集友銀行
Chiyu Banking Corporation Ltd.

Client Authorization Guide

I. Introduction and Important Notice

1. This guide is designed to help individual customers—particularly senior clients—and their families understand how to appoint a trusted third party to manage their financial matters and bank accounts at our institution, either through authorization arrangements or specific bank procedures.

2. The information provided in this guide regarding powers of attorney and third-party account management is intended for general guidance and to outline available options only. It does not constitute legal advice. Customers should seek independent legal counsel based on their personal circumstances before making any final decisions.

II. Comparison of Authorization Arrangements

Depending on individual customer needs, the bank accepts and registers the following three authorization arrangements:	**1. General Power of Attorney**	**2. Enduring Power of Attorney, EPA**	**3. Bank-Specific Account Authorization (Designating an “Agent”)**
Definition and Use Cases	Established under the Powers of Attorney Ordinance (Cap. 31, Laws of Hong Kong). Suitable when a customer needs to authorize someone else to handle all matters on their behalf (including but not limited to banking matters).	Created in advance while the customer is mentally competent and registered with the High Court as required by law. This ensures that, should the customer lose mental capacity in the future, the authorized person can continue managing their banking assets without interruption. Note: For the definition of mental	The account holder signs a bank-specific authorization form provided by the bank, granting full authority to a designated individual (the “agent”) to act on their behalf in all matters relating to their personal accounts, products, and services at Chiyu Banking Corporation Limited.

		incapacity, please refer to Section 1A of the Powers of Attorney Ordinance (Cap. 31, Laws of Hong Kong).	
Legal Validity Upon Changes in Mental Capacity	This authorization will automatically terminate immediately upon the bank receiving notice or having reasonable grounds to believe that the client has lost mental capacity.	Specifically designed to remain valid even after the client loses mental capacity, ensuring the enduring power of attorney continues to be effective.	Upon receiving written notification of the account holder's death, loss of mental capacity, or revocation of the current agent's authority, the bank will promptly terminate the agent's access and transaction privileges.
Legal and Registration Requirements	Must be prepared and witnessed by a Hong Kong lawyer and comply with the specified form (Powers of Attorney Ordinance Section 7 Schedule).	Must be signed in the presence of a registered medical practitioner and a practicing solicitor, and must be registered with the Hong Kong High Court prior to taking effect. The enduring power of attorney must use the prescribed form set out in the schedule to the Enduring Powers of Attorney (Prescribed Form) Regulation (Cap. 501A, Laws of Hong Kong).	The account holder and the agent must personally visit one of our bank branches, present valid identification documents, and complete the bank's designated authorization form in the presence of a bank officer.

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III. Branch Registration Procedure and Required Documents

1. Registration Process

A. In-person submission with required documents: The donor (customer) and the attorney (or agent) are generally required to appear together in person at any of our local branches, bringing all necessary documentation to complete the procedure.

B. Document review and processing time: Our bank officers will conduct a thorough review of the submitted documents. Under normal circumstances, we will update the system records immediately upon completion of the review. However, if the power of attorney contains complex restrictions or conditions, additional information may be requested, which could extend the processing time.

2. List of Required Supporting Documents

A. Power of Attorney Document: The original complete document, or a Certified True Copy authenticated by a practicing solicitor in Hong Kong.

B. Certificate of Registration from the High Court (applicable to Enduring Powers of Attorney only).

C. Identity Documentation:

a. Each attorney must provide valid government-issued identification.

b. Each attorney must also submit proof of residential address issued within the last three months and acceptable to the bank (required for investment accounts).

IV. Scope of Authority and Transaction Oversight for Attorneys

1. Joint and Individual Acting Authority

If a customer appoints more than one attorney, the bank will strictly adhere to the terms specified in the power of attorney document:

A. "Jointly": All attorneys must act collectively and sign together in every instance. In such cases, each attorney must provide valid identification to the bank.

B. "Jointly and Severally": Attorneys may choose to act together or any one of them may independently act on behalf of the customer without requiring consent from the others.

C. Authorization Requirements for Joint Accounts: The appointed attorney must be authorized by all account holders.

2. Permitted Transactions

A. Authorized Activities: Pursuant to the terms of the general power of attorney, attorneys may handle all matters (including banking matters) on behalf of the donor ,such as checking account information, making deposits and withdrawals, renewing time deposits, initiating fund transfers and bill payments, requesting checkbooks, depositing or issuing checks, applying for cashier's checks or bank drafts, requesting account statements, setting up, modifying, or canceling recurring payment and automatic transfer instructions, and updating the account holder's mailing address.

B. Approved Channels: Attorneys may operate the account through designated channels only. Access via electronic platforms—including online banking, mobile banking apps, telephone banking, and ATM cards—is not permitted under this authorization.

V. Risks, Fees, and Customer Responsibilities

1. Risk Considerations: Granting overly broad authority may give the attorney excessive control, increasing the risk that assets could be misused or managed contrary to the client's best interests. Additionally, ambiguous or unclear terms in the power of attorney may lead to family disputes or cause delays in bank processing and verification.
2. Service Fees: In support of financial inclusion and senior-friendly banking practices, the bank currently waives all handling fees for in-branch handling of powers of attorney. However, any third-party costs—such as those charged by lawyers, medical practitioners, or the court for registration—are the sole responsibility of the client.
3. Customer Responsibilities: Clients must appoint individuals they trust completely. To revoke or amend an existing authorization, the client must act while still mentally competent by either completing the bank's designated form or submitting a formal "Deed of Revocation" prepared by a solicitor. For enduring powers of attorney, if a client regains mental capacity after a period of incapacity, they may apply to the court for revocation and obtain a court order confirming the cancellation. Upon doing so, the client must immediately notify the bank to terminate the enduring power of attorney and remove the attorney's authority. Otherwise, the bank will continue to honor transactions based on the existing registration. Should there be any changes to the attorney's details previously provided, clients are required to update the bank promptly and respond without delay to any requests for updated customer information.

VI. Frequently Asked Questions (FAQs)

Q1：What is a power of attorney? What are the donor, attorney, and agent?

Ans: A power of attorney is a legal document that appoints one or more individuals to manage your financial affairs and/or make decisions on your behalf.

1. The donor is the person who grants authority to another individual to act or make decisions on their behalf (i.e., the account holder or customer).
2. An attorney is an individual legally appointed under a general or enduring power of attorney to manage your finances or property.

3. An agent refers to a person authorized by the account holder through the bank's proprietary authorization form to handle specific personal accounts, products, and services at Chiyu Banking Corporation Limited.

Q2：If my parents are already suffering from severe cognitive impairment (dementia) and are unable to recognize family members or sign their names, can we now apply for an Enduring Power of Attorney to withdraw funds on their behalf?

Ans: No, this is not possible. Any power of attorney—whether general or enduring—must be signed while the donor is mentally sound and possesses full legal capacity to grant authority. Once a person has lost mental capacity, they are no longer legally able to execute a valid power of attorney. In such cases, family members may need to apply to the court for relevant orders (such as applying to the High Court of Hong Kong for the appointment of a committee to act as a trustee for the mentally incapacitated person) under the Mental Health Ordinance (Cap. 136, Laws of Hong Kong) to manage their assets.

VII. Contact Us

For any inquiries, please call our customer service hotline at (852) 2232 3625 or visit any of our branches in person.

In the event of any conflict or inconsistency between the Traditional Chinese, Simplified Chinese, and English versions of this document, the Traditional Chinese version shall prevail.

Chiyu Banking Corporation Limited
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