

BoC Pay+ MyLink Mall FAQ

1. How to access MyLink Mall from BoC Pay+?

- i. You can click "Gift Point Programme" on the BoC Pay+ main page, or go to Menu and click "Gift Point Programme" under "Promotion and Gift Point Programme".
- ii. Click "MyLink Mall"

Friendly reminder: The new "MyLink Mall" at BoC Pay+ is exclusively for Pay+ wallet. "MyLink Mall" would be available for Pay+(Lite) wallet soon!

2. How to bind BoC Pay+ account to MyLink account?

- i. Go to BoC Pay+ Menu > "Promotion and Gift Point Programme"> "Gift Point Programme".
- ii. Click "MyLink Mall".
- iii. Confirm you have already read, understand and accept the relevant terms and Important Notice, and click "Agree".
- iv. Input Payment Passcode and proceed the biometric authentication.
- v. Complete Binding.

3. I do not have MyLink account, can I access to MyLink Mall?

Yes. To complete your purchase smoothly, please ensure your accounts are bound before proceeding to checkout.

4. Will I receive any notification after completing MyLink account binding?

Once successfully bound, we will send you a binding confirmation notification via SMS and email. If the binding is unsuccessful, you will receive a failure notification by email.

5. How to check the Account Activities?

- i. Login BoC Pay+ and click "View Wallet".
- ii. Click "Account Activities".

6. How can I unbind my account?

- i. You can go to Menu > "Set up" > "Third-party Account Binding"> Select "MyLink Mall" > click "Unbind" > Confirm unbinding > Unbinding successful.
- ii. Please note that after unbinding, you will no longer be able to access related order information. If you wish to use the MyLink Mall again, you will need to bind your account again.

7. Can I combine MyLink and BoC Pay+ gift points when purchasing or redeeming items?

Yes. When purchasing or redeeming items, the system will first deduct points from your MyLink account. If the balance in this account is insufficient to cover the full transaction, you can offset the remaining spending with BoC Pay+ gift points. The system will automatically deduct the required remaining points from the eligible credit card or your BoC Pay+ wallet which will expire soonest.

8. How to check my gift points redemption record?

- i. Yes You can check your MyLink gift point redemption records in the "My gift point" section of "MyLink APP".
- ii. You can check your BoC Pay+ gift point redemption record in BoC Pay+ "Transaction History" to check the Offset Spending with Points transaction record, or go to "Gift Point Programme" > "Gift Point Details" > "Redemption record" to view your records.

9. Can I purchase from MyLink Mall in BoC Pay+ without any BoC Pay+ or MyLink gift points?

Yes you can shop in MyLink Mall and complete your purchase using BoC Pay+.

10. How can I earn BoC Pay+ or MyLink gift points?

You can earn 1 gift point for every HK\$1 spent with BoC Pay+ or BOC credit cards. The MyLink APP also offers special point-earning activities. Please visit MyLink APP for more details.

11. What is the redemption rate for MyLink gift points and BoC Pay+ gift points?

MyLink gift points: 100 points=HK\$1, BoC Pay+ gift points: 250 points=HK\$1.

12. How can I check the expiration date of my MyLink gift points?

You can view the expiration date of MyLink gift points in "Points and record" via MyLink APP. Whereas you can view the expiration date of BoC Pay+ gift points in "Gift Point Programme" > "Gift Point Details" via BoC Pay+ APP.

13. Can MyLink points be used by someone else?

No, MyLink points are strictly used by the account holder only.

14. Who should I contact for account binding, order, product or service inquiries?

Please contact with MyLink Mall customer service hotline at 12580.

15. Will my purchase history from MyLink Mall in BoC Pay+ also appear in MyLink APP order records?

Yes. Once your accounts are successfully bound, all transaction records from MyLink Mall in BoC Pay+ will be shown at the order history in the MyLink APP.

16. Is BoC Pay+ 12% off points promotion applicable to MyLink Mall?

Yes. Additionally, BoC Pay+ also offers points promotions from time to time. Please check out BoC Pay+ App for latest promotion.

17. Where can I check my order status (including shipping information)?

You can view your order details in “My Orders” at the top-right corner of the MyLink Mall homepage.

18. Where can I find the merchant voucher/coupon I purchased in MyLink Mall via BoC Pay+?

All purchased vouchers/coupons can be viewed in purchase history in “My Orders” at the top-right corner of the MyLink Mall homepage.

19. Is credit card the only payment option for purchases in MyLink Mall through BoC Pay+?

When paying via BoC Pay+, you can choose from multiple payment methods including bank account or credit card.

20. Can I return items purchased from MyLink Mall in BoC Pay+ ?

Return policies are different for the products, please check the terms on the product

page. For returns, please contact MyLink Mall Customer Service at 12580.