

i-Free自在 理財

SERVICE GUIDE



中國銀行(香港)
BANK OF CHINA (HONG KONG)

i-Free Banking Service Guide

Content

1. *i-Free Banking Service*
 - 1.1 Deposit Services
 - 1.2 RMB Services
 - 1.3 Payroll and Payment Services
 - 1.4 Investment Services
 - 1.5 Insurance Services
 - 1.6 Loans Services
 - 1.7 Consolidated Monthly Statement

2. Convenient Service Channels
 - 2.1 Internet Banking, Mobile Banking and Phone Banking
 - 2.2 Branch Network
 - 2.3 ATM Network

3. Privileges for *i-Free Banking* customers
 - 3.1 Deposits and Foreign Currency Exchange
 - 3.2 Securities
 - 3.3 Credit Card

4. *i-Free Banking Service Fee*

1. *i-Free Banking Service*

i-Free Banking provides you with a one-stop financial solution, allowing you to manage your savings, investment, payroll and daily payments through one integrated account. In addition, our comprehensive range of financial planning products and service channels enable you to achieve your financial goals and realise dreams with ease.

1.1 **Deposit Services**

i-Free Banking provides you with a wide range of deposit services and offers, enabling you to enjoy great financial flexibility.

1.1.1 **HKD Savings Account**

- Interest is calculated daily and deposited semi-annually.

1.1.2 **Foreign Currency Savings Account**

- A convenient platform to manage transactions of 14 currencies (including RMB) in one consolidated Multi-Currency Savings Account. You can also set up standing instructions on exchange via Internet Banking according to your preset timetable and target exchange rate.
- You can reserve foreign currency banknotes via our Phone Banking, Internet Banking or Mobile Banking and truly enjoy a relaxing holiday.

1.1.3 **Current Account¹**

- We provide HKD Current Account, USD Current Account and free cheque books to help you save remittance expenses.

1.1.4 **Time Deposit**

- Various currencies and deposit periods are available for your choice.
- Convenient automatic renewal service is available.

1.1.5 **Monthly Deposit Savings Plan**

- Monthly contribution for Club Deposit is as low as HK\$500. You can choose HKD, RMB and more foreign currencies as well as various contribution periods for your plan. With our online [Monthly Savings Plan Calculator](#), you can easily find the right savings scheme that can suit your needs.

Remarks:

¹ The service is only applicable to customers aged 18 or above.

1.2 RMB Services

Our RMB services, including RMB savings deposits, cheque¹, time deposits, exchange, remittance, bonds¹ and bank card services, enable you to enjoy financial and spending convenience.

- You can take advantage of our RMB *Exchange Express* service to exchange HKD for RMB automatically by pre-setting your exchange instructions.
- Our diverse range of RMB debt securities investment¹ includes bonds subscription, custody services and collection of interest coupons.

1.3 Payroll and Payment Services

Enjoy simplicity and convenience by managing your payroll and daily payments with *i-Free Banking Service*.

1.3.1 Payroll Service

- Same day salary credit regardless of your employer's payroll bank. Upon registration for our e-Alert service, you can receive our payroll notifications by e-mails or SMS.
- Simply change your payroll account by submitting the completed "Notification of Change of Auto-pay Payroll Account" form to the Human Resources Department of your company.

1.3.2 Payment Service

- Direct Debit Authorisation (DDA) - Simply login to Internet Banking to set up a one-off DDA instruction or submit the completed "Direct Debit Authorisation" form to any of our branches, you can regularly transfer funds by autopay from your designated account to specified merchant(s) or organisation(s).
- Bill Payment - You can make bill payment through our Internet Banking or Mobile Banking for over 850 merchants including water bills, electricity bills, gas bills, government bills, tax payment or BOC Credit Card payment. You can also set forward dated bill payments or regular payments instructions. The bills paid will automatically display in "My Bill List" for your convenience when you pay through Internet Banking and Mobile Banking in the future.

Remarks:

¹ The service is only applicable to customers aged 18 or above.

