

FAQ for Personal Internet Banking Online Registration

Q1. Who can apply the Internet Banking Service via Internet?

A: The personal customer is applicable for the service. Joint Account customer and Company Account customer are not accepted to perform on-line registration of Internet Banking Services, they are required to approach any of our branches for application of the service.

Q2. How do I register Personal Internet Banking services?

A: You can simply click on the button of “Register Now” on the Personal Internet Banking login page and follow the instruction through the registration process. You can make use of any one of the following accounts’ password to register for the Personal Internet Banking services :

- ATM Card
- Phone Banking
- Credit Card Account

During the process, you are required to provide the account number, ATM/Phone Banking password, HKID Card/Passport/Travel Permit/Chinese ID Card number and date of birth for the registration.

Q3. What should I do if I have inputted invalid information during the registration process?

A: If you input invalid information such as account number, password or date of birth, we will prompt you to re-enter the information again. Please be reminded if you input invalid information many times, the system will terminate the on-line registration.

Q4. When should I use the Personal Internet Banking Services after registration?

A: After completion of the registration, you can login to our Personal Internet Banking Services immediately by inputting your selected “User Name” and “password”.

Q5. What kind of accounts can I access in Personal Internet Banking Services?

A: Using ATM or Phone Banking account for registration, you can access all the accounts in your name via Personal Internet Banking Services, including deposit accounts, investment accounts, credit card accounts and loan accounts.

Using ATM or Phone Banking password of Credit Card account for registration, you can



only access the Credit Card account which used in registration for enquiry.

Q6. Can I change my user name and password?

A: The user name cannot be changed after registration. However, you may change the password by selecting "Admin." > "Service Maintenance" > "Change PIN".

Q7. Can supplementary Credit Card account holder on-line register Personal Internet Banking Services?

A: Supplementary Credit Card account holder is not accepted for Personal Banking Services on-line registration, which should be applied by the primary Credit Card account holder.
