

# ICBC Personal Internet Banking Guide



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If you have any questions about your token or log in, please call our hotline or visit any of our branches



**+65 6369 5588**

(24hrs)

#### RMB Processing Centre

John Hancock Tower

6 Raffles Quay, #01-01 048580

(Raffles Place MRT Station, Exit I)

Monday-Friday

9:30am-4:00pm

#### Ang Mo Kio Sub-branch

53 Ang Mo Kio Ave 3, #B1-01, AMK

Hub 569933

Monday-Friday

Saturday

11:00am-7:00pm

11:00am-4:30pm

#### Chinatown Sub-branch

Chinatown Point

133 New Bridge Road, #01-10 059413

(Chinatown MRT Station, Exit E)

Monday-Friday

Saturday

11:00am-7:00pm

11:00am-4:30pm

#### Simei Sub-branch

3 Simei Street 6 #01-K6/K7/K8

Eastpoint Mall 528833

Monday-Friday

Saturday

11:00am-7:00pm 11:00am-4:30pm

#### Punggol Sub-Branch

83 Punggol Central #01-14

Waterway Point 828761

Monday-Friday

Saturday

11:00am-7:00pm 11:00am-4:30pm

#### Sembawang Sub-Branch

30 Sembawang Drive #02-18/19/20

Sun Plaza 757713

(Sembawang MRT Station Exit B)

Monday-Friday

Saturday

11:00am-7:00pm

11:00-4:30pm

#### Holland Village Sub-Branch

257 Holland Avenue 278984

(Holland Village MRT Station Exit

B)

Monday-Friday

Saturday

9:00am-5:00pm 11:00am-4:30pm

#### Juong East Sub-Branch

130 Jurong Gateway Road

#01-213/215/217 600130

Monday-Friday

Saturday

10:00am-6:00pm 11:00am-4:30pm

#### Paya Lebar Sub-Branch

60 Paya Lebar Road

#01-33/34/35/36 409051

Monday-Friday

Saturday

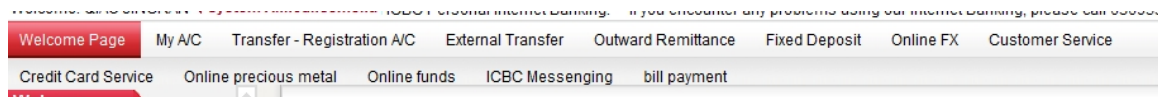
11:00am-7:00pm

11:00am-4:30pm



## Introduction

In order to assist you to have a better understanding of our Bank Online Banking Functions, we have included a brief description of each function as follows:



## Key Features

### Welcome page

Our welcome page shows the verification details you have with us to confirm that you have login to the correct webpage. If you notice anything suspicious you should logout immediately and contact our staff for clarification

### MY A/C

You can check and manage all the accounts of ICBC registered at internet banking, including account balance enquiry, transaction details, manage monthly e-statement, etc.

### Balance and Transaction Details

Under My A/C menu, you can check your account balance and transaction history for all the accounts you have registered to your internet banking, including credit card. You can also view or download the monthly statement under My A/C menu.

### Transfer-Registration A/C

#### Current-to-Current - Fund Transfer to My ICBC Account

Transfer multi-currency funds between your registered accounts with real-time rate.

### External Transfer

#### Single Transfer – Fund Transfer to Other ICBC Account

Transfer money to another person's ICBC Singapore accounts, instant credit to beneficiary account is safe and reliable, allowing different currencies to exchange mutually using real time rate.

### Outward Remittance

#### Local SGD Transfer - Interbank Fund Transfer (Local Bank)

Transfer SGD to other banks in Singapore.

**Paynow transfer**-Paynow is an account-to-account fast transfer in Singapore. Customer can use handphone number or NRIC to register.

**RMB Fixed-rate Remittance:**

Best choice to remit funds to China from SGD to CNY with attractive exchange rate, fast and reliable.

**Global Multi-Currency Remittance**

Remit currencies other than RMB to worldwide ICBC branches, fast and reliable.