1.4 Investment Services¹

i-Free Banking offers a wide spectrum of investment services, empowering you to accumulate wealth with ease.

1.4.1 Securities Trading

- We provide diversified transaction channels for trading local stocks, including Internet Banking, Mobile Banking, Automated Stock Trading Hotline, Manned Investment Trading Hotline and designated branches.
- "Securities Club"² provides you with superior privileges to help you grasp investment opportunities.
- Family Securities Accounts allow you to label individual family accounts with the names of your family members to plan for your family financial management goals.
- Monthly Stocks Savings Plan provides up to 120 selected stocks including RMB denominated securities at your choice. You can choose up to 20 stocks in each plan with contribution amount of as low as HK\$1,000. The preferential transaction fee³ is charged per plan. You may also enjoy waivers on safe custody and collection fees of shareholder entitlements. You can sell odd lot stocks at market price and settle the contribution payment by BOC Credit Card to earn BOC Credit Card gift points.
- Free Virtual Securities Investment Platform helps you sharpen your investment skills and accumulate investment experience.

1.4.2 Funds Investment

- A wide selection of fund choices from over 35 fund houses and 800 fund products
- Monthly contribution for Monthly Funds Savings Plan is as low as HK\$1,000. You can earn credit card gift points by settling the contribution payment with BOC Credit Card. You may set up your investment plan at our branches or through Internet Banking.

1.4.3 Precious Metals

- Notional Precious Metals Trading Services
- Precious Metal Margin Trading Services

Remarks:

¹ The service is only applicable to customer aged 18 or above.

² "Securities Club" comprises four tiers of membership, namely Diamond Star, Gold Star, Silver Star and Bright Star. Customers who maintain securities accounts with Bank of China (Hong Kong) Limited (the "Bank") will automatically become Bright Star members of the Securities Club and their memberships can be upgraded to Diamond Star, Gold Star or Silver Star to enjoy professional securities services and privileges if their accumulated securities transaction amounts or Investment Assets Values can fulfil the specific requirements. For details, please contact the Bank's staff.

³ A handling fee equivalent to 0.25% of the total monthly contribution amount is charged for each plan. The minimum charge is HK\$/RMB50 per month (including brokerage fee, stamp duty, transaction levy charged by the Securities and Futures Commission of Hong Kong and trading fee charged by Hong Kong Exchanges and Clearing Limited).

1.4.4 Structured Investment Products

- An array of structured investment products linked with various financial instruments such as interest rates, currency exchange rates or other underlying assets are available. You can choose from various currencies and a wide range of investment tenors.

1.4.5 Debt Securities Trading

- Subscription of notes, bonds and certificates of deposit, trading in the secondary market, custody services, dividend collection and redemption at maturity.

1.5 Insurance Services^{1,4}

A wide selection of insurance services is available to give you and your beloved family members full coverage and peace of mind.

1.5.1 Life Insurance

- Retirement Protection Plan, Endowment Insurance Plan and RMB Insurance Plan

1.5.2 General Insurance

- Travel Insurance Plan and Medical Insurance Plan

1.6 Loans Services¹

With *i-Free Banking*'s flexible lending solutions, you can manage your finances with ease.

1.6.1 Mortgage Services

1.6.2 Personal Loan

1.6.3 BOC Credit Card⁵

- Various options of credit cards including BOC i-card which brings you news on the latest trend as well as online shopping privileges, helping you savor the upbeat lifestyle.

1.7 Consolidated Monthly Statement

i-Free Banking Service provides you with a consolidated monthly statement, so you can review all transaction details and balances⁶ of your registered accounts at a glance. You can also conveniently access your environmentally-friendly electronic statements via Internet Banking.

Remarks:

¹ The service is only applicable to customers aged 18 or above.

⁴ The Bank is the insurance agent of the above-mentioned insurance services. Please refer to the policy provisions issued by insurers for details (including detailed terms, conditions and exclusions) of the insurance plans.

⁵ For details of BOC Credit Card services and offers, please refer to the relevant promotion materials.

⁶ For BOC Express Cash and BOC Credit Card accounts, only the current balance of that month is shown on the statement.

