

• **Paper Statement Service Annual Fee**

1. What is Paper Statement Service Annual Fee?

Ans: A new Paper Statement Service Annual Fee for personal customers will be implemented, starting from October 2017. Paper Statement Service Annual Fee will be applicable to the Banking Consolidated Statement and/or Credit Card Statement, for each type of Paper Statement received through mail during the effective period, the relevant Paper Statement Service Annual Fee will be applied per type of statement, and the charge will be debited on first quarter of next year.

2. Which types of statement will be applicable?

Ans: The Paper Statement Service Annual Fee will be applicable to two types of statements including (1) Banking Consolidated Statement (Integrated Account, Elite Club Account, e-Age Banking Account, Current Account, Statement Savings Account and Time Deposit Account) and (2) Credit Card Statement.

3. How much is the Paper Statement Fee?

Ans: From 1 October 2017 to 31 December 2017, for each type of Paper Statement received through mail during the effective period, the relevant Paper Statement Service Annual Fee will be applied and HK\$10 per type of statement. If you have received two types of statement, you will be entitled to a maximum fee of HK\$20.

With effect from 1 January 2018, for every 12-month period from 1 January to 31 December, the relevant Paper Statement Service Annual Fee will be applied and HK\$20 per type of statement. If you have received two types of statement, you will be entitled to a maximum fee of HK\$40.

4. Why does ICBC (Asia) impose a Paper Statement Fee on customers?

Ans: To reduce paper consumption and to protect our environment.

5. What will the collected fees be used for?

Ans: Part of the fee collected will be donated for supporting environmental protection activities.

6. What types of customers will be exempted from the fee?

Ans: Customers who meet the following criteria will be exempted:

- Aged below 18 or aged 65 and above
- Receipts of Comprehensive Social Security
- Persons who present a proof of disability
- Low income customers, monthly salary below HK\$8,000

If you meet either criteria (2) or (3) or (4), you should visit our branch to arrange for fee exemption.

7. When will the fee be debited?

Ans: The fee will be debited from the relevant banking accounts and/or credit card account directly on the first quarter of next year.

8. If I do not want to pay this fee, what should I do?

Ans: You can register for and e-Statement Services before 31 August 2017. You may apply via:

- (1) Our Internet Banking
- (2) Complete the application form for internet banking and eStatement simplified application form (Click here to download www.icbcasia.com/ICBC/EnEsAdvice). You may return the completed form by mailing to our specified mail box (P.O Box 12545, General Post Office, Hong Kong) or submitting to any of our branches in person.

9. Will I be charged if I still using paper statement service?

Ans: Yes. After the new paper statement service annual fee has been implemented, using Using paper statement service will be imposed, and paper statement service annual fee are fixed and will not be charged by proportion.

10. If I hold two credit card accounts / two bank accounts, and one of the accounts is using paper statement service, will I be imposed the fee?

Ans: Yes. After the new paper statement service annual fee has been implemented on both credit card and bank account statement separately. Using paper statement service will be imposed, and paper statement service annual fee are fixed and will not be charged by proportion.

11. If I have a joint account, and one of the joint account holders meets the exemption criteria, will I be imposed the fee?

Ans: No. For joint accounts, if any one of the account holders meets the above exemption criteria, the said fee will be exempted.

12. If I have investment/loans/mortgage/company accounts, and the accounts are using paper statement service, will I be imposed the fee?

Ans: No. The Paper Statement Service Annual Fee will NOT be applicable to investment, loans, mortgage and company accounts.

13. I have received paper statement on Oct 2017 and I enrolled in e-Statement service in Nov 2017. Will I still be charged the Paper Statement Fee? Will the fee be charged on a pro-rata basis?

Ans: Yes, you will be charged to the Paper Statement Fee, but not on a pro-rata basis. Since you have received paper statements during the period of Oct to Dec 2017, the relevant Paper Statement Service Annual Fee will be applied and HK\$10 per type of statement. If you have received two types of statement, you will be entitled to a maximum fee of HK\$20.

14. I have an account with the Bank that receives paper statements. Will the Bank still debit the account if there are insufficient funds?

Ans: Yes. The Paper Statement Fee will still be debited from your account. To avoid an account overdraft or an arrear that incurs debit interest, we encourage you to switch to e-Statement to enjoy hassle-free management of your statements online.

15. Will I received any notification before the Paper Statement Service Annual Fee be charged?

Ans: No. the fee will be charged from the relevant bank accounts/ or credit card account directly. The transaction record will be shown on the statement and no notification will be sent separately.

16. If I continue to receive Paper Advice from the bank such as Currency Transaction Advice, will I be charged?

Ans: No. Paper Advice service will not be charged.