



WeLab Bank General Service Charges

Type of Services	Item	Charges (HKD) and Details		
Bank services	Request for paper statement (From 1 month up to 7 years from the date of request)	HKD100 per statement cycle ¹		
	Bank reference letter	HKD200 per letter		
	Personal data access request	HKD300 per request ²		
	Core Account overdrawn fee ³	Waived		
Debit Card	Cash withdrawal from ATMs on local "JETCO" network ⁴	Waived		
	Cash withdrawal from ATMs on "MasterCard® / Cirrus™" network in Hong Kong	1% of the transaction value per transaction (Minimum charge: HKD10)		
	Cash withdrawal from ATMs on "MasterCard® / Cirrus™" network outside of Hong Kong ^{5,6,7}	1.5% of the transaction value per transaction (Minimum charge: HKD25)		
	Debit Card annual fee	Waived		
	Debit Card replacement fee	For each calendar year: <ul style="list-style-type: none"> First 4 replacements: waived From 5th replacement onwards: HKD 50 / replacement 		
	Foreign currency transaction fee <ul style="list-style-type: none"> Applicable to the supported Foreign Currencies⁵ Applicable to the non supported Foreign Currencies⁸ Remarks: The supported Foreign Currencies of Debit Card include AUD, CAD, CHF, EUR, GBP, JPY, NZD, RMB, SGD and USD (as may be amended from time to time)	<ul style="list-style-type: none"> Supported Foreign Currencies: Waived Non-Supported Foreign Currencies: 1.95% of the transaction value 		
	Dispute fee ⁹	HKD100 handling fee		
	Physical Debit Card mailing fee (Only applicable to non-Hong Kong address) ¹⁰	HKD35 per delivery		
Local Transfer through Faster Payment System (FPS)	FPS ¹¹ <table border="1" style="margin-left: 20px;"> <tr> <td>Transfer to other banks from account in WeLab Bank</td> </tr> <tr> <td>Transfer from other account to an account in WeLab Bank</td> </tr> </table>	Transfer to other banks from account in WeLab Bank	Transfer from other account to an account in WeLab Bank	Waived
Transfer to other banks from account in WeLab Bank				
Transfer from other account to an account in WeLab Bank				
CHATS inward / outward	CHATS inward / outward ¹¹	Waived		
Inward remittance- Telegraphic transfer	Inward remittance to an account with WeLab Bank ¹²	Waived ¹²		
Outward remittance-	Outward remittance to an overseas account ¹³	General fees: HKD 25 (or equivalent) per transaction ^{13,14}		

Telegraphic transfer	Amendment, Cancellation/Return ¹⁵	HKD200 (or equivalent) per transaction ¹⁵
Payment through Cross-Border Remittance	Hong Kong dollar Inward Remittance to an account of WeLab Bank ¹¹	Waived
	Return of Hong Kong dollar Inward Remittance ¹¹	Waived
Time Deposit	GoSave 2.0 Time Deposit early full withdrawal fee	Principal Amount x applicable percentage ¹⁶
Wealth Management Services	Subscription fee (for Digital Wealth Advisory only)	Waived
	Fund Platform fee (for both Featured Funds and Digital Wealth Advisory)	Fund Platform Fee Monthly Rate: 0.10% ¹⁷
	Request for paper contract note	HKD100 per each contract note ¹

Remarks:

- Fee waived for customers aged 65 or above, or recipients of government disability allowances, allowance for elderlies, or Comprehensive Social Security Assistance.
- We reserve the right to charge any additional costs incurred and shall process your request only upon your acceptance of such additional costs.
- Generally, if you have insufficient funds in your Core Account, any transaction will be rejected. However, there are still a few ways your Core Account could be overdrawn. For example, you may have sufficient funds in your Core Account at the time the transaction is made, but the transaction amount in fact exceeds the balance of funds in your Core Account during the settlement of the transaction. This can happen when you make a transaction in a foreign currency, or give a tip at a restaurant after the bill is paid, etc. We'll let you know if your Core Account is overdrawn, and you'll need to deposit funds to bring your Core Account back to a positive balance.
- For withdrawals conducted within the local "JETCO" network, if the withdrawal currency is Renminbi, the withdrawn amount will be converted at exchange rates determined by the "JETCO" member bank which is displayed on the ATM screen at the time of the withdrawal.
- If you spend or withdraw cash from overseas ATMs in the supported Foreign Currencies via the MasterCard® / Cirrus® network, the transaction amount will be deducted from the corresponding foreign currency balance in your Core Account, provided that such Core Account is active and contains sufficient funds. If you (i) have enabled the Auto FX Top-up function and (ii) do not have sufficient available funds in such Foreign Currency in your Core Account, or do not hold such Foreign Currency in your Core Account at the time of effecting the aforesaid transaction or cash withdrawal, we will, subject to your Core Account holding sufficient Hong Kong Dollar available balance, convert the required amount of Hong Kong Dollar in your Core Account into the amount of Foreign Currency which is equivalent to the difference between the amount of the aforesaid transaction or withdrawal and the available balance of such Foreign Currency in your Core Account (the "Shortfall") at our prevailing exchange rate as we may in our discretion determine, without prior notice. The converted Foreign Currency will be subsequently debited from Hong Kong Dollar in your Core Account for settling the Shortfall. However, if you do not have sufficient Hong Kong Dollar available balance, we will reject the transaction or cash withdrawal. If you (i) have not enabled the Auto FX Top-up function and (ii) do not have sufficient available funds in such Foreign Currency in your Core Account, or do not hold any of such Foreign Currency in your Core Account at the time you effect the aforesaid transaction or cash withdrawal, we will reject the aforesaid transaction or cash withdrawal.

