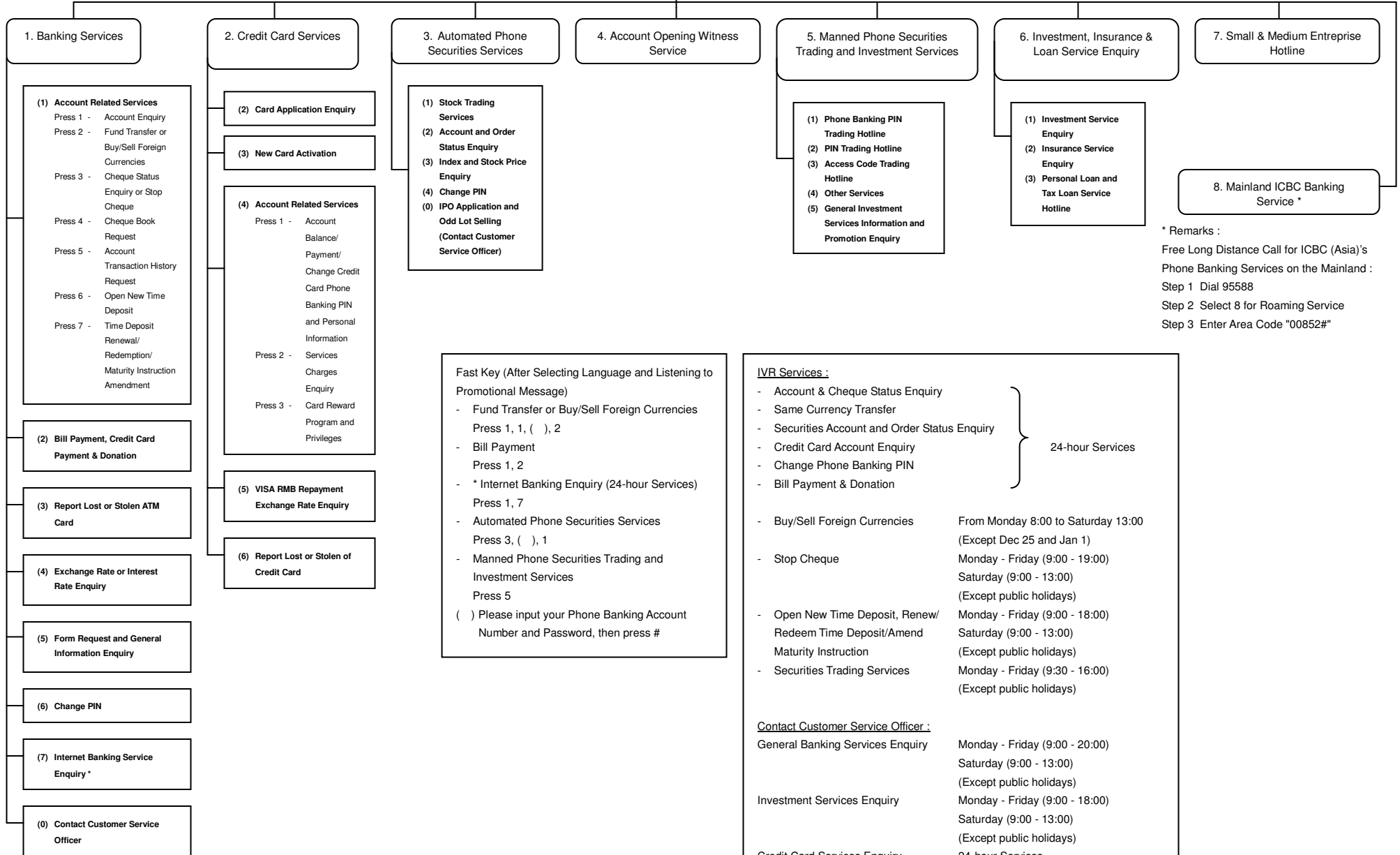


24-hour Phone Banking Service Hotline (852) 218 95588

Step 1 : Select Language; Press 1 Cantonese, Press 2 Putonghua, Press 3 English

Step 2 : Select Service; Select the following Services



1. Banking Services

- (1) Account Related Services**
 Press 1 - Account Enquiry
 Press 2 - Fund Transfer or Buy/Sell Foreign Currencies
 Press 3 - Cheque Status Enquiry or Stop Cheque
 Press 4 - Cheque Book Request
 Press 5 - Account Transaction History Request
 Press 6 - Open New Time Deposit
 Press 7 - Time Deposit Renewal/Redemption/Maturity Instruction Amendment

