

## A) Account registration

### 1. Why should I register Smart Account Service?

Smart Account Service not only serves your need in mobile payments, it allows you to set limits on your payments online and on other platforms, thereby protecting your HKD savings or current account (Master Account). In other words, through avoiding the exposure of and risk to the Master Account, we aim to eliminate security concern among users.

### 2. How do I register for Smart Account Service?

Registration procedure as below:

#### Method 1: Personal Mobile Banking

1. Login Personal Mobile Banking, click Menu Bar and select “Account > My Smart Account”
2. Read and accept the terms and conditions
3. Select the Master Account, Daily Transaction Limit and Ways to Top Up
4. Verify by using the SMS One-Time Password
5. Get successfully registered for Smart Account Service

#### Method 2: WeChat Pay Wallet

1. Select “Add Bank Account (BOCHK)” in WeChat Pay Wallet
2. Read and accept the terms and conditions
3. Fill in BOCHK Internet Banking Account number / name and password
4. Select the Master Account, Daily Transaction Limit and Ways to Top Up
5. Verify by using the SMS One-Time Password
6. Get successfully registered for Smart Account Service

### 3. What is the relationship between Smart Account and Master Account?

Smart Account is a sub-account of the Master Account. Through limit settings (e.g. Daily Transaction Limit), you could safely and flexibly use funds in the Master Account. Funds would be channeled through Smart Account for payments online and on other platforms.

### 4. How many Smart Accounts can I have?

A customer can only have one Smart Account.

### 5. Who is eligible for registering Smart Account Service?

The following are the eligibility criteria for registration for Smart Account Service:

Age	18 years old or above (Through Personal Mobile Banking / WeChat Pay Wallet)	
Your service status in our bank	Email address	Valid
	Mobile phone number	Valid
	Internet banking	Valid and without opt-out from the Mobile Banking service
	The account to activate the Smart Account Service ('Master Account')	Maintain a valid HKD current or saving account under your single name
Daily transaction limit (Payment) * Applicable to 18 years old or above	Capped at HKD10,000 initially set at account registration, or adjust in personal Mobile Banking	
Number of Smart Account registered by a customer	One	

### 6. Can my Foreign Currency or Investment Account serve as Master Account and used to link with Smart Account Service?

No, we only accept valid HKD current or savings account as Master Account.

### 7. Can my Joint Account serve as Master Account to link with Smart Account Service?

No, we only accept an account under your single name as Master Account.

**8. Why do I need to provide a valid mobile phone number?**

Transactions security is a prime concern of BOCHK. To open a Smart Account, we need your mobile phone number to send you SMS one-time password; as well as confirmation notifications.

**9. Why do I need to provide a valid email address?**

Transactions security is a prime concern of BOCHK. We need your email address to send you notifications of transactions.

**10. What service could I enjoy after my registration?**

After registration, your Smart Account could be linked to our prescribed payment platforms such as WeChat Pay Wallet. Funds would be channeled through Smart Account for payments online and on other relevant platforms/services.

**11. Why do I fail to register and link my Smart Account with more than one Master Account?**

You can only link one Smart Account with one Master Account at any one time.

**B) Account Settings**

**1. Is there any Daily Cap on Transaction Limit?**

Your Daily Transaction Limit is capped at HKD 10,000. (If you are 18 years old below, limit capped at HKD1,000)

**2. Could I set my Daily Transaction Limit?**

Yes, you could adjust the Smart Account Daily Transaction Limit, subject to a cap of HKD 10,000. (If you are 18 years old below, limit capped at HKD1,000)

**3. Is there any cap on Smart Account balance?**

The total balance of your Smart Account cannot exceed HKD10,000.

**4. Could I set maximum balance cap on my Smart Account?**

No.

