

KB KOOKMIN BANK TO WIND-DOWN BANKING BUSINESS IN NEW ZEALAND NOTICE FOR DEPOSIT ACCOUNT HOLDERS

Dear Valued Customer,

As the operation of KB Kookmin Bank Auckland branch is closed, we would like to notify customers with deposit.

After a strategic review of the New Zealand financial market and the financial industry as a whole over the past few years, we have decided to gradually wind down our branch in Auckland and exit the New Zealand banking market over the next few years, as our continued business operations in New Zealand were uncertain in the future. This decision includes both our retail and wholesale banking services.

It has been our honour to serve you and participate in your financial journey. We are deeply grateful for the trust and loyalty you've shown us over the years. Your continued support has been invaluable, and we want to express our sincere appreciation for your partnership.

Please refer to the link below for detail notice of cheque account and term/instalment savings deposit related to the winding-down of the Auckland branch.

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1. [NOTICE FOR CHEQUES DEPOSIT ACCOUNT HOLDERS](#) _____2p.
2. [NOTICE FOR TERM DEPOSIT AND INSTALMENT SAVINGS DEPOSIT ACCOUNT HOLDERS](#)____5p.



15 October 2024

KB KOOKMIN BANK TO WIND-DOWN BANKING BUSINESS IN NEW ZEALAND NOTICE FOR CHEQUES DEPOSIT ACCOUNT HOLDERS

Dear Valued Customer,

As the operation of KB Kookmin Bank Auckland branch is closed, we would like to notify customers with cheque deposit.

After a strategic review of the New Zealand financial market and the financial industry as a whole over the past few years, we have decided to gradually wind down our branch in Auckland and exit the New Zealand banking market over the next few years, as our continued business operations in New Zealand were uncertain in the future. This decision includes both our retail and wholesale banking services.

It has been our honour to serve you and participate in your financial journey. We are deeply grateful for the trust and loyalty you've shown us over the years. Your continued support has been invaluable, and we want to express our sincere appreciation for your partnership.

For Customers with Only Cheque Deposit Accounts

If you currently hold a cheque deposit account with us, we kindly ask that you transfer your remaining balance to an alternative bank by [31/05/2026]. You can do this through internet banking or by providing us with details of an alternative bank where you can continue your financial transactions (there is a section at the end of this notice for you to fill in the details of your alternative bank account). If you choose to provide us with your alternative bank details, you authorise us to transfer the remaining balance to the alternative bank account you provide us.

We will close your account following the schedule below "Closure for Zero-Balance Accounts" once the remaining balance transferred to the alternative account. This means you will no longer be able to make or receive payments through KB Kookmin Bank Auckland Branch, and your EFTPOS & Cash card will be deactivated as of the closure date.

Please remember to change the bank account details of any scheduled transactions (for example, wages) or automatic payments (for example, rent or utilities) from your Kookmin Bank deposit account to your alternative bank account.

Suppose you do not provide us with an alternative bank account or there is remaining balance in the account by [31/05/2026]; The remaining balance will be transferred to the Commissioner of Inland Revenue as unclaimed money, in accordance with the New Zealand Unclaimed Money Act 1971.

«Closure for Zero-Balance Accounts»

Please be aware that we may seek to close accounts with a zero balance on [01/04/2025], [31/10/2025] and again on [29/05/2026]. If your account has a zero balance on either of these dates, it will be automatically closed, and you will no longer be able to make or receive payments through KB Kookmin Bank Auckland Branch.

For Customers with Term Deposits or Loans

If you hold a term deposit or instalment savings deposit, or have a loan with us. We will transfer the remaining balance of your account to the alternative bank account you provide upon the maturity of the term deposit or instalment savings deposit and the repayment of the loan. Please ensure that you need to provide us with your alternative bank account details before the maturity or repayment date.

After the transfer of your funds, we will close your account, and you will no longer be able to make or receive payments through KB Kookmin Bank Auckland Branch.

What happens after funds are transferred to the IRD?

If your funds are transferred to the Commissioner of Inland Revenue, any balance under NZ\$100 or less will not be recoverable. However, for balances over NZ\$100, you can claim the funds directly from the Inland Revenue Department. More information on how to claim these funds can be found on the IRD website. ird.govt.nz/unclaimedmoney/claiming-unclaimed-money/search-the-database

Please note that once we transfer your unclaimed funds to the Commissioner of Inland Revenue, your account with KB Kookmin Bank Auckland Branch will be closed, and you will not be able to access to our banking services, including the ability to make or receive payments through your account.

Need Assistance?

If you have any questions or concerns, please don't hesitate to contact us via kbauckland@kbfq.com or +64 9 366 1000. ✖ Available during business hours(Mon~Fri, 09:00~16:30)

Please note that due to the high volume of inquiries, you may experience longer wait times, and we appreciate your understanding and patience.

