



## User Guide

### Operation Procedure:

#### Step 1

Please select language

- 1** Cantonese **2** Putonghua **3** English

#### Step 2

#### 0 Report Lost Card

- 1** Report Lost of BOC Credit Card
- 2** Report Lost of BOC Card or BOC "Wealth Express" Card
- 3** Report Lost of BOC "Express Cash" Card

#### 1 Automated Account Services

Enter Phone Banking Number and Password

- 1** Account Balance Enquiry and Latest Transactions Record
- 2** Fund Transfer, BOC Credit Card Payment, Cash Advance with BOC Credit Card or Hong Kong Jockey Club Electronic Transfer
  - 1** Hong Kong Dollar Transfer
  - 2** Foreign Currency or RMB Transfer
  - 3** BOC Credit Card Payment
  - 4** Cash Advance with BOC Credit Card
  - 5** Hong Kong Jockey Club Electronic Transfer
- 3** Foreign Currency or RMB Exchange and Notional Precious Metals Trading
  - 1** Foreign Currency or RMB Exchange
  - 2** Notional Precious Metals Trading
- 4** Financial Information Enquiry
- 5** Cheque and Statement Services or Change the Setting on Internet Banking Service
  - 1** Request for Cheque Books or Current Account Monthly Statement
  - 2** Stop Cheque Payment
  - 3** Request for Consolidated Monthly Statement
  - 4** Cheque Status Enquiry
  - 5** Suspension or de-activation of Internet Banking
  - 6** Release of Suspended Internet Banking due to Invalid Inputs of Password
- 7** Codes and Account Codes Enquiry
- 8** Fixed Deposit
  - 1** Placement of a Fixed Deposit
  - 2** Amendment of Maturity Instruction
  - 3** Fixed Deposit Details
  - 4** Fixed Deposit Withdrawal Instruction

#### 2 Stock Trading

Enter Phone Banking Number and Password

- 1** Place Buy Order
- 2** Place Sell Order
- 3** Amend Order
- 4** Cancel Order
- 5** Enquire the Order Status
- 6** Enquire the Portfolio and the Available Balance
- 7** Place Auction Order
- 8** IPO shares subscription using yellow form or Apply for corporate action
  - 1** IPO Shares Subscription using Yellow Form
  - 2** Enquire or Apply for Corporate Action
- 0** Market Order

#### 3 Credit Card Services

- 1** BOC Credit Card Holder
- 2** BOC Platinum Card Holder
- 3** BOC Credit Card Payment
- 4** BOC Credit Card Application
- 5** BOC Credit Card Application Status
- 6** Cash Instalment, Statement Instalment, Balance Transfer and Cash Advance Services Application
- 7** BOC Credit Card Activation

#### 4 Internet Banking, Phone Banking and Mobile Banking Services Support

- 1** Internet Banking
- 2** Phone Banking
  - 1** Service Support
  - 8** Obtain Phone Banking User Manual via Fax
- 3** Mobile Banking

#### 5 Products and Services Enquiry

- 1** Latest Promotion and Service Information

#### 2 Deposits and Banking Services

- 1** Deposits
- 2** Remittance and CHATS
- 4** Safe Deposit Box
- 5** Money Exchange
- 6** Autopay
- 7** Branch Locations
- 8** Undelivered Mail Enquiry

#### 3 Investment Services

- 1** Stock
- 2** Corporate Action
- 3** Fund
- 4** Structural Products
- 5** Bond
- 6** Foreign Exchange and Notional Precious Metals

#### 4 Mortgage Service

- 1** New Mortgage Loan
- 2** Refinancing
- 3** Top Up Mortgage Loan

#### 5 Personal Loan Service

- 1** BOC Express Cash Instalment Loan
- 2** BOC Express Cash Instalment Loan Balance Transfer
- 3** BOC Express Cash Revolving Credit Enquiry
- 4** "iSmart" Overdraft Facility
- 5** "iSmart" Tax Loan

#### 6 Insurance and MPF Services

- 1** Life Insurance
- 2** General Insurance
- 3** BOC-Prudential Easy-Choice Mandatory Provident Fund Scheme

#### 7 "i-Free Banking" Service

- 1** Upgrade to "i-Free Banking"
- 2** Privileges for "i-Free Banking" customers

#### 8 "Wealth Management" Service

- 1** Upgrade to "Wealth Management"
- 2** Privileges for "Wealth Management" customers

#### 6 Change Phone Banking Password

#### 7 Roaming Service

(Free Connection to Bank of China customer hotline 95566 in the Mainland)

### Phone Banking Security Tips:

To protect your interests, you should keep your Phone Banking password secret and never disclose your password to anyone. Phone Banking password should be changed regularly. You are advised not to use any numbers relating to personal information such as your birthday, identity card no., phone no. or other information that is easily predicted as your password. Combinations of repeated or consecutive digits should also be avoided. Please disconnect the Phone Banking Service properly after completing your transactions to prevent unauthorised access by third party to your account.