



Service adjustments Following the Share Transfer of Chiyu Banking Corporation Limited

Frequently Asked Questions

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1. Counter Services at Branches

1.1 As a customer of BOCHK/Chiyu, I could conduct interbank transactions such as cash and cheque deposits or withdrawals, fund transfers, among the two banks before 27 March, 2017. Are these services still available after 27 March, 2017?

Starting from 27 March, 2017, registration of or transactions through BOCHK accounts should be conducted via the service platforms of BOCHK. Registration of or transactions through Chiyu accounts should be conducted via the service platforms of Chiyu. Such service platforms include branches, ATMs ^{Note}, cash deposit machines, cheque deposit machines, passbook update machines, and other electronic channels (such as Internet, Mobile and Phone Banking).

Transfers between BOCHK and Chiyu accounts can be conducted via Express Transfer (RTGS/CHATS) or Electronic Transfer. Since these transfers are routed through local clearing house which may require extra handling time, please allow sufficient time for the fund transfer. Under normal circumstances, for Express Transfer (RTGS/CHATS), the receiving bank will collect funds immediately or in the morning of the designated transfer date the soonest and, for Electronic Transfer, on the same day or the next working day after the designated transfer date (Saturday not included) the soonest. For transfers via branches, please note the banking service fees of the relevant banks. For transfers via Internet Banking or Mobile Banking, customers can enjoy fee waivers for these transfers temporarily until further notice. Please note the relevant debit limits and the limitation on the maximum number of registered accounts.

Note: Transitional arrangements will apply to ATM services, and ATM services (except cross-bank ATM operations in relation to RMB or Multi-Currency savings accounts) remain temporarily unchanged until further notice.

1.2 Are privilege counter services still available after 27 March, 2017?

Starting from 27 March, 2017, all of the privilege counter services will only be provided at designated branches of the corresponding bank where the account is maintained at BOCHK or Chiyu.

1.3 As a corporate customer of BOCHK, I could transfer or deposit funds into my client's Chiyu account over counters or through the electronic channels of BOCHK or Chiyu. What channels are available for making these transactions after 27 March, 2017? Similarly, how does my client make payments to me?

Starting from 27 March, 2017, transfers between BOCHK and Chiyu accounts can be conducted via Express Transfer (RTGS/CHATS) or Electronic Transfer. Since these transfers are routed through local clearing house which may require extra handling time, please allow sufficient time for the fund transfer. Under normal circumstances, for Express Transfer (RTGS/CHATS), the receiving bank will collect funds immediately or in the morning of the designated transfer date the soonest and, for Electronic Transfer, on the same day or the next working day after the designated transfer date (Saturday not included) the soonest. For transfers via branches, please note the banking service fees of the relevant banks. For transfers via Internet Banking or Mobile Banking, customers can enjoy fee waivers for these transfers temporarily until further notice. Please note the relevant debit limits and the limitation on the maximum number of registered accounts.

1.4 Upon maturity of my time deposit at BOCHK, can I deposit the money into Chiyu accounts after 27 March, 2017? Similarly, upon maturity of my time deposit at Chiyu, can I deposit the money into BOCHK accounts after 27 March, 2017?

Debiting and crediting between BOCHK and Chiyu accounts cannot be conducted starting from 27 March, 2017. BOCHK customers please use BOCHK accounts as the direct debit/credit accounts when setting up the relevant instructions. The same principle applies to Chiyu customers. If the relevant transaction amount could not be deposited into the designated account or credited back into the initiating account upon the expiry date of the instruction due to settlement account setting, BOCHK or Chiyu will contact the customer concerned for follow-up.

2. Automated Banking Services

2.1 Can Chiyu customers make transactions at BOCHK ATMs after 27 March, 2017? Are there any restrictions if BOCHK customers make transactions at Chiyu ATMs after 27 March, 2017? Similarly, are there any restrictions if Chiyu customers make transactions at BOCHK ATMs after 27 March, 2017?

Transitional arrangements will apply to ATM services, and ATM services (except cross-bank ATM operations in relation to RMB or Multi-Currency savings accounts) will remain temporarily unchanged until further notice. Starting from 27 March, 2017, BOCHK customers may conduct RMB withdrawal and transfer services debiting either RMB accounts or Multi-Currency Savings Accounts via ATMs of BOCHK, and Chiyu customers may conduct these transactions via ATMs of Chiyu.

2.2 Can BOCHK customers conduct RMB withdrawal directly from their RMB accounts at Chiyu ATMs? Similarly, can Chiyu customers conduct RMB withdrawal directly from their RMB account at BOCHK ATMs?

Starting from 27 March, 2017, BOCHK customers may conduct RMB withdrawal and transfer services debiting either RMB accounts or Multi-Currency Savings Accounts via ATMs of BOCHK, and Chiyu customers may conduct these transactions via ATMs of Chiyu.

