

FAQ for BOCHK Mobile Account Opening

Part 1 : Application via BOCHK Mobile App

1. What kind of accounts and services I can apply via BOCHK Mobile App?

BOCHK Mobile App enables you to apply below accounts and services in one-go:

- i-Free Banking
- HKD Savings Account
- Multi-currency Savings Account
- Mobile Banking and Internet Banking
- BOC Card (ATM Card)

Without visiting a branch , the process is simple and fast. Please download BOCHK Mobile App (<https://www.bochk.com/dam/more/mini/mbk/en.html>).

2. Am I eligible to apply mobile account opening via BOCHK Mobile App?

To be eligible to apply for mobile account opening via BOCHK Mobile app, you must:

- A new-to-bank customer, or not holding any BOCHK savings or current account in single account / joint account (customer holding BOC Credit Card or BoC Pay Payment Account is eligible);
- Aged 18 or above;
- Hold a valid Hong Kong Permanent Identity Card (HKID) (Support smart HKID introduced from 2003 and 2018);
- Nationality (Country/Region) is China (Hong Kong)/ China (the Mainland) /China (Macau);
- Provide a valid mobile phone number;

Nationality	The supported countries / regions of mobile number
Mainland China; Macao, China	Mainland China; Hong Kong, China ; Macao, China,
Hong Kong, China	Mainland China; Macao, China; Hong Kong, China; Malaysia; Indonesia; The Philippines; Vietnam; Thailand; Brunei Darussalam; Canada; Australia

- Provide valid residential address and correspondence address;

Nationality	The supported countries / regions of Residential Address and Correspondence Address
Mainland China; Macao, China	Hong Kong, China
Hong Kong, China	Mainland China; Macao, China; Hong Kong, China; Malaysia; Indonesia; The Philippines; Vietnam; Thailand; Brunei Darussalam; Canada; Australia

- Provide valid email address;
- Provide Taxpayer Identification Number (TIN).

If you do not fit these criteria, you can visit any of our branches in person for account opening.

3. Are there any requirements for the mobile device?

Your mobile device should be supported with iOS version 11.0 or above or with Android version 6.0 or above; and equipped with front and back camera, and gravity sensor for identity verification purpose.

4. Is there any charge for applying mobile account opening via BOCHK Mobile App?

The application is free of charge. For other banking service charges, please visit BOCHK website for latest information (<https://www.bochk.com/en/servicecharge.html>).

5. Why do I need to take photo of both side of my HKID card? Why I always fail?

Taking photo of both side of your HKID help us to validate your HKID card, so that you do not need to visit our branch in person for identity verification. The lighting may affect system's ability to verify identity document, please make sure there is no reflection or shadow, and the HKID captured is clear and not out of focus.

6. Noticed that Cloud computing will be used to verify my HKID during account opening. Where does the Cloud data stored? Will it be stored permanently?

BOCHK Mobile App will request for taking photo of your HKID card and your face to verify your identity during account opening. Your ID image will be encrypted and sent to ID verification (“IDV”) service provider’s Cloud server in India, Singapore and other places, and verified using Artificial Intelligence (“AI”). Service provider will return the result to us and your HKID image will be deleted once the verification process has been completed.

7. Noticed that Artificial Intelligence (AI) will be used to verify my HKID during account opening. What will be the consideration when AI verifies my HKID?

Service provider’s AI engine recognizes the HKID image and its visual security features. AI is used to compare an HKID image submitted to a genuine HKID template. The AI engine is configured to recognized signs of manipulation, such as photo stick-on, missing data field, manipulation on HKID number, misplacement of features like stereo laser picture and chip, background pattern etc. The verification result returned by service provider takes into consideration of AI judgment.

8. What do I need to take selfie and do actions such as blink my eyes?

This will help us to validate you are the HKID card holder and whether you have applied in person, so that you do not need to visit our branch in person for identity verification.

9. Do I need to upload address proof?

You don’t need to upload address proof to open savings account through BOCHK Mobile App. However, if you want to open investment account, you will need to upload address proof at Mobile Banking after the savings account is successfully opened to complete the application.

Note: Account opening service of investment account is not available in Internet Banking, for customers who opened account successfully via Mobile App.

10. If I enter a mobile phone number/ residential address/ correspondence address that outside Hong Kong, am I need to provide relevant Jurisdiction of Residence and TIN ?

If you enter a mobile phone number/ residential address/ correspondence address that outside Hong Kong, you are required to provide relevant Jurisdiction of Residence and TIN during the account opening process. If you cannot provide TIN, you may not be capable to open an account.

11. If I have Jurisdiction of Residence of other countries, am I need to declare?

If you have Jurisdiction of Residence of other countries, you are required to provide relevant Jurisdiction of Residence and TIN. If you cannot provide TIN, you may not be capable to open an account.

12. Is my application information secured and protected?

The information is required from you for the Bank's compliance with its customer due diligence policy, local laws and regulations and/or international standards, for the purpose of opening accounts and/or applying for services. All the information you provide, including your HKID photos, personal information, user name and password, and ATM password, will be encrypted throughout the transmission.

13. Why do I need to create my Internet Banking user name and password, as well as ATM password during the application process?

The will enable you to enjoy our Internet Banking / Mobile Banking service, and ATM service after your account is successfully opened.

14. Why I fail the Identity Verification and need to visit branch to complete account opening?

Some factors, including the environment where you take the photos of your HKID and selfie, e.g. with glare, scratches in your HKID, damaged HKID, etc, may affect the accuracy of identifying your selfie photo against the photo in your HKID.

