

30 September 2018

**BOCHK customers enjoy round-the-clock real-time interbank transfers
and merchant collection services through FPS**

With the Faster Payment System (“FPS”) introduced by the Hong Kong Monetary Authority (“HKMA”) going live today, Bank of China (Hong Kong) Limited (“BOCHK”) provides real-time transfers and merchant collection services for personal and corporate customers, catering for payment needs ranging from clothing and food, to accommodation and transportation. In addition, FPS facilitates merchants and corporate customers in accepting mobile payments through the use of the “Hong Kong Common QR Code” (“HKQR”).

Mrs Ann Kung, Deputy Chief Executive of BOCHK, said, “The full launch of FPS will speed up the development of mobile payment in Hong Kong, while gradually breaking the payment habits and patterns of the public and merchants. BOCHK will continue to promote innovation in Fintech as well as the development of efficient and diversified electronic service channels in order to enhance customer experience.”

Starting today, customers can designate their BOCHK account as the FPS receiving account with their mobile phone number or email address. Personal customers can then make round-the-clock and real-time interbank transfers in HKD and RMB via mobile banking or Internet banking free of charge. They can also top up their stored-value facility (“SVF”) accounts through their designated bank accounts, and make real-time payments by scanning the merchant’s QR code. In addition, customers can split bills with friends and family members using “QR code payment”, where a QR code will be generated after the payee entered such details as the total amount to be received and the number of payers. The payee may either send the QR code to payers on social media platforms, or have the payer scan the code directly as shown on the payee’s mobile phone. Payers can also set a transaction limit for each payee for greater transaction security.

Corporate customers can settle payments through Corporate Internet Banking, and use HKQR, a free mobile application introduced by the HKMA, to convert multiple QR codes from different payment service providers into a single, combined QR code, which facilitates QR code payments.

BOCHK is committed to providing integrated merchant collection services designed for various industries, helping merchants receive payment faster, reduce operational cost and enhance competitiveness. The launch of FPS in Hong Kong has been well received among local merchants such as The Hong Kong and China Gas Company Limited, Urban Group, the Motor Transport Company of Guangdong and Hong Kong Limited, Murray Catering of Four Seas Group, BOC Group Life Assurance, the Po Leung Kuk, Yan Chai Hospital, Tong Kee Bao Dim, Hong Kong Student Travel, Green Dot Dot and PanaShop.

Mr Lo Wing Keung, General Manager - Corporate Treasury and Investor Relations of The Hong Kong and China Gas Company Limited, said, “Towngas is among the first public utility companies to accept QR code payments through FPS. We have a large customer base of over 1.8 million throughout Hong Kong and currently we provide diversified payment means to customers for their convenience. We include a FPS Payment QR code on our gas bills to customers, so that they can settle their bills by simply scanning the code with mobile banking applications. BOCHK’s FPS service enables us to provide better customer service as customers can now pay easily anywhere and anytime. It also enhances our efficiency, facilitates payment reconciliation and increases fund liquidity.”

Ms Yuen Siu-ping, Finance Director of Urban Group, said, “With BOCHK’s FPS service, the residents of Bon-Point, one of our properties at Mid-Levels on the Hong Kong island, can now pay their property management fee at the management office using the QR code. Going forward, we are considering printing the QR code on the bill so that our customers can settle the management fee at home. FPS helps reduce the time we spend on administrative tasks such as cheque clearing and processing. It also facilitates real-time payment settlement, and generates more interest income.”

Mr Zhang Guang You, Managing Director of the Motor Transport Company of Guangdong and Hong Kong Limited, said, “BOCHK’s FPS service enables our passengers to purchase cross-border bus tickets by scanning the printed QR code we provide. Due to the relatively large transaction volume, BOCHK’s FPS service resolves some typical issues of cash transactions such as the need to give change, cash storage and other incurred costs. It also enhances efficiency and security when making or receiving payments. In addition, the real-time payment settlement accelerates the business process and facilitates payment reconciliation.”

Mr David Chiang, General Manager of Murray Catering of Four Seas Group, said, “Murray Catering is a meal box supplier for large institutions, schools and organisations across Hong Kong. Our clientele includes students and young parents. As the meal box delivery is a recurring expense for parents, BOCHK’s FPS service provides a more convenient way to settle such payments. Parents can simply open their mobile banking app and make payments by scanning the QR code printed on the meal box order form. The FPS service simplifies the payment process by reducing cash and cheque transactions.”

Mr Terry Lo, Chief Executive of the BOC Group Life Assurance Company Limited, said, “Customers can now make instant payments any time with BOCHK’s FPS QR code payment service. BOCHK’s FPS service provides a more convenient payment channel for our customers and gives them a better experience.”

In light of the changing ecosystem of the Personal-to-Merchant two-way payment service, BOCHK visited over 400 merchants and organisations from 10 industries that have an impact on the everyday life of Hong Kong citizens – including charitable institutions, medical services, education institutions, public utility, property management, telecommunications and insurance – for their views on instant payment systems and mobile payment services. In general, merchants believe that due to the diversity of personal payment methods currently in the market, businesses need to adapt to market changes by expanding their payment channels and improving payment efficiency. As a result, these merchants have a positive attitude towards the launch of FPS. Some merchants expect to attract more business and fulfil the needs of consumers with QR code payment services.

From 30 September until the end of this year, handling fees will be waived for BOCHK corporate customers for every transaction under HK\$1 million. From now until 31 October, personal customers of Integrated Account or selected customers of Business Integrated Account will be eligible for the triple rewards programme by simply setting their BOCHK accounts for FPS and upon successful receipt of payments. Eligible customers will get HK\$50 cash reward by receiving payments via FPS for five times or more and can enter a grand lucky draw to win round-trip air tickets to Japan or HK\$500 cash reward. For enquiries, please call our customer hotlines at 3988 2388 (personal) or at 3988 2288 (corporate).

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About Bank of China (Hong Kong) Limited

Bank of China (Hong Kong) Limited (“BOCHK”) is a leading commercial banking group in Hong Kong with strong market positions in all major businesses. We have the most extensive local branch network and diverse service platforms in Hong Kong, including approximately 200 branches, more than 250 automated banking centres, efficient e-channels of over 1,000 self-service machines, as well as Internet and Mobile Banking services. We offer a comprehensive range of financial, investment and wealth management services to personal, corporate and institutional customers. To implement the overseas development strategy of BOC Group, we strive to drive our regional development by expanding our business in the Southeast Asian region. Our branches and subsidiaries have been extended to Southeast Asian countries such as Thailand, Malaysia, Vietnam, the Philippines, Indonesia, Cambodia and Brunei, with the provision of professional and high-quality financial services to local customers. We will also expedite our development into a top-class, full-service and internationalised regional bank.

BOCHK is one of the three note-issuing banks and the sole clearing bank for Renminbi (“RMB”) business in Hong Kong. With our strong RMB franchise, we are the first choice of customers in this business. Through the deep collaboration with our parent bank, BOC, we provide a full range of high-quality cross-border services to multinationals, cross-border customers, mainland enterprises going global, central banks and super-sovereign organisations.

BOC Hong Kong (Holdings) Limited, BOCHK’s holding company, is one of the largest listed companies on the main board of the Stock Exchange of Hong Kong, with stock code “2388” and ADR OTC Symbol “BHKLY”.