

July 2016

FAQ for change of Internet Banking password by phase

Q: When will I need to change my password?

A: From August 2016, we will arrange customers to change their password by phases. Customers are required to change their password to login Internet Banking / Mobile Banking.

Q: What is the purpose of the arrangement?

A: To safeguard your online banking security.

Q: Is it necessary to change my password?

A: Yes, customers are required to change their password to login Internet Banking / Mobile Banking. Please set a strong password and keep your password and personal information secure. For details, please refer to the “Security information” of our website.

For enquiry, please call our Customer Service Hotline: (852) 3988 2388

Bank of China (Hong Kong) Limited