

25 May 2021

BOCHK becomes the first bank in Hong Kong to pilot the adoption of “iAM Smart” mobile application for mobile account opening

Bank of China (Hong Kong) (“BOCHK”) announced a pilot initiative that allows customers to open a bank account over mobile banking using “iAM Smart”, a mobile application launched by the Hong Kong SAR Government, for identity verification. Customers can also choose to automatically fill in the mobile account opening form with personal information stored in “e-ME” of “iAM Smart”, saving the time and hassle of performing facial recognition and inputting personal data manually. BOCHK is the first bank in Hong Kong to pilot “iAM Smart” in digital identification of the mobile account opening process. The new service is currently available for selected customers and is expected to extend to all customers in the third quarter of this year.

Ms Winnie Cheung, Deputy General Manager, Personal Digital Banking Products Department of BOCHK, said, “With the rapidly growing demand for online banking services, BOCHK strives to enhance its mobile banking capabilities to meet customer needs. We have seen a surge in demand for mobile account opening service, with the number of accounts opened via mobile banking in the first quarter of this year rose by 65% quarter-on-quarter. The Bank’s total number of personal mobile banking active users also increased by more than 30% year-on-year, reflecting an increasing demand for personal digital banking services. The adoption of ‘iAM Smart’ in digital identification further enhances the mobile account opening service of BOCHK. We will continue to make use of financial technologies to elevate our banking services with a view to providing new digitalised experience to our customers.”

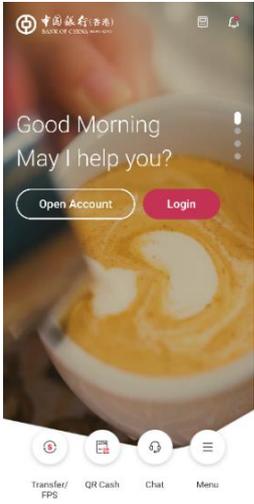
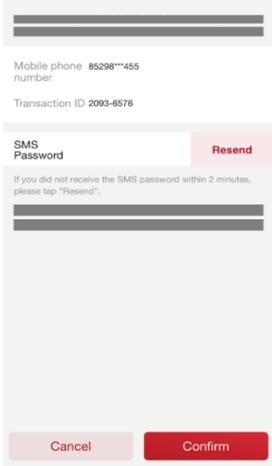
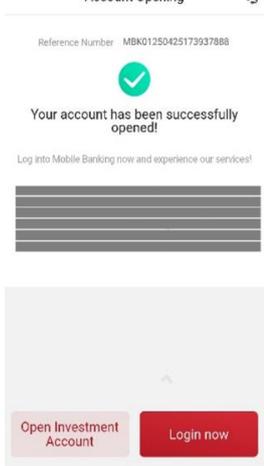
The Office of the Government Chief Information Officer welcomed the adoption of “iAM Smart” by BOCHK for its customers to create banking accounts through its mobile account opening service. **Mr Jason Pun**, the Assistant Government Chief Information Officer (Cyber Security & Digital Identity), said, “Since the launch of ‘iAM Smart’ in December 2020, the number of registrations has been growing steadily. Up to now, over 350,000 people have registered ‘iAM Smart’, with around 2.6 million accesses to their required online services using ‘iAM Smart’. ‘iAM Smart’ is a key digital infrastructure under the Smart City Blueprint. We are grateful to BOCHK for adopting this platform. We look forward to more organisations making wider use of ‘iAM Smart’ to bring brand new and convenient online experience to the Hong Kong residents.”

BOCHK extended mobile account opening service to 10 countries/regions outside of Hong Kong¹ for new-to-bank customers in mid last year. There has been a steady increase in the number of accounts opened via mobile banking overseas. In addition, the Bank expedites the intelligent development of its branches. Customers can open an account by scanning the QR code at a branch to fill in the information online in advance, and complete the remaining account opening process with the assistance of its staff at the branch. These services help offer greater convenience in account opening.

Remark:

1. Mobile Account Opening service overseas supports 10 countries / regions including the Chinese mainland; Macao, China; Malaysia; Indonesia; the Philippines; Vietnam; Thailand; Brunei; Canada and Australia.

Appendix: Steps to open an account via BOCHK Mobile Banking with “iAM Smart”

<p>Step 1: Download BOCHK Mobile Banking app and click on “Open Account” on homepage</p>	<p>Step 2: Select “iAM Smart” for identity verification, then the screen will be directed immediately to “iAM Smart” login page</p>	<p>Step 3: Authorise “iAM Smart” for providing personal information stored in “e-ME” to BOCHK Mobile Banking for auto form-filling</p>
		
<p>Step 4: Scan the front and back sides of Hong Kong Identity Card for the Bank’s record</p>	<p>Step 5: Input SMS one-time password</p>	<p>Step 6: Verify and input other account opening information, and click “Confirm” to complete account opening process</p>
		

— End —

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 more than 190 branches, 280 automated banking centres, over 1,100 self-service machines, as well as efficient e-channels such as Internet and Mobile Banking services. We offer a comprehensive range of financial, investment and wealth management services to personal, corporate and institutional customers. We are actively pushing forward our regional development and expanding our business in the Southeast Asian region. With our branches and subsidiaries in Thailand, Malaysia, Vietnam, the Philippines, Indonesia, Cambodia, Laos, Brunei and Myanmar, we support customers in the region with professional and high-quality financial services.

BOCHK is one of the three note-issuing banks and the sole clearing bank for Renminbi (“RMB”) business in Hong Kong. Our strong RMB franchise has made us the first choice for customers in RMB business. Through close cooperation with our parent bank Bank of China, 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”.