**5. Could I set my ways to top up?**

Yes, apart from reloading your Smart Account via personal mobile banking or other channels as specified by us from time to time, you can select one of the below top up service in case that there is insufficient balance in your Smart Account:

(i) Direct Pay: The payment amount will be first deducted from the remaining balance in your Smart Account. If the balance in your Smart Account is insufficient to make payment, we will deduct the shortfall from your Master Account and then top up the same amount to your Smart Account to settle the payment in full.

(ii) Automatic Top Up: You can choose a top up amount from HK\$100 to HK\$5,000 that suits your needs. Your Smart Account can only be automatically topped up once per day. Whenever your remaining balance in Smart Account is insufficient for payment, your selected top up amount will be added to your Smart Account automatically from your Master Account to settle the payment in full.

(iii) Top Up via personal mobile banking or other channels as specified by us from time to time: The payment amount will be deducted from the remaining balance in your Smart Account only. In case that there is insufficient balance in your Smart Account, the payment will not be proceeded and you have to reload your Smart Account with sufficient amount via personal mobile banking or other channels as specified by us from time to time to settle the payment in full.

**6. If I want to change my Master Account that has already been linked with an activated Smart Account, what should I do?**

If you would like to change your Master Account that has already been linked with an activated Smart Account, you could use the 'Set up' function in Smart Account in personal

mobile banking. After changing the Master Account, your original activated Smart Account would be considered closed, and BOCHK will activate a new Smart Account for your newly selected Master Account. The original Smart Account number would still be kept and used for the new Smart Account number. The remaining balance (if any) in your original Smart Account would be kept in your new Smart Account.

- 7. If I cannot receive an SMS OTP to verify my mobile number, what should I do?**  
You can request a new SMS OTP by pressing “Reissue password”
- 8. The SMS OTP expired, what should I do?**  
A SMS OTP will expire after 2 minutes. You can request a new SMS OTP by pressing “Reissue password”.
- 9. Why is a daily transaction limit needed?**  
Transactions security is a prime concern of BOCHK. A Daily Transaction Limit could protect your Master Account from risks of unlimited exposure.
- 10. How and where could I change my mobile phone number?**  
You could visit our branch.
- 11. How and where could I change my email address?**  
You could change your personal information through logging in Internet banking and by two-factor authentication, or through visiting our branch.
- 12. Will Smart Account become dormant?**  
Yes. Smart Account will become dormant if there is no transaction (e.g. financial transaction or others) for 24 consecutive months and restrictions may apply. For dormant account reactivation, you may contact our Personal Customer Service Hotline at (852) 3988 2388 for more information or visit any of our branches for arrangement.

### C) Account transaction

- 1. How would my Smart Account balance be processed in a transaction?**  
When you make a payment through Smart Account, the payment amount will be deducted from the balance (if any) in your Smart Account. In case there is insufficient balance in your Smart Account, we will reload your Smart Account according to your selection of the ways of top up to settle the payment. Such payment must be subject to the Daily Transaction Limit. Details are as follow:
  - (i) Direct Pay: We will deduct the shortfall from your Master Account and then top up the same to your Smart Account to settle the payment in full.
  - (ii) Automatic Top Up: Your selected daily top up amount (HK\$100 – HK\$5,000) will be added to your Smart Account automatically from your Master Account for the payment. Your Smart Account can only be automatically topped up once per day, if the balance is still insufficient after automatic top up, further automatic top up will not be proceeded.
  - (iii) Top Up via personal mobile banking or other channels as specified by us from time to time: The payment amount will be deducted from the remaining balance in your Smart Account only. In case that there is insufficient balance in your Smart Account, the payment will not be proceeded and you have to reload your Smart Account with sufficient amount via personal mobile banking or other channels as specified by us from time to time to settle the payment in full.
- 2. Could I still make a payment if I do not have sufficient balance in my Smart Account?**  
It depends on your selection of ways to top up. For details, please refer to C1.
- 3. If my activated Smart Account is linked to a Master Account that provides overdraft facility, and under the circumstance that both my Smart Account and linked Master Account faced insufficient balance, can my Master Account overdraft so that the shortfall will be deducted from my Master Account and settled the payment in full**

**via Smart Account?**

No, when there is insufficient balance in your Smart Account, your linked Master Account must have enough balance to be deducted for payment via Smart Account.

