

 中銀企業網上銀行 及 中銀企業電話銀行

BOC Corporate Banking Services Online &
CBS Phone Banking

User Manual

STRONG SUPPORT FOR
YOUR BUSINESS SUCCESS

Simply by taking up our Corporate Banking Services Online (“CBS Online”) and CBS Phone Banking Service, you can conduct a wide range of financial transactions while accessing the latest market information via internet and telephone anytime, anywhere.

Corporate Banking Services Online

Efficient and Easy Financial Management

You can review and download your account information via internet, making your company’s financial management easier. Additionally, you can always check your latest transaction and monthly statement, settle card payment, and browse promotional offers of BOC Commercial Card.

Same-day Remittance with BOC Remittance Plus

Upon placement of “BOC Remittance Plus” instruction via CBS Online before the cut-off time of each working day, you can get your fund transferred to over 3,000 remittance points* in the Mainland of China and Macau.

Preferential Charges for Online Transactions

To help you save more, we offer you a preferential online remittance fee at HK\$100# (based on each transaction), and no extra charge will be levied for messages in Chinese or English. For online inter-bank fund transfers via CHATS, the handling fee of each transaction is only HK\$50#.

Trade Services at Your Fingertips

Apart from applying for the Import, Export, Guarantee, Repayment, you can access outstanding import and export records, trade financing limit and L/C advising records via internet. You can also set up templates through our online platform.

Flexible Fund Transfer

Via CBS Online, you can pre-set fund transfer, manage payroll, upload MPF files and make bill payment with ease.

Investment Services in your hands

CBS Online provides you with access to a wide range of our investment services and helps you grasp your investment opportunities. With CBS Online, you can make timely investments in various types of investment products.

Multi-level Authorisation

Apart from the use of electronic certificate and password in verifying the identity of users, CBS Online offers multi-level authorization which controls every individual’s access and his/her scope of operation according to the structure of your company.

Two-factor Authentication for Added Security

To ensure the security of your transactions conducted via CBS Online, we will apply for the organizational electronic certificate issued by designated subcontractor or partner on your behalf. This will be served as a two-factor tool for your online authentication.

Bonus Points for Privileged Rewards

Through CBS Online, your monthly account balances and transaction volume will be converted into Bonus Points, namely “Customer Relationship Points”. These Bonus Points give you access to privileges and rewards. The more points you earn, the more money you save and the greater rewards you have.

CBS Phone Banking Service

While trading your securities via our Manned CBS Phone Banking Investment Hotline, you can conduct the transactions of foreign exchange / precious metal with your tone-dial phone. Also, you can access deposit interest rates, foreign exchange rates, precious metal trading rates as well as transaction codes.

*For further information, please call our Customer Service Hotline

The above charges are for reference only. The Bank reserves the right to revise the charges from time to time.

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- **Introduction**
- **System Requirements**



Introduction

Welcome to BOC Corporate Banking Services Online (“CBS Online”). From now on, you can manage your company’s finances in a more convenient and flexible manner via internet anytime, anywhere.

System Requirements

Software

- Microsoft Windows 2000 or above. The language used in the system must be the same as that used in the CBS Online.
- Internet Explorer 6.0 or above
- SSL 128-bit, JavaScript Cookies and Applet supported by browser
- Browser with Microsoft Virtual Machine or Sun Java Runtime
<http://java.sun.com/products/archive>

- **Electronic Certificate**
- **How to Get Started With CBS Online**



To ensure the security of your transactions conducted via CBS Online, we will apply for the organizational electronic certificate issued by designated subcontractor or partner on your behalf. This will be served as a two-factor tool for your online authentication.

Please download i-Key User Manual from the related hyperlink from our website www.bochk.com (under “Corporate banking > e-Commerce Services > CBS Online”, under “RELATED LINKS” section, select “Download e-Cert”). Please click on the upper right corner to download i-Key User Manual.

How to Get Started With CBS Online

To access CBS Online, just follow the few simple steps:

1. Visit the website of your account-opening bank:

Bank of China (Hong Kong) Limited — <http://www.bochk.com>

Nanyang Commercial Bank Limited — <http://www.ncb.com.hk>

Chiyu Banking Corporation Limited — <http://www.chiyubank.com>

Then login to CBS Online.

2. Upon identification and verification of your CBS Online account number, user ID, password, electronic certificate and electronic certificate password by our system, you can access CBS Online.
3. For first-time user of CBS Online, you can enjoy the CBS Online service after changing your password. Otherwise, the system will bounce you back to the previous login page.
4. To safeguard your company’s interest and protect you against third party fraud, your CBS Online service will be temporarily suspended if invalid password (s) has/have been entered for four times consecutively. For a delegate user, the password can be reset by the primary user and the account will be re-activated again (Please refer to P.9). However, for the primary user, please contact the account- opening bank of CBS Online to apply for a new password.
5. Primary User : Please refer to Part 1 System Setup.

All Users: please refer to Part 2 System Functions and Transaction Process.

Note: Please memorize your password and electronic certificate password, and then destroy the letter containing such information. To prevent any fraud conducted by any unauthorized third party, please do not disclose your passwords to third party (including Bank staff or Police). Please always access CBS Online through the above designated websites instead of any hyperlink from other websites. If you have any enquiry, please contact our staff.

Part 1

System Setup



To better meet your management needs, CBS Online allows you to designate two categories of authorised users, namely the Primary User and Delegate User. Both users must be the authorised holders of electronic certificate.

The Primary User is responsible for adding new users, setting up Authority Class of each user and account, deleting Delegate User (including CBS Online Investment Function User), changing Delegate User (excluding CBS Online Investment Function User), assigning Authority Class of other transactions, and re-issuing Delegate User's password.

(1) Applicable to the user with "Pre-set Authority" function

If you have chosen an option that any of Primary Users can manage the system setting when applying for the service, all Primary Users can automatically access the following services and you do not have to set up the authority. It is so convenient and efficient.

(Note: Any additional Primary User(s) will share the same authority as the existing class A* Primary User)

- (1) Account Balance Enquiry
- (2) Fund Transfer to Holder's Account
- (3) Setting of Daily Debit Limit** for each account
- (4) Authority setup of Class A* (The highest Authority Class)
- (5) Authority setup of the following 3 non-financial transactions:
 - Receipt of Bank Messages / Messages Sent to Bank
 - Enquiry on other Users' Transaction Details
 - Enquiry on Remittance Details

- To assign Delegate User, please refer to **Step1** → **Step2** of page 8 and 9.
- To make Fund Transfer to Third Party Account, please refer to **Step3** of page 12.
- To pre-set the authority for Beneficiary List Account, please refer to **Step4** of page 13.
- To setup "Non-listed Beneficiary Limit", please refer to **Step5** of page 14.

*The Authority Class is divided into A, B, C and D, with A being the highest class and D being the lowest. When a transaction that requires authorisation is processed, a user of higher Authority Class can replace one of lower Authority Class.

** The Daily Debit Limit is based on the amount as specified by the client at the time of application.

(2) Step-by-Step Authorisation Setup (applicable to the users without choosing “Pre-set Authority”)

“Step-by-Step Authorisation Setup” helps Primary Users complete the required setup steps during their first login to CBS Online.

“Step-by-Step Authorisation Setup” includes the followings:



Questions for Setup

1. During your first login to CBS Online, you are required to answer few questions. Then click **Confirm** to proceed.



2. The required setup steps will be displayed on the screen.
3. Please click **Start** to begin setup procedure.



Change Primary User Setting

Primary Users may change the existing setting and click **Submit** to complete. In the event that no change is required, please click **Skip**.

Account Number	Currency	Holder's Account	Account Type	Daily Debit Limit	Page of	Total Payment
012004336	Y					
01301600003-3	Y			0.00		
01301600000-0	Y			0.00		
01301600000-0	Y			0.00		
01301600000-0	Y			0.00		
01301600000-0	Y			0.00		

Status of Step-by-Step Authorisation Setup

Add New Delegate User

To add new Delegate User, you are required to enter User ID (not more than 6 characters or numbers), User Name and Password. After setting up the transaction(s) required, Authority Class and Daily Debit Limit of Holder's Account, please click **Submit**. Otherwise, please click **Skip**.

Account Number	Currency	Holder's Account	Account Type	Daily Debit Limit	Page of	Total Payment
012004336	Y					
01301600003-3	Y			0.00		
01301600000-0	Y			0.00		
01301600000-0	Y			0.00		
01301600000-0	Y			0.00		
01301600000-0	Y			0.00		

You can click **Add New User** to add more Delegate Users. Otherwise, click **Next** to continue.

User Control (Add New User) - Transaction is accepted. Please check the result.

