FAQ – Money Safe

These FAQs apply to Money Safe (“Money Safe” or “this Service”) of Bank of China (Hong Kong) Limited ("the Bank"). In these FAQs, "the Bank", "we", "our Bank" or "BOCHK" shall refer to Bank of China (Hong Kong) Limited (including its successors and assigns), and "you" or "customer" shall refer to the individual who uses this Service.

What is Money Safe?

1. What is BOCHK Money Safe?

You can apply Money Safe through BOCHK Internet Banking, Mobile Banking or visit a BOCHK branch to lock funds you deposited with us in your existing accounts, as well as the funds in time deposits from being used for any fund outflow through any channel whether online or offline. By locking part of the funds in your account, you can add an extra layer of security to prevent loss of funds in bank accounts due to fraud or potential scam. For the safety of your funds, after locking your funds with Money Safe, you can only reduce or release the locked funds by visiting any BOCHK branch in person after completing the necessary identity verification and procedures.

2. What account types support Money Safe?

Money Safe is available to savings accounts, current accounts, and time deposits, including:

- HKD/Multi-currencies/RMB savings accounts
- HKD/USD/RMB current accounts (but not applicable to current accounts with overdraft limit and any overdraft limit)
- HKD/other currency time deposits (but not applicable to time deposits pledged to our Bank or time deposits that are subject to our Bank’s overriding rights (e.g. enforcement, set off etc.) or time deposits with maturity instructions of crediting principal and interest to a different name account or a third party’s account (including single name time deposit credits into a joint account, or joint name time deposit credits into a single name account and/or joint account with different names).

3. What are the channels for locking funds via Money Safe of BOCHK?

- Mobile Banking, Internet Banking and BOCHK branches in Hong Kong.

4. Why should I use BOCHK's Money Safe?

Fraudsters often use malware attacks and other means to gain unauthorized access to your account or payment information. By locking part of the funds through Money Safe, you can add an extra layer of security to your funds. Even if fraudsters gain unauthorized access to your account, the locked funds in your account will not be available for transactions and will remain safe.

5. Through which channels can I obtain more details about Money Safe?

For details, please refer to the Mobile Banking (Setting>FAQ) or the Bank's website (https://www.bochk.com).

<u>Things to know before setting up Money Safe protection</u>

6. What are the differences in BOCHK's Money Safe coverage for different account types?

- If you have a savings account and/or a current account*, you can lock some or all of the funds in your account(s).
  (the minimum threshold to be locked for each HKD account is HK$10,000, and the minimum threshold to be locked for each RMB/other currencies account is 1,000 of such currency)
  *(but not applicable to current accounts with overdraft limit and any overdraft limit)
- If you have a time deposit, you can lock the time deposit so that all the funds in the selected time deposit cannot be withdrawn through Internet Banking or Mobile Banking. Please note that Money Safe is not applicable to time deposits pledged to our Bank or time deposits that are subject to our Bank’s overriding rights (e.g. enforcement, set off etc.) or time deposits with maturity instructions of crediting principal and interest to a different name account or a third party’s account. If a time deposit has been locked under Money Safe, it cannot be used as collateral for "Wealth Portfolio Financing" and “General Banking facilities and loan facility(ies)” service and our Bank reserves the right to ask for additional collateral. Money Safe is not applicable to overdue time deposits or time deposits which will be matured on the date of application of Money Safe.
- No matter it is a savings account, current account or time deposit, you can only release or reduce the locked funds by visiting any BOCHK branch in Hong Kong in person after completing the necessary identity verification and procedures.