**ICBC Express** - Remittance to Overseas ICBC Group

You can remit funds to a named beneficiary of ICBC bank located overseas.

**Transfer and Remittance**

Transfer funds globally anytime with ICBC online banking, you can now remit funds overseas securely and easily wherever you are, at a lower rate.

**Fixed Deposit**

You can make a fixed deposit of SGD, CNY or USD via internet banking to enjoy a better interest rate.

**Online FX**

Foreign exchange transactions is the exchange of one currency with another currency, such CNY/SGD.

**Customer Service**

You can modify basic information and personalized settings.

**Credit Card Service**

You can do spot repayment, check the basic information, consume details, check list of your credit cards via internet banking.

**Online precious metal**

Online precious metal is between currencies and precious metals

**ICBC Messaging**

Protected from fraud and receive SMS notification alerts of your online transaction and balance to your Singapore mobile number.

**AXS Bill Payment**

You can make AXS bill payment at ICBC internet banking.

### Important Information

Compatible Browsers: IET-IE11/Chrome20.0-Chrome52.0/Firefox10.0-Firefox45.0/Safari5.1-Safari9.1.2.



Google

Our internet banking is not available on Apple. Chrome 插件安装。

System will automatically log off if your internet banking is inactive for more than 15 minutes.

## Chapter 1 Internet banking

### 1 Activation of Internet Banking Token



① Press the “on-off” button for a few seconds

① Enter your token activation code and press “OK” button.

② Enter a six-digit password and press “OK” button. (Twice)

③ Re-start and login your token using your password and press “OK” button to generate a dynamic password (OTP).

## 2 Key in the Security Number

(When you want to transfer fund overseas or to other local SG banks, you need follow this step)



① Login your token with your six-digit password

② Press "Del" button and key in **security number**

③ Press "OK" button and key in the dynamic password generate by the token

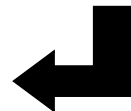
Please enter the following numbers on your Token: **3171000.10** **Security Number**

The above picture includes 6 digits random number from payee account and Remittance Amount, please check it carefully.

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:  **7404** [Refresh verification code](#)



### 3 Internet Banking Login

Go to this page:

<http://singapore.icbc.com.cn/ICBC/海外分行/新加坡网站/en/>



Press '**Personal Banking**'

(For first time user, you need to download the security plug-in. The initial password is a six-digit number you set at the bank counter)



Enter the Internet banking account number, password and verification code





ICBC 中国工商银行 金融@家

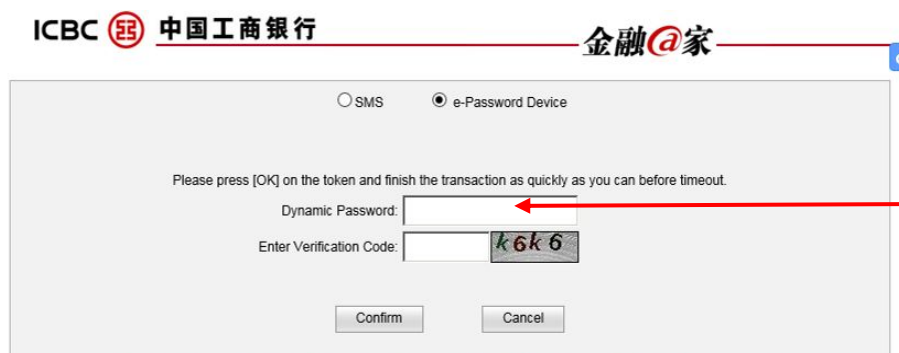
☒ SMS ☐ e-Password Device

Please enter the SMS verification code received via your mobile phone number (65 8858\*\*\*\*)

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(Click 'Get Verification Code', and enter the 'OTP')

OR



ICBC 中国工商银行 金融@家

☐ SMS ☒ e-Password Device

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:

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(Key in the six-digit password into e-Password Device; get a dynamic password to login)



▶▶▶ Modify Logon Password of Internet Banking: Use this function to modify your logon password of Internet Banking for strengthening the security of using online banking services.