To From: 027-875-2-004811-1
Add New User: 027-875-2-004811-2

Transaction ID

To From: 027-875-2-004811-1
Add New User: 027-875-2-004811-2

Holder's Account Setting

Account Number	Security	Account's Balance	Control	Transaction ID	From To	From To	From To	From To	From To
027-875-2-004811-1	F		B						
027-875-2-004811-2	F	1,000,000.00	B						
027-875-2-004811-3	F	1,000,000.00	B						
027-875-2-004811-4	F	1,000,000.00	B						
027-875-2-004811-5	F	1,000,000.00	B						

Buttons: Add New User, Next

Add New User

Setup of Account Control

You are required to complete the setup of Account Control as per the transaction(s) required. Take Fund Transfer as an example. You can set up the Maximum Transaction Limit and Authority Class, which authorises one or two users to complete the transaction.

Transaction

Account Holder To: 027-875-2-004811-1
Date of Payment: 027-875-2-004811-2

Transaction ID

To From: 027-875-2-004811-1
Add New User: 027-875-2-004811-2

Transaction ID

Account No.	To From	To From	To From	To From	To From	To From	To From
027-875-2-004811-1	B	B	B	B	B	B	B
027-875-2-004811-2	B	B	B	B	B	B	B
027-875-2-004811-3	B	B	B	B	B	B	B
027-875-2-004811-4	B	B	B	B	B	B	B

Auth. Class A: AUTH1
Auth. Class B: USDF1
Auth. Class C: USDF2
Auth. Class D: USDF3

Buttons: Add New User, Next, Cancel

Start using CBS Online

Upon completion of setup, you can start using CBS Online.



Please note the followings:

1. If you update Primary User setting and add new Delegate User through "Step-by-Step Authorisation Setup", same Authority Class will be assigned to all functions.

2. Authority Class of each amount level must not be blank. You are required to fill in A/B/C/D/*. Otherwise, this transaction cannot be authorised.

For example, [A][]/[B][C] stands for instruction that can be authorised by user with either one A class or one B class plus one C class.

3. If you would like to make Fund Transfer to a Non-listed Account, Please refer to Step 5 of page 14 to set up Total Daily Debit Limit to Non-listed A/C.

(3) Applicable to the users without choosing “Pre-set Authority” and those users who have not conducted “Step-by-Step Authorisation Setup”

If you have not chosen the “Pre-set Authority” when applying for the service and have not conducted “Step-by-Step Authorisation Setup” during your first login, please complete the following procedures:

- How to set up the system for the first-time session?

Step1 → **Step2** → **Step3** Complete

- How to set up newly-added account?

Step2 → **Step3** Complete

- How to add / amend the authority for beneficiary list account?

Step4 Complete

- How to set up / amend Non-listed Beneficiary Limit?

Step5 Complete

Step 1

Setup of Delegate Users (If not applicable, please go to Step 2)

1. Primary Users select **Add** under **User Control** .



2. Enter the User ID (not more than 6 characters or numbers), User Name and Password. After setting up the transaction(s) required, Authority Class and Daily Debit Limit of the Holder’s Account, please click **Submit** .
3. Repeat the above steps to set up more Delegate Users.



Step 2 Setup of Users

With **User Control** you can change the setting of Primary User and assign Delegate User. “Simple Authorisation” and “Advance Authorisation” are both available to meet your needs.

Simple Authorisation

1. Please choose “Simple Authorisation.” Same Authority Class* and Daily Debit Limit** of Holder’s Account will be applicable to all accounts and authority setup functions.

Select
“Simple Authorisation”

The screenshot shows the 'Simple Authorisation' configuration page. The 'Authorisation Class' dropdown menu is highlighted with a red box and a callout line pointing to the text 'Select “Simple Authorisation”'. Other visible fields include 'User ID', 'User Name', and 'Auth. Setting Class'.

2. After changing the Account Control setting, Please click **Submit**.

Account Control
setting (subject to
change)

Existing setup
for your
reference

The screenshot shows the 'Update User Setting' page. A callout line points to the 'Account Control' section, which includes checkboxes for 'Transaction', 'Payment Confirmation', 'Remittance', and 'Business Use Account (Pending Auth. Class)'. Below this is a table titled 'Existing Member's A/C Settings'.

Member Account	Account	Authority & Account	Authority Class	Authority	Authority	Authority	Authority
012-819-0002							
012-819-0003							
012-819-0004							
012-819-0005							
012-819-0006							
012-819-0007							
012-819-0008							
012-819-0009							
012-819-0010							
012-819-0011							
012-819-0012							
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012-819-0020							
012-819-0021							
012-819-0022							
012-819-0023							
012-819-0024							
012-819-0025							
012-819-0026							
012-819-0027							
012-819-0028							
012-819-0029							
012-819-0030							

Advance Authorisation

1. You can setup different Authority Class* and Daily Debit Limit** of Holder’s Account for different accounts and functions with “Advance Authorisation”.

Select “Advance Authorisation”



2. After changing Account Control setup, please click **Submit**.



Copy Authorisation Setting

No matter you select “Simple Authorisation” or “Advance Authorisation”, you can copy the same authorisation setting to other users by using **Copy Authorisation Setting**.

Authority Class	Priority	Daily Debit Limit	Transfer	Transaction	Payment	Daily Debit Limit
010-0001-000-0						
010-0001-000-0						
010-0001-000-0		5,000.00				
010-0001-000-0		5,000.00				
010-0001-000-0		0.00				
010-0001-000-0		0.00				
010-0001-000-0		0.00				
010-0001-000-0		0.00				
010-0001-000-0		0.00				
010-0001-000-0		0.00				
010-0001-000-0		5,000.00				
010-0001-000-0						

Copy Authorisation Setting

* The Authority Class is divided into A, B, C and D, with A being the highest class and D being the lowest. When a transaction that requires authorisation is processed, a user of higher Authority Class can replace one of lower Authority Class.

** The Daily Debit Limit is based on the amount as specified by the client.

Step 3

Setup of Account Control

1. After you have completed the setup of user, you are required to set up the Account Control.
2. Please select the transaction type (such as Fund Transfer, Time Deposit or Bills Payment). For example, if you select the Fund Transfer, your company's savings account, current account and multi-currency account will be shown in the lower portion of the page. Then, please select the account and click **Submit**.

Account Refer To



Primary Users can assign the Authority Class required for each type of transaction or use "Account Refer To" to copy the same setup to other accounts.



Take Fund Transfer as an example. You can set up the Maximum Transaction Limit and Authority Class, which authorises one or two users to complete the transaction.

Please note the followings:

1. "Holder's Account" refers to the account that has been registered at your account-opening bank.
 "Beneficiary's Account" refers to the account that has not been registered at account-opening bank (i.e. a third party's account).
 "Listed Beneficiary's Account" refers to third party's account that has been registered under the "Beneficiary's Account Control" list.
 "Non-listed Account" refers to the account that has not been registered under the "Beneficiary's Account Control" list.
2. If the Authority Class column is marked "**", no user may authorise any Fund Transfer. If the Authority Class column has not shown any authority (or has been marked "**"), all users can authorise this transaction.

 For example, [A] []/[B][C] stands for instruction that can be authorised by user with either one A class or one B class plus one C class.
3. If you would like to make fund transfer to a "Non-listed Account", please refer to Step 5 of page 14 to set up Total Daily Debit Limit to Non-listed A/C.

Step 4

Setup of Beneficiary List Account (applicable to those customers who have to make Fund Transfer to Third Party's Account)

You can set up the Authority Class related to the addition of beneficiary through

Beneficiary List Account Control

Beneficiary List Account Control



You can add beneficiary and set up the daily credit limit on “Beneficiary Account Control”, and then click **Submit**.



Please note the followings:

1. If the Authority Class column has not shown any authority or marked “**”, all users can conduct the relevant transactions.

For example, [A][]/[B][C] stands for instruction that can be authorised by user with either one A class or one B class plus one C class.

2. If you would like to make fund transfer to Beneficiary's Account, you must register the third party's account under the “Beneficiary's Account Control”. This registration will not be treated as valid until the relevant application is accepted. You are required to print the application form and then send the completed and signed form to our Bank for further processing. The service will become available when the Bank has completed the necessary procedure.

3. If you would like to make fund transfer to a “Non-listed Account”, please refer to Step 5 of page 14 to set up Total Daily Debit Limit to Non-listed A/C.

Step 5

Setup of Non-listed Beneficiary Limit (applicable for those customers who have to make Fund Transfer to Non-listed Beneficiary Account)

1. You can set up “Total Daily Debit Limit to Non-listed A/C” through **Non-listed Beneficiary Limit** under **Account Control**.

