

25 October 2023

**Notice of Amendments to Conditions for Services (“CFS”) and Terms and Conditions for Small Value Transfer Service**

Pursuant to the enhancement relating to Faster Payment System, the Bank’s “Conditions for Services” and “Terms and Conditions for Small Value Transfer Service” relating to the services will be amended and take effect on 26 November 2023 (“Effective Date”). Part A of the amendment details enclosed sets out a summary of the amendments. In Part B, details of the amendments are provided for your ease of reference.

By having any account with us, by using any of our service or functionalities we provide or by providing any information or documents to us in any form and through any channel on or after the Effective Date, you acknowledge and agree that the amendments to the CFS shall be binding on you. By using the Small Value Transfer Service on or after the Effective Date, you acknowledge and agree that the amendments to the Terms and Conditions for Small Value Transfer Service shall be binding on you. If you do not accept the amendments, we may not be able to continue to provide services to you. Should you have any enquiry / response regarding the amendments, please call our customer services hotline at (852) 3988 2388.

The amended version of the CFS and “Terms and Conditions for Small Value Transfer Service” will be available at our official website ([www.bochk.com](http://www.bochk.com)) and displayed in our branches from the Effective Date. Should there be any discrepancy between the English and Chinese versions of this notice, the English version shall prevail.

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

Note: Customers can also download this customer notice from “What’s New” in BOCHK website (<https://www.bochk.com/en/aboutus/notice.html>) on or before 26 January 2024 and customers may not be able to access or download such customer notice afterwards.

**Part A: Key Amendments**

**“Conditions for Services” Part 2: Banking services**

<b>Summary of the amendments / Important Notes</b>		
Part	Condition	Key Amendments
13. Faster Payment System	13.5(h)(i)	To specify that customers should stay vigilant against frauds, scams and deceptions and the basis for the Bank to issue risk warnings.
	13.6(b)(ii)(2)	To specify that the Bank are not liable for loss, damage or expense of which customer may incur or suffer arising from any functionality of the Faster Payment System.

**“Terms and Conditions for Small Value Transfer Service”**

<b>Summary of the amendments / Important Notes</b>		
Part	Condition	Key Amendments
Introductory paragraph		Pursuant to the enhancement relating to Faster Payment System, the Small Value Transfer Service via mobile banking will be extended to the transfers amongst foreign financial institutions.
1. Introduction	1.1	To specify the payees that customers can transfer to through QR Code Services.
2. Set Up	2.1	Pursuant to the enhancement relating to Faster Payment System, QR Code Services will be extended to payments to foreign payees. Customers should first enable the service through Mobile Banking or Internet Banking.
3. Fund transfer	3.1	To specify the method of making local bank-to-bank transfer through Small Value Transfer Service.
	3.4	To specify that the amount of fund transfer via Small Value Transfer Service is subject to the minimum / maximum of Small Value Transfer Daily Transfer Limit and the method of setting the daily transaction limit.
	3.5	To specify the transfer limit and application of payments to local payees via QR Code Services.
	3.6	To specify the transfer limit and application of payments to foreign payees via QR Code Services.



中國銀行(香港)有限公司

BANK OF CHINA (HONG KONG) LIMITED

5. Changes and Termination of Services	5.2 & 5.6	[Changes are only applicable to the Chinese version] To ensure consistency in the use of the term “daily transaction limit” and “daily transaction amount”.
10. Other Provisions	10.1 & 10.2	

## Part B: Amendment Details

### “Conditions for Services” Part 2: Banking services

Section	Amendments
13. Faster Payment System	<p><b>Introduce new Condition 13.5(h)(i) as follows :</b> In giving instructions to make payments or effect transactions, you agree to take reasonably practicable steps to safeguard your own interest, money and assets from fraud or other illegal activities. You are responsible to check whether the payment recipient and the transaction are real and trustworthy in each case and exercise sound judgement. To help you stay vigilant against frauds, scams and deceptions, we will send risk alerts based on the risk warnings, messages and indicators received by us from the Faster Payment System or Hong Kong Police Force from time to time.</p> <p><b>Renumber the previous Condition 13.5(h) to 13.5(h)(ii)</b> <b>Amend Condition 13.6(b)(ii)(2) as follows:</b> “any delay, unavailability, disruption, failure, error of or caused by HKICL FPS or any functionality of the Faster Payment System, or arising from any circumstances beyond our reasonable control, including any delay or error relating to the risk warnings, messages and indicators about suspected frauds, scams or deceptions received by us from the Faster Payment System or Hong Kong Police Force; and”</p>