Modify Password

New Password:

It is suggested to enter a 8-digit password combining letters and numbers. Please avoid setting [Password of low security](#)

Confirm New Password:

Type of Certificate: Identity Card

Certificate No.:

S88

← IC Number

Please Input Validation No.:

r 6 d x

Confirm

Reset

Prompt:

1. Owing to the Logon Password of Internet Banking your reserved at ICBC Business Offices is all numeric, System will modify password when you first logon in order to protect the security of your password. Password must be modified before it can be used. New password entered must be longer than 6 digits and shorter than 30 digits, and can be a combination of characters and numbers.
2. Verification Code needed to be entered refers to the numbers displayed on the right of the box for Verification Code input.
3. If you have forgotten the password, after reset at the ICBC Business Office where you open the Account, use this function to modify the password to strengthen the security while you are using online banking services.

(When you first time successfully login the Internet Personal Banking, you need to follow this step to set a new ibanking password.

**Note:** Your internet banking will be temporary locked if you exceeded the maximum number of attempts (3 times). Account will be reactivated after 24hrs from the time your account locked up.



## Chapter 2 My A/C

### 1 Manage Registration A/C

Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX **NEW**

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

**Manage Registration A/C**

- Registration A/C List
- Alias Maintenance
- Add Registration A/C
- Delete Registration A/C
- Global Account Linking Application
- Global Account Linking Confirmation
- Global Account Linking Application Progress

+ Check Accounts

+ Report of Loss (Online)

+ Balance Adjustment Agreement

Elite Club Card	621719100103			
CURRENT AC ALL-IN-ONE	00000	name		A/C Movements
CLICK - Elite Club Card can check Balance			CNY 0.00	
			USD 0.00	
			SGD 0.00	
Elite Club Card	407661100002			
TIME AC ALL-IN-ONE	010301080000			
			SGD 100,000.00	
TIME AC ALL-IN-ONE	010302080000			
			CNY 70,019.60	
CNYCumulative Deposit	70,019.60			
USDCumulative Deposit	0.00			
SGDCumulative Deposit	100,414.97			

**Balance Enquiry**

#### (1) Check Current A/C



Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX **NEW**

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

**My A/C**

- Manage Registration A/C
- Check Accounts
- Check/Download Statement
- Check e-Payroll Slip
- Check e-Slip
- Check Current A/C

+ Report of Loss (Online)

+ Balance Adjustment Agreement

>> My A/C > Check Accounts > Check Current A/C

**Check Current A/C** >>Help

A/C No. to be checked

Account Type	Account Alias	Account No./Currency	Currency	Current Balance	Available Balance	Operation
Elite Club Card		621719100				
Elite Club Card		4076611				

A/C Movements Check A/C Details Inquire about interest rate of deposit

**Statement Enquiry**

Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service **NEW** Check e-Slip

Online precious metal ICBC Messaging

**My A/C**

- Manage Registration A/C
- Check Accounts**
  - Asset Portfolio Enquiry
  - Check/Download Statement
  - Check e-Payroll Slip
  - Check e-Slip
  - Check Current A/C
- Statement Agreement
- Report of Loss (Online)
- Balance Adjustment Agreement

>> My A/C > Check Accounts > Check Current A/C

**Check Current Accounts** >>Help

Card/Account No.: 6217192001030016133 E-Age Card

Sub-Account: 00000 CD20140203

Currency: SGD

Starting/Ending Date: 01-05-2014 - 11-06-2014 Recently 5-day

Search

Result of enquiry on account details

Card/Account No.: 6217192001030016133 Sub-Account: 00000 Alias: CD20140203 Account Type: Current Account Date: 01-05-2014 - 11-06-2014

Currency: SGD

Serial No.	Transaction Time	Date of value	Transaction Type	Remarks	Amount of Income	Amount of Expenditure	Balance	Counterparts A/C No.	Voucher No.	Ex. Rate	Operation
1	09-06-2014 11:03:05	09-06-2014	CRS CASH DEP		10.00		10.00				
Total					10.00	0.00					

