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BOCHK launches brand new design and features for Mobile Banking

Delivering a new personalised wealth management experience

Bank of China (Hong Kong) ("BOCHK") introduces a new personalised Mobile Banking design and new features, enabling customers to prioritise "Manage", "Invest" and "Spend" pages according to their needs. The new Mobile Banking also comes with brand new features such as "One-click Binding with BoC Pay" and "BoC Live", providing a more personalised and convenient wealth management experience to customers.

Dick Ho, Deputy General Manager, Personal Digital Banking Products Department of BOCHK, said, "BOCHK has been committed to driving the application of innovative technologies to deliver efficient and smart banking services. The pandemic has accelerated the digitalisation journey of BOCHK, and we are seeing an exponential growth in our digital transaction volume. In September, the number of personal accounts opened via Mobile Banking accounted for nearly 30% of all newly opened personal accounts. Meanwhile, during the period from January to October, the number of FPS transactions conducted via Mobile Banking almost tripled, while the number of investment transactions and life insurance enrolments nearly tripled and doubled respectively. This reflects a rapid growth in customer demand for investment and wealth management services in Mobile Banking. In addition, customers have become increasingly accustomed to our easy-to-use chatbot service. Our 24-hour online chat service, provided by virtual assistant Bonnie and our customer service representatives, saw a 60% growth in usage compared to January.

In response to growing customer demand for digital banking, BOCHK incorporated feedback from customers from various age groups to optimise the design and functionalities of Mobile Banking tailored to their needs, and to further enhance online customer experience. Our Mobile Banking is created to provide an all-rounded electronic investment and wealth management platform. We will continue to add and enrich features for wealth management, investment as well as insurance and cross-border services, such as adding a new cross-border section and collaborating with more strategic partners in the application of Open API to meet customer needs in various financial scenarios."

The revamped interface of Mobile Banking categorises the most frequently used functions into "Manage", "Invest" and "Spend" pages for enhanced experience, providing customers with

shortcuts for instant access to their frequently used services such as transfer, payment, stock and fund trading as well as gift redemption. The debut "Account Drawer" design helps safeguard privacy by letting customers view their account balances easily with a simple swipe up from "My Account" at the bottom.

In addition, BOCHK customers may now bind their bank account or BOC Dual Currency Credit Card with BoC Pay, a one-stop mobile payment app that allows scan-to-pay across Hong Kong and the mainland, in Mobile Banking. BoC Pay fulfils various day-to-day financial needs such as spending, transfer, payment and cross-border remittance.

BOCHK's Mobile Banking will be the first app of its kind in Hong Kong that comes with a live broadcast function. "BoC Live" will offer a series of live broadcasts in which investment experts will share their insights on stock and foreign exchange markets as well as investment strategies. The new function will equip customers with comprehensive information on wealth management and help them keep their finger on the pulse of the market.

To learn more about these new features and services from BOCHK, please visit www.bochk.com/mobilebanking or search for "BOCHK" in the App Store, Google Play or Huawei AppGallery to download the latest Mobile Banking.

Reminder: To borrow or not to borrow? Borrow only if you can repay!

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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 more than 190 branches, 280 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, Laos 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.



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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 crossborder 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”.