

2 July 2025

Notice to Non-Hong Kong Resident Customers using RMB Related Services

Please be informed that non-Hong Kong resident customers (i.e. individuals who are not holders of Hong Kong identity cards) using RMB related services, including the authorised signatories of their accounts, should bring along the required documents to any of BOCHK's branches in person to update their personal particulars as soon as practicable should they have obtained Hong Kong identity cards. The required documents include customers' Hong Kong identity cards, travel documents and BOCHK passbook(s) (if applicable). BOCHK will update the relevant records accordingly and provide those customers with the RMB related services in accordance with the relevant regulatory requirements applicable to Hong Kong resident accounts.

Please call BOCHK Personal Customer Service Hotline at (852) 3988 2388 for any enquiry.

Bank of China (Hong Kong) Limited

Note:

1. 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 2 September 2025 and customers may not be able to access or download such customer notice afterwards.
2. Should there be any discrepancy between the English and Chinese versions of this notice, the Chinese version shall prevail.