If your HKID card cannot be verified due to above factors, please visit any of our branches for account opening.

15. What is the use of a one-time password?

A one-time password (OTP) will be sent to you by SMS to verify the mobile phone number you have registered during the application process.

16. If I leave during application process, how can I retrieve data input and continue my application?

You may press "Save and Exit" to save data input during application process. To resume application, you can choose "I want to resume my application" at main page. You have to input Internet Banking user name and password, and one-time password (OTP) for verification, in order to continue incomplete application. If you leave the application due to network problem or other reasons lead to disconnection, the incomplete application will not be automatically saved.

Please note that you can only resume an application within 7 days from the first day of application. After that time, your earlier application data will be deleted and you will need to submit a new application.

17. When will the new accounts be ready for use after application?

If you submit application and open account successfully during service hours (Monday to Friday 9:00am to 8:00pm, Saturday 9:00am to 1:00pm (excluding public holidays)), your accounts are ready for use immediately. We will send you SMS and email notification. You may login Internet Banking / Mobile Banking to check your account number and activate Small Value Transfer with maximum daily transfer limit of HKD10,000. We will review your application information within 4 working days, after that, your BOC Card will be activated, and your total daily transfer limit of Registered Third Party Account (including remittance) / Small Value Transfer of Internet Banking / Mobile Banking will be increased to HKD210,000. You can login to Internet Banking / Mobile Banking to adjust your limit anytime.

If you submit your application during non-service hours, we will handle the application in next working day. Submit application and/or open accounts successfully, we will send you SMS and email notification.

18. After successful account opening, may I continue to apply for an investment account?

After successful account opening, you can continue to apply for an investment account in Mobile Banking and you have to upload a valid address proof during the process. We will inform you the status within 4 working days (excluding Saturday, Sunday and public holidays).

Note: Account opening service of investment account is not available in Internet Banking, for customers who opened account successfully via Mobile App.

Part 2 : Internet Banking / Mobile Banking Services

19. When will Internet Banking /mobile Banking service be ready for use?

After successful account opening, we will send you SMS and email notification. You may login Internet Banking / Mobile Banking with user name and password, and use our digital banking services immediately.

20. What types of services are available in Internet Banking / Mobile Banking with the accounts opened via Mobile App?

You can enjoy various banking services via Internet Banking / Mobile Banking, such as fund transfer, currency exchange and time deposit placement, etc. All services are available, except the followings:

- Services that require handwritten signature, including but not limited to current account opening
- Bill payment

To enjoy full banking services, please bring along your identity document to visit any of our branches and provide us a specimen of your handwritten signature, in order to upgrade the accounts to become full function accounts.

21. Is there any limit on fund transfer in Internet Banking / Mobile Banking?

For third party fund transfer, you may activate Small Value Transfer with maximum daily transfer limit of HKD10,000 after successful account opening. We will review your application information within 4 working days, after that, your BOC Card will be

activated, and your total daily transfer limit of Registered Third Party Account (including remittance) / Small Value Transfer of Internet Banking / Mobile Banking will be increased to HKD210,000. You can login to Internet Banking / Mobile Banking to adjust your limit anytime.

22. What if I forgot my Internet Banking / mobile Banking user name / password?

If you forgot Internet Banking / mobile Banking user name, please visit any of branches for help. If you forgot Internet Banking password, you can reset password following instructions showed on Internet Banking / Mobile Banking login page.

Part 3 : Account Services

23. How can I deposit money into my account?

After successful account opening, you can login to Internet Banking / Mobile Banking to check account details. You can make a deposit using any of the methods below:

- Deposit a cheque or cash at any of our branches
- Deposit a cheque or cash into any of our ATMs
- Transfer funds from another bank account through the Faster Payment System (Please set BOCHK account as default account to receive payments via FPS in Internet Banking / Mobile Banking. For details, please visit our website: <https://www.bochk.com/en/more/ebanking/fps.html>)

24. How can I withdraw money from my account?

You can withdraw money using any of the methods below:

- Make cash withdrawal by BOC Card at any of our ATM
- Bring along your BOC Card and identity document to visit any our branches for cash withdrawal transactions
- You may also transfer fund to BOCHK or other banks' accounts via Internet Banking / Mobile Banking

25. How can I update my account information after account is successfully opened?

You may login to Internet Banking / Mobile Banking to update your personal information. If you wish to update other information (including mobile phone

number), please visit any of our branches for help.

26. How can I close my account?

Please bring along your identity document to visit any of our branches for account closure.

27. If I fail to meet the account's daily total relationship balance requirement, will I be charged the monthly service fee?

The service fee for all personal Integrated Banking accounts has been cancelled from 1st August, 2019.

Part 4 : BOC Card Services

28. When will I receive the BOC Card after my account is successfully opened?

BOC Card will be dispatched upon the account is successfully opened. Normally the BOC card will be mailed to your correspondence address within 4 working days (excluding Saturdays, Sundays and public holidays).

29. I have received my BOC Card, why cannot use in ATM?

We will review your application information after account is successfully opened, and the BOC Card will be temporarily frozen during this period. Normally the BOC Card will be activated within 5 working days (excluding Saturdays, Sundays and public holidays).

30. Will I be charged for an annual fee for my BOC Card?

The annual fee for BOC Card has been cancelled from 1st August, 2019.

31. What if I forgot my BOC Card password I set during application process?

Please bring along your identity document to visit any of our branches to reset your password.