### “Terms and Conditions for Small Value Transfer Service”

Section	Amendments
	<p><b>Amend the introductory paragraph of “Terms and Conditions for Small Value Transfer Service” as follows:</b> The Small Value Transfer Service (“this service”) via mobile banking provides a simple and quick fund transfer service to customers (“customers” or “you”) in order to fulfill customer needs relating to payment and fund transfer services in terms of both intrabank transfers, interbank transfers and transfers amongst other local or foreign financial institutions, retail payment system operators, licensed stored value facilities or any other person accepted by Hong Kong Interbank Clearing Limited (“HKICL”) as a participant of or through HKICL Faster Payment System (“FPS”) from time to time. Non-intrabank local transfers adopt the use of FPS when conducting fund transfers. Depending on the type of services you use, conducting fund transfer may also include the use of QR Code Services (see further below). This service will be subject to such</p>



	<p>enhancements of the FPS provided and operated by HKICL from time to time. Please read the terms and conditions relating to FPS which are available every time you conduct non-intrabank fund transfer and the following terms and conditions carefully and in detail before using this service. Your continuous use of this service constitutes your agreement and acceptance of the related terms and conditions which will be binding on you.</p>
1. Introduction	<p><b>Amend Condition 1.1 as follows:</b> This service is an “account to account” payment service. Customers can transfer funds to both payees who also maintain accounts with Bank of China (Hong Kong) Limited (“the Bank”) and to payees who maintain accounts with other local banks and accounts with other local financial institutions, retail payment system operators, licensed stored value facilities or any person accepted by HKICL as a participant of or through HKICL FPS from time to time via the payee’s mobile number, email address, FPS Identifier (as defined in the Bank’s Conditions for Services) or account number. Customer can also conduct small value transfer to payees who maintain accounts with other local banks and accounts with other local or foreign financial institutions, retail payment system operators, licensed stored value facilities or any person accepted by HKICL as a participant of or through HKICL FPS from time to time via QR Code Services which allow you to scan a QR code provided by us or by another person to automatically capture the payment or funds transfer data without the need for manually entering the data. For the terms and conditions relating to the use of QR Code Services, please refer to the terms and conditions of FPS which are available every time you conduct fund transfer.</p>
2. Set Up	<p><b>Amend Condition 2.1 as follows:</b> To use this service, the customer shall set the daily transaction limit (“Small Value Transfer Daily Transfer Limit”) through Mobile Banking or Internet Banking. Customers may also choose to enable payments to foreign payees via QR Code Services through Mobile Banking or Internet Banking.</p>
3. Fund transfer	<p><b>Amend Condition 3.1 as follows:</b> By using this service to make local bank-to-bank transfer, customers can transfer money from his/her bank account with the Bank to any HKD savings account, HKD current account or Smart Account (which is a sub-account service under which you may open a sub-account under your existing HKD savings or HKD current account) with the Bank by inputting the mobile number, email address, FPS</p>



	<p>Identifier or account number of the payee; and any HKD savings or current account with other local banks and/or other local institutions by inputting the mobile number, email address, FPS Identifier or account number of the payee. The customer is solely responsible for the completeness and accuracy of the information of the payee(s) provided thereby. The customer's instruction to transfer money would only be executed when there is sufficient fund in his/her bank account and such bank account is not under irregular status, including but not limited to suspension.</p>
	<p><b>Amend Condition 3.4 as follows:</b> The amount of fund transfer via this service is subject to the minimum / maximum of Small Value Transfer Daily Transfer Limit specified by the Bank from time to time. The fund transfer instruction via this service will not be executed if the amount does not reach the minimum limit, if any, or exceeds the maximum limit. You may alter the maximum of daily transaction limit through Mobile Banking, Internet Banking or other channels as specified by us from time to time. By setting a certain daily transaction limit, you set a cap on the amount of funds that can be transferred out from your bank account. Any amount refunded to your account will not be included in calculating the daily transaction limit.</p>
	<p><b>Amend Condition 3.5 as follows:</b> Payments to local payees via QR Code Services are subject to the Small Value Transfer Daily Transfer Limit and/or Non-Registered Payees Daily Total Transfer Limit. In the event the Small Value Transfer Daily Transfer Limit is exhausted or the transfer amount exceeds the Small Value Transfer Daily Transfer Limit, Non-Registered Payees Daily Total Transfer Limit will apply.</p>
	<p><b>Introduce new Condition 3.6 as follows:</b> Payments to foreign payees via QR Code Services utilize the same Small Value Transfer Daily Transfer Limit. In the event the Small Value Transfer Daily Transfer Limit is exhausted or the transfer amount exceeds the Small Value Transfer Daily Transfer Limit, payments to foreign payees via QR Code Services will not be executed.</p>
	<p><b>Renumber the previous Condition 3.6 to 3.7</b></p>
5. Changes and Termination of Services	[Changes are only applicable to the Chinese version, please refer to the Chinese version of this notice for more details.]
10. Other Provisions	