


Frequently Asked Questions


Deposits and Exchanges	
Q: How do I open an RMB deposit account?	You can open a personal RMB deposit account simply by visiting any of our branches and presenting your identity document as well as residential address proof.
Q: Is there any difference or limit on RMB exchange between Hong Kong and non-Hong Kong residents?	Both Hong Kong residents and non-Hong Kong residents can conduct exchanges between RMB and HKD or other currencies at CNH rate without upper limit, offering you more financial flexibility.
Q: How can I place a RMB deposit?	You may deposit RMB cash or conduct exchanges from HKD or other currencies to RMB and place the deposit via any of our branches.
Q: How can I withdraw RMB deposits?	You may withdraw RMB cash or conduct exchanges from RMB deposit to HKD for withdrawal via any of our branches. You may also conduct RMB exchanges from deposit to HKD via Internet Banking, Phone Banking or Mobile Banking. Meanwhile, RMB cash withdrawal service is available at more than 450 ATMs with “RMB available at this ATM” signage of our bank.
Remittance	
Q: Can I remit RMB to my accounts on the Mainland?	<p>For Hong Kong residents: after opening an RMB savings account with us, you can remit RMB funds to your same-name personal RMB savings account on the Mainland.</p> <p>For non-Hong Kong residents: Cross-border remittances to or from the Mainland or other places outside Hong Kong are subject to the rules and requirements of the jurisdiction of the originating end and the receiving end. For enquiry, please call our customer service hotline or visit any of BOCHK branches.</p>
Q: Is there any upper limit on the remittance amount?	<p>For Hong Kong residents: the upper limit of the daily aggregate amount remitted to the Mainland per person is RMB80,000.</p> <p>For non-Hong Kong residents: Cross-border remittances to or from the</p>

	<p>Mainland or other places outside Hong Kong are subject to the rules and requirements of the jurisdiction of the originating end and the receiving end.</p>
<p>Q: Can I remit RMB funds from my bank account on the Mainland back to Hong Kong?</p>	<p>For Hong Kong residents: if you have remitted RMB funds to your same-name personal RMB savings account on the Mainland, you can remit the unused portion of such remittance back to your same-name RMB savings account of our Bank in Hong Kong, subject to any approval required by the relevant authorities on the Mainland. You may contact your bank on the Mainland for details.</p> <p>For non-Hong Kong residents: please contact your bank on the Mainland about whether your deposit can be remitted back to Hong Kong.</p>
<p>Q: Can I remit my RMB funds automatically from my bank account held with BOCHK to the Mainland?</p>	<p>For Hong Kong residents: after opening an RMB savings account with us, you can place a pre-set forward-dated debit instruction to automatically remit RMB funds to your personal same-name RMB savings account on the Mainland.</p> <p>For non-Hong Kong residents: Cross-border remittances to or from the Mainland or other places outside Hong Kong are subject to the rules and requirements of the jurisdiction of the originating end and the receiving end.</p>
<p>Q: Are there restrictions to the funds that remitted from my bank account held with BOCHK to the Mainland?</p>	<p>For Hong Kong residents: Cross-border remittances to or from the Mainland or other places outside Hong Kong are subject to the rules and requirements of the jurisdiction of the originating end and the receiving end. The proceeds of RMB remittance from BOCHK deposit account to same named account in the Mainland can generally be used for savings and consumer expenditures, but not for subscription of financial products such as bonds, derivatives products, and asset management products.</p> <p>For non-Hong Kong residents: Cross-border remittances to or from the Mainland or other places outside Hong Kong are subject to the rules and requirements of the jurisdiction of the originating end and the receiving end.</p>
Bank Cards	
<p>Q: Why should I</p>	<p>BOC Card's "Dual Currency Settlement with Multi Network" ATM card</p>

choose BOC Card?



service allows you to manage your cross-border finance with ease.

With BOC Card, you can access ATMs of our Bank and “” network in Hong Kong without any charges. Moreover, you can enjoy the free-of-charge POS service of “EPS” in Hong Kong and

“” worldwide. You can also withdraw cash via ATMs displaying

“” network worldwide anytime, anywhere.

In addition, you can enjoy cost savings on currency conversion when you link your BOC Card to both your HKD and RMB accounts with our Bank.

	<p>Purchase and cash withdrawal transactions in RMB via the</p> <p>“”network will be debited from the RMB account, whereas those in HKD and other foreign currencies will be debited from the HKD account. RMB exchange or withdrawal services are available at more than 450 ATMs displaying “RMB available at this ATM” signage in all districts and MTR stations in Hong Kong.</p>
Q: What makes BOC CUP Dual Currency Credit Card superior?	<p>BOC CUP Dual Currency Credit Card features both RMB and HKD accounts all-in-one. Transactions conducted on the Mainland are posted in RMB, so you can enjoy extra saving on the exchange rate difference, while transactions conducted in Hong Kong and overseas are posted in HKD.</p> <p>BOC CUP Dual Currency Credit Card is accepted by merchant outlets that display the “”logo around the world, ranging from large department stores, chain stores, hotels and fine dining restaurants, to hospitals, petrol stations and supermarkets on the Mainland. In addition, you can enjoy the handling fee waiver on all overseas retail purchase transactions, as well as HK\$1 / RMB1 = 1 Bonus Point offer.</p>
Cheques	
Q: Where can I use the RMB cheque?	<p>For Hong Kong residents: RMB cheques can be used for consumer spending such as shopping, dining, entertainment and leisure in Guangdong Province and for making all kinds of payments in Hong Kong.</p> <p>For non-Hong Kong residents: non-Hong Kong residents are not allowed to use RMB cheques on the Mainland, but you can use RMB cheques for making all kinds of payments in Hong Kong,</p>
Q: Is there any upper limit for RMB cheque?	<p>For Hong Kong residents, each RMB current account is subject to a daily upper limit of RMB80,000 for usage of cheque in Guangdong Province. There is no upper limit for usage of cheque in Hong Kong.</p>