For BOCHK customers conducting such transactions at Chiyu ATMs, or Chiyu customers conducting such transactions at BOCHK ATMs, the withdrawal amount will be debited from their HKD account and then converted into RMB.

2.3 As a Chiyu customer, is my BOC Card customer service be affected 27 March, 2017?

Starting from 27 March, 2017, the name of Chiyu's "BOC Card" will be changed to "ATM Card". The relevant customer service hotline has been changed to (852) 2232 3233. Nonetheless, the existing "BOC Card" customer service hotline (852) 2691 2323 will still be valid for Chiyu customers after 27 March, 2017 until further notice.

2.4 Can customers deposit cash/cheque to Chiyu accounts at BOCHK cash deposit machines/cheque deposit machines after 27 March, 2017? Can customers deposit cash/cheque to BOCHK accounts at Chiyu cash deposit machines/cheque deposit machines after 27 March, 2017? Is e-Cheque deposit service affected?

No. Transactions (except payments to BOC Credit Card or BOC Express Cash accounts) should be conducted via the cash deposit machines/cheque deposit machines of the corresponding bank where the account is maintained at BOCHK or Chiyu after 27 March, 2017.

Also, starting from 27 March, 2017, BOCHK's e-Cheque deposit service is only available for BOCHK accounts; similarly, Chiyu's e-Cheque service is only available for Chiyu accounts. Customers please conduct relevant transactions via the corresponding online/mobile banking platforms where the account is maintained.

2.5 For Chiyu customers, is there any difference between “BOC Card” and “ATM Card” services?

The name of Chiyu's “BOC Card” is changed to “ATM Card” starting from 27 March, 2017. All relevant functions and services remain unchanged, and the existing terms and conditions still apply.

2.6 Do I need to replace Chiyu's “BOC Card” after 27 March, 2017?

Starting from 27 March, 2017, the name of Chiyu's “BOC Card” is changed to “ATM Card”. Chiyu will arrange to issue a new “ATM Card” to customers to replace the current “BOC Card”. The relevant details will be announced later. In case of urgent need of card replacement, customers may visit Chiyu branches for application.

2.7 As a Chiyu customer, will my payment made via BOCHK ATMs be affected? As a BOCHK customer, will my payment made via Chiyu ATMs be affected?

No.

3. Internet Banking Services

3.1 Are the transfers among the two banks affected if I have already registered for BOCHK/Chiyu Internet Banking accounts?

Transfers between BOCHK and Chiyu accounts can be conducted via Express Transfer (RTGS/CHATS) or Electronic Transfer. Since these transfers are routed through local clearing house which may require extra handling time, please allow sufficient time for the fund transfer. Under normal circumstances, for Express Transfer (RTGS/CHATS), the receiving bank will collect funds immediately or in the morning of the designated transfer date the soonest and, for Electronic Transfer, on the same day or the next working day after the designated transfer date (Saturday not included) the soonest. For transfers via branches, please note the banking service fees of the relevant banks. For transfers via Internet Banking or Mobile Banking, customers can enjoy fee waivers for these transfers temporarily until further notice. Please note the relevant debit limits and the limitation on the maximum number of registered accounts.

3.2 My Internet Banking/Corporate Internet Banking account at Chiyu has been linked to BOCHK account for credit/debit purposes, or my Internet Banking/Corporate Internet Banking account at BOCHK has been linked to Chiyu account for credit/debit purposes, what will be the arrangement for such linked accounts after 27 March, 2017?

Instructions for debiting and crediting between BOCHK and Chiyu accounts will become invalid from 27 March, 2017. BOCHK customers please use BOCHK accounts as the direct debit/credit accounts when setting up debit/credit instructions. The same principle applies to Chiyu customers. For instance, Internet Banking/Corporate Internet Banking accounts of Chiyu can be linked to Chiyu accounts only, while Internet Banking/Corporate Internet Banking accounts of BOCHK can only be linked to BOCHK accounts.

Transfers between BOCHK and Chiyu accounts can be conducted via Express Transfer (RTGS/CHATS) or Electronic Transfer. Since these transfers are routed through local clearing house which may require extra handling time, please allow sufficient time for the fund transfer. Under normal circumstances, for Express Transfer (RTGS/CHATS), the receiving bank will collect funds immediately or in the morning of the designated transfer date the soonest, and for Electronic Transfer, on the same day or the next working day after the designated transfer date (Saturday not included) the soonest. For transfers via Internet Banking or Mobile Banking, customers can enjoy fee waivers for these transfers temporarily until further notice. Please note the relevant debit limits and the limitation on the maximum number of registered accounts.

3.3 Why is Corporate Banking Services Online shown as “BOC Corporate Banking Services Online” on Chiyu’s website but not “Chiyu Corporate Services Online” after 27 March, 2017?

