

Corporate Customer Service Hotline

+852 3988 2288

User Guide

Operation Procedure

Step 1

Please select language

- 1 Cantonese 2 Putonghua 3 English

Step 2

1 Automated Account Services*

- 1 Enquiry of Account Balance and Latest Transaction Record
- 2 Cash Transfer or BOC Credit Card Payment
 - 1 Hong Kong Dollar Transfer
 - 2 Foreign Currency or RMB Transfer
 - 3 BOC Credit Card Payment
- 3 RMB and Foreign Exchange or Precious Metals Trading
 - 1 RMB and Foreign Exchange
 - 2 Precious Metals Trading
- 4 Financial Information Enquiry
- 5 Cheque and Monthly Statement Services
 - 1 For Cheque Books or Current Account Monthly Statement Request
 - 2 Stop Cheque Payment
 - 3 For Consolidated Monthly Statement Request
 - 4 Cheque Status Enquiry
- 6 Change Phone Banking Password
- 7 Codes and Account Codes Enquiry
- 8 Time Deposit
 - 1 Open Time Deposit
 - 2 Change Maturity Instruction
 - 3 Time Deposit Information Enquiry
 - 4 Time Deposit Withdrawal
- # Enquiry of System Maintenance Schedule

2 Investment Trading

- 1 Stock Trading*
- 2 Precious Metal / FX Margin Trading
 - 1 US Dollar FX Margin Trading*
 - 2 Precious Metal Margin Trading*
- 9 Change Investment Trading Password*

3 Corporate Internet Banking Support

- 1 BOC CBS Online Customer Service Hotline
- 2 iGTB Customer Service Hotline

4 Products and Services Enquiry

- 1 Account Opening
- 2 Loan Services
- 3 Specialized Services
 - 1 Payroll Service and Autopay
 - 2 Inward Remittance
 - 3 Outward Remittance
 - 4 LC Advising Services
 - 5 Other Trade Services
 - 1 Details of Trade Services Centres
 - 2 Trade Services Enquiry
- 6 Insurance
- 7 Fund Products
- 8 MPF Administration
- 9 Undelivered Mail Enquiry

4 Corporate Credit Card and BOC Corporate Card Services

- 1 Report Lost BOC Commercial Card
- 2 Report Lost BOC Corporate Card
- 3 Credit Card Services
- 4 BOC Corporate Card Services

5 Latest Promotion and Service Information

- 1 Remittance and Foreign Exchange
- 2 Business Integrated Account
- 3 Reactivation of Bills Transactions and Trade Services

* Please enter the 8-digit Corporate Phone Banking number + 2-digit user code and Phone Banking password.



Phone Banking Security Tips

To protect your interests, you should keep your Phone Banking password secret and never disclose your password to anyone. Phone Banking password should be changed regularly. You are advised not to use any numbers relating to personal information such as your birthday, identity card number, phone number or other information that is easily predicted as your password. Combinations of repeated or consecutive digits should also be avoided. Please disconnect the Phone Banking Service properly after completing your transactions to prevent unauthorised access by third party to your account.