The screenshot displays the BOC Corporate Banking Services Online interface. At the top, it shows the bank's name in Chinese and English, along with the user's name and account information. Below this, there are several tabs for navigation: Home, Transfer, Account Control, and Account Information. The 'Account Control' tab is currently selected. Under this tab, there are sub-tabs for 'Transfer', 'Transfer Request', 'Payment Schedule', 'Bill Payment', and 'Account Control'. The 'Account Control' sub-tab is active, showing a form for setting up a 'Non-listed Beneficiary Limit'. The form includes a 'Non-listed Beneficiary Limit' field with a dropdown menu, a 'Beneficiary Account' field with a dropdown menu, and a 'Total Daily Debit Limit to Non-listed A/C (RMB)' field with a text input box containing '200000.00' and a note '(up to 2 d.p.)'. There are 'Print' and 'Save' buttons at the bottom of the form. At the very bottom of the page, there are links for 'Terms & Conditions', 'Privacy Policy', 'Security Information', and 'Agencies Notice'.

Step 6

Change of User's Name / Deletion of User

1. Primary user can change the Delegate User's Name (but not allowed to amend CBS Online Investment Function User's name in the system). To get started, please select the User Name under the table on the user setting page.



Select the User Name

2. Enter a new User Name (except CBS Online Investment Function User)

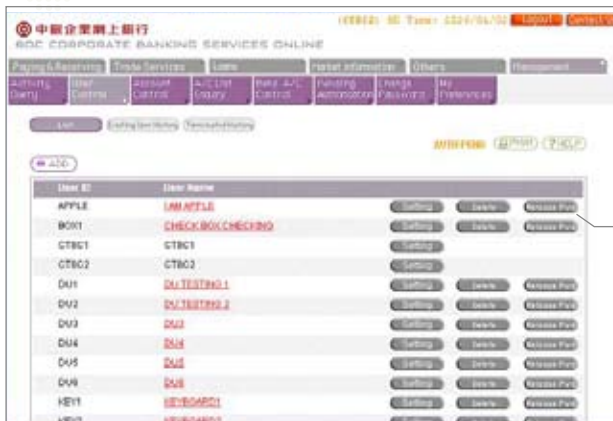


Step 7

Reissuance of Password

Reissuance of password for Delegate User :

1. The Primary User can reissue a password for a Delegate User. Please go to **User Control**, select the designated User ID under **List** and click **Reissue Password**.
2. Input password and tick the box marked "Reset Password Error Count". The whole process is completed upon approval of the Primary User.



Select User and click
Reissue Password

Reissuance of password for Primary User

In the event that the Primary User requires the reissuance of password, please contact your account-opening bank of CBS Online.

Part 2

System Functions



Payment and Receipt of Funds

Transfer

- ▶ Participating Bank*
- ▶ Multi-Account
- ▶ Local Bank
- ▶ Bills Payment
- ▶ Standing Instruction

Remittance

- ▶ Telegraphic Transfer
- ▶ Demand Draft
- ▶ BOC Remittance Plus
- ▶ Outward Remittance Enquiry
- ▶ Inward Remittance Enquiry

Auto Proceed Transaction Enquiry

- ▶ Rejected Transaction
- ▶ Undue Transaction
- ▶ Standing Instruction

Account Enquiry

- ▶ Account Statement
- ▶ Consolidated Balance
- ▶ Account Balance

Time Deposit

- ▶ Enquiry/Change/ Withdrawal
- ▶ Time Deposit Placing
- ▶ Booked Interest Rate Enquiry

Template/Application In Process

- ▶ Template
- ▶ Application In Process
- ▶ Bank Forms

Cheque Handling

- ▶ Status Enquiry
- ▶ Stop Payment
- ▶ Cheque Book Request

Credit Card

- ▶ Overview
- ▶ Payment
- ▶ Transaction Record
- ▶ Credit Adjustment
- ▶ Apply Commercial Card
- ▶ Card Promotions

Pending Authorisation

- ▶ Pending Authorisation

* Participating Bank refers to Bank of China (Hong Kong), Nanyang Commercial Bank or Chiyu Banking Corporation.

Trade Services

Overview

- ▶ Inbox
- ▶ Pending
- ▶ Bills Account Selection

Repayment

- ▶ Import LC Document
- ▶ Import Loan
- ▶ Import Invoice Financing
- ▶ Packing Loan
- ▶ Pre-shipment Financing
- ▶ Export Invoice Discounting

Management

- ▶ User Setting
- ▶ User Enquiry
- ▶ Limit Setting
- ▶ Limit Enquiry
- ▶ Activity Log

Import

- ▶ Import LC
- ▶ Import Collection
- ▶ Shipping Guarantee
- ▶ Import Invoice Financing

Guarantee

- ▶ Bank Guarantee
- ▶ Standby LC

Database

- ▶ Counterparties
- ▶ Templates
- ▶ Clauses

Export

- ▶ Export LC
- ▶ DA/DP
- ▶ Pre-shipment Financing
- ▶ Export Invoice Discounting
- ▶ LC Transfer

Enquiry

- ▶ Transaction Status
- ▶ Outstanding Records
- ▶ Closed Records
- ▶ Credit Limit

System Functions



Loans

Product Information

- ▶ Product Information

Loan App. Appointment

- ▶ Loan App. Appointment

Custody (For cash management customer only)

Transaction Records

- ▶ Transaction Records

Portfolio Holding

- ▶ Portfolio Holding

Market Information

Exchange Rate

- ▶ BOCHK Exchange Rate
- ▶ NCB Exchange Rate
- ▶ Chiyu Exchange Rate
- ▶ Booked Rate
- ▶ Details
- ▶ History
- ▶ Forward Contract

Deposit Interest Rate

- ▶ BOCHK Interest Rate
- ▶ NCB Interest Rate
- ▶ Chiyu Interest Rate

Market Information

- ▶ Market Information

Others

Pending Authorization

- ▶ Pending Authorization

Consolidated Statement

- ▶ E-Statement
- ▶ Setting

Payroll

- ▶ Payroll Confirmation

Bank Message

- ▶ Message to Bank
- ▶ Message from Bank

Template/Other Forms

- ▶ Template
- ▶ Bank Forms

Autopay

- ▶ Autopay In/Out
- ▶ Undue Autopay Transaction

Insurance

- ▶ Golfer Insurance (Instant Approval)
- ▶ Universal Travel Insurance (Instant Approval)
- ▶ BOC Business Comprehensive Insurance Plan
- ▶ Employees' Compensation Insurance
- ▶ Motor Vehicle Insurance
- ▶ Hull Insurance/Protection and Indemnity Cover for Local Craft Insurance
- ▶ Building Management Comprehensive Insurance
- ▶ Public Liability Insurance
- ▶ Fire Insurance
- ▶ Marine Insurance
- ▶ Money Insurance
- ▶ Burglary Insurance
- ▶ Group Life Protection Plan
- ▶ Download Forms

System Functions



Account Management

User Control

- ▶ List
- ▶ Setting
- ▶ Existing User History
- ▶ Terminated Record

Change of Password

- ▶ Change of Password

Pending Authorization

- ▶ Pending Authorization

Account List Enquiry

- ▶ Holder's A/C List

Account Control

- ▶ Demand Deposit
- ▶ Time Deposit
- ▶ Payroll Confirmation
- ▶ Bills Payment
- ▶ Non-List Beneficiary Limit

Beneficiary Account Control

- ▶ Beneficiary Account List

Other Control

- ▶ Transaction Control

Transaction Enquiry

- ▶ Last Transaction
- ▶ Today's Transaction
- ▶ Yesterday's Transaction
- ▶ Application in Process

Preferences of Webpage

- ▶ Preferences of Webpage

Transaction Process



Transaction Process

To let you savor the convenience brought by CBS Online, we now take the process of fund transfer as an example. All you need to do is to follow three simple steps listed below:

(Note: The following example of transaction process is not applicable to investment services.)

- 1 Input data: Input required data as shown on the page and click **Submit** to proceed



- 2 Authorization: Please key-in the electronic certificate password if the data is correct, and click **Confirm**. To amend the data, please click **Back** confirmed.



- 3 Finish: Transaction details such as transaction result, reference number, date, time and User ID will be shown on the screen. User can print this page for reference if needed.

(If the message “Auth Pend” appears on the transaction result page, it means that the transaction is not completed until “Pending Authorization” is approved by the authorized person.)



Pending Authorization

If a user is not eligible to authorize a transaction, those transactions conducted by him/her will be automatically pre-set as pending authorization. In such case, those transactions will only be accepted upon approval of the authorized person.

If the message “Pending Authorization” appears on the upper right corner of the screen, it means that there is/are transaction(s) awaiting to be authorized. User can select “Pending Authorization” to authorize, amend or delete any transaction.

For your convenience, you may authorise or delete multiple transactions by using **Multiple Authorisations** or **Multiple Deletions**.

Trade Services



System Introduction

Users can conduct import, export, bank guarantee, Standby LC or repayment transactions and access their records through the page of Trade Services under CBS Online.

Access to Trade Services

After login, please select **Trade Services** (only applies to authorised CBS Online Trade Services Function Users).