Please be informed that you can check your account balance through Internet Banking or Mobile Banking. To protect your personal information, balance inquiries via phone are not available. If you are unable to use Internet Banking or Mobile Banking, please email us, and our staff will contact you. Please note that checking the balance of the account through the phone may be restricted during the same period to protect customer information and provide smooth business support.

Once again, it has been an honour and privilege to serve you, and we will do our utmost to ensure that you experience no inconvenience for the remainder with KB Kookmin Bank Auckland Branch.

Your sincerely,

Dohan Kim

General Manager of KB Kookmin Bank Auckland Branch

Details of alternative bank account

(※Please sign the signature box next to the beneficiary account name you receive and reply by email.)

Sender Name & Authority	_____ (Name) _____ (Sign)
Beneficiary account name	
Beneficiary account number	
Beneficiary bank account currency	(NZD/USD) _____
Beneficiary bank name and address	
Beneficiary bank of country	
FOR INTERNATIONAL PAYMENTS ONLY	
Beneficiary address	
Beneficiary bank code(e.g. SWIFT Code, Sort Code, Clearing Code, Fedwire Number)	

- ※ Transfer fees are waived. (However, fees charged by other banks for international transfers cannot be waived.)
- ※ To ensure the safety of your assets, please be advised that the transaction can only be made with alternative bank account under your name. Transferring your funds to someone else's account is not permitted.
- ※ Please note that we will contact you over the phone for the final confirmation before we process your instructions, and your call may be recorded during the confirmation process.
- ※ In the case of long-term non-transaction customers, additional procedures such as CDD (Customer Due Diligence) may be required in accordance with the laws.

Beware of Financial Scams

We want to remind you to stay vigilant against financial scams and fraudulent activities. Kookmin Bank will never ask you to share personal or financial information like account numbers, passwords, or PINs through phone calls or messages. If you receive any suspicious communication asking for such information or requesting you to transfer funds to an unfamiliar account, please contact us right away to verify its authenticity. Your safety and security are our top priorities.



15 October 2024

**KB KOOKMIN BANK TO WIND-DOWN BANKING BUSINESS IN NEW ZEALAND
NOTICE FOR
TERM DEPOSIT AND INSTALMENT SAVINGS DEPOSIT ACCOUNT HOLDERS**

Dear Valued Customer,

As the operation of KB Kookmin Bank Auckland branch is closed, we would like to notify customers with term deposit or instalment saving deposit.

After a strategic review of the New Zealand financial market and the financial industry as a whole over the past few years, we have decided to gradually wind down our branch in Auckland and exit the New Zealand banking market over the next few years, as our continued business operations in New Zealand were uncertain in the future. This decision includes both our retail and wholesale banking services.

It has been our honour to serve you and participate in your financial journey. We are deeply grateful for the trust and loyalty you've shown us over the years. Your continued support has been invaluable, and we want to express our sincere appreciation for your partnership.

What This Means for You?

If you currently hold a term deposit account with us. If your account matures before [31/03/2025], we can offer a one-time extension to allow you extra time to find a suitable alternative bank. Customer with maturing deposits or wishing to close their accounts before maturity may do so via Internet & mobile banking, as well as in-branch.

After [31/03/2025] the current term deposit expires, we will no longer allow automatic renewal, even if it is set up in our system. Instead, upon maturity, the funds will be deposited into your cheques deposit account and will be handled according to the process outlined in the "Customer notice for cheques deposit holders."

If your account matures after [31/03/2025], no further extension will be available.

Need Assistance?

If you have any questions or concerns, please don't hesitate to contact us via kbauckland@kbfkg.com or +64 9 366 1000. ✖ Available during business hours(Mon~Fri, 09:00~16:30)

Please note that due to the high volume of inquiries, you may experience longer wait times, and we appreciate your understanding and patience.

Please be informed that you can check your account balance through Internet Banking or Mobile Banking. To protect your personal information, balance inquiries via phone are not available. If you are unable to use Internet Banking or Mobile Banking, please email us, and our staff will contact you. Please note that checking the balance of the account through the phone may be restricted during the same period to protect customer information and provide smooth business support.

Once again, it has been an honour and privilege to serve you, and we will do our utmost to ensure that you experience no inconvenience for the remainder with KB Kookmin Bank Auckland Branch.

Sincerely,

Dohan Kim
General Manager of KB Kookmin Bank Auckland Branch

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We want to remind you to stay vigilant against financial scams and fraudulent activities. Kookmin Bank will never ask you to share personal or financial information like account numbers, passwords, or PINs through phone calls or messages. If you receive any suspicious communication asking for such information or requesting you to transfer funds to an unfamiliar account, please contact us right away to verify its authenticity. Your safety and security are our top priorities.