2. Convenient Service Channels

2.1 Internet Banking, Mobile Banking⁷ and Phone Banking

- You can conveniently manage your personal finances via Internet Banking, Mobile Banking and Phone Banking anytime, anywhere.
- It is very simple to activate Internet Banking. Simply login to Internet Banking at www.bochk.com and change your default password according to the instructions, then you can use our Internet Banking and Mobile Banking services. For details, please refer to "[Internet Banking Interactive Demo](#)".
- BOCHK Mobile App allows you to read the financial and promotion information without login to your mobile banking account. Please download the App in the following way:







Remarks:

- Please search for "BOCHK" at App Store or Google Play online store to download and install the application.
- Apple and Apple logo are trademarks of Apple Inc., registered in US and other countries. App Store is a service mark of Apple Inc. Google Play™ is a trademark of Google Inc.

2.2 Branch Network

- We operate the most extensive network of over 190 branches throughout Hong Kong which are always at your service.

2.3 ATM Network

- You can enjoy annual fee waiver on your BOC Card⁸ and access worldwide ATMs displaying ,  and  as well as POS services.
- Simply activate your BOC Card by changing the default password at any ATM displaying .

Remarks:

⁷ *i-Free Banking* customers aged under 18 can enjoy the following services through Internet Banking and Mobile Banking: account balance and transaction enquiry, electronic-statement enquiry (only applicable to Internet Banking), currency exchange, time deposits placement and payment for designated bill etc. Customers can enjoy the full range of Internet Banking and Mobile Banking services automatically at the age of 18.

⁸ The daily cash withdrawal limit of an *i-Free Banking* customer is HK\$20,000 or RMB20,000. The daily cash withdrawal limit can be adjusted to HK\$10,000 or RMB10,000 upon the customer's request. For details, please contact the Bank's staff.

3. Privileges for *i-Free Banking* customers

3.1 Deposits and Foreign Currency Exchange

3.1.1 Overdraft protection against bounced cheques¹

- Enjoy bounced cheque protection of HK\$5,000⁹ in the current month when a “Total Relationship Balance” of HK\$100,000 or more is maintained in the previous month.

3.1.2 Preferential exchange rate

- Enjoy preferential exchange rate of basis points¹⁰.

3.2 Securities¹

- Enjoy free real-time online stock quotes each month¹¹.

3.3 Credit Card¹

- Enjoy first 5-year annual fee waiver on BOC i-card and designated BOC Credit Cards¹².
- The BOC i-card provides you with the latest lifestyle news and online shopping privileges¹².
- Gift Point Program: Simply spend with your BOC Credit Card or use it for cash advances, Cash Before Card, online bill payments, auto-pays or Octopus Automatic Add-Value Service, you can earn gift points¹³ to redeem a selection of fabulous gifts listed in our “Gift Point Catalogue”.

Remarks:

¹ The service is only applicable to customers aged 18 or above.

⁹ It is only applicable to designated HKD Current Account. The overdraft amount will be subject to interest charges at the standard overdraft rates of the Bank. Customers are required to pay the principal and interest prior to the day specified by the Bank.

¹⁰ This offer is not applicable to foreign currency banknotes exchange.

¹¹ The number of free real-time stock quotes entitled is determined according to customers’ membership tiers of the Securities Club, with a maximum of 1,000 stock quotes per month. For details, please refer to Securities Services Charges or contact the Bank’s staff.

¹² For details of BOC Credit Card services and offers, please refer to the relevant promotion materials.

¹³ 1 gift point will be earned for every HK\$1 spent with your BOC Credit Card. The BOC Credit Card Gift Point Program is offered by BOC Credit Card (International) Limited. For details, please refer to the relevant terms.