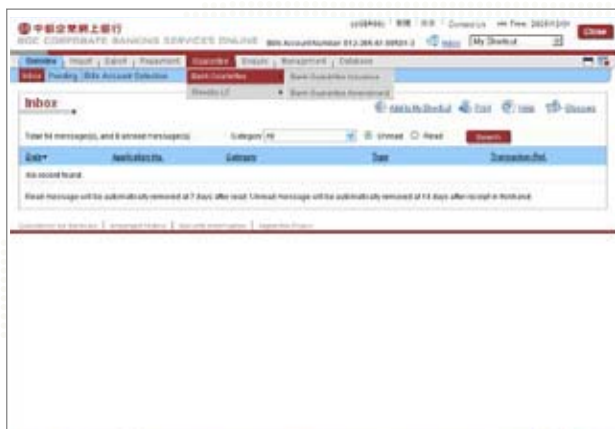
A Import



B Export



C Bank Guarantee and Standby LC



D Repayment



E Enquiry



F Overview, Management and Database

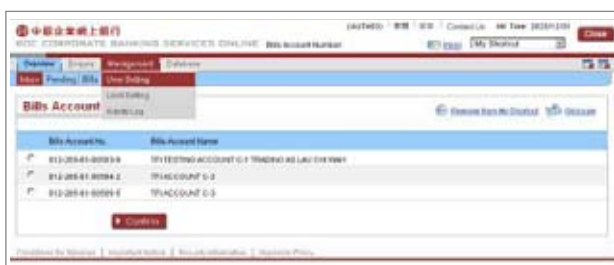


Trade Services



Management

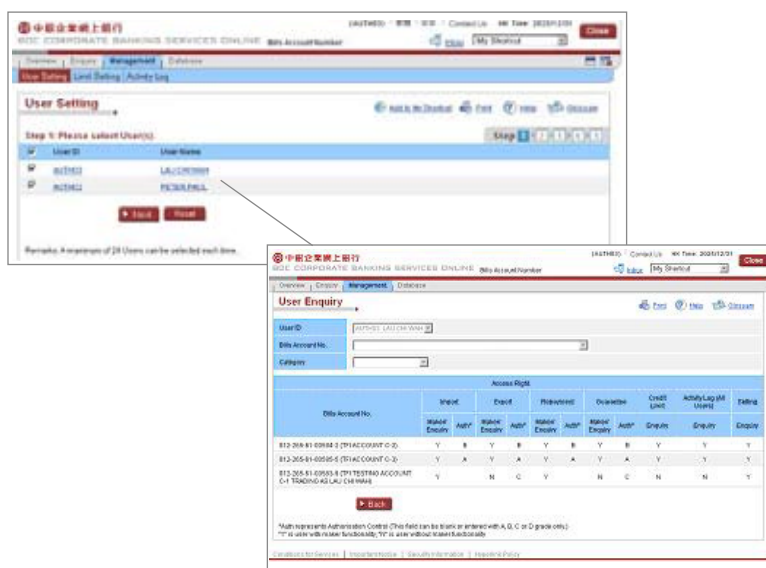
After entering the page of Trade Services under CBS Online, Primary Users can select **User Setting** or **Limit Setting** under **Management** without selecting any bills account number.



User Setting

Step 1: Select User

- Primary Users are required to select the User ID.
- A Maximum of 24 User IDs can be selected each time.
- Each User ID and User Name is embedded with a hyperlink. Primary Users can conveniently view the existing setting under each bills account.



Step 2: Update Users' Authorisation Level

- Primary Users can set the authorisation level of each user according to specified requirements.
- Primary Users may check **Maker/Enquiry** box. **Auth** box may be entered with A (the highest class), B, C or D (the lowest class).
- Primary Users may select users or enter authorisation level for each service category. Then, the system will automatically fill in the relevant field.
- The new settings will replace the existing settings.
- Each service category is embedded with a hyperlink. Primary Users may click to view business type in details.



Select users or enter authorisation level for each service category. Then, the system will automatically fill in the relevant field.

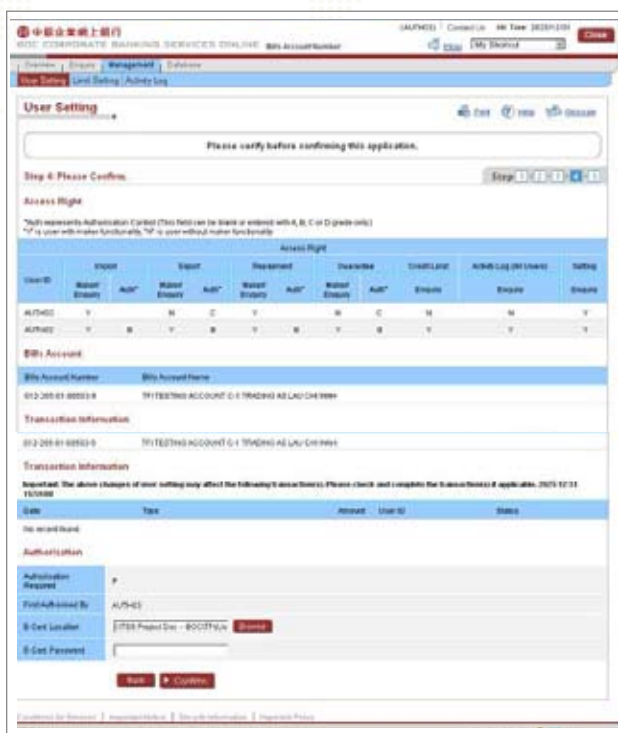
Step 3: Select Bills Account

- All settings will be applied to selected bills account.
- Each bills account number / name is embedded with a hyperlink. Primary Users can click to view the existing setting of users.



Step 4: Confirm setting

- Primary Users must verify all settings before authorisation.
- Due to the change of user’s authority, the system will list out all affected transactions in the **Transaction Information**, and remind you to take appropriate action. In the event that Primary Users continue the relevant setting, the related transactions will be returned.



Limit Setting

Step 1: Input Transaction Limit & Authorisation Level

- Primary Users may set the transaction limit and authorisation level according to specified requirement.
- Each service category (except “repayment”) can be set with up to 4 levels of transaction limit and authorisation in ascending order (no decimal place is required).
- Transaction limit with “999999999999” means no limitation for the transaction amount.
- Each service category is embedded with a hyperlink. Primary Users can click to access the business type in details.

Limit Setting

Step 1: Please update Transaction Limit and Authorisation Level.

Category	Transaction Limit (RMB)	Authorisation Level	Remarks
Account	00000	D	*1) When you click to edit the limit authorization, you may set the "999999999999" *2) The limit refers to the amount field for each type of transaction, for example: -1) It means a limit for "All Account" field. -2) Authorization refers to "C" Account (after authorization) field. *3) If authorization level is changed with "0", it means that the user may conduct any permitted transaction in any time.
	00000	C	
	00000	B	
	00000	A	
Limit	00000	D	
	00000	C	
	00000	B	
	00000	A	
Authorization	999999999999	D	
		C	
		B	
		A	
Repayment		D	
		C	
		B	
		A	

That means

0-10,000.00	D grade
10,000.01-20,000.00	C grade
20,000.01-30,000.00	B grade
30,000.01-40,000.00	A grade
40,000.01 or above	not allowed

Step 2: Select Bills Account

- All settings will be applied to the selected bills account.
- Each bills account number/name is embedded with a hyperlink. Primary Users can click to view the existing limit setting.

Limit Setting

Step 2: Please select Bills Account Number.

Bills Account No.	Bills Account Name
812.30241.0004.2	T1 ACCOUNT 0.2
812.30241.0005.6	T1 ACCOUNT 0.2
812.30241.0003.8	T1 TRADING ACCOUNT 0.1 TRADE CLEARING

Step 3: Confirm setting

- Primary Users must verify all settings before authorisation.
- Due to the change of user's authority, the system will list out all affected transactions in the **Transaction Information**, and remind you to take appropriate action. In the event that Primary Users continue the relevant setting, the related transactions will be returned.

Limit Setting

Please verify before confirming this application.

Step 3: Please Confirm.

