

**Notice of free electronic consolidated statement offer and changes relating to e-Statement/e-Advice Service**

**1. Free electronic consolidated statements for personal banking customers\***

Please be informed that with effect from 29 March 2020 (“Effective Date”), Bank of China (Hong Kong) Limited (“the Bank”) will provide electronic consolidated statements for the past 24 months for free to all personal banking customers who have enrolled for our consolidated statement services\*. You can simply log in Mobile Banking/Internet Banking anytime and anywhere to retrieve your consolidated statement records.

**2. Extension of electronic statement enquiry period for our e-Statement/e-Advice Services**

From Effective Date onwards, for personal banking customers who have enrolled for our e-Statement/e-Advice Services, you can retrieve your previous electronic statements of the eligible statement types up to the past 7 years<sup>^</sup>.

**3. Revision of Terms and Conditions of e-Statement/e-Advice**

In light of the enhancement stated in paragraph 2 above, Clause 6 of the Terms and Conditions of e-Statement/e-Advice is revised as follows:

“I/We agree to read the Statements/Advices in a timely manner and accept that (i) the daily statements are available for ninety (90) days after the relevant statement date, (ii) the Advices are available for ninety (90) days after the issuing date of the relevant Advice, and (iii) the monthly statements are available for a period as specified by the Bank from time to time.”

The revised Terms and Conditions of e-Statement/e-Advice will take effect from the Effective Date. For details of Terms and Conditions of e-Statement/e-Advice, please kindly refer to below URL/QR code.



[https://www.bochk.com/dam/more/forms/TnC\\_estatment\\_202003.pdf](https://www.bochk.com/dam/more/forms/TnC_estatment_202003.pdf)

If you continue to use the above services after the Effective Date, you will be deemed to have agreed to the change(s) of the relevant services and the Terms and Conditions of e-Statement/e-Advice (where applicable). If you do not accept the changes, we may not be able to continue to provide the relevant service(s) to you. Should there be any discrepancy between English & Chinese versions of this notice, the English version shall prevail.

For enquiry, please contact our staff or call our Personal Customer Service Hotline at (852) 3988 2388.

Remarks:

\* Only applicable to personal banking customers who have already enrolled for our consolidated statement services and opened Mobile Banking/Internet Banking account.

^ Personal banking Customers can only retrieve the e-statements for the month(s) in the past 7 years where the customers had enrolled for e-Statement/e-Advice Services. Eligible statement types are consolidated monthly statement, current account monthly statement, and “All-you-want“ Mortgage Scheme monthly statement.

**Bank of China (Hong Kong) Limited**

18 March 2020