7. What do I need to know before using BOCHK's Money Safe?

- Please ensure that there is sufficient fund in your accounts to meet your daily and other ad hoc needs (including but not limited to any third parties' claims), since the locked funds cannot be used for any fund outflow through any channel whether online or offline, including local or overseas withdrawals, payments or transfers. Specific restrictions include but are not limited to: transfers, payments, direct debit authorization, standing instructions or preset instructions (e.g. automatic repayments, payment of utility bills, etc.), investments or insurance payments, ATM withdrawals or transfers, cheque settlements, account fees payment, mortgage payments and loan or card repayments, etc.
- Any preset transaction instructions (including transfers) that exceed the available balance (that is, the unlocked funds) in your account will be rejected, and related fees and/or interest charges may be incurred. If any repayments fail to be fulfilled, our Bank is entitled to debit the funds subject to locking under Money Safe from your account(s) to settle any debts (in whole or in part) you owe us in accordance with any contractual, equitable or statutory set-off rights; and to enforce any security interest and/or any liabilities we hold against the funds including any locked funds. In addition, overdue of the mortgage payments, loan or card repayments, etc may have negative impact on your credit score with our Bank.
- You can lock the funds in your account through BOCHK Internet Banking, Mobile Banking or in person at a BOCHK branch during service hours. You can preview your available balance in all accounts under "Account Overview" in Internet Banking or Mobile Banking. Once the selected funds are locked, you must visit any BOCHK branch in person to complete the necessary identity verification and procedures before the locked funds can be released or reduced.
- **For time deposits:** Only the entire fund of a time deposit can be locked and Money Safe is not applicable to time deposits pledged to our Bank or time deposits that are subject to our Bank's overriding rights (e.g. enforcement, set off etc.) or time deposits with maturity instructions of crediting principal and interest to a different name account or a third party's account.If a time deposit has been locked under Money Safe, it cannot be used as collateral for "Wealth Portfolio Financing" and “General Banking facilities and loan facility(ies)” service and our Bank reserves the right to ask for additional collateral.
- Warm reminder for overseas or mainland China customers: If you plan to go overseas or mainland China, and you expect to use the locked funds during your travel, it is recommended to plan earlier and ensure there is sufficient fund that is not subject to Money Safe.

8. What happens when my funds are locked under Money Safe?

When your funds are locked, please make sure there is sufficient balance in your account to meet your daily and other ad hoc needs, as locked funds will not be used for any fund outflow through any channel whether online or offline, including local or overseas withdrawals, payments or transfers. Restrictions include but are not limited to:

- Transfers to another Bank of China (Hong Kong) account
- Transfers to another bank's account
- Payments (e.g. bill, credit card payments, loan, autopay or tax repayments)
- Execution of new or existing payment arrangements (e.g. transfers, standing instructions or preset transfer instructions)
- Investment or Insurance purchases
- ATM withdrawals or transfers
- Account Fees and Charges
- Cheque payments
- Mortgage payment
- Loan payment

Note [1]: Please ensure that there is enough fund in your accounts to cover your daily and other ad hoc needs or top-up to BoC Pay+ Wallet.

Note [2]: Please refer to Q31 for processing of matured time deposits during the locked period.

9. How much fund can I lock under Money Safe?

- **For savings account and current account:** you can lock partial or all of the funds in the account (the minimum threshold to be locked for each HKD account is HK$10,000, and the minimum threshold to be locked for each RMB/other currencies account is 1,000 of such currency).

- **For time deposits:** you can lock one or more of your existing time deposits, but you cannot lock part of the funds in a time deposit.

10. How do I release or reduce the locked funds under Money Safe?

For the safety of your funds, you can only release or reduce the locked funds by visiting any BOCHK branch in Hong Kong after completing the necessary identify verification and procedures. Locked funds cannot be released or reduced through Internet Banking or Mobile Banking.

11. Service hours for Money Safe (via different channels)

Via Mobile Banking, Internet Banking (application for locking only)	**Monday to Sunday from 8 am - 12 pm*** ***Note: Enquiry time is 24 Hours**
Via branch (Including: locking/release/reduction)	**Branch business hours**

12. Can my account authorized person apply for Money Safe on my behalf?
Yes, it can be handled by your authorized person according to the signing arrangement, pursuant to the applicable terms and conditions.

13. What's the handling and arrangement for joint accounts (single signature/multiple signatures)?

- Joint accounts that use single signature can apply for Money Safe through Mobile Banking, Internet Banking, and branches*
- Joint accounts that use multiple signatures will need all account holders to visit any BOCHK branch in person to apply for Money Safe.

