

**Credit Card e-Statement Application – FAQ**

**Q. How to apply and use the Credit Card e-Statement service?**

You can logon to our Personal Internet Banking or visit any of our branches to apply Credit Card e-Statement service. The instruction will be processed within 7 working days.

A: After the instruction has been completed, the bank will not send the monthly statement of your Credit Card account by post. To view the e-Statement, you can logon to our Internet Banking services, go to “Other Services→e-Statement→View e-Statement” to printout or download the monthly statement.

**Q. Is there any charge to applying and using Credit Card e-Statement service?**

A: No. This service is free of charge.

**Q. When will I receive Credit Card e-Statement after registration?**

A: Apply Credit Card e-Statement will be processed within 7 working days. After the instruction has been completed, you can logon to receive the Credit Card e-Statement from next statement date onwards. For the statement date, please refer to the Credit Card printed statement.

**Q. What is the service hour for applying Credit Card e-Statement service via Personal Internet Banking?**

A: The Bank accept application anytime, the application will be processed within 7 working days.

**Q. Will I still receive printed copy of the statement?**

A: After Credit Card e-Statement service has been effective, the Bank will send you a customer notification letter and you will only receive electronic copy of the statement, the Bank will not send out any printed copy of statement.

**Q. How long will the Credit Card e-Statement be kept online?**

A: Credit Card e-Statement will be retained for 6 months from the statement date. Please print out or download the statement to keep a copy of record.

***Cancel Credit Card e-Statement***

**Q. Can I cancel e-Statement service?**

A: Yes. You can cancel e-Statement service via Internet Banking or visit any of our branches in person. After the instruction has been completed, the Bank will send the monthly statement of your Credit Card account by post.

**Q. How does system process multiple Apply/cancel instructions of Credit Card e-Statement from the same account on the same day?**

A: If you have made several Apply/Cancel instructions (Apply or cancel the service) on the same day for the same account, we will execute your last instruction only.

• ***Credit Card e-Statement Email Alert***

**Q. What is Credit Card e-Statement Email Alert? Is there any charge for the Email Alert service?**

A: When you apply for the e-Statement service, we will an additional service to provide e-Statement Email Alert. When you have new e-Statement, we will send an alert email to your registered email address(This is applicable to customer with registered email address). This service is free of charge.

**Q. I did not register any email address, can I apply the e-Statement service?**

A: Yes. Email Alert is only an additional service, which alerts your statement is ready for you to check and download. If you have not registered email address, you can still apply and check out the e-Statement regularly. If you would like to update the email address record, please visit any of our branches to apply.