

## **BOCHK Security Device FAQ**

### **1. How can I apply "Security Device"?**

- Customers are required to register your mobile number and activate the two-factor authentication function before applying for a "Security Device".
- Please visit any of our branches to complete the procedures.
- Corporate Internet Banking primary users can apply "Security Device" through Corporate Internet Banking or submit application form to any of our branches.

### **2. Is there any charge for the "Security Device"?**

- Personal customers will be provided with the "Security Device" free of charge. Each CBS Online account will be provided with a "Security Device" free of charge.

### **3. How can I activate "Security Device"?**

- Upon receipt of the "Security Device", please log into the Internet Banking immediately and follow the instructions to activate the "Security Device".

### **4. How do I use the "Security Device"?**

- Different Security Codes will be generated by the "Security Device" depending on the nature of transactions. Customers should follow online instructions to complete authentication procedures.

Login into the Internet Banking or conducting designated investment transactions: Please press the button at the bottom right hand side of the "Security Device". A 6-digit Security Code will be displayed on the LCD screen of the "Security Device". The Security Code, valid within a short time interval and for one-time use only.



Perform "Designed Transactions": Please press the button at the bottom left hand side of the "Security Device" and enter the digits highlighted in RED online into the number keys of the Device. After you have input the required information, please press the left button at the bottom again. A 6-digit Transaction Confirmation Code will be displayed on the LCD screen of the "Security Device". The Transaction Confirmation Code, valid within a short time interval and for one-time use only.



#### 5. How does the "Security Device" work?

- Each "Security Device" contains a unique serial number, internal information and a clock. Once the "Security Device" is activated, the internal clock will synchronise with our system. When you press the button on the "Security Device", a one-time Security Code will be generated according to the information and clock inside the "Security Device". The Code, for verifying the identity of customers, is valid within a short time interval. If the time permitted for the entry of the Security Code expires, you have to press the button again to generate another Security Code.

#### 6. What if the message "BATT" is displayed on the LCD screen?

- "BATT" means that the "Security Device" will soon run out of battery. The battery normally lasts for 3 to 5 years, depending on the frequency of your usage. Personal customers must visit any of our branches to apply for replacement. Application can be made online by corporate customers. Please note that the battery of the "Security Device" cannot be replaced. Any attempt to remove the components of the "Security Device" may cause malfunction of the Device.