(2) Bill Payment, Credit Card Payment & Donation

(3) Report Lost or Stolen ATM Card

(4) Exchange Rate or Interest Rate Enquiry

(5) Form Request and General Information Enquiry

(6) Change PIN

(7) Internet Banking Service Enquiry *

(8) Contact Customer Service Officer

2. Credit Card Services

(2) Card Application Enquiry

(3) New Card Activation

(4) Account Related Services

- Press 1 - Account Balance/Payment/Change Credit Card Phone Banking PIN and Personal Information
 Press 2 - Services Charges Enquiry
 Press 3 - Card Reward Program and Privileges

(5) VISA RMB Repayment Exchange Rate Enquiry

(6) Report Lost or Stolen of Credit Card

3. Automated Phone Securities Services

- (1) Stock Trading Services
 (2) Account and Order Status Enquiry
 (3) Index and Stock Price Enquiry
 (4) Change PIN
 (0) IPO Application and Odd Lot Selling (Contact Customer Service Officer)

4. Account Opening Witness Service

Fast Key (After Selecting Language and Listening to Promotional Message)

- Fund Transfer or Buy/Sell Foreign Currencies
Press 1, 1, (), 2
- Bill Payment
Press 1, 2
- * Internet Banking Enquiry (24-hour Services)
Press 1, 7
- Automated Phone Securities Services
Press 3, (), 1
- Manned Phone Securities Trading and Investment Services
Press 5

() Please input your Phone Banking Account Number and Password, then press #

5. Manned Phone Securities Trading and Investment Services

- (1) Phone Banking PIN Trading Hotline
 (2) PIN Trading Hotline
 (3) Access Code Trading Hotline
 (4) Other Services
 (5) General Investment Services Information and Promotion Enquiry

6. Investment, Insurance & Loan Service Enquiry

- (1) Investment Service Enquiry
 (2) Insurance Service Enquiry
 (3) Personal Loan and Tax Loan Service Hotline

7. Small & Medium Enterprise Hotline

8. Mainland ICBC Banking Service *

* Remarks :
 Free Long Distance Call for ICBC (Asia)'s Phone Banking Services on the Mainland :
 Step 1 Dial 95588
 Step 2 Select 8 for Roaming Service
 Step 3 Enter Area Code "00852#"

IVR Services :

- Account & Cheque Status Enquiry	}	24-hour Services
- Same Currency Transfer		
- Securities Account and Order Status Enquiry		
- Credit Card Account Enquiry		
- Change Phone Banking PIN		
- Bill Payment & Donation		
- Buy/Sell Foreign Currencies		From Monday 8:00 to Saturday 13:00 (Except Dec 25 and Jan 1)
- Stop Cheque		Monday - Friday (9:00 - 19:00) Saturday (9:00 - 13:00) (Except public holidays)
- Open New Time Deposit, Renew/Redeem Time Deposit/Amend Maturity Instruction		Monday - Friday (9:00 - 18:00) Saturday (9:00 - 13:00) (Except public holidays)
- Securities Trading Services		Monday - Friday (9:30 - 16:00) (Except public holidays)
Contact Customer Service Officer :		
General Banking Services Enquiry		Monday - Friday (9:00 - 20:00) Saturday (9:00 - 13:00) (Except public holidays)
Investment Services Enquiry		Monday - Friday (9:00 - 18:00) Saturday (9:00 - 13:00) (Except public holidays)
Credit Card Services Enquiry		24-hour Services