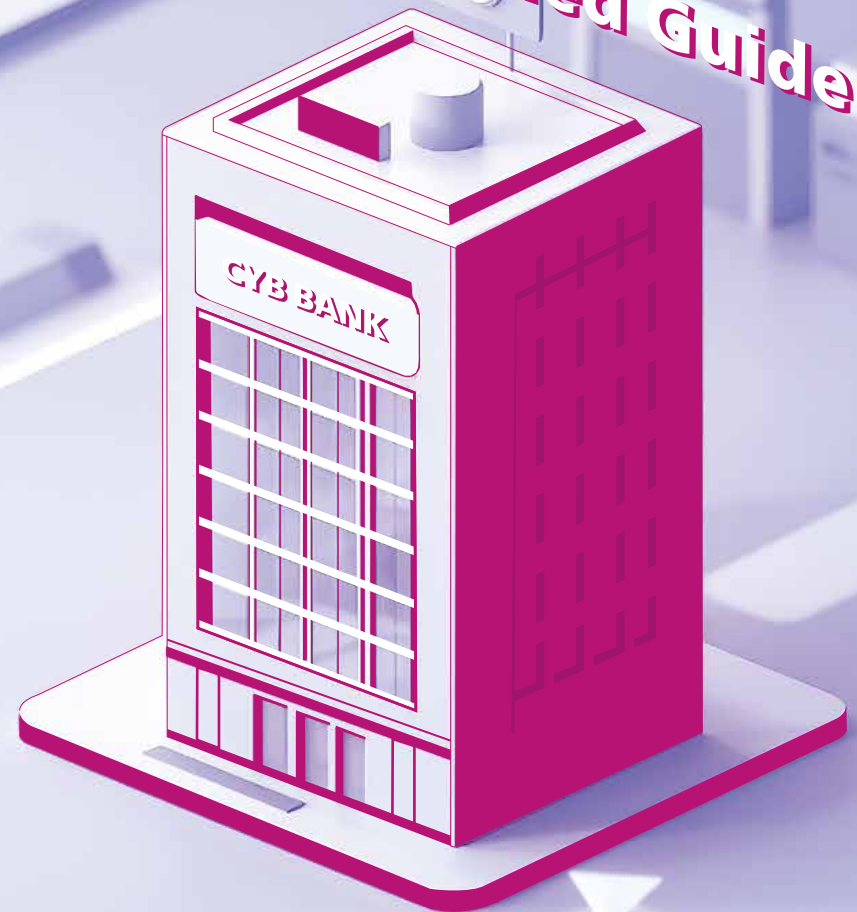




集友銀行
Chiyu Banking Corporation Ltd.

Digital banking A Simplified Guide





Digital Banking Services



Personal Internet Banking



Personal Mobile Banking



Standing / Scheduled
Transaction Instructions



BOC Credit Card Services



Corporate Internet Banking



Corporate Phone Banking

Trade Finance and Services

Digital Banking Services(Corporate)

Digital Banking Services (Personal Internet Banking)



Online Chat



Support **24** Hours Online Chat Service





Remittance



BOC Remittance Plus



T/T Application



Securities



The "Custody Statement" inquiry function in "Transaction Record" under the "HK Securities" and "A Shares Securities" sections on the "Investment" page



The "Average Purchase Price" in the "Account Details" under "HK Securities" and "A Shares Securities" corresponding to "Investment" page, the system will calculate the "Gain/Loss" related information automatically



Securities



Monthly statement will show stock-related transactions including the quantities of stock deposit and withdrawal.



By using the "Transaction Record" or "Positions" enquiry functions to check stock holdings.



Chiyu Mobile Banking App



Old version of Mobile Banking App



Download the latest Mobile Banking App

- App Store
- Google Play
- Official Website: www.chiyubank.com

The new APP will be available for use from 05-May-2025 8am



First time to Log-in Mobile Banking App



Using biometric authentication (such as Face ID, fingerprint ID) set in old Mobile Banking App to log-in



Using the Internet Banking Number/User Name and password to log-in the latest Mobile Banking App

Only applicable for first time login. After setting up biometric authentication, you can log in with biometric authentication



Mobile Token



Mobile Token set in old Mobile Banking App



- Should set up Mobile Token in the latest Mobile Banking App
- **Compatible with more brands and models of Android mobile devices**



