

### Operation Procedure

#### Step 1

Please select language

- 1 Cantonese 2 Putonghua 3 English

#### Step 2

##### 0 Report Lost Card

- 1 Report Lost BOC Credit Card
- 2 Report Lost BOC Card or "BOC Wealth Express" Card
- 3 Report Lost "BOC Express Cash" Card

##### 1 Automated Account Services\*

- 1 Account Balance Enquiry and Latest Transaction Record
- 2 Cash Transfer, BOC Credit Card Payment, BOC Credit Card Cash Advance Service or Hong Kong Jockey Club Super Funds Transfer Service
- 3 RMB and Foreign Exchange or Precious Metals Trading
- 4 Financial Information Enquiry
- 5 Cheque and Monthly Statement Services, Change the Setting of Internet Banking Service or Security Device
- 6 Change of Password
- 7 Codes and Account Codes Enquiry
- 8 Time Deposit
- # Enquiry of System Maintenance Schedule

##### 2 Automated Stock Trading\*

- 1 Place Buy Order
- 2 Place Sell Order
- 3 Amend Order
- 4 Cancel Order
- 5 Enquiry of Order Status

##### 6 Enquiry of Portfolio Status and Available Balance

- 7 Place Auction Order
- 8 IPO Shares Subscription using Yellow Form or Apply for Corporate Action
- 0 Market Order
- # Enquiry of Disclaimer Clause, System Maintenance Schedule or Help Menu

##### 3 Mobile Banking and Internet Banking Support, and Change Phone Banking Password\*

- 1 General Mobile Banking and Internet Banking Support
- 2 Investment and Insurance-related Mobile Banking and Internet Banking Support
- 3 BOC Credit Card Internet Banking Support
- 4 Change Phone Banking Password\*

##### 4 General Banking Services\*

- 1 Deposit and Banking Services
- 2 Foreign Currency Banknote Reservation
- 3 Remittance and CHATS
- 4 BOC Card
- 5 Undelivered Mail Enquiry
- 6 Other Services Enquiry

##### 5 Credit Card Services

- 1 BOC Credit Cardholder
- 2 Enquiry of BOC Express Cash Instalment Loan
- # Other Services or Transaction Activity Enquiry

##### 6 Investment Services

- 1 Manned Stock Trading Services\*
- 2 Securities Margin Trading\*
- 3 Precious Metal and FX Margin Trading\*
- 4 FX Trading and Currency Linked Deposits\*
- 5 Debt Securities and Other Investment Transaction Services\*
- 6 Investment Services Enquiry

##### 7 Loan and Insurance Services

- 1 Mortgage
- 2 Personal Loan
- 3 Life Insurance and General Insurance
- 4 BOCI Prudential MPF
- 5 BOC Life Policy Enquiry
- 6 BOCG Insurance Policy Enquiry

##### 8 To verify phone call, email or website address claiming to be initiated by BOCHK, or enquire the appointed third party of BOCHK for loan application referral

##### 9 Roaming Service

(Free connection to Bank of China customer hotline 95566 in the Mainland)

\* Customers are required to enter their Phone Banking login number and password to proceed further.  
(Login number can be 8-digit or 14-digit Phone Banking number, 14-digit savings or current account number or 16-digit credit card number)

##### A Gentle Reminder:

You may click on the  icon in Mobile and Internet Banking to connect with our Online Chat for products and services enquiries. We serve you 24 hours every day.

##### 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.