



FAQ for e-Statement Service

- ***e-Statement Application***

Q1. What is e-Statement service?

A: We provide e-Statement service as one of the ways to protect our environment. After registration, our bank will provide the electronic copy of statement via “Personal Internet Banking”, customer can directly view or download the e-Statement, and will no longer receive the statement in printed copy. Customers can enjoy a more environmental friendly and convenient way of financial management.

Q2. What types of statements can be viewed online?

A: You can receive e-Statement for bank consolidated statement, which include integrated accounts, current and saving accounts, etc. Personal Account and Joint Account Holders can also apply for this service.

Q3: If I apply the e-Statement service, will all my accounts statement change to e-Statement?

A: Yes. All the accounts under the same consolidated accounts will change to e-Statement. Any new accounts opened in the future will also be included in the e-Statement.

Q4. How to apply e-Statement service?

A: You can logon to our Personal Internet Banking or visit any of our branches to apply e-Statement service.

Q5. What is the service hour for applying e-Statement service via Personal Internet Banking?

A: Service hour for online application: Mon – Fri – 9:00am – 6:00pm; Sat – 9:00am – 1:00pm. No Service on Sunday and Public Holiday.

Q6. Is there any charge to applying and using e-Statement service?

A: No. This service is free of charge.

Q7. Will I still receive printed copy of the statement?

A: After complete the registration of e-Statement service, you will only receive electronic copy of the statement, we will not send any printed copy of statement to you.

Q8. When will I receive e-Statement after registration?

A: After complete the registration of e-Statement service, you will receive the statement via Personal Internet Banking from next statement generation date. Please read the generation date printed in the account statement.

Q9. How long will the e-Statement be kept online?

A: e-Statement will be retained for 6 months from the statement date. Afterwards, There will be one new e-Statement every month, while the earliest copy will be automatically deleted. Please print out or download the statement to keep a copy of record.

- **Read e-Statement**

Q10. What is the format of my e-Statements?

A: e-Statements are in Portable Data Format (PDF), your computer should have installed with an Acrobat Reader (version 7.0 or above) to view the statements. If your computer have not installed with Acrobat Reader, You can download a free version of Acrobat Reader from the Adobe website.

Q11. If I cannot read the Chinese characters inside the e-Statement, what should I do?

A: If you cannot view Chinese fonts in the PDF file, please download and install the free Chinese Traditional Font Pack files from Adobe website.

Q12. Can I request the Bank for a hardcopy of the account statement after retention period?

A: Yes, you can visit any our branches to request for a copy of statement, but you have to pay the service charge.

- **e-Statement Email Alert**

Q13. What is 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, that you can check and download the new e-statement. This service is free of charge.

Q14 : 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.

Q15. How to setup whether receiving the e-Statement Email Alert or not?

A: You can logon to Internet Banking, go to "Edit e-Statement Setting" under "e-Statement", then you can setup whether receive the e-Statement Email Alert. However, if you would like to update the email address record, please visit any of our branches to apply.

- **Cancel e-Statement**

Q16. 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 cancel the e-Statement service, our bank will resume delivery of the printed copy of the consolidated statement to your registered mail address.

Q17. How does system process multiple Apply/cancel instructions 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, we will proceed according to the last instruction we received. Your instruction will be processed from next statement generation date.