Access Mobile Banking App



Access Mobile Banking App via web page



Only be supported via the latest Mobile Banking app



Mortgage Expert Mobile App



Mortgage Expert Mobile App



Mortgage information will be provided in the latest Mobile Banking app

(Real estate information, real-time valuation and property market news services will no longer be provided)



Securities



The "Custody Statement" inquiry function in "Transaction Record" under the "HK Securities" and "A Shares Securities" sections on the "Investment" page



The "Average Purchase Price" in the "Account Details" under "HK Securities" and "A Shares Securities" corresponding to "Investment" page, the system will calculate the "Gain/Loss" related information automatically



Securities



Monthly statement will show stock-related transactions including the quantities of stock deposit and withdrawal.



By using the "Transaction Record" or "Positions" enquiry functions to check stock holdings.

Digital Banking Services

(Personal Mobile Banking)



Bill Payment



Transaction records of Bill Payment before System Upgrade



Bill templates need to be Re-created

(excluding electronic bills)

Digital Banking Services

(Standing/scheduled transaction instructions)



Period of System Upgrade

(from 02-May-2025 11pm to 05-May-2025 8am)



System Upgrade



Standing/scheduled transaction instructions as arranged during the System Upgrade period (including but not limited to standing/scheduled transactions for transfers, time deposits, currency exchange, remittances, bill payments and credit card settlements)



Standing/scheduled trading instructions that have been scheduled to be executed out of System Upgrade period will be executed as usual.



BOC Credit Card Services



All BOC Credit Card related services, including but not limited to BOC Credit Card account overview, credit card payment and transaction records services etc.



All BOC Express Cash Revolving Credit related services, including but not limited to BOC Express Cash Revolving Credit account overview, payment and transaction records services etc.



BOC Credit Card Services



Access via BOCHK Internet Banking/Mobile Banking App



Please contact BOC credit card hotline at 2853 8828 for enquiries.

For enquiries, pls contact 2232 3625



Corporate Internet Banking

After the Completion Date, the website (www.chiyubank.com) for the Bank's Internet Banking will remain the same while the webpage and its functions will be enhanced.



The bank number or username (if applicable), password, and security token for Internet Banking will remain unchanged.

Customers are advised to use the following browser versions or later to log in to Internet Banking.

- 1 Microsoft Internet Explorer (version 11 or above)
- 2 Microsoft Edge (version 94 or above)
- 3 Mozilla Firefox (version 91.2 or above)
- 4 Apple Safari (version 14 or above)
- 5 Google Chrome (version 95 or above)



Payroll Editor format change

The new formatted payroll editor will be available for download on the Bank's website www.chiyubank.com starting on May 5, 2025



Preset pay deal



Customers can set up payroll transaction instructions for up to **30 days** in advance until May 2, 2025.



The system will reject all instructions set for **May 3 or later**.



After the Completion Date (**May 5**), customers can resume using the corporate Internet banking to set up payroll instructions set within 30 days in advance.

For further information, please contact our System Upgrade Special Hotline at (852) 2501 3051, Customer Service Hotline (852) 2232 3625.



Corporate Phone Banking

After the Completion Date, the new Corporate Phone Banking numbers will be in use:

[852 2232 3393] Cantonese

[852 2232 3392] English

[852 2232 3391] Mandarin



will not support the following services:



transfers



credit card payment



credit card cash services



foreign currency and RMB trading



precious metal trading, time deposits



check book and monthly statement application services.

Customers can enjoy the above services over our Internet Banking, or visit our branches.



Trade Finance and Services

New address of the Trade Service Centre

10/F, Grand Millennium Plaza,
181-183 Queen's Road Central



New fax number

2256 1818

The customer monthly statement and receipt will adopt a new version and format, the interest details of each transactions will not be shown. However, the repayment notification letter will still present each interest detail. For inquiries regarding interest information, customers may contact our Trade Service Center or their assigned relationship manager.

Other Payroll services



Other Payroll services



The new payroll software and encryption password needed

The Bank will start contacting existing customers in April 2025 to confirm the arrangements for receiving the new payroll software and new encryption password

The payroll software can be downloaded from the Bank's website at

[www.chiyubank.com]

Customers may also call our System Upgrade Special Hotline at (852) 2501 3051 to inquire about the relevant arrangements commencing from April 1, 2025.