

Frequently Asked Questions for GBA Youth Card (BOC Card)

1. What is GBA Youth Card (BOC Card)?

Answer : GBA Youth Card (BOC Card) is a brand-new debit card created in cooperation with Bank of China (Hong Kong), the Greater Bay Area Homeland Youth Community Foundation (the "Foundation"), Guangdong Youth Federation, Hong Kong United Youth Association and Macao Youth Federation. It is a comprehensive youth service card that provides supports and living convenience for Hong Kong youth in the Greater Bay Area.

2. What is the difference between BOC Card and GBA Youth Card (BOC Card) ?

Answer : When applying the BOC Card, in addition to enjoying services such as cash withdrawal, transfer, foreign exchange, and balance enquiry, customers will register for the Foundation' s YO PLACE membership to enjoy the services and privileges offered by YO PLACE.



BOC Card



GBA Youth Card (BOC Card)

3. Who can apply for the GBA Youth Card (BOC Card) ?

Answer : Customers who meet the following conditions can apply for the GBA Youth Card (BOC Card):

1. Aged 11 or above; and
2. Holding a Hong Kong dollar or/and RMB account or/and Multi-Currency Saving Account (including RMB and applicable currency) in BOCHK.
3. Each customer can only apply for one GBA Youth Card (BOC Card).
4. Joint account cannot be registered as a 1st account.

4. How to apply for the GBA Youth Card (BOC Card) ?

Answer :

1. Customers can apply in person at any branch of BOCHK with their photo*
2. Customers aged between 11 and 15 must be accompanied by their parent / guardian and provide the identification documents and proof of relationship of the customers' parent / guardian.
3. If the Customer is already a member of YO PLACE, he/she shall provide the membership number* and email address registered with YO PLACE for verification purposes.
4. If the Customer is not an existing member of YO PLACE, he/she shall provide a valid email address.

* If the Customer cannot provide photo or YO PLACE membership number when applying, please go to application branch to supplement within 30 days.

5. What is a valid photo?

Answer : Please refer to the following photo format:

- Plain white background
- Colour Passport Photo taken in the last 3 months
- Showing full frontal face with clear facial features

6. Why the application was rejected ?

Answer : If the application is rejected, the customer will receive an SMS notification from the Bank. Under the following cases, the application will be rejected and please visit any branch of BOCHK to apply again.

1. If the customer already holds a YO PLACE membership, but the membership number or email address provided do not match the records registered with the Foundation, the application will be rejected. If you need to inquire about the YO PLACE membership record, please contact YO PLACE at 2210 9601.
2. If the customer does not hold a YO PLACE membership, and the email provided by the customer is already used by the other YO PLACE member, the application will be rejected.

7. How to enquiry/modify YO PLACE membership after successfully applying for the GBA Youth Card (BOC Card)?

Answer : If a customer needs to enquiry/modify about YO PLACE membership, please contact YO PLACE directly.

8. Any customer support for YO PLACE membership?

Answer : Customers can contact YO PLACE hotline (852) 2210 9601 or email to info@yoplace.org.hk.