*Note: Locked funds cannot be released or reduced through Internet Banking/Mobile Banking.

Operation Instructions
Lock Funds

14. How to set up Money Safe on Internet Banking or Mobile Banking?
Please follow the steps below to lock the funds in your account(s):
Mobile Banking:

- **Steps to lock funds in current or savings account(s):**

1. Click <My Accounts> to select the account, and then click the <**Lock** Fund with Money Safe> icon;
2. Money Safe product page will be displayed, click <Start >;
3. Select for the account to be locked;
4. Enter the amount to be locked (the minimum threshold to be locked for each HKD account is HK$10,000, and the minimum threshold to be locked for each RMB/other currencies account is 1,000 of such currency);
5. Confirm for the "Important Notice" and Money Safe Terms and Conditions;
6. Click <Agree and Confirm>.

- **Steps to lock a time deposit:**

1. Click <My Accounts>, select a time deposit, and click the <**Lock** Fund with Money Safe> icon;
2. Money Safe product page will be displayed, click <Start >;
3. Select a single time deposit to be locked;
4. Confirm for the "Important Notice" and Money Safe Terms and Conditions;
5. Click <Agree and Confirm>.

Internet Banking:

- **Steps to lock funds in current or savings account(s):**

1. Click <My Account> - <Money Safe> - <To Lock New Funds>;
2. Money Safe product page will be displayed, click <Start >;
3. Select for the account to lock funds;
4. Enter the amount to be locked (the minimum threshold to be locked for each HKD account is HK$10,000, and the minimum threshold to be locked for each RMB/other currencies account is 1,000 of such currency);
5. Confirm for the "Important Notice" and Money Safe Terms and Conditions;
6. Click <Confirm>.

- **Steps to lock a time deposit:**

1. Click <My Account> - <Money Safe> - <To Lock New Funds>;
2. Money Safe product page will be displayed, click <Start >;
3. Select a single time deposit to be locked;
4. Confirm for the "Important Notice" and Money Safe Terms and Conditions;
5. Click <Confirm>.

Release the Locked Funds

15. Can I release my locked funds through Internet Banking or Mobile Banking?

Unfortunately not, you cannot release your locked funds via Internet Banking or Mobile Banking. You can only go to any BOCHK branch in person to verify your identity and then submit the relevant application.

16. How long does it take to release your locked funds?

Visit any BOCHK branch in person, after successful verification of your identity and submission of the relevant application to the satisfaction of our Bank, normally, the release will take effect immediately.

17. Why can't I release my locked funds through Internet Banking/Mobile Banking?
To ensure the safety of your funds, you will need to visit any BOCHK branch in person, after successful verification of your identity and submission of the relevant application to the satisfaction of our Bank, normally, the release will take effect immediately.

Adjust the locked amount

18. How to reduce the locked amount?
Please submit a new application in person at any BOCHK branch after successful verification of your identity.

19. How can I increase the locked funds in my account through Internet Banking or Mobile Banking? Can I submit multiple requests to lock funds in the same account?
You can increase the locked funds in your account at any time. You can directly increase the locked funds without the need to release them first.
For example: If you decide to lock $1,000,000 today and want to increase the total locked amount to $2,000,000 tomorrow, you only need to submit the application to lock the additional $1,000,000 through Internet Banking or Mobile Banking. The additional funds you apply for locking will be locked, and the total locked amount will be increased to $2,000,000 upon receipt of the relevant application, to the satisfaction of our Bank.

Check for locked funds

20. How to check the locked funds under Money Safe via Internet Banking or Mobile Banking?
Please follow the steps below to check the locked funds in your account:

Mobile Banking:
Check "Locked Funds" and/or " Locked Time Deposit" in <My Accounts>.

Internet Banking:
Check "Locked Funds" and/or " Locked Time Deposit" in <My Account> - <Money Safe>.

21. Are there other ways to check the locked funds under Money Safe?
1. If the funds are locked under Money Safe, it will be shown on the monthly statement

2. Call the Customer Service Hotline (3988 2388) for enquiry
3. Go to any BOCHK branch for enquiry

22. Can I enquire for the amount of locked funds under Money Safe via ATM / passbook?
No.

23. Will I receive a notification from Money Safe?
You may receive a notification* after successfully executing the locking/release instruction (usually on the next calendar day).