6. If you withdraw cash from ATMs outside of Hong Kong in a currency other than the supported foreign currencies, the full transaction amount will be converted into HKD and debited from your Core Account. The conversion will be based on our prevailing exchange rate, with reference to the rate adopted by Mastercard® on the date of conversion.
7. Surcharges may be levied by overseas ATM operators and overseas local banks, which will be added to the withdrawal amount and deducted from your corresponding foreign currency balance in your Core Account along with the withdrawal. The cash withdrawal charge imposed by us will be debited from Hong Kong Dollar deposit in your Core Account, at our prevailing exchange rate.
8. Applicable for Debit Card spending transactions effected in currencies other than the supported Foreign Currencies within the MasterCard network. The transaction amount will be converted to HKD based on the daily exchange rates determined by Mastercard® at the time of the transaction with a handling fee of 1.95% of the transaction amount and deducted from the HKD balance of your Core Account. You may refer to Mastercard's website for the applicable exchange rate. Also, customers may sometimes be offered the option to settle foreign currency transactions in Hong Kong dollars at the point of sale overseas. Such an option is a direct arrangement offered by overseas merchants and not by Mastercard®. In such cases, customers are reminded to ask the merchants for the foreign currency exchange rates and the percentage of handling fees to be applied before the transactions are entered into as settling foreign currency transactions in Hong Kong dollars may involve a cost higher than the foreign currency transaction fee.
9. If there are any disputes regarding your Debit Card transactions, your account will only be credited after your request for a refund has been approved successfully. If your request has been declined, we will charge an HKD100 handling fee. An additional fee may be charged by MasterCard® if the dispute cannot be resolved at the chargeback stage and proceed to arbitration.
10. Only applicable for customers register with a non-Hong Kong residential address.
11. Funds will be credited to your Core Account on the same day if the remittance instruction from the remitting bank is received before 4 pm on a business day (i.e. Mondays to Fridays; excludes Saturday, Sunday, and public holidays of Hong Kong). The charges do not include other bank fees, such as the corresponding bank handling charges. We waive the relevant handling fees for inward and outward CHATS, and the actual amount received may be different due to the charges. We accept inward CHATS in Hong Kong dollar and US dollar and supports outward CHATS in US dollars. FPS: Faster Payment System. No outbound payment through cross-border FPS will be provided and inbound cross-border FPS in foreign currencies will not be accepted.
12. We accept inward payments of HK Dollar or other specified foreign currencies from overseas bank accounts irrespective of routing arrangement. As a consequence of executing transactions, WeLab Bank may receive commission, income or revenue from other entities. The fees, charges or commission charged directly by WeLab Bank from its customer will be as per the applicable schedule of tariff or otherwise agreed with the customer. Not applicable to the charges option selected to "our". Additional charges may be levied by other banks where incorrect, incomplete or unclear information is provided by customers in the instructions.
13. We support outward payments of HK Dollar or other specified foreign currencies to overseas bank accounts irrespective of routing arrangement. As a consequence of executing transactions, WeLab Bank may receive commission, income or revenue from other entities. The fees, charges or commission charged directly by WeLab Bank from its customer will be as per the applicable schedule of tariff or otherwise agreed with the customer. Local fee: we will charge a fee based on the currency, transfer amount and payment method involved. General fees: this charge is HKD 25 (or equivalent). Please refer to the fee quote on the transaction page for the applicable fee of your transaction. Any fees involved in the transfer will be paid from your HKD account or relevant specified foreign currency account, please ensure there is sufficient balance in your HKD account or relevant specified foreign currency to prevent payment rejection. Additional charges may be levied by other banks where incorrect, incomplete or unclear information is provided by customers in the instructions.
14. Please note that some overseas banks may impose additional overseas charges (including charges levied by beneficiary bank and correspondent banks). At the overseas banks' discretion, these charges may be

deducted from the payment amount or from the remitter's account regardless of the charges option. Customer can choose the option "You will pay all handling fees", the charge is HKD 250 (or equivalent) per transaction. All overseas bank fees are included, ensuring the remitted amount reaches the recipient in full. Any fees involved in the transfer will be paid from your HKD account or relevant specified foreign currency account, please ensure there is sufficient balance in your HKD account or relevant specified foreign currency account to prevent payment rejection. Additional charges may be levied by other banks where incorrect, incomplete or unclear information is provided by customers in the instructions.

15. Amendments, Cancellations/RetURNS of Outward Remittances – Telegraphic Transfers (TT) will incur a fee of HKD 200 (or equivalent) per transaction, which will be deducted from your HKD account or relevant specified foreign currency account. Additional charges may be levied by other banks where incorrect, incomplete or unclear information is provided by customers in the instructions.
16. As each individual GoSave 2.0 Time Deposit may have different early withdrawal handling charges, the actual handling charge for early full withdrawal will be shown on the WeLab Bank mobile application prior to your confirmation and acceptance of the GoSave 2.0 Time Deposit Terms and Conditions. The early withdrawal fee will be charged in the same currency as the GoSave 2.0 Time Deposit being withdrawn.
17. The fund platform fee shall be charged monthly and will be debited from your Core Account on or before the 7th business day of each month. The fund platform fee of a month is an aggregate amount of the daily fee within the month. Daily fee is calculated based on the daily market value of all your settled fund holdings in HKD (or HKD equivalent based on daily reference rate) under Featured Funds and Digital Wealth Advisory Services, excluding all money market fund holdings, multiplied by the fund platform fee monthly rate and divided by the number of calendar days of the month. For fund asset class information, please refer to the fund details page in WeLab Bank app.

If you have any enquiries regarding our General Service Charges, please contact our Customer Service Hotline at +852 3898 6988 or email us at wecare@welab.bank.

In the event of inconsistency between the English and Chinese versions of this General Service Charges, the English version shall prevail.