Limit & Authorization

Category	Transaction Limit (YTD)	Authorization Limit	Remarks
Import	10,000	D	* If you prefer to opt the best restriction, you may fill in "Transaction". * The table refers to the amount limit for each kind of transactions. For example: - If (1) is more strict than (2), (2) is more strict than (3). - If (1) is more strict than (2), (2) is more strict than (3). - If (1) is more strict than (2), (2) is more strict than (3).
	20,000	D	
	30,000	B	
	40,000	A	
Export	50,000	D	* If you prefer to opt the best restriction, you may fill in "Transaction". * The table refers to the amount limit for each kind of transactions. For example: - If (1) is more strict than (2), (2) is more strict than (3). - If (1) is more strict than (2), (2) is more strict than (3). - If (1) is more strict than (2), (2) is more strict than (3).
	60,000	M	
Guarantee	100,000,000.000	ADBC	
Payment		*	

My Account

My Account No. My Account Name

Important: The above changes may affect the following 6 main items. Please check and complete the transaction if applicable. 2023-03-10 16:03:23

Item	Type	Amount	User ID	Status
No restriction				

Authorization

Authorization Requested: *

First Authorized By: ALTH2

Second Authorized By: * (Please Input) - 80077418 **Submit**

Call Password: _____

Yes **Cancel**

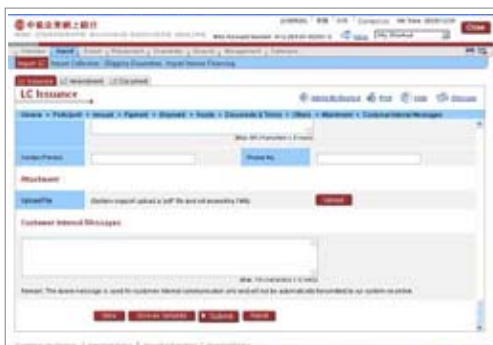
Trade Services



LC Issuance

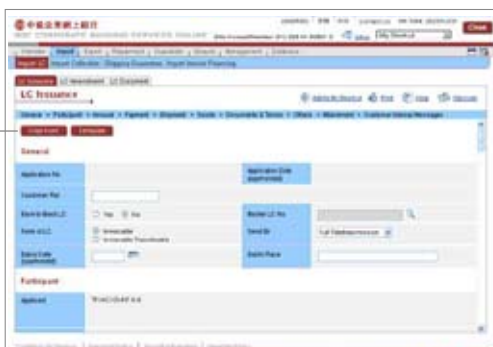
A Flow of Application

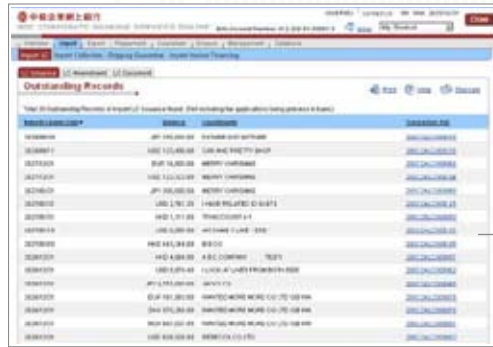
- i. **Step 1:** Makers can select **Import LC** under **Import** and then click **LC Issuance**.
- ii. **Step 2:**
 - a. Option 1: Makers input required data as shown on the screen.



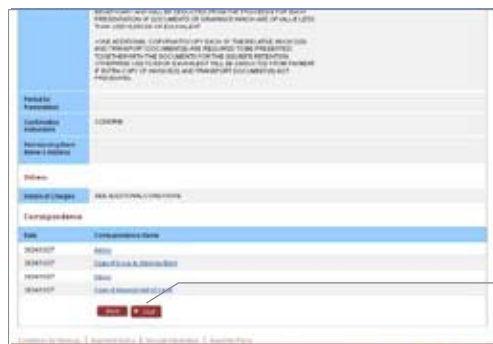
- b. Option 2: For makers who intend to apply for LC issuance, they can make use of the **Copy From** function to speed up the process if the relevant contents are similar to that of existing records. After searching and selecting an outstanding record, makers are required to click **Use** if the outstanding record is appropriate. Then, the system will transfer part of the existing details to the new application.

Select **Copy From** to speed up the application process





Makers search and select an outstanding record

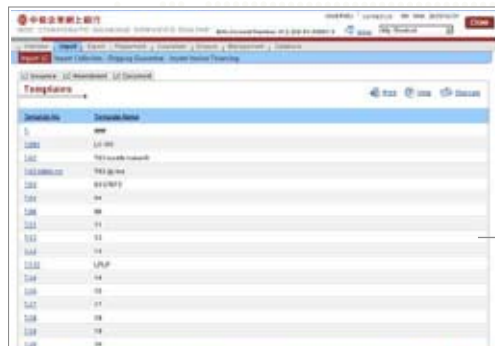


After makers click **Use**, the system will transfer part of the existing details to the new application.

- c. Option 3: Makers can opt to submit a LC issuance application with existing template. After clicking **Template**, makers can select a template from the list and then click **Use** if the details are appropriate. Then, details will be transferred to the application form.



Makers click **Template**.

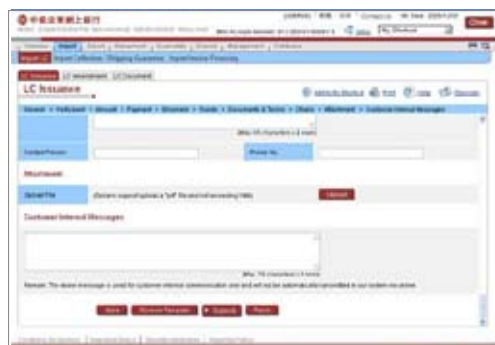


Select an appropriate template from the list



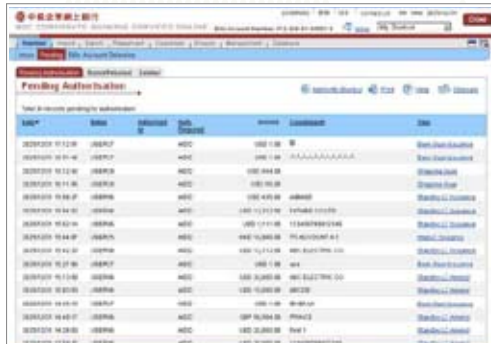
Click **Use** to transfer the details to the application form after verifying the content.

iii. Step 3: Makers can input or amend data as shown on the screen and then click **Submit**



B Flow of Authorisation

i. **Step 1:** Approvers with appropriate authorisation select **Pending** under **Overview**, and then click **Pending Authorisation**.



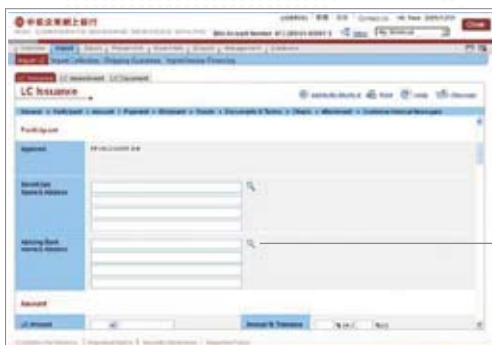
ii. **Step 2:** All application details will be displayed upon selection of an application by approvers. Approvers may click **Authorise** to approve the application, and confirmation page will be shown with all application details. After choosing e-Certificate and entering password, approvers then click **Confirm** to complete.



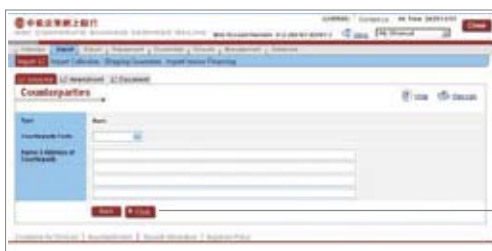
Function Keys

i. Search Key 🔍

Makers may search for and use the counterparty details and clauses in the database via Search Key 🔍.



Makers can search for the counterparty details via Search Key 🔍 in the database



Use the counterparty details in the database



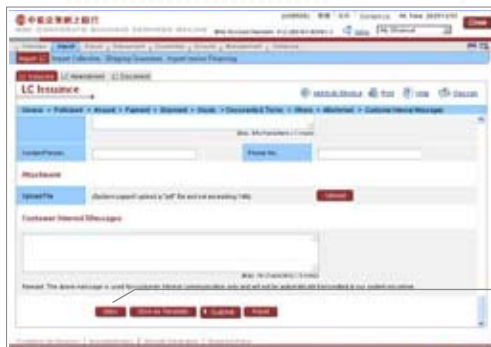
Makers can search for clauses in the database via Search Key 🔍



Use the clauses in the database

ii. Store

Makers may temporarily store the incomplete application. The application will be stored in **Overview** > **Pending** > **Stored/Returned**.



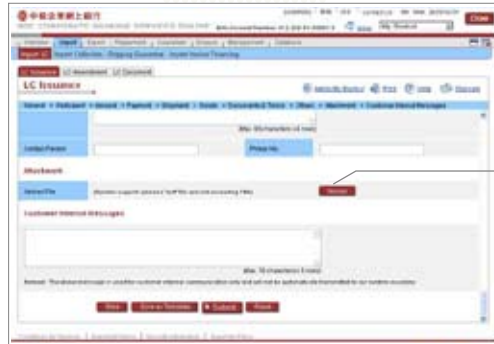
Makers may temporarily store the incomplete application not yet been completed

APP NO.	DATE	TYPE	STATUS	MONEY	CURRENCY	MATURE DATE	MATURE TIME	APP NO.
20200101131017	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131017
20200101131018	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131018
20200101131019	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131019
20200101131020	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131020
20200101131021	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131021
20200101131022	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131022
20200101131023	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131023
20200101131024	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131024
20200101131025	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131025
20200101131026	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131026
20200101131027	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131027
20200101131028	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131028
20200101131029	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131029
20200101131030	2020-01-13	Letter of Credit	Stored	1000000	USD	2020-01-13	10:00:00	20200101131030

The application will be stored in **Overview** > **Pending** > **Stored/Returned**

iii.Upload

When makers click **Upload** , the screen will be switched to an upload page in which makers click **Browse** to select a file to be uploaded. Upon completion of file upload, makers can click **Submit** and application screen will appear again.



