

## **Notice of Service Arrangements During the 2026 Annual Conference and Anniversary Celebration**

### **Dear Valued Clients:**

On the occasion of the 16<sup>th</sup> anniversary of Upway Global, we would like to express our sincere gratitude and pride.

Over the past year, with the steadfast support of our global clients, the trading volume on our platform has reached new highs, and the average daily market activity has remained among the top tier in the industry. This is not merely a set of figures, but a testament to your trust in our professional capabilities and prudent operations. To commemorate these shared achievements and to usher in a new chapter of high-quality development, all staff of our company will join the “16<sup>th</sup> Anniversary Celebration and 2026 Annual Review Conference” on 7 Feb, 2026 (Saturday).

To ensure the smooth running of the event, our spot gold and silver trading platform and related services will be temporarily adjusted as follows (all times are in Beijing Time):

**Service suspension: From 14:00 on 7 Feb, 2026 (Saturday) to 07:59 on 8 Feb, 2026 (Sunday);**

**Service resumption: 08:00 on 8 Feb, 2026 (Sunday)**

### **Services affected include:**

**Online services:** Customer service hotline, online customer service, and email enquiries will be temporarily suspended.

**Fund-related services:** Deposits and withdrawals will be temporarily suspended.

### **Important reminder:**

The trading market will remain open as usual during this period. As funding channels and customer support services will be temporarily unavailable, deposit, withdrawal, and manual enquiry requests cannot be processed. To manage your account risk effectively, we strongly recommend that you deposit sufficient funds into your “Upway Wallet” in advance as backup margin, so as to avoid any forced liquidation that may result from an inability to top up your positions on time.



All requests submitted during the suspension period will be given priority and processed as quickly as possible from 08:00 on 8 February. We apologize for any inconvenience this may cause and kindly ask for your understanding.

Over the past 16 years, we have weathered challenges and grown together with you, and we are deeply grateful for your unwavering trust. Looking ahead, we will continue to safeguard each of your transactions with transparent, secure and efficient services, and join you on a new journey towards greater stability and excellence.

If you have any enquiries, please feel free to contact us via our 24-hour online customer service or call us at (+852) 2355 7866.

Upway Global

Jan 28, 2026