*Note: joint account’s notification will be sent to the joint account’ contact email/address/mobile number.

A. For savings and current accounts:

24. If I lock part or all of my funds, will my savings account still earn the same interests?
Yes, you can still earn the same interests.

25. What happens if a bank charge exceeds the available balance of the account (i.e. the funds that are not locked)?
Please ensure that you maintain sufficient available balance to pay all fees and scheduled payments. Any scheduled transaction instructions (including but not limited to transfers, mortgage payments, loans or credit card repayments, etc.) that exceed the available balance in your account will be rejected. If you are unable to fulfill a scheduled payment due to insufficient fund, other fees, charges and/or interests may incur. For reference of the Bank's charges, please refer to the "General Banking Service Charges". If any repayment fails to be fulfilled, our Bank is entitled to debit the funds subject to locking under Money Safe from your account(s) to settle any debts (in whole or in part) you owe us in accordance with any contractual, equitable or statutory set-off rights; and to enforce any security interest and/or any liabilities we hold against the funds including any locked funds. In addition, overdue of the mortgage payments, loan or card repayments, etc may have negative impact on your credit score with our Bank.

26. Money Safe is not available to current accounts with overdraft limit and any overdraft limit, but I have funds/overdraft limit in my current accounts. What

should I do?

You can transfer the funds to other current accounts or savings accounts and set up the Money Safe. Please also review your needs for overdraft facility(ies).

27. Money Safe is not available to current accounts with overdraft limit and any overdraft limit. If I really face suspected fraud, what should I do?

If you suspect you are a victim of any fraudulent activity, please call our Customer Service Hotline/visit any BOCHK branch to contact our staff.

B. For time deposit accounts:

28. What is the interest rate applicable to the funds under a locked time deposit?

Money Safe will not affect the interest rate of a locked time deposit. You will enjoy the same rights and interest as the original time deposit and earn interest according to the contracted time deposit rate. If the customer chooses to renew the principal and interest at maturity, the renewal interest rate will be based on the time deposit board rate announced by the Bank from time to time.

29. Can I early uplift the locked time deposit at a branch of BOCHK?

You will have to visit any branch of BOCHK. If the Bank allows early uplift of the locked time deposit at its discretion, you can release your time deposit first and pay the relevant early uplift fees, in order to early uplift the locked time deposit.

30. Can I change maturity instruction of a locked time deposit before its maturity date?

You will have to visit any branch of BOCHKto change of maturity instruction of the locked time deposit, you can release your time deposit first in order to change maturity instruction of the locked time deposit.

31. If my time deposit matures, will my funds continue to be locked?

- If your maturity instruction is <Auto-renewal of principal and interest>, your time deposit will be renewed as instructed, the principal and interest will continue to be locked until you visit any branch of BOCHK to apply for release. The renewed deposit will continue to enjoy the applicable interest rate on the maturity date.
- If your maturity instruction is <Renew principal, credit interest to account>, the interest will be deposited into the account as instructed, and will not be locked under Money Safe. Your principal will continue to be renewed as instructed, and

the principal will continue to be locked until you visit any branch of BOCHK to apply for release.

- If your maturity instruction is <Withdraw principal and interest> and to be credited to the same name account, upon maturity, the principal and interest will be deposited into the same name account, and the principal will still be locked under Money Safe.
- Money Safe is not applicable to time deposit with maturity instruction where principal and interest are to be credited to a different name account or third-party's account (including single name time deposit credits into a joint account or a joint name time deposit credits into a single name account and/or joint account with different names).

Time deposit maturity instructions	Money Safe protection arrangement upon maturity	
	Principal	Interest
Auto-renewal of principal and interest	Locked	Locked
Renew principal, credit interest to account	Locked	Not Locked
Withdraw principal and interest (credit to the same name account)	Locked	Not Locked
Withdraw principal and interest (credit to a different name account, e.g. joint name/ 3rd parties' account)	Not applicable	Not applicable

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