



中國銀行(香港)有限公司
BANK OF CHINA (HONG KONG) LIMITED

14 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 email 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 eCheque/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