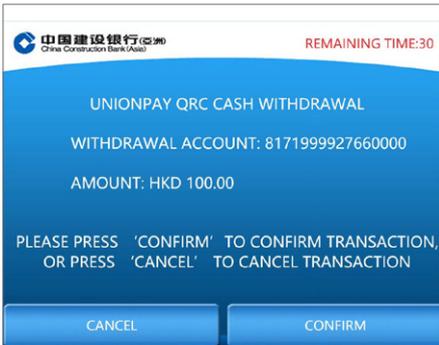
- 2 Select 'UnionPay QRC Cash Withdrawal'.



- 3 Scan the QR code via CCB(HK&MO) mobile banking app.



- 4 Confirm transaction details.



- 5 Enter your ATM password.



- 6 Print customer advice.



- 7 Transaction completed and take your cash.