**4. How do I top up my Smart Account?**

You can reload your Smart Account via personal mobile banking anytime and the total balance cannot exceed HKD10,000. For top up details, please refer to C1.

**5. How do I check my transaction records?**

You can view the balance of Smart Account and transaction records of the past 180 days in personal mobile banking. Transaction records and balance will not appear in your consolidated bank statement (if any), and no separate bank statements will be provided. Upon your written request, BOCHK could provide written transaction records of a specified timeframe, subject to fees and charges (for details, please refer to our website <http://www.bochk.com/en/servicecharge.html>. The fee item is under "Request for savings/ fixed deposit account records" within "Other services".)

**6. Will the balance in the Smart Account be entitled to any interest?**

Balance maintained in the Smart Account will not be entitled to any interest.

**7. Can my Smart Account be over-drafted?**

Smart Account does not support overdraft facility. For details of handling insufficient balance in your Smart Account, please refer to C1.

**8. If my transaction has already reached the maximum daily transaction limit cap, what can I do?**

Your Daily Transaction Limit is HKD 10,000. (HKD1,000 if 18 years old below) If you have reached this limit, you could only effect transactions on the next day.

**9. What can I do if the system showed up 'transaction failed' message?**

You could check the reasons for transaction failure in personal mobile banking, and take corresponding measures. If necessary, you are welcome to call our Personal Customer Service Hotline at (852) 3988 2388.

**10. Will the transaction be rejected if the payment deposit exceeds Smart Account Balance cap?**

In the event that the balance in your Smart Account exceeds the maximum balance cap set by us as a result of a deposit made to your Smart Account, we will transfer the full amount of such deposit to your Master Account and notify you accordingly. Customer can check relevant record on both the amount which deposit into Smart Account and transfer back to master account through Mobile Banking. Transaction record will show 'Auto -transfer to master a/c'. Also SMS and Email will be delivered in order to remind customer Smart Account exceeds the maximum balance cap, latest amount have auto transferred to customer's Master Account.

**11. Is there any daily transfer limit on Smart Account's auto-sweeping function, i.e. the Bank will auto-transfer a deposit, which is to be made to the Smart Account yet exceeds the Smart Account's maximum balance cap, to the Master Account?**

In the event that the balance in your Smart Account exceeds the maximum balance cap set by us as a result of a deposit made to your Smart Account, we will transfer the full amount of such deposit to your Master Account. The aforesaid auto-sweeping by the Bank to your Master Account is subject to a daily limit of HKD100,000. Any transfer from Smart Account to Master Account effected by yourself will not be accumulated to the above daily auto-sweeping limit.

**12. What can I do if the deposit exceeds Smart Account balance cap and the daily transfer limit on Smart Account's auto-sweeping function?**

The deposit will be rejected. (For example: If the Bank has already auto-transferred a total amount of HKD90,000 to your Master Account on a single day and there is another deposit of HKD50,000 to be placed to your Smart Account, the entire deposit of

HKD50,000 will be rejected.) You could use your savings account or current account to receive the deposit.<sup>^</sup>

<sup>^</sup> You may access Mobile Banking to register your savings account or current account as FPS Receiving Account, if applicable.

- 13. What can I do if my Smart Account transaction being refund through Union Pay?**  
Such transaction of Union Pay will directly refund to your Smart Account normally. (If the deposit cannot be made to your Smart Account, we will deposit into your Master Account), Customer can check relevant transaction record.

