

Dear Customer,

Adjustment of Credit Card Not-Present Transaction Notification

Thank you for your support to BOC Credit Card. Starting from July 28, 2025, the notifications of small value or authenticated credit card not-present transactions will be sent to you by email. No action is required from you for this adjustment.

Please ensure you have provided accurate and update contact information (email address and mobile numbers) to us to ensure timely receipt of our notifications. You can update your email address or mobile numbers via BOCHK Mobile Banking or visit BOCHK branch if needed. For any enquiries, please call our Customer Service Hotline on (852) 2853 8828.

BOC Credit Card (International) Ltd

Remarks:

1. This adjustment applies to all credit cards under your individual account (Include Main Card and Supplementary Card).
2. If your mobile number or email address is invalid, we may contact you via alternative means.
3. Authenticated credit card not-present transactions mainly include online transactions with 3D-Secure, or online transactions via Apple Pay, Samsung Pay, Google Pay or Huawei Pay

The Chinese version will prevail if there is any inconsistency between the English and Chinese versions