

FAQ About RM Chat

1. What is RM Chat?

You can enquire banking services and conduct transactions by connecting with your designated RM Team on RM Chat, enjoying ease and secure services in “one-click” .

2. 24/7?

Your designated RM Team offer 24/7 service. Even though the branch opening hours has passed, you can still leave a message to your designated RM Team, or contact your exclusive 24/7 customer service through phone or online chatroom, achieving 24/7 timeless banking services.

3. What is Exclusive 24 -Hour Service Hotline?

Apart from your designated RM Team, the Exclusive 24-Hour Service Hotline can answer different kinds of enquiries through phone or the “Online Chat” , keeping abreast of your financial needs.

4. What is the difference between RM Chat and “Online Chat” ?

You can contact your dedicated relationship manager via RM Chat, and when your RM is busy or offline, you can contact our customer service team via 7X24 "Online Chat".

5. Who could use RM Chat?

Selected Private Wealth customers and Selected Wealth Management customers will be invited to experience RM Chat service. To activate RM Chat service, selected customers can simply download the new BOCHK Mobile Banking App without registration.

6. How to access RM Chat?

Please download the new BOCHK Mobile Banking App. After login, please click "Chat" at the bottom menu and click "RM Chat" icon to enter RM Chat chatroom.

7. How to download the new BOCHK Mobile Banking App ?

Please download mobile applications from official application stores (App Store and Google Play) by searching "BOCHK 中銀香港".

8. Can I reject using RM Chat?

Please contact your RM if you don't want to use RM Chat.