



Our Bank has adopted the “Security Device” as the two-factor authentication tool to enhance customer protection. All online transactions conducted through “CBS Online” should be verified by a one-time password generated by the “Security Device”. Online transactions can be categorised into two transaction types: “General Transaction” and “Designated Transaction”. The verification methods provided by the “Security Device” for these two transaction types are different. To use the “Security Device”, customers should apply the “Security Device” and complete the online activation after receiving it.

4.1 Application Method

Primary User (PU) *	Delegated User (DU) *
<p>Please fill in the “Security Device Application and Status Reset Form for Primary User” and submit the original copy to our bank. The form can be downloaded via our website under “Tools”> “Download Forms”.</p> <p>If the “Security Device” has low battery, customers can apply for a replacement via “CBS Online”. The existing “Security Device” is still valid until the completion of new device activation.</p>	<p>“Security Device” application of Delegated User should be submitted by Primary User via “CBS Online”. Primary User shall choose the application purpose and the application needs to be verified by one-time password generated by the “Security Device”.</p>

* For the definition of Primary User and Delegated User, please refer to “Type of Users” in Section 6.
 For the address of business account opening branch, please visit www.bochk.com “Home” > “Branch Locator” , and select “Business Account Opening Branch List” under “Service Types”.

Primary User submits “Security Device” application for Delegated User via “CBS Online”

You are here: Management > User Settings > User List

Stops 1 | 2 | 3

Print Help Service Director

Security Device Setting

User ID: 123
 User Name: ABC

Security Device Setting

New Application

Status Reset

Report Loss

Replacement, reason:

Points to Note


- Upon receipt of the “Security Device”, please activate it immediately. In case the “Security Device” was lost, delegated users should ask the primary user of the Company to report loss and apply for a replacement via Corporate Internet Banking. For primary user, please report loss to our customer service hotline.
- Upon reporting loss of the “Security Device”, the device will become invalid immediately. To apply for a new replacement, Delegated users should ask the primary user to select “Replacement, reason- Loss”, Primary users should download “Security Device Application and Status Reset Form for Primary User” via “Download Centre” > “Forms” completed and submitted the duly signed form to the bank.
- If the user’s e-Certificate has expired, it will become invalid automatically when the user applies for a “Security Device”.
- If the e-Certificate is lost or damaged, the user is required to submit the “Termination of use of e-Certificate in BOC CBS Online / BOCNET HK Request Form” when applying for a “Security Device”.
- Each account is entitled to one “Security Device” free of charge. If you would like to apply for additional “Security Device” or a replacement for the lost device, HKD 100 will be charged for each device, including local postage. If new “Security Device” is not functioning or damaged or out of battery, please return it to our Bank as soon as possible for a free replacement.
- Please ensure sufficient funds are maintained in your account for the debit of the replacement fee. Otherwise, the application will become invalid.

Back Submit Clear

Activation of “Security Device”

After receiving the “Security Device”, the respective user needs to activate the “Security Device” via “CBS Online” in person immediately.

Step 1 – Enter the Serial Number and Security Code

The respective user should enter the serial number imprinted on the back of the “Security Device”, then enter the Security Code generated by the “Security Device” after pressing the button .



Security Device Activation

1. Please enter the serial number on the back of the Security Device.

Serial Number (e.g. 12-1234567-0)

2. Please press the  once and enter the 6-digit security code generated by the Device.

Step 2 – Confirmation of activation

(A) Users with e-Cert

The respective user should enter his / her e-Cert Storage Device Password.



Upon this confirmation, your Security Device is effective immediately and your e-Cert will no longer be valid.

Security Device Activation

Request	Security Device Activation
Serial Number	10 - 0018829 - 1

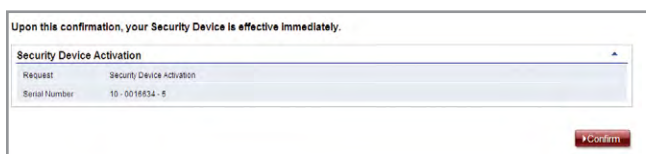
e-Cert Storage Device Password

#

Remarks # If you store your e-Cert with an "i-Key", please enter the e-Cert storage device password.