Print Back

**Note: View up to latest 11 months transaction history.**

## (2) Check/Download Statement

My A/C



Check Accounts



Check/Download Statement

Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX **NEW** Check e-Slip

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

**My A/C**

- Manage Registration A/C
- Check Accounts**
  - Check/Download Statement**
  - Check e-Payroll Slip
  - Check e-Slip
  - Check Current A/C
- Report of Loss (Online)
- Balance Adjustment Agreement

>> My A/C > Check Accounts > Check/Download Statement

**Check/Download Statement** >>Help

Statement Date	Agreement No.	Name of Statement File
<input checked="" type="radio"/> 20180531	010301082030100000150341	010300021286933_010301082030100000150341_20180531.pdf
<input type="radio"/> 20180630	010301082030100000150341	010300021286933_010301082030100000150341_20180630.pdf
<input type="radio"/> 20180731	010301082030100000150341	010300021286933_010301082030100000150341_20180731.pdf
<input type="radio"/> 20180831	010301082030100000150341	010300021286933_010301082030100000150341_20180831.pdf

Download Back

## 2 Report Lost of Debit Card

My A/C



Report of Loss



Report Loss of Registration Card/Account

**Note: Alternatively you may call our customer service hotline to report your lost card: +65 63695588**

Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service

Online precious metal ICBC Messaging

> > My A/C > Report of Loss (Online) > Report Loss of Registration Card/Account

### Report Loss of Registration Card/Account

Card/Account No.: 6217192001030016133 E-Age Card

Joint A/C: ☐ It is only valid to this card ☒ Valid to this card and all accounts under the card

[Report Lost](#)



Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service **NE**

Online precious metal ICBC Messaging

> > My A/C > Report of Loss (Online) > Report Loss of Registration Card/Account

### Report Loss of Registration Card/Account

>>Help

Details of the lost account or card:

Card/Account No.: 6217192001030016133 E-Age Card

Joint A/C: Valid to this card and all accounts under the card

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:  **VAC4** [Refresh verification code](#)

[Confirm](#)

### 3 Balance Adjustment

#### (1) Sign Balance Adjustment agreement

(Click 'Add A/C Adjustment', then click 'Sign Agreement')



**Note: For more information regarding Balance Adjustment, please contact our customer service hotline: +65 63695588**

Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW** Online precious metal Online funds ICBC Messaging bill payment

> > My A/C > Balance Adjustment Agreement > Sign Balance Adjustment Agreement

**Sign Balance Adjustment Agreement** >>Help

Select the account to be adjusted

Card/Account No.: 6217191001030016530 Elite Club Account Card  
 Sub-Account: 00000 CURRENT AC ALL-IN-ONE  
 Currency: USD

Select the account for adjustment

Card/Account No.: 6217191001030016530 Elite Club Account Card  
 Sub-Account: 00000 CURRENT AC ALL-IN-ONE  
 Currency: CNY

Add A/C for Adjustment

Details of the account for adjustment  
 Account for adjustment1: Card No.:6217191001030016530 Account linked below:00000 Currency:CNY

Sign Agreement Back

**Transaction Tips**

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Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW** Online precious metal Online funds ICBC Messaging bill payment

> > My A/C > Balance Adjustment Agreement > Sign Balance Adjustment Agreement

**Sign Balance Adjustment Agreement** >>Help

Confirm

Adjusted A/C : Card No.:6217191001030016530 Account linked below:00000 Currency:USD

Account for adjustment:

1. Card No.:6217191001030016530 Account linked below:00000 Currency:CNY

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:  bf 7y

Confirm to sign Back

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## (2) Check/Maintain Balance Adjustment agreement

My A/C

- Manage Registration A/C
- Check Accounts
- Report of Loss (Online)
- Balance Adjustment Agreement
  - Sign Balance Adjustment Agreement
  - Check/Maintain Balance Adjustment Agreement