4. *i-Free Banking Service Fee*

“Total Relationship Balance” (HK\$)	Monthly Service Fee ^{14,15} (HK\$)
10,000 or above	Waived
Below 10,000	60

Definition of “Total Relationship Balance”:

- Includes the monthly value of the following items under the customer’s name:
 - the average amount of the total day-end balance of the deposit balance in the savings and current accounts, the principal amount of time deposits, contributed amounts of the Club Deposits, value of the investment assets¹⁶ (including Securities, Securities Margin, Bonds, Certificate of Deposit, Funds, Structured Notes, Equity Linked Investments, Currency Linked Deposits, Structured Deposit, Investment Deposit, Precious Metal / FX Margin, Precious Metals), utilised overdraft balance under the current accounts, cash value of the life insurance plans¹⁷, outstanding balance of other loans¹⁸ and the vested balance of the Mandatory Provident Funds (“MPFs”) ¹⁹; and
 - mortgage payments²⁰, outstanding balance and un-post installment balance under the BOC Credit Card²¹ and the “Total Relationship Balance” of the Master Customer of “Business Integrated Account”²².
- The “Total Relationship Balance” under the customer’s name includes the “Total Relationship Balance” of all his/her sole-name and joint-name accounts. The “Total Relationship Balance” in the joint-name of the customer and other person only includes the “Total Relationship Balance” of all corresponding joint-name accounts.
- Actual monthly calculation period starts from the last business day of the previous month to the day before last business day of the prevailing month.
- All foreign currency balances are calculated based on exchange rates quoted by the Bank from time to time.
- The relevant calculation results shall be subject to the Bank’s records.

Remarks:

¹⁴ *i-Free Banking* customers should maintain the "Total Relationship Balance" of HK\$10,000 or above. The Monthly Service Fee of *i-Free Banking* will be levied if the "Total Relationship Balance" falls below the above designated amount. *i-Free Banking* customers aged under 18 are eligible for the waiver of "Total Relationship Balance" requirement. When the customers reach the age of 18, Monthly Service fee of *i-Free Banking* will be levied if the "Total Relationship Balance" falls below the above designated amount. Full-time students of universities / post-secondary institutions in Hong Kong, the Mainland and overseas ("Eligible Students") are eligible for the waiver of "Total Relationship Balance" requirement during the period of study and the first 3 years after graduation. To enjoy the offers, Eligible Students should present valid student identity cards when taking up / upgrading their existing accounts to *i-Free Banking* at any branches of the Bank. The Bank shall, without obligation to provide any reason, have the right to decide whether to accept / decline any account opening application or whether to give this offer to the applicants in accordance with their information provided. Starting from the beginning of the fourth year after graduation, a monthly service fee of *i-Free Banking* will be levied if the customer's "Total Relationship Balance" falls below the designated amount.

- ¹⁵ The Monthly Service Fee will be debited from the customers' *i-Free Banking* settlement accounts. If the Monthly Service Fee cannot be successfully debited from the aforementioned settlement accounts, the Bank reserves the right to terminate *i-Free Banking* service and the relevant offers enjoyed by the customer at its sole discretion. The relevant Monthly Service Fee is subject to announcement by the Bank from time to time. For details of the "Total Relationship Balance", please contact the Bank's staff or visit www.bochk.com.
- ¹⁶ The Bank calculates the daily market value according to the features of investment products. Unsettled bought quantities of the stock are excluded while securities collateral is included.
- ¹⁷ Only apply to life insurance plans distributed by the Bank as an insurance agent. Cash value of the policy is subject to the relevant insurance policy provisions.
- ¹⁸ Other loans refer to the loan products provided by BOC Credit Card (International) Limited or the Bank excluding the overdraft under the current accounts, mortgage loans and the payments and un-post installment balance under the BOC Credit Cards.
- ¹⁹ Only apply to the MPFs with BOCI-Prudential Trustee Limited as the Trustee.
- ²⁰ (i) Excludes any prepayment amount; (ii) For the "All-You-Want" Mortgage Scheme, the next monthly minimum payment will be counted; (iii) For the Reverse Mortgage Scheme, the monthly payout amount is counted, except the first monthly payout amount.
- ²¹ BOC Credit Cards refer to the credit cards issued by BOC Credit Card (International) Limited.
- ²² Only apply to the sole proprietorships owned by the personal customers (for sole-name account only) who maintain *Wealth Management* service with the Bank. Such sole proprietorship holds the "Business Integrated Account" with the Bank and the customer has registered with the Bank to add the "Total Relationship Balance" of the Master Customers to his/her individual "Total Relationship Balance". For the details of "Total Relationship Balance" of "Business Integrated Account", please refer to the relevant product leaflets and terms for the services.