(B) Users without e-Cert

The respective user should confirm whether the serial number shown on the screen is correct.



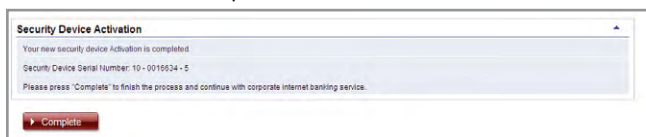
Upon this confirmation, your Security Device is effective immediately.

Security Device Activation

Request	Security Device Activation
Serial Number	10 - 0018834 - 5

Step 3 – Activation completed

“Security Device” activation is completed.



Security Device Activation

Your new security device Activation is completed.

Security Device Serial Number: 10 - 0018834 - 5

Please press 'Complete' to finish the process and continue with corporate internet banking service.

Upon activation of Security Device, user will receive a notification through SMS or Email with his / her designated transaction notification settings.

4.2 Reset the “Security Device”

The “Security Device” should be reset in the following situation(s):

Situation 1: the user has not conducted an online activation within 30 days after the “Security Device” is issued.

Situation 2: the user wrongly enters the one-time password for more than 5 times.

The “Security Device” of Delegated User should be reset by Primary User via “CBS Online” (please refer to the picture below). To reset the “Security Device” for Primary User, Primary User himself / herself should call BOCHK Corporate Customer Hotline at (852) 3988 2288.

You are here: Management > User Settings > User List
Steps 1 | 2 | 3

Security Device Setting

User ID	123
User Name	ABC
Security Device Setting	<input type="radio"/> New Application <input type="radio"/> Status Reset <input type="radio"/> Report Loss <input type="radio"/> Replacement, reason: Please Select

Points to Note

- Upon receipt of the “Security Device”, please activate it immediately. In case the “Security Device” was lost, delegated users should ask the primary user of the Company to report loss and apply for a replacement via Corporate Internet Banking. For primary user, please report loss to our customer service hotline.
- Upon reporting loss of the “Security Device”, the device will become invalid immediately. To apply for a new replacement, Delegated users should ask the primary user to select “Replacement, reason - Lost”. Primary users should download “Security Device Application and Status Reset Form for Primary User” via “Download Centre > Forms” completed and submitted the duly signed form to the Bank.
- If the user’s e-Certificate has expired, it will become invalid automatically when the user applies for a “Security Device”.
- If the e-Certificate is lost or damaged, the user is required to submit the “Termination of use of e-Certificate in BOC CBS Online / BOCNET HK Request Form” when applying for a “Security Device”.
- Each device is entitled to one “Security Device” free of charge. If you would like to apply for additional “Security Device” or a replacement for the lost device, HKD 100 will be charged for each device, including local postage. If the “Security Device” is not functioning or damaged or out of battery, please return it to our Bank as soon as possible for a free replacement.
- Please ensure sufficient funds are maintained in your account for the debit of the replacement fee. Otherwise, the application will become invalid.

Back Submit Clear

4.3 Authorise Transactions

4.3.1 General Transaction

Authorisation required for “General Transaction”, the following information will be shown at the bottom of the confirmation page:

Verification

Confirmed by AUTH3

Please press to generate a 6-digit Security Code on your device screen.

Please enter your 6-digit Security Code

Security Code

Back Confirm


Press on the “Security Device” to generate a 6-digit Security Code. Then enter the Security Code in the respective column and click to complete the authorisation process.

