



## **Important Declaration**

### **Beware of Fake United Asia Finance Limited (the “Company”) Staff Promoting Loan and/or Credit Card Products**

Customers should beware when they receive calls from persons holding out as staff and purportedly promoting services and/or products of the Company. It is the Company’s policy that:

- All the staff of the Company have received professional training on customer services and product knowledge, with a view to serving customers and potential customers courteously and sincerely;
- All the staff of the Company would never request customers or potential customers to make deposits into any account of an individual or a company when assisting our customers in an application for loan and/or credit card services;
- In case the potential customers are not eligible to the loan and/or credit card services of the Company, the Company will never refer the customers to other company(ies) without the customers’ consent;
- The Company never provides loan and/or credit card services via any subsidiary(ies) or associate company(ies). The Company reserves the right to take legal action against all persons who falsely identify themselves to be staff of the Company, its subsidiary(ies) or associate company(ies);
- All promotional calls are directly made by the Company’s Customer Service Officers, Sales Representatives of its Branch or Direct Sales Department or through Authorized Dealers (collectively "Sales Representatives"), which displays the callers’ telephone number;
- All Sales Representatives should have his/her own staff number. They are willing to disclose their staff numbers, branch name, department name or authorized dealer's name and their contact numbers upon request.

If customers or potential customers receive any suspected counterfeit calls or have any suspicion, please contact the Company’s Customer Service Hotline at (852) 2681 8888 for loan services or (852) 2722 1111 for credit card services.

If there is any inconsistency or conflict between the English version of this Important Declaration and the Chinese version, the English version shall prevail.

Effective update: 1 December, 2022