General Terms:

- *i-Free Banking* service is only applicable to personal banking customers.
- The above products, services and offers are subject to the relevant terms.
- This Service Guide offers a brief summary of the relevant products, services and offers provided by *i-Free Banking*. For details of the products, services and offers and the relevant terms, please contact the Bank's staff.
- The above offers cannot be used in conjunction with other privileges that are not stipulated in this Service Guide.
- The Bank reserves the right to amend, suspend or terminate the above products, services and offer and to amend the relevant terms and the Service Guide at any time at its sole discretion without prior notice.
- In case of any dispute, the decision of the Bank shall be final.
- Should there be any discrepancy between the Chinese and English versions of this Service Guide, the Chinese version shall prevail.

Risk Disclosure / Important Notes:

This Service Guide does not constitute any offer, solicitation, recommendation, comment or any guarantee to the purchase or sale of any investment product or service. Investment products are not principal-protected. Although investment may bring profit opportunities, each investment product or service involves potential risks. Due to dynamic changes in the market, the price movement and volatility of investment products may not be the same as expected by customers. Customers' fund may increase or reduce due to the purchase or sale of investment products. The loss incurred from investment maybe the same or greater than initial investment amount, proceeds may also change accordingly. Part of the investment may not be able to liquidate immediately under certain market situation. Before making any investment decisions, customers should consider their own financial situation, investment objectives and experiences, willingness and ability to bear risks, and understand the nature and risks of the relevant product. For the nature and risk disclosures of individual investment products, customers should read carefully the relevant offering documents for details. Customers should seek professional advice from an independent financial adviser.

Risk Disclosure of Foreign Currency Trading:

Foreign currency investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of foreign currency may result in losses in the event that the customer converts the foreign currency into Hong Kong dollar or other foreign currencies.

RMB Risk Disclosure:

RMB investments are subject to exchange rate fluctuations which may provide both opportunities and risks. The fluctuation in the exchange rate of RMB may result in losses in the event that the customer converts RMB into Hong Kong dollar or other foreign currencies. RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

Risk Disclosure of Securities Trading:

The prices of securities fluctuate, sometimes dramatically. The price of a security may move up or down, and may become valueless. It is as likely that losses will be incurred rather than profits made as a result of buying and selling securities.

Risk Disclosure of Warrants and Callable Bull / Bear Contracts ("CBBC") Trading:

The price of the warrants and CBBC may fall in value as rapidly as it may rise and investors may sustain a total loss of their investment. Past performance of the underlying asset is not an indicator of future performance. You should ensure that you understand the nature of the warrants and CBBC and carefully study the risk factors set out in the relevant listing documents of the warrants and CBBC and, where necessary, seek professional advice. Warrants that are not exercised will have no value upon expiry. CBBC have a mandatory call feature and, when the price of the underlying asset reaches the call price, will be early terminated immediately, in which case: (i) Category N CBBC investors will not receive any cash payment; and (ii) Category R CBBC investors may receive a cash payment called the Residual Value, which may be zero.

Risk Disclosure of Securities Margin Trading:

The risk of loss in financing a transaction by deposit of collateral is significant. You may sustain losses in excess of your cash and any other assets deposited as collateral with the licensed or registered person. Market conditions may make it impossible to execute contingent orders, such as "stop-loss" or "stop-limit" orders. You may be called upon at short notice to make additional margin or interest payments. If the required margin or interest payments are not made within the prescribed time, your collateral may be liquidated without your consent. Moreover, you will remain liable for any resulting deficit in your account and interest charged on your account. You should therefore carefully consider whether such a financing arrangement is suitable in light of your own financial position and investment objectives.

