

**Attachment 4: Important Notes to Banking System Upgrade and Service Updates (Corporate Customers)**

Category	DOs	DON'Ts	Refer to Notice - Attachment 2
<b>Notes to Corporate Banking Services</b>			
Passbook	Cancel the Passbook and update the transaction records by using the Passbook Updating Machine in our branch network before the effective date for record keeping purpose.	Use existing passbook	Para. 1.3
Customer Service Hotline	Contact new Service Hotline	Contact previous Service Hotline	Para. 7
Safe Deposit Box	Use autopay service debiting customer's own <b>account with our bank</b> to pay for annual rental fees	Use autopay service debiting <b>other bank's account</b> nor use cheque to pay for annual rental fees	Para. 8
Funds transacted with non-settlement currencies	Exchange currency in advance for funds settlement in same currency	Not applicable	Para. 9.2
All BOC Credit Card services	Contact BOC Credit Card Hotline at (852) 2853 8828 for enquiry	Use our bank's services	Para. 10
<b>Notes of e-Banking Services</b>			
<b>Corporate Internet Banking Services</b>			
Add "General Operator" user on Corporate Internet Banking	Visit any of our branches	Use Corporate Internet Banking	Para. 1.1
Apply for a "security device"	Visit any of our branches	Use Corporate Internet Banking	Para. 1.3
Add personal account on Corporate Internet Banking	Use Personal Internet Banking	Use Corporate Internet Banking	Para. 1.5
Verify transactions	Use security code and Corporate Internet Banking login password	Use e-Cert Storage Device Password	Para. 1.6
Set transaction authorization (name and path change)	Via "Management > Procedure Management" function to select "Default Procedure" or "Customized Procedure"	Via "Management > Authorization Mode Settings" function to select "Standard Authorization Mode" or "Advanced Authorization Mode"	Para. 1.6
Set "User"/ "Operator" transaction authorization (name, path and functional rights setting change)	Via "Management > Operator Management" to set up "Operator" authorization for major functions such as Transfer/Remittance, Time Deposits, etc.	Via "Management > User Settings" to set up "Users' Functional Rights" for making further instructions under major functions such as Payments, Receivables, Time Deposit, etc.	Para. 1.6
User of investment function (Investment Function User)	Must be "General Operator" with relevant authorization granted by the "Master Operator"	Must be "Primary User" with investment function rights or "Delegated User" with relevant authorization	Para. 1.6

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Authorize Transactions	After log in, via "To-Do-list" tag on home page or via corresponding transaction pages of "Transfer/Remittance", "Time Deposit", "Autopay", "Currency Exchange", "Trade Service", etc. to authorize transactions	After login, via "To-Do-list" tag on home page or via "Authorization Centre" function to authorize transactions	Para. 1.6
Transaction orders created by customers which have not yet been checked/authorized before the Effective Date	Recreate the transactions for checking/authorization	Not Applicable	Para. 1.7
Transfer / Remittance	Via "Transfer/Remittance" Function	Via "Cash Management > Payments"	Para. 1.9
Upload File	Via "Autopay" tag to upload payroll related file or via "MPF" tag to upload MPF contribution related file	Via "Tools > Upload > Upload File" function	Para. 1.11
Demand Draft services	Visit any of our branches	Use Corporate Internet Banking	Para. 1.12
Currency Exchange transactions	Via "Currency Exchange" page to conduct transactions	Via "Cash Management > Currency Exchange" page to conduct "Currency Exchange Transactions" by entering "Exchange Rate Contracts"	Para. 1.13
Payment to merchants which solely receive bill payments through JETCO channel	Use ATMs	Use Corporate Internet Banking	Para. 1.14
Bill payment	Register the bill before making first payment. For making payment to a merchant other than "Government or Statutory Organization, Public Utility, Primary or Secondary Education, Post-secondary or Specialized Education", customers need to <b>visit any of our branches</b> to register the bill before making first payment.	Not Applicable	Para. 1.14
Setup the "Pre-set Instruction Services" / "Pre-set Instructions for Bill Payment Service" functions on a day after system upgrade	Reset after system upgrade	Not Applicable	Para. 1.15
"Standing Instructions" for Transfer, Express Transfer and FPS previously set up on Corporate Internet Banking	Reset after system upgrade	Not Applicable	Para. 1.16

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Set fund price alerts, monthly stocks / funds savings plans, the application / change function of corporate actions and securities club membership inquiry functions	Use Corporate Mobile Banking	Use Corporate Internet Banking	Para. 1.17
Bond investments, currency linked investments, structured investments services	Visit any of our branches	Use Corporate Internet Banking	Para. 1.18
Perform "Sell with Odd Lot" transactions	Input the total number of shares to be sold and choose whether to input a price or not (enter multiple prices separately will no longer be available). The system will automatically execute the order to sell out the customer's Ordinary shares and Odd lots according to the order of "Board Lot", "Odd Lot" and "Odd Lot (Monthly Savings Plan)". In case customers wish to self-allocate the number of "Board Lot", "Odd Lot" and "Odd Lot (Monthly Savings Plan)" to be separately and the specific selling price of each Lot, may visit any of our branches for execution	Input the prices and number of shares of "Board Lot", "Odd Lot" and "Odd Lot (Monthly Savings Plan)" separately	Para. 1.18
<b>Corporate Phone Banking Services (Services will be terminated)</b>			
Conduct account enquiries, transfers, investments and other instructions	Use Corporate Internet Banking, Corporate Mobile Banking	Contact Corporate Phone Banking or Investment Hotline	Para. 2.1
<b>Corporate Mobile Banking Services (New Services)</b>			
Use Corporate Mobile Banking	Download the new Corporate Mobile Banking APP	Not Applicable	Para. 3
<b>Self Service Banking Services</b>			
MPF contribution services	Use Corporate Internet Banking or ATMs with "MPF" logo	Use the Bank's ATMs	Para. 4.1
Check MPF integrated account balance and latest contribution	Use ATMs with "MPF" logo	Use the Bank's ATMs	Para. 4.1
Apply for latest monthly statement of the current account linked to NCB ATM card	Visit any of our branches or use Corporate Internet Banking	Use the Bank's ATMs (temporary suspension for one month after the Effective Date)	Para. 4.4