Makers click **Upload**



Makers click **Browse** to select a file to be uploaded. Upon completion, please click **Submit** and the application screen will appear again.

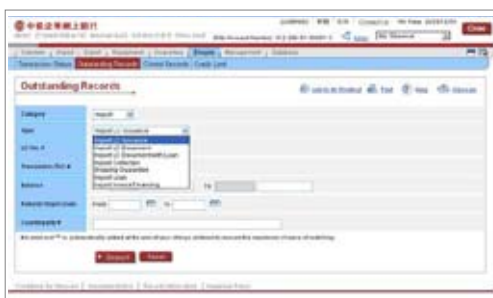
Trade Services



Enquiry of Real-time Transaction Records & Application Status

A Enquiry of Real-time Transaction Records

- i. After selecting **Outstanding Records** under **Enquiry**, users can access transaction details according to a prescribed criteria, including category, type, LC number, transaction reference, balance, maturity/expiry date or counterparty.
- ii. When users input searching criteria and click **Search**, the latest transaction details will then be displayed.

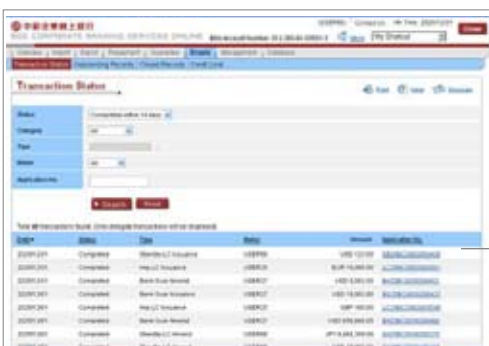


B Enquiry of Application Status

- i. Users can select **Inbox** under **Overview** to access the application status.

ID	Reference No.	Category	Date	Transaction Date
20170101	1017010101010101	Appl. Completed	2017-01-01 10:00:00	2017-01-01 10:00:00
20170102	1017010202020202	Appl. Completed	2017-01-02 10:00:00	2017-01-02 10:00:00
20170103	1017010303030303	Appl. Completed	2017-01-03 10:00:00	2017-01-03 10:00:00
20170104	1017010404040404	Appl. Completed	2017-01-04 10:00:00	2017-01-04 10:00:00
20170105	1017010505050505	Appl. Completed	2017-01-05 10:00:00	2017-01-05 10:00:00
20170106	1017010606060606	Appl. Completed	2017-01-06 10:00:00	2017-01-06 10:00:00
20170107	1017010707070707	Appl. Completed	2017-01-07 10:00:00	2017-01-07 10:00:00
20170108	1017010808080808	Appl. Completed	2017-01-08 10:00:00	2017-01-08 10:00:00
20170109	1017010909090909	Appl. Completed	2017-01-09 10:00:00	2017-01-09 10:00:00
20170110	1017011010101010	Appl. Completed	2017-01-10 10:00:00	2017-01-10 10:00:00
20170111	1017011111111111	Appl. Completed	2017-01-11 10:00:00	2017-01-11 10:00:00
20170112	1017011212121212	Appl. Completed	2017-01-12 10:00:00	2017-01-12 10:00:00
20170113	1017011313131313	Appl. Completed	2017-01-13 10:00:00	2017-01-13 10:00:00
20170114	1017011414141414	Appl. Completed	2017-01-14 10:00:00	2017-01-14 10:00:00
20170115	1017011515151515	Appl. Completed	2017-01-15 10:00:00	2017-01-15 10:00:00
20170116	1017011616161616	Appl. Completed	2017-01-16 10:00:00	2017-01-16 10:00:00
20170117	1017011717171717	Appl. Completed	2017-01-17 10:00:00	2017-01-17 10:00:00
20170118	1017011818181818	Appl. Completed	2017-01-18 10:00:00	2017-01-18 10:00:00
20170119	1017011919191919	Appl. Completed	2017-01-19 10:00:00	2017-01-19 10:00:00
20170120	1017012020202020	Appl. Completed	2017-01-20 10:00:00	2017-01-20 10:00:00

- ii. Users may also select **Transaction Status** under **Enquiry** and then access the application status according to a prescribed criteria, including status, category, type, maker or application no.



Search results

Investment Services



To apply for the CBS Online Investment Function, you may visit any of our branches or commercial centres (relevant investment account must have already been opened) and submit the completed “Application/Amendment Form for Investment Function under BOC Corporate Banking Services Online” and authorize designated Investment Function User(s) to access our online investment services.

Note:

- 1.The above service only applies to the CBS Online Investment Function Users authorized by your company.
- 2.Only one CBS Online Investment Function User is allowed to conduct investment transactions during the same time span.
- 3.There is no upper limit of the investment amount.
- 4.Opening of investment account cannot be processed via CBS Online. The relevant investment account must have already been opened.
- 5.Your company’s authorized representative is required to complete the “Questionnaire on Investment Preference”* on a regular basis at your account-opening branch.
- 6.If the risk rating of the investment services/products selected by your company is higher than your risk tolerance level, the relevant transaction will be rejected by our system accordingly.
- 7.To add or change the authorized CBS Online Investment Function Users, please complete and submit the “Application/Amendment Form for Investment Function under BOC Corporate Banking Service Online” and we will process your instructions accordingly.
- 8.CBS Online Investment Function is not applicable for cash management customers.

* For details of “Questionnaire on Investment Preference”, please refer to page 18.

Risk Disclosure

Investments involve risks. Before making any investment decision, you should carefully read the relevant offering documents including (in particular) the risk disclosure statement, and make sure you understand the nature of and the risks involved in the investment.

Investment Services



Access to investment services

Step 1: Login to CBS Online



Step 2: After login, please select **Investment** under **Others** (only applies to authorised CBS Online Investment Function Users) and then enter your e-Cert. password.



Step 3: Main page of investment services



Investment Services



Transaction process

In order for you to fully experience the advantages of CBS Online Investment Function, we now take securities trading as an example to demonstrate its hassle-free transaction process.

Step 1: Click **Investment** and choose **Securities**, then select **Trading** to proceed.



Step 2: Enter your instruction on the trading page, then key-in the Stock Code, Order Quantity and Order Price before clicking **Submit**.



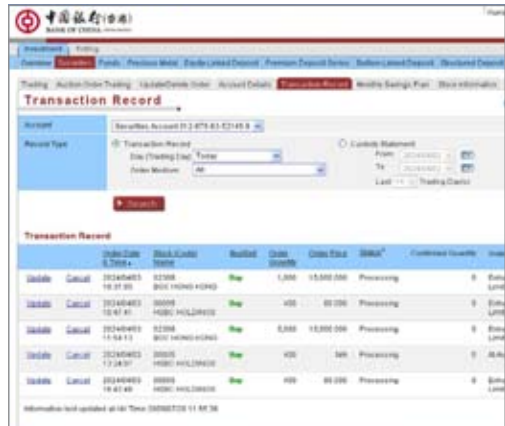
Step 3: Please verify all details on the page, and then click **Confirm**.



Step 4: Upon acceptance of your instruction, the page will display the Order Number for your future reference.



Step 5: You can conveniently access your recent securities trading records under **Transaction Record** section.



Investment Services



Note:

1. The Primary user as your company’s representative is required to complete the “Questionnaire on Investment Preference” on a regular basis at your account-opening branch.
2. If the risk rating of the investment services/products selected by your company is higher than your risk tolerance level, the relevant transaction will be rejected by our system accordingly.

Actions related to “Questionnaire on Investment Preference” are as follows:

	Status	Action
1	“Questionnaire on Investment Preference” will expire	Notice will be sent to customers but customers can still conduct investment transactions via internet.
2	“Questionnaire on Investment Preference” has expired	Notice will be sent to customers and all investment transactions via internet will be rejected.
3	Results of “Questionnaire on Investment Preference” is not in line with risk rating of the product	Transactions rejected
4	“Questionnaire on Investment Preference” has not been completed	Transactions rejected

Daily Supervision



Daily Supervision

CBS Online comes with a daily supervision service to let the primary user oversee and check the account activities. Each user can check his/her own transaction history*. Primary user may also authorize delegate users to access other users' transaction records.