Risk Disclosure of Fund Trading:

Although investment may bring profit opportunities, each investment product or service involves potential risks. Monthly Funds Savings Plan is not equivalent to, nor should it be treated as a substitute for, time deposit. Due to dynamic changes in the market, the price movement and volatility of investment products may not be the same as expected by customers. Customers' fund may increase or reduce due to the purchase or sale of investment products. The value of Investment Funds may go up as well as down and the Investment Funds may become valueless. Therefore, customers may not receive any return from their Investment Funds. Part of the investment may not be able to liquidate immediately under certain market situation. Before making any investment decisions, customers should consider their own financial situation, investment objectives and experiences, risk acceptance and ability. Investment involves risks. Please refer to the relevant fund offering documents for further details including risk factors. If customers have any enquiry, they should seek advice from independent financial adviser.

Risk Disclosure of Notional Precious Metals Passbook Account:

Notional precious metals passbook account is NOT equivalent to time deposit and not principal-protected.

The market in precious metals is volatile and a loss may be incurred from transacting in precious metals. Precious metals do not bear interest. Your purchase of precious metals for the account does not represent a purchase of physical metals or a deposit of money. You will not have any interest in any precious metals owned or held by us or be entitled to physical delivery of precious metals.

Although investment may bring about profit opportunities, each kind of investment tool comes with its own risks. Due to the fluctuating nature of the precious metals markets, the prices of precious metals may rise or fall beyond your expectations and your investment funds may increase or decrease in value as a result of selling and purchasing of precious metals. Before making any investment decision, you should assess your own willingness and ability to bear risks and are advised to seek advice from an independent financial advisor.

Risk Disclosure in respect of Precious Metal / FX Margin Trading:

The risk of loss in leveraged foreign exchange trading and precious metals trading can be substantial. You may sustain losses in excess of your initial cash margin. Placing contingent orders, such as "stop-loss" or "stop-limit" orders, will not necessarily limit losses to the intended amounts. Market conditions may make it impossible to execute such orders. You may be called upon at short notice to deposit additional cash margin. If the required cash margin or interest payments are not provided within the prescribed time, your position may be liquidated. You will remain liable for any resulting deficit in your account and interest charged on your account. A demand for additional cash margin is not a precondition to, and does not in any way limit, our right to liquidate your open positions according to the relevant terms and conditions. You should therefore carefully consider whether such trading is suitable in light of your own financial position and investment objectives.

Risk Disclosure of Structure Investment Products:

These are structured investment products involving derivatives. The investment decision is yours but you should not invest in these products unless the intermediary who sells them to you has explained to you that these products are suitable for you having regard to your financial situation, investment experience and investment objectives. The structured investment products are not equivalent to time deposit and are not protected deposits under the Deposit Protection Scheme in Hong Kong.

Risk Disclosure of Debt Securities Trading:

The prices of debt securities fluctuate, sometimes dramatically. The price of a debt security may move up or down, and may become valueless. It is as likely that losses will be incurred rather than profit made as a result of buying and selling debt securities.

Risk Disclosure of RMB Insurance Services:

RMB policy is subject to exchange rate risk. The exchange rate between RMB and HKD may rise as well as fall. Therefore, if calculated in HKD, premiums, fees and charges (where applicable), account value / surrender value and other benefits payable under RMB policy will vary with the exchange rate. The exchange rate between RMB and HKD will be the market-based prevailing exchange rate determined by BOCG Life from time to time, which may not be the same as the spot rate of banks. The fluctuation in exchange rate may result in losses if a customer chooses to pay premiums in HKD, or requests the insurer to pay the account value/surrender value or other benefits payable in HKD, for RMB policy. RMB is currently not fully freely convertible. Individual customers can be offered CNH rate to conduct conversion of RMB through bank accounts and may occasionally not be able to do so fully or immediately, for which it is subject to the RMB position of the banks and their commercial decisions at that moment. Customers should consider and understand the possible impact on their liquidity of RMB funds in advance.

This Service Guide is issued by Bank of China (Hong Kong) Limited and the contents have not been reviewed by the Securities and Futures Commission of Hong Kong.