

Dear Valued Customer

Re: The Merger between Thanachart Bank and TMB Bank

**Thanachart Bank Public Company Limited** ("TBANK") would like to thank you for your persistent trust and support on our products and services.

It is our pleasure to inform you that the Bank's major transition which aims at improving a variety of customer service and optimizing your banking experience through business merger between TBANK and TMB Bank Public Company Limited ("TMB") is now approaching its completion. After the merger, TBANK will be operating under the name of **TMBTHANACHART BANK PUBLIC CO., LTD. ("ttb")**.

### Synchronizing strengths in order to deliver sublime customer experience



ธนาคารธนชาต  
Thanachart Bank



ทีเอ็มบีธนชาต  
TMBThanachart

This merger is the integration of the two Bank's complementary strengths with a view to delivering full-fledged products and services that effectively respond to the customers' needs. Apart from providing multiple service channels, the new Bank is ready to develop its digital banking platform to ensure that our customers will enjoy more convenience and sustainable opportunities for a better financial well-being.

In order that the merger between the two Banks be fully completed and ready for seamless services, TBANK and TMB have to temporarily suspend our services in such channels as all branches, ATMs, mobile and internet banking including account transactions during the convergence process from Friday 2 July 2021 to Sunday 4 July 2021.

Customers are accordingly requested to plan for your banking activities ahead of the above period. We would like to apologize for any inconvenience that may be caused in this regard and will be ready to provide normal services from Monday 5 July 2021 onwards. Should you wish to contact the Bank during this period, please call our Contact Center 1770.

**ธนาคารธนชาต จำกัด (มหาชน)**  
**Thanachart Bank Public Company Limited**

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TBANK would like to express our sincere appreciation for your unwavering confidence in our services. We are still committed to improving our products and services in order to strengthen the customers' financial well-being and will be most pleased to welcome you to our new banking era under the name of ttb.

Yours Sincerely,

*P. Tantakasem .*

**Piti Tantakasem**

Chief Executive Officer

TMBThanachart Bank Public Company Limited



**Praphan Anupongongarch**

Chief Executive Officer and President

Thanachart Bank Public Company Limited

**No worry...Your transactions with us will continue smoothly without any interruption. You can view the details of your products and services including your account number and new credit facility agreement number along with numerous privileges from ttb touch from Monday 5 July 2021 onwards.**

#### More details of products and services that you should know

For customers using Freever, Freever-Lite, Accident Protection and Ultra Savings accounts, your accounts will be changed to All Free account which offers more privileges as follows:



**Free:** Cash withdrawal, transfer, spending and top-up without limited number of times.



**Free:** Online shopping protection up to 5,000 Baht per time.



**Free:** FX charge on any currency all over the world



**Free:** Life protection from accidents 20 times of deposits up to 3 million Baht only when retaining daily outstanding balance in All Free account at the minimum of 5,000 Baht.



**Free:** Accident insurance and medical expense reimbursable up to 3,000 Baht per accident without limited number of times only when retaining daily outstanding balance in All Free account at the minimum of 5,000 Baht for the current month. The privilege will be available in the following month.



#### For deposit customers

**No worry.... all the services tied to the Bank will continue as normal.**

- Your account number will change from Monday 5 July 2021. Please use this new account number in conducting your transactions. However, direct debit service, loan repayment debit service, direct credit service or payroll service applied with the Bank will continue as normal.
- SMS alert service can be used as normal according to the phone number notified to the Bank.

#### In order to enable continued transactions with the Bank

- You can request for new ttb debit card with free of charge from Monday 5 July 2021 – Monday 28 February 2022 via ttb touch application or at any ttb Branch. In case of joint accounts, please visit the Branch together with all joint owners (proxy is not allowed).
- You can change your passbook to ttb passbook at any Branch from Monday 5 July 2021 onwards.



#### About the insurance products

There will be no change concerning life insurance and/or non-life insurance products purchased from the Bank. You are not required to proceed with any additional documents. The Bank will still take care and provide after-sale service to you as always. In order to get more convenience, you can check your life insurance information via ttb touch application.



#### For Mutual Fund Customers

The unitholders' register numbers will change.

**No worry... As you can invest in the mutual funds and receive the redemption proceeds on a continuous basis.**

The mutual fund system will link to a single ttb deposit account in order to receive the redemption proceeds. If you still do not have a linked account or any deposit account with ttb or TBANK, please contact our Branch in order to open and link the account for receiving the redemption proceeds.



## **For credit card / debit card customers and all types of loans including car hire-purchase loan, Cash Your Car and Cash Your Book loan**

- Your TBANK credit card and debit card can still be used as normal. Please study more details from the Bank's various channels.
  - For car hire purchase loan and Cash Your Car loan, the contract number will remain unchanged. The ownership of car registration book will be changed to ttb while the car possessor will still be under your name.
  - For Cash Your Book loan, personal loan, home loan and business loan, the contract number will be changed.
  - In case you register your property with TBANK as business security for a loan, the Bank will register the change of such property details from Monday 5 July 2021 in order that all types of property will still be your security for the loan transferred to ttb.
  - For all types of loans, either secured and non-secured or with personal guarantee, the obligations with TBANK will be transferred to ttb under the same terms and conditions. From Saturday 3 July 2021 onwards, the report of credit information to the National Credit Bureau will be sent under the name of ttb.
  - For loan customers, your credit information provided to TBANK will be transferred to ttb following the merger in pursuance of the law.
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Should you have any inquiry or need more details, please kindly call the Bank's Contact Center 1770, TBANK Branch or ttb Branch all over the country from now on.

**You may study more details on ttb products and services at [www.ttbbank.com/products/re](http://www.ttbbank.com/products/re)**