Daily supervision covers the followings:

- Enquiry of transaction status
- Accesss to authorized pending transactions
- Enquiry of incoming / outgoing messages
- Enquiry of the holder's account details
- Enquiry of user setup status

In addition, every time you conduct an investment transaction through CBS Online, an account advice will be issued by post on the next following working day, setting out details of all the transactions conducted through CBS Online that day and the relevant results. You will therefore receive the latest information of your account and transactions.

*As investment transaction is shown on the main page, the primary user must also be a CBS Online Investment Function User in order to monitor the investment transactions.

Transaction Hours



The service hours of various transactions available on CBS Online differ. For details, please refer to “Help” of CBS Online. In the event that severe weather conditions (such as a typhoon or black rainstorm signal is in force) affecting the Bank’s actual business hours, the service hours of CBS Online may also be adjusted accordingly. In addition, the Bank reserves the right to modify its business hours as needed without prior notice.

Transactions conducted after the cut-off time

These transactions will not be conducted instantly. However, users are allowed to pre-register pending transactions for the followings:

1 Transfer (Participating Bank Transfer / Multi – Account Transfer)

You have to select the effective date (subject to a maximum of 50 days), and your instruction will be processed on the designated date.

2 Remittance Application

For those applications submitted after the cut-off time, the following message will be marked in red to remind the user:

“Your application will be processed on the next working day.”

Important Notice



Information Retainment

For transactions conducted via CBS Online, the relevant details will be retained for a certain period of time. As such, you can access the relevant information within this period.

- Successful Transaction – Information will be retained for 2 working days (including the transaction date)
- Statement Information – Transaction details of your account will be retained for a certain period of time (excluding the date of request)
- Viewed E-mails – Viewed emails will be retained for 3 working days (including the day of viewing this email). For e-mails that have not been read, they will be retained for 1 year.
- Pending Authorization – Transaction will be automatically cancelled if no authorization is received after 7 working days (including the transaction date)
- Auto-proceed Transaction – Information will be retained for 2 working days (including the transaction date) after being rejected.

1 Character/Symbols

Generally speaking, CBS Online only accepts the following characters / symbols:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

0 1 2 3 4 5 6 7 8 9

@ # \$ % ! & * () _ + - = : ; ' ? , . /

The following symbols are not applicable:

~ ` | " < > ^ [] { } \

The following symbols and characters are not applicable to Letter of Credit application and outward remittance:

< | & ! \$ * ; % _ > # @ : ^ \ [] =

NNNN QTA ZCZC

Note: In order to meet the requirements of telegraphic format, you must not leave any blank space at the beginning of each line when applying for Letter of Credit or outward remittance.

2 Chinese Character Input

Currently, Chinese character input (BIG 5 CODE) is only available at the Traditional Chinese version of CBS Online, and applicable to outward remittance information like name of receiving bank, name and address of beneficiary, details of payment and "Beneficiary Account Control" under "Management".

In view of the great numbers of font data bank in the market and the lack of a dependable standard among them, we only accept those fonts which are included in our primary data bank. If your data is rejected, please make sure the fonts are included in our primary data bank.

3 Data Verification

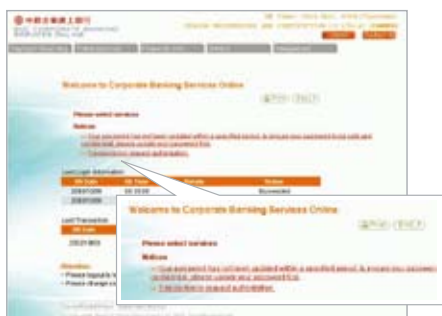
Please carefully verify all data before confirmation. No amendment or deletion can be made after the transaction is submitted.

CBS Online is operated via a digit-based system. Once a transaction is confirmed, it will be processed immediately in accordance with the account information provided by you. We bear no responsibility to ensure that the account number and the name of account holder is matched. Therefore, please make sure all account information is correct before you confirm any transaction.

Some semi auto-proceed transactions (such as Telegraphic Transfer, Demand Draft Remittance as well as Payment to Local Bank) will be processed within the Bank's working hours upon receipt of your instruction. You may access the transaction status under "Activity Query".

Take remittance as an example. In addition to providing all relevant information, you must specify the region and country of the corresponding bank to which the funds are transferred. Once you have sent your remittance instruction to the Bank, the relevant funds and handling fee will be debited from your account accordingly. Remittance instructions placed after cut-off time will be processed within a certain period of time specified by the Bank. However, your instruction will be rejected due to insufficient available balance or other reasons which do not allow the Bank to debit the funds from your account. Please ensure sufficient funds in your account, and check the progress of your remittance instruction under "Today's Transaction" and "Application in Progress" of "Activity Query". Regardless of the transaction result, all incurred charges and difference on foreign exchange will be paid by customers.

4 Reminder Messages



1. After your login to CBS Online, your last login and transaction record will be displayed on the page.

If there are some reminder messages such as "Transaction(s) require authorization", "Please read bank message", "Please read your preset but rejected transaction(s)" or "Your password has not been updated within a specified period. To protect your company's interest, please change your password immediately." appearing underneath the "Notices", simply click the link and go to the relevant pages for viewing and processing.



2. When messages like "AUTH PEND", "MSG PEND", "AUTO PROC REJ" appear on the upper right corner of the screen during transaction, please read the note and take appropriate action.

From now on, with a tone-dial phone, you can conveniently access an array of business banking solutions via **CBS Phone Banking Services** anytime, anywhere!

CBS Phone Banking Services Scope of Services



- Banking Services : Account balance enquiry, HKD/foreign currency fund transfer and time deposit
- Investment Services : Foreign exchange trading, precious metal trading, account balance enquiry and securities trading (securities trading must be conducted through Manned CBS Phone Banking Investment Hotline)
- Financial Information : Enquiry on deposit interest rates, foreign exchange rates, precious metal trading rates as well as transaction codes (for currencies, precious metals, deposit periods and accounts)
- Others : Application for cheque book, stopped cheque payment, request for consolidated monthly statements and change of password

CBS Phone Banking Services

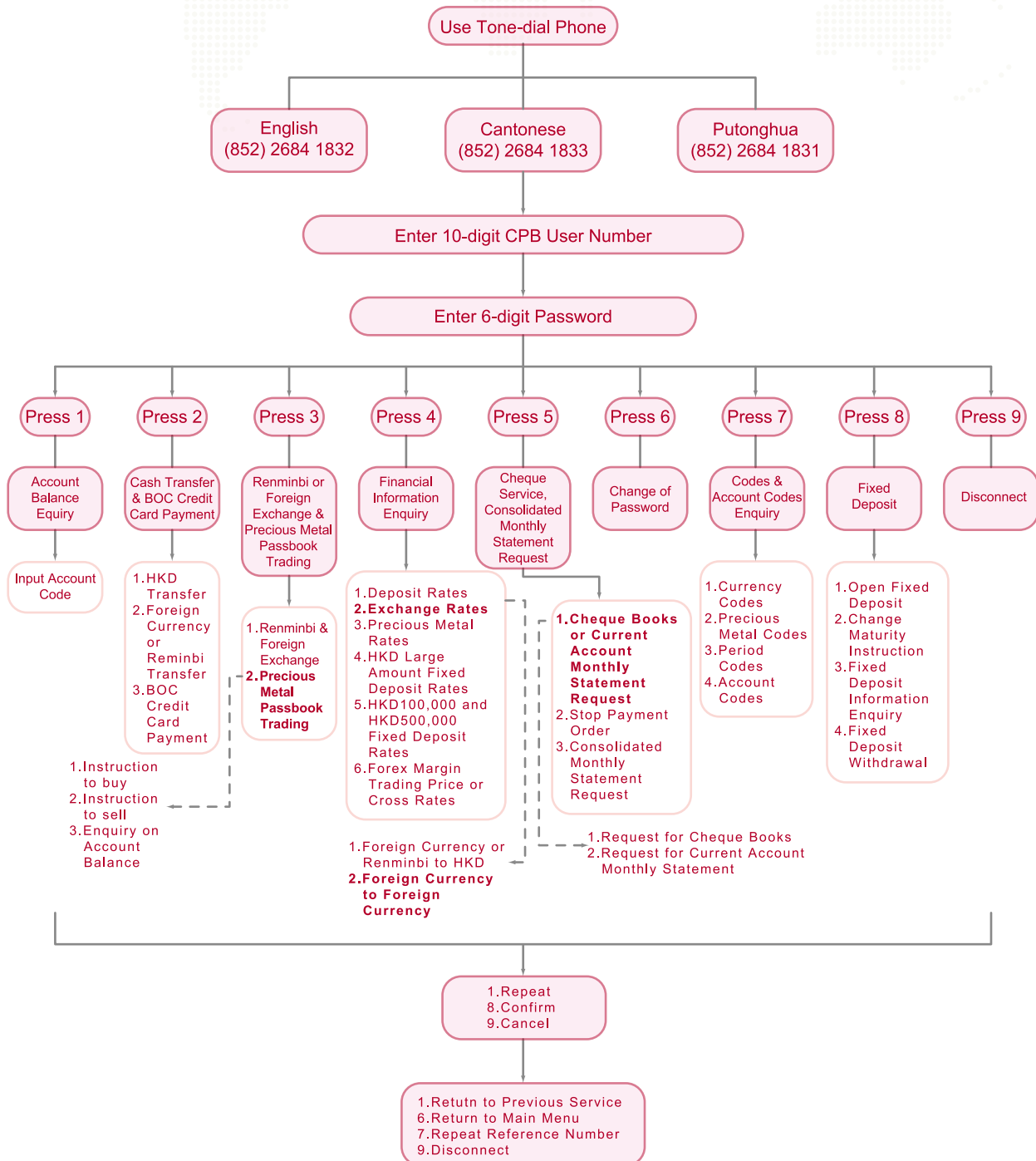
- Cantonese : (852) 2684 1833
- Putonghua : (852) 2684 1831
- English : (852) 2684 1832

Manned CBS Phone Banking Investment Hotline : (852) 2291 8338

Flow Chart of CBS Phone Banking Services



Flow Chart of CBS Phone Banking Services



Remarks : CBS Phone Banking Services allows up to a maximum of 20 individual user IDs and passwords from your company.