>> My A/C > Balance Adjustment Agreement > Check/Maintain Balance Adjustment Agreement

>>Help

### Check/Maintain Balance Adjustment Agreement

Select the agreement to be checked/updated

Agreement No.	Adjusted A/C No.	Account linked below	Currency	Agreement Status	Schedule Date
<input type="radio"/> 0103010020201000003198374076611000021746	00000	CNY	end	31-10-2018	
<input type="radio"/> 0103010820201000000815854076611000020169	00000	CNY	end	22-05-2018	
<input type="radio"/> 0103010820201000000819654076611000020169	00000	SGD	Normal	24-05-2018	
<input checked="" type="radio"/> 0103010820201000001376364076611000020169	00000	CNY	Normal	27-05-2019	

#### Details of Balance Adjustment Agreement

Agreement No.: 010301082020100000137636      Schedule Date: 27-05-2019

Adjusted A/C : Card No.:4076611000020169    Account linked below:00000    Currency:CNY

Account for adjustment:

1. Card No.:4076611000020169    Account linked below:00000    Currency:SGD



## Chapter 3 Transfer-Registration A/C

### 1 Fund Transfer To My ICBC Account

Transfer - Registration A/C



Current-to-Current

Welcome Page My A/C **Transfer - Registration A/C** External Transfer Outward Remittance Fixed Deposit Online FX NEW

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

**Transfer - Registration A/C**

▢ To My ICBC Account

>> Transfer - Registration A/C > To My ICBC Account

**To My ICBC Account** >>Help

Choose one Card No./Account No. to be debited: 6217191 Elite Club Account Card

Linked account: 00000

Currency: SGD Available Balance: 414.97

Credit Card/Account No.: 62171 Elite Club Account Card

Linked account: 00000 qiaojingran

Currency: SGD

Amount: SGD

Submit Reset

**Transaction Tips**

Select the Account to be debited, Account to be credited, currency and amount, click "Confirm". Below are the conditions for application: At least two current accounts in normal status; receiving account must be the customer's own current account in normal. Mainly debit A/C and credit A/C are not.

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Welcome: C

**System Announcement:** Banking, please call 63695588(7x24 hour hotline) or 67695588(Mon-Fri, 9am-6pm)

Welcome Page My A/C **Transfer - Registration A/C** External Transfer Outward Remittance Fixed Deposit Online FX NEW

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

**Transfer - Registration A/C**

▢ To My ICBC Account

>> Transfer - Registration A/C > To My ICBC Account

**To My ICBC Account** >>Help

Choose one Card No./Account No. to be debited: 6217191

Linked account: 00000

Currency: SGD

Debit Amount: SGD 100.00

Credit Card/Account No.: 621719100

Linked account: 00000

Currency: CNY

Credit Amount: CNY 497.05 (For reference only)

Exchange Rate: 1 SGD = 4.9705 CNY (for reference only, refer to actual processing rate)

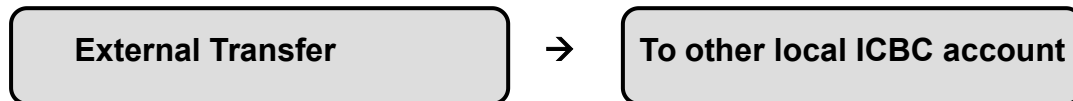
Enjoy preferential exchange rate: 50.00%

ok Cancel

(You can make internal multi-currency conversion within your ICBC account, i.e. transfer SGD to CNY. You will see the real-time exchange rate after clicking 'Submit')

## Chapter 4 External Transfer

### 1 Fund Transfer To Other ICBC Account



- (1) Fill up the beneficiary's name and account number;
- (2) Select corresponding currency;
- (3) Enter transfer amount.



**Note:** Transferring only available to local ICBC bank account. If you provide card number as your beneficiary account number, the transfer will go to its primary account by default.



