

FAQ About RM Chat

1. What is RM Chat?

You can enquire banking services and conduct transactions by connecting with your designated RM Team on RM Chat, enjoying ease and secure services in “one-click”.

2. 24/7?

Your designated RM Team and *Private Wealth* professional service team together offer 24/7 service. Even though the branch opening hours has passed, you can still leave a message to your designated RM Team, or contact your exclusive 24/7 customer service through phone or online chatroom, achieving 24/7 timeless banking services.

3. What is Exclusive 24 -Hour Service Hotline?

Apart from your designated RM Team, the Exclusive 24-Hour Service Hotline can answer different kinds of enquiries through phone or the “Online Chat”, keeping abreast of your financial needs.

4. What is Concierge Service?

The concierge service is provided by Ten Lifestyle Group. You can now enjoy bespoke services arranged based on your lifestyle, interests and preferences. Your Lifestyle Managers can provide you with professional advice and assistance 24/7. You can also enjoy a range of special offers and benefits from our local and global lifestyle partners. Should you have any enquiries, you can contact your Exclusive Lifestyle Managers by email or phone on RM Chat selection menu.

5. Who could use RM Chat?

Selected *Private Wealth* customers will be invited to experience RM Chat service. To activate RM Chat service, selected customers can simply download the new BOCHK Mobile Banking App without registration.

6. How to access RM Chat?

Please download the new BOCHK Mobile Banking App. After login, please click “Chat” at the bottom menu and click “RM Chat” icon to enter RM Chat chatroom.

7. How to download the new BOCHK Mobile Banking App ?

Please download mobile applications from official application stores (App Store and Google Play) by searching "BOCHK 中銀香港".