Operation Guide



Operation Guide

1. Account Code

For ease of operation, all accounts managed via CBS Phone Banking will be given a 4-digit account code in place of the 14-digit account number. Your individual account code is enclosed in your CBS Phone Banking confirmation letter.

The code of Multi-Currency Savings Account and Renminbi Savings Account is made up of the pattern 'YYXX', where YY identifies your account and XX indicates the currency code. (Please refer to the following 'Table of Codes').

For example:

If your Multi-Currency Savings Account code is 31XX and the code for Australian Dollar is 07, then your code when you exchange AUD via Phone Banking will be 3107.

For example:

If your Renminbi Savings Account code is 31XX and the code for Renminbi is 28, then your code when you exchange Renminbi via Phone Banking will be 3128.

2. The last 2 digits of the amount entered will be treated as cents and 10 cents. If there are no cents, add '00' to the amount. Press '#' to indicate that the amount is fully entered.

For example:

To enter \$100.50 you should press 10050#

To enter \$10,050.00 you should press 1005000#

3. You can enquire about up to 6 different exchange rates and up to 3 different precious metals trading prices when you access CBS Phone Banking for financial information.

For example:

To get the rates for US Dollar (03), Japanese Yen (06), Australian Dollar (07), New Zealand Dollar (08), EURO (10) and Thai Baht (35), simply enter 030607081035#

'#' is used to indicate the end of data entry. () indicates the currency codes.

Table of Codes

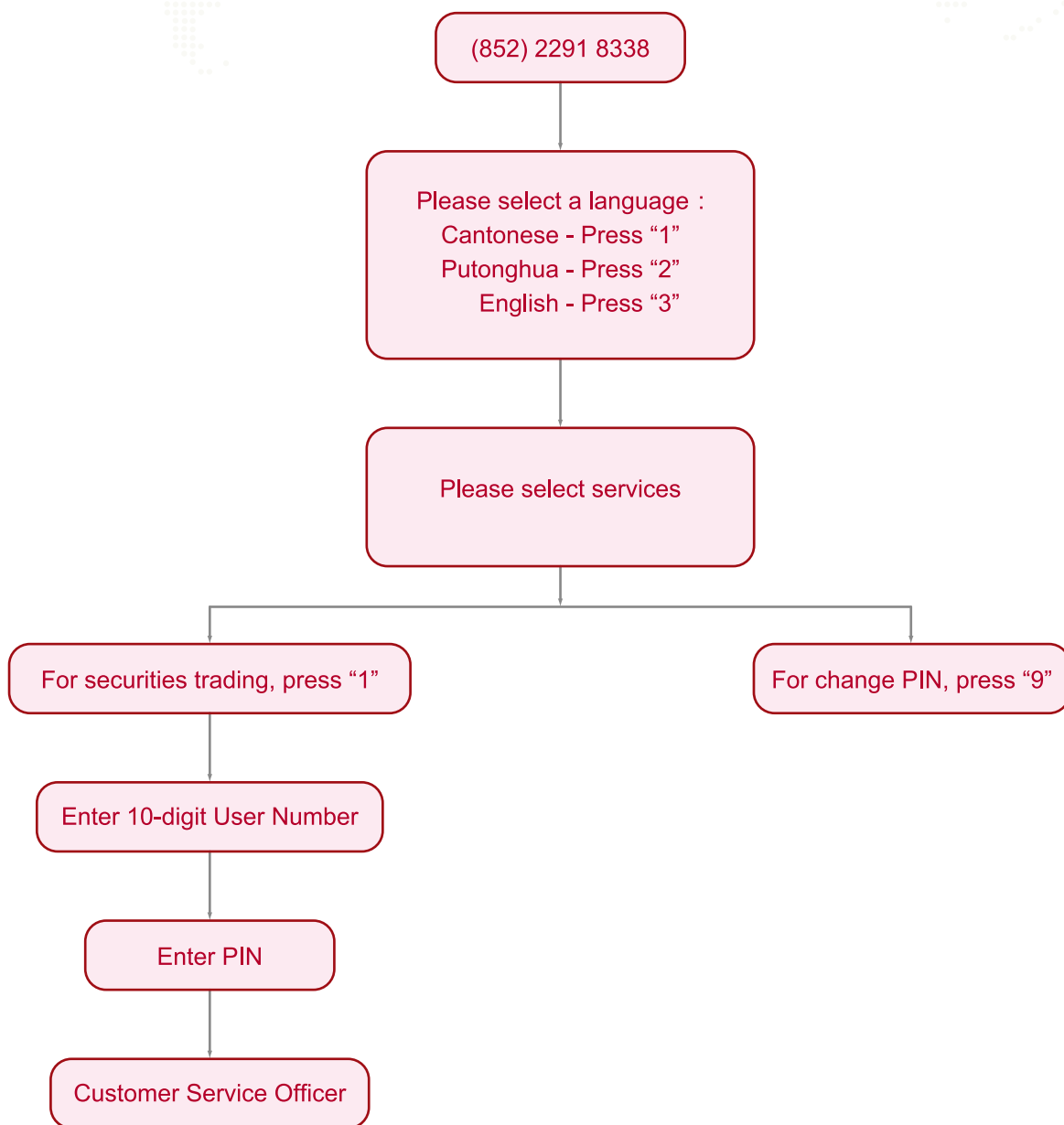
Code	Currency	Precious Metal Code	Precious Metal	Deposit Period Code	Deposit Period
01	Hong Kong Dollar (HKD)	01	HK 99	301	Savings
03	US Dollar (USD)	02	9999 Gold Bar	001	1-day time deposit
04	Sterling (GBP)	03	Maple Leaf Gold Coin	007	7-day time deposit
06	Japanese Yen (JPY)	04	Panda Gold Coin	014	14-day time deposit
07	Australian Dollar (AUD)	06	999 Silver Bar	101	1-month time deposit
08	New Zealand Dollar (NZD)	07	Silver Maple	102	2-month time deposit
09	Canadian Dollar (CAD)	08	Platinum Dragon	103	3-month time deposit
10	EURO (EUR)	09	Laser Goddess of Fortune	106	6-month time deposit
11	Swiss Franc (CHF)	10	10 HK99 Gold (Passbook)	112	12-month time deposit
14	Danish Krone (DKK)	11	Loco London Gold	115	5-month time deposit
15	Norwegian Krone (NOK)	12	Loco London Silver	118	18-month time deposit
28	Renminbi (CNY)	13	Loco Zurich Platinum	124	24-month time deposit
33	Swedish Krone (SEK)	14	HK9999 Gold (Passbook)	136	36-month time deposit
35	Thai Baht (THB)			148	48-month time deposit
				160	60-month time deposit
				201	24-hour time deposit
				207	7-day call notice

Code	Maturity instruction
1	Renew principal, and credit accrued interest into account
2	Renew principal and accrued interest
3	Credit principal and accrued interest into account

Flow Chart of Manned CBS Phone Banking Investment Hotline



Manned CBS Phone Banking Investment Hotline



Remarks: Only the main user can conduct investment transactions via Manned CBS Phone Banking Investment Hotline.

Contact Us



Customer Service Hotline of CBS online & CBS Phone Banking

For any enquiries regarding **CBS Online** and **CBS Phone Banking Service**, please call the following hotline during the office hours.

.....

Bank of China (Hong Kong) Limited : (852) 2929 2333

.....

Nanyang Commercial Bank Limited : (852) 2622 2633

.....

Chiyu Banking Corporation Limited : (852) 2840 1600 (For Boc Corporate Banking Services only)

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Office Hours

Monday to Friday : 9:00 - 18:00

Except Saturday, Sunday and Public Holidays

