

## 5-Day Service Pledge Terms and Conditions

**These terms and conditions must be read in conjunction with our Trade-Connect Loan General Terms and Conditions and SME Services Terms and Conditions.** These terms and conditions do not apply to any existing product(s) or service(s) you have with us to the extent that they are subject to separate terms and conditions.

1. The 5-Day Service Pledge (“**Pledge**”) is valid from 1 January 2024 to 31 December 2024, both dates inclusive or such other date(s) as may be determined by Ping An OneConnect Bank (Hong Kong) Limited (“**Bank**” or “**us**”, including our successors and assigns) at our sole discretion (“**Pledge Period**”).
2. The Pledge will be available to a customer (“**Eligible Customer**”) who:
  - (i) is a customer of Tradelink Electronic Commerce Limited;
  - (ii) successfully opens and activates an SME savings account with the Bank (“**Savings Account**”);
  - (iii) successfully applies for a Trade-Connect Loan with disbursement amount between HKD100,000 to HKD5,000,000 (“**Loan**”); and
  - (iv) when making an application for the Loan, opts to not apply to HKMC Insurance Limited (“**HKMCI**”) through the Bank for participation in the SME Financing Guarantee Scheme in relation to the Loan.
3. **Under the Pledge, the Bank shall complete credit assessment within 5 business days from (and including) the date of receipt of all information and documents required for the Loan to the Bank’s satisfaction.**
4. Subject to Clause 5 below, in the circumstances where the Bank does not fulfil the Pledge stated in Clause 3 above, a cash compensation of HKD1,000 (“**Cash Compensation**”) will be offered to the Eligible Customer.
5. Cash Compensation will not be offered to the Eligible Customer if the failure of the Bank’s fulfilment of the Pledge is caused by any circumstance out of the Bank’s control or due to the Eligible Customer’s delay, as per the examples below.

Example 1 – No Cash Compensation because the Pledge is successfully fulfilled

Date of Receipt of All Required Information and Documents:	3 January 2024 (Wednesday)
Credit Assessment Completion Date:	9 January 2024 (Tuesday)
Eligible for Cash Compensation:	No

Example 2 – Eligible for Cash Compensation because the Pledge is not fulfilled due to the Bank’s delay in completion of credit assessment

Date of Receipt of All Required Information and Documents: 3 January 2024 (Wednesday)

Information and Documents:

Credit Assessment Completion Date: 10 January 2024 (Wednesday)

Eligible for Cash compensation: Yes

The above examples are for illustration purposes only and the Bank retains the final right of interpretation in the cases of uncertainty.

6. The Cash Compensation can only be awarded to each Eligible Customer once during the Pledge Period.
7. The Cash Compensation will be given in Hong Kong Dollars and credited into the Savings Account within one month after the Loan drawdown date.
8. All the terms and conditions, the amount of Cash Compensation and other features of the Pledge are subject to the Bank’s sole discretion. The Bank reserves the final right to determine whether to approve the Loan or to award the Cash Compensation to the Eligible Customer.
9. The Eligible Customer’s Savings Account must be valid at the time the relevant Cash Compensation is credited to the same, otherwise the respective Eligible Customer will not be entitled to receive the relevant Cash Compensation.
10. Any fraud or misrepresentation made by the Eligible Customer in obtaining the Cash Compensation will result in the cancellation or forfeiture of the relevant Cash Compensation. The Bank reserves the rights to cancel or forfeit the relevant Cash Compensation and to recover any costs and losses from the Eligible Customer notwithstanding the relevant Cash Compensation may already have been awarded to the Eligible Customer.
11. The Bank reserves the right to vary, modify or terminate the Pledge, and to revise these terms and conditions (including, but not limited to varying the Pledge Period) at any time without prior notice.
12. The Chinese version of these Terms and Conditions is for reference only. The English version will prevail if there is any inconsistency between the Chinese and the English versions.