

13 July 2020

Important Notes for BOCHK Internet / Mobile Banking Service

Dear Customer,

Starting from 19 July 2020, you are necessary to hold valid mobile phone number and e-mail address in our record when you conduct designated transactions in Internet / Mobile Banking (designated transactions including but not limited to beneficiary's account registration, bill payment to designated merchants, raising transaction limit, issuing e-Cheque/Cashier's Order). You are always recommended to provide us updated mobile phone number and e-mail address, in order to let you completing designated transactions in Internet / Mobile Banking smoothly and for us to contact you conveniently.

You can provide your updated e-mail address via Internet Banking or Mobile Banking after completing [Two-Factor Authentication](#) in "Change Personal Information" page which is under "Setting" column. For adding or updating your mobile phone number, you can visit any of our branches or submitting filled "[Contact Information Amendment Form](#)" to us.

For enquiries, please call our Customer Service Hotline (852) 3988 2388.

[Online Security Tips and Information](#)

Bank of China (Hong Kong) Limited