**D) Account Balance Withdrawal Issue**

- 1. What can I do if I would like to transfer my account balance to Master Account?**  
Through the 'Balance Withdrawal' function under the Smart Account "Account Details" in personal mobile banking, you could transfer part or all of your account balance to your Master Account. However, every withdrawal transaction cannot exceed your Smart Account balance.
- 2. Can I withdraw my funds in Smart Account balance in branch?**  
If you would like to withdraw your funds in smart account balance, you need to first transfer the balance to your linked Master Account, and every withdrawal transaction cannot exceed your Smart Account balance. After the transfer, you could withdraw yours funds in Smart Account balance in branch or through other means.

**E) Security & Privacy**

- 1. Will my personal information be passed to the merchant or other third party companies?**  
We will provide the account number of your Smart Account to the payment platform to which you have linked your Smart Account. Other personal information in relation to your Smart Account has been encrypted and will not be passed to the merchant or other third-party companies.
- 2. If I suspect my Smart Account has been used in an unauthorized way, what should I do?**  
If you suspect your Smart Account has been used in an unauthorized way, you should log in to personal mobile banking (Steps: Set up > Suspend Account/ Close Account) as soon as possible to suspend or close your Smart Account, and contact us as soon as possible.
- 3. If I have lost or unconsciously disclosed my Internet Banking No. / user name and password or lost my security device, what should I do?**  
If you have lost or unconsciously disclosed your Internet Banking No. / user name and password or lost my security device, you should contact us immediately.

**F) Fee and charges**

- 1. Will I be charged any fee for payment transaction?**  
At this stage, we will **NOT** impose any charges on individual payments or administrative fees on refunds of payments. However, we reserve the right to impose or adjust charges for services provided, with 30 days notification via written or electronic means. To avoid any doubt, during the use of Smart Account Service, you will bear any charges incurred by text messages, mobile data usage or phone calls with your mobile service provider. You will also bear all the taxes (including goods and services tax) under applicable laws.
- 2. If I request written transaction records of my Smart Account, will it be charged?**  
If you request written transaction records and balance of Smart Account, BOCHK could provide the respective transaction details in a certain period of time, while it may be subject to fees and charges as specified by us from time to time. (For details, please refer to 'The fee item is under "Request for savings/ fixed deposit account records" within "Other services".)

**G) Account Closure**

**1. How do I terminate my Smart Account Service?**

To terminate your Smart Account Service, you could log in to your personal mobile banking or visit any of our branches.

**2. If there is balance in my Smart Account, could I terminate my Smart Account Service?**

Yes, the balance will be automatically transferred to your Master Account.

**3. I failed to terminate my Smart Account Service through Mobile Account, what should I do?**

You could contact any of our branches during office hours.

**4. After terminating my Smart Account Service, how could I reactivate my Smart Account?**

After terminating your Smart Account Service, that original activated Smart Account will be closed. If you would like to reactivate a Smart Account, you are welcome to register again through WeChat Pay Wallet or personal mobile banking and a new Smart Account will be opened for you.

**H) Account suspension**

**1. How do I suspend my Smart Account Service?**

To suspend your Smart Account Service, you could log in to your personal mobile banking or visit any of our branches.

**2. If there is remaining balance in my Smart Account, could I suspend my Smart Account Service?**

Yes, you could suspend your Smart Account Service, and the remaining balance will be kept in your Smart Account.

**3. What are the implications of suspending my Smart Account?**

After suspension, Smart Account would be suspended immediately. You could reactivate your Smart Account in personal mobile banking Smart Account via 'Set up'.

**4. After suspending the service, how could I reactivate my Smart Account?**

You could reactivate your Smart Account through the 'Set up' function in your personal mobile banking Smart Account. After confirming with SMS One-time password, you could reactivate your suspended Smart Account.

**5. What are the implications of reactivating my Smart Account?**

After the reactivation of your Smart Account, you could continue to enjoy all the functions in Smart Account.

**I) Enquiry**

**1. How do I enquire issues related to Smart Account Service?**

You are welcome to call our Personal Customer Service Hotline at (852) 3988 2388.