4.3.2 Designated Transaction

Authorisation required for "Designated Transaction", the following information will be shown at the bottom of the confirmation page:


1. Transfer to "Non-listed Beneficiary Account"

Verification	
Confirmed by USERS	<p>Please follow the instructions below for verification:</p> <ol style="list-style-type: none"> Press <input checked="" type="checkbox"/> on your Security Device until "*" appears on the device screen. Enter the above digits of "Beneficiary Account Number" which are underlined in RED into the device. # (Details) Please press <input checked="" type="checkbox"/> to generate a 6-digit Transaction Confirmation Code on your device screen. <p>Please enter your 6-digit Transaction Confirmation Code <input type="text"/></p> <p>(Please do not enter the space inside the code)</p> <p>Remarks : # For input error, please use <input type="button" value="X"/> to delete the number.</p>




2. Bill Payment (payment transaction to Banking and Credit Card Services, Credit Services or Securities Brokers)

Verification	
Confirmed by USERS	<p>Please follow the instructions below for verification:</p> <ol style="list-style-type: none"> Press <input checked="" type="checkbox"/> on your Security Device until "*" appears on the device screen. Enter the above digits of Bill Payment transaction information which are underlined in RED into the device. # (Details) Please press <input checked="" type="checkbox"/> to generate a 6-digit Transaction Confirmation Code on your device screen. <p>Please enter your 6-digit Transaction Confirmation Code <input type="text"/></p> <p>(Please do not enter the space inside the code)</p> <p>Remarks : # For input error, please use <input type="button" value="X"/> to delete the number.</p>




3. Issue Demand Draft to "Non-listed Beneficiary Account"

Verification	
Confirmed by USERS	<p>Please follow the instructions below for verification:</p> <ol style="list-style-type: none"> Press <input checked="" type="checkbox"/> on your Security Device until "*" appears on the device screen. Enter the above digits of "Debit Amount" or "Remit Amount" which are underlined in RED into the device. # (Details) Please press <input checked="" type="checkbox"/> to generate a 6-digit Transaction Confirmation Code on your device screen. <p>Please enter your 6-digit Transaction Confirmation Code <input type="text"/></p> <p>(Please do not enter the space inside the code)</p> <p>Remarks : # For input error, please use <input type="button" value="X"/> to delete the number.</p>



4. Multiple Transactions (e.g. Payroll, Bulk Payments, Autopay-Out and Autopay-In, etc.)

Verification	
Confirmed by USERS	<p>Please verify the beneficiary details and follow below instructions for verification:</p> <ol style="list-style-type: none"> Press <input checked="" type="checkbox"/> on your Security Device until "*" appears on the device screen. Enter the above digits. (Total transaction count) and (Total reference amount *), which are underlined in RED into the device. # (Details) Please press <input checked="" type="checkbox"/> to generate a 6-digit Transaction Confirmation Code on your device screen. <p>Please enter your 6-digit Transaction Confirmation Code <input type="text"/></p> <p>(Please do not enter the space inside the code)</p> <p>Remarks : # For input error, please use <input type="button" value="X"/> to delete the number.</p>



5. Online Beneficiary Registration

Verification

Confirmed by USER3


Please verify the beneficiary details and follow below instructions for verification:

- Press on your Security Device until "*" appears on the device screen.
- Enter the above digits, (Total transaction count and (Checksum), which are underlined in RED into the device. # (Details)
- Please press to generate a 6-digit Transaction Confirmation Code on your device screen.

Please enter your 6-digit Transaction Confirmation Code

(Please do not enter the space inside the code)

Remarks: # For input error, please use to delete the number.
 ^ "Checksum" refers to the sum of the last 6 digits (excluding the alphabets) of all Beneficiary Account Numbers.



- Remarks: 1. If you have entered a wrong number, you can press to delete.
2. Each one-time password is only valid for a short period. You should complete the authorisation process as soon as possible after you get the password. Otherwise, you should repeat the above process to regain the one-time password.

“Security Device” will provide different formats of one-time password according to the types of transaction for your distinction.

Transaction Type	Format of One-time Password
General Transaction (Security Code)	123456
Designated Transaction (Transaction Confirmation Code)	123 456 [please do not enter the space inside the code]

Authorisation of transactions

Authorisers should note that “Security Device” and e-Cert are adopting different verification methods when conducting General Transactions and Designated Transactions online:

	General Transaction	Designated Transaction
Security Device	One-time Security Code	One-time Transaction Confirmation Code
e-Cert	e-Cert Storage Device Password	