Starting from 27 March, 2017, Chiyu’s “BOC Corporate Banking Services Online” is renamed as “Corporate Banking Services Online”. The existing terms and conditions still apply. During website update, the name of “BOC Corporate Banking Services Online” may still be shown on Chiyu’s website.

3.4 Is there any change on payroll/autopay service on Chiyu Corporate Banking Service Online if using BOCHK accounts as credit accounts? Or on BOCHK Corporate Banking Service Online if using Chiyu accounts as credit accounts?

Forward-dated payroll/autopay instructions between Chiyu and BOCHK accounts which have been set up previously remain valid after 27 March, 2017. However, these transactions will be charged as payroll/autopay to other banks according to the service fees of the respective banks. To maintain the existing service fees at which customers can enjoy the service, any service fee that exceeds the existing service fee will be waived. This temporary arrangement takes effect from 27 March, 2017 until further notice.

4. Phone Banking Services

4.1 I usually transfer funds between BOCHK accounts and Chiyu accounts using the Phone Banking service. What should I do after 27 March, 2017? Why do I have to switch to Internet Banking or branches for transfers?

Transfers between BOCHK accounts and Chiyu accounts via Phone Banking service will not be available from 27 March, 2017.

Transfers between BOCHK and Chiyu accounts can be conducted via Express Transfer (RTGS/CHATS) or Electronic Transfer. Since these transfers are routed through local clearing house which may require extra handling time, please allow sufficient time for the fund transfer. Under normal circumstances, for Express Transfer (RTGS/CHATS), the receiving bank will collect funds immediately or in the morning of the designated transfer date the soonest, and for Electronic Transfer, on the same day or the next working day after the designated transfer date (Saturday not included) the soonest. For transfers via Internet Banking or Mobile Banking, customers can enjoy fee waivers for these transfers temporarily until further notice. Please note the relevant debit limits and the limitation on the maximum number of registered accounts.

As Express Transfer (RTGS/CHATS) or Electronic Transfer will not be available via Phone Banking service, please make use of these services through branches, Internet Banking or Mobile Banking.

4.2 My Phone Banking account at Chiyu has been linked to BOCHK account for credit/debit purposes, or my Phone Banking account at BOCHK has been linked to Chiyu account for credit/debit purposes. What is the arrangement for such linked accounts after 27 March, 2017?

Instructions for debiting and crediting between BOCHK accounts and Chiyu accounts will become invalid from 27 March, 2017. BOCHK customers please use BOCHK accounts as the direct debit/credit accounts when setting up debit/credit instructions. The same principle applies to Chiyu customers. For instance, Phone Banking accounts of Chiyu can be linked to Chiyu accounts only, while Phone Banking accounts of BOCHK can only be linked to BOCHK accounts.

Transfers between BOCHK and Chiyu accounts can be conducted via Express Transfer (RTGS/CHATS) or Electronic Transfer. Since these transfers are routed through local clearing house which may require extra handling time, please allow sufficient time for the fund transfer. Under normal circumstances, for Express Transfer (RTGS/CHATS), the receiving bank will collect funds immediately or in the morning of the designated transfer date the soonest, and for Electronic Transfer, on the same day or the next working day after the designated transfer date (Saturday not included) the soonest. For transfers via Internet Banking or Mobile Banking, customers can enjoy fee waivers for these transfers temporarily until further notice. Please note the relevant debit limits and the limitation on the maximum number of registered accounts.

5. Products and Services

5.1 Credit Card Services

- (1) **From 27 March, 2017, payments to BOC Credit Card and BOC Express Cash accounts via account transfers at branches can only be made via the corresponding bank where the debit account is maintained. Can payments from Chiyu accounts to BOC Credit Card and BOC Express Cash accounts be made through Automated Banking or Internet Banking?**

Payments by cash or cheque can be made at any branch, cash deposit machine or cheque deposit machine of BOCHK or Chiyu. Customers can continue to register their BOC Credit Card and BOC Express Cash accounts via existing service channels and manage their accounts, including making payments to BOC Credit Card and BOC Express Cash accounts, via Internet, Mobile and Phone Banking.

- (2) **My credit card issued by Chiyu (with “CHIYU BANKING CORPORATION” printed on the card) has been linked to my Chiyu bank account. Do I need to replace the card? Are the current credit card services or promotional offers affected?**

The credit card is issued by BOC Credit Card (International) Limited. If the card is applied through Chiyu, the name of “CHIYU BANKING CORPORATION” will be printed on the card.

You do not need to replace your card at the moment. Bank account(s) currently linked to the credit card, as well as other credit card services and promotional offers will remain unchanged. Should there be any card replacement arrangement in the future, we will make notification separately. However, in view of the changes in inter-bank transfer services, payments to BOC Credit Card and BOC Express Cash accounts via account transfers at branches can only be conducted through the corresponding bank where the debit account is maintained.

