

**【ANNOUNCEMENT】 CHANGE IN MINIMUM PASSWORD LENGTH FOR  
GLOBAL EBANKING LOGIN**

Dear Customer,

To enhance the security of electronic transactions, starting from March 25, 2025, we will adjust the password setting rules for Global eBanking. The minimum password length will be increased from 6 characters to 8 characters. This adjustment will not affect the login with your existing password; you can still use your current password to log in. However, when changing your password in the future, the new password must be at least 8 characters long.

This adjustment applies to Global eBanking, Global eBanking + APP, and Supply Chain. When setting a new password, it must be a combination of 8 to 20 characters, including both letters and numbers. For customers in the Vietnam region, the password must include at least one uppercase letter, one lowercase letter, and one number.

If you need to change your password, please follow the steps below:

- Global eBanking: Management Settings > User Settings > Change Password
- Global eBanking + APP: Management Settings > User Settings > Change Password
- Supply Chain: User Settings > Change Password

For any inquiries, please call our corporate customer service lines:

**Taiwan:** (02)2191-1005

**Macau:** 853-2871-5138

**Hong Kong:** 852-2907-6968

**Vietnam:** 84-28-3822-0566

We sincerely apologize for any inconvenience caused and appreciate your understanding.

**Bank Sinopac**