- (3) Why “CHIYU BANKING CORPORATION” is printed on my credit card although I have applied the BOC Credit Card? Can I enjoy BOC Credit Card promotional offers?**

The credit card is issued by BOC Credit Card (International) Limited. If the card is applied through Chiyu, the name of “CHIYU BANKING CORPORATION” will be printed on the card. All the BOC Credit Card promotional offers are available to you.

- (4) I have set up a direct debit authorisation instruction at Chiyu account for making payments to BOCHK Credit Card and BOC Express Cash accounts. Do I need to change my debit account?**

No. Direct debit authorisation instructions will not be affected.

- (5) Can holders of BOC Credit Card (with “BANK OF CHINA” printed on the card) continue to make payments by cash/cheque through Chiyu branches after 27 March, 2017?**

Yes. Payments by cash/cheque to BOC Credit Card and BOC Express Cash accounts can be made at any branch, cash deposit machine or cheque deposit machine of BOCHK or Chiyu.

- (6) How can I conduct overseas ATM cash withdrawal setting for my credit card? Is the setting conducted before still valid?**

Starting from 27 March, 2017, overseas ATM cash withdrawal setting can be conducted via Internet Banking and Mobile Banking of BOCHK for BOC Credit Card issued for BOCHK customers; or conducted via Internet Banking and Mobile Banking of Chiyu for BOC Credit Card issued for Chiyu customers. Such setting can also be conducted via ATMs of BOCHK, Chiyu or other JETCO member banks, or by calling BOC Credit Card 24-hour Customer Services Hotline at (852) 2853 8828. Overseas ATM cash withdrawal settings completed before 27 March, 2017 remain effective and unchanged.

5.2 Deposit & Mortgage

- (1) **For BOCHK customers who have set their Chiyu accounts, or Chiyu customers who have set their BOCHK accounts, for time deposit settlements, what can they do if they cannot change their settlement accounts at branches prior to 27 March, 2017?**

BOCHK customers should use BOCHK accounts as the direct debit/credit accounts when setting up relevant instructions. The same principle applies to Chiyu customers. If the relevant transaction amount could not be deposited into the designated account or credited back into the initiating account upon the expiry date of the instruction due to settlement account setting, BOCHK or Chiyu will contact the customer concerned for follow-up.

- (2) **Does the signed Deed still apply to my mortgage under my Chiyu account after 27 March, 2017?**

Mortgage services of BOCHK and Chiyu are not affected as they are operated independently. If you have any further queries about Chiyu's mortgage services, please contact Chiyu's staff.

5.3 Service Fees

(1) Are the service fees for personal/corporate accounts affected or changed?

For retail customers, from 27 March, 2017, transfers between BOCHK and Chiyu accounts can be conducted via Express Transfer (RTGS/CHATS) or Electronic Transfer. For transfers via Internet Banking or Mobile Banking, customers can enjoy fee waivers temporarily until further notice. Please note the relevant debit limits and the limitation on the maximum number of registered accounts.

For corporate customers, service fees are changed regarding the following transactions between BOCHK accounts and Chiyu accounts: Express Transfer, Autopay-out, Autopay-in, Payroll, and Electronic Bill Presentment and Payment Service.

Autopay instructions (Autopay-out, Autopay-in and Payroll) between BOCHK and Chiyu accounts which have been set up previously remain valid, and they are processed as autopay instructions to other local banks. To maintain the existing service fees at which customers can enjoy the service, any service fee that exceeds the existing service fee are waived until further notice.

Payments via Electronic Bill Presentment and Payment Service using funds from Chiyu accounts are charged as payments collected from other local banks.

For any enquiries related to service fees, please contact the staff, or visit the website, of the corresponding bank where the account is maintained. If there are any changes to service fees, the relevant bank will make announcement and/or notify customers in advance.

6. Others

6.1 Does the BOCHK Group still hold the shares of Chiyu after 27 March, 2017?

BOC Hong Kong (Holdings) has disposed all of the 70.49% of interests in Chiyu held by its wholly-owned subsidiary, BOCHK. BOCHK and Chiyu will continue to provide quality banking services to our customers.

6.2 How can I obtain the latest information on the service changes after the share transfer of Chiyu?

For details of the share transfer of Chiyu, please refer to the announcements issued by BOCHK (Holdings) on the website of The Stock Exchange of Hong Kong Limited (www.hkexnews.hk) and by BOCHK on BOCHK website (www.bochk.com).

We have posted details of service adjustments at branches and websites of BOCHK, and Chiyu.

For enquiries, please call our customer service hotlines, visit our websites or contact our staff.

BOCHK: (852) 3988-2169 / www.bochk.com

Chiyu: (852) 2232-3886 / www.chiyubank.com