Welcome Page My A/C Transfer - Registration A/C **External Transfer** Outward Remittance Fixed Deposit Online FX Customer Service **NEW** Check e-Slip

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

**External Transfer**

- To Other ICBC Account
- Check Instruction - Single Transfer
- My Payees
- Sign Schedule Transfer Agreement
- Check/Cancel Agreement of Service for Transfer Agreement

>> External Transfer > To Other ICBC Account

**To Other ICBC Account** >>Help

Confirm transfer details and identity authentication

Sender	Account Name		Account Name	ABC
	Card No./Account No.	621 530	Card No./Account No.	6217191001030016530
	Payment Details	00000	Payment Details	
	Currency	SGD	Currency	SGD
	Transfer Amount	SGD 1.00		
	Remark			

Authentication method: ☒ e-Password Device

Please enter the following numbers on your Token: **7101651.00**

The above picture includes 6 digits random number from payee account and Transfer Amount, please check it carefully.

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:  **CU63**

OK Cancel

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100%

(Key in the security number into the e-Password Device to get a dynamic password, and enter verification code. Click 'OK')

## Chapter 5 Outward Remittance

### 1 Interbank Fund Transfer (Local Bank)

Outward Remittance



Local SGD Transfer

Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX NEW RMB fixed-rate-

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

**Outward Remittance**

- Local SGD transfer
- + PayNow
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS
- + Check Remittance Instruction
- Template

**Step 1: Please select your transfer account**

Date of transfer application: 07-09-2018

Payer name: [Redacted] To find a sample remittance information, please click " [Template](#) " select transfer information

Debit card/account number: 6217191001( Elite Club Account Card)

Sub-Account: 00000 c

Currency: SGD Available Balance: 414.97

**Step 2: Beneficiary Details**

Beneficiary Name: \*

A/C No.: \*

SWIFT code of receiving bank: Choose

Transfer amount: SGD \*

Payment Details: \*

Transfer purpose: Please choose \*

☐ I want to conduct scheduled transfer

Confirm Save as Template Save as Template and Confirm Reset

Enter confirm after can  
choice fast transfer



**Note:** For normal transfer, money be generally credited on T+2 day. For FAST transfer, money will be credited immediately. Please select a transfer method. If the button is dimmed, the selected beneficiary bank does not support the transfer with this method.




or

By using fast transfer, you can choose authentication method with SMS password or e-Password Device.

(Choosing e-Password Device, please key in the security number into the e-Password Device to get a dynamic password, and enter verification code. Click 'OK')

## 2 PAYNOW

### (1) Paynow Management



Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging bill payment

**Outward Remittance**

- Local SGD transfer
- PayNow**
  - PayNow Management
  - PayNow Transfer
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance

>> Outward Remittance > PayNow > PayNow Management

**PayNow Management**

PayNow Agreement	Status	Action
ZHANGSAN Mobile number: +65 12345678 6217191	Normal	<a href="#">Modify</a> <a href="#">Delete</a>
ZHANGSAN NRIC: S1234567G 621711	Normal	<a href="#">Modify</a> <a href="#">Delete</a>



Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging bill payment

**Outward Remittance**

- Local SGD transfer
- PayNow**
  - PayNow Management
  - PayNow Transfer
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS

>> Outward Remittance > PayNow > PayNow Management

**PayNow Management**

Quick and Simple with PayNow.  
Send and receive funds via mobile number or NRIC when you register for PayNow.

PayNow Details

Mobile number: +65 12345678

Card/ Account No.: 6217191 Elite Club Account Card

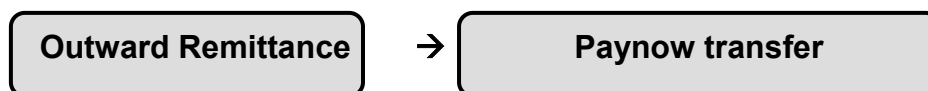
PayNow Nickname: ZHANGSAN

☒ have read [PayNow Agreement](#)

[Confirm](#) [Cancel](#)

(You can use phone number or IC number to register Paynow)

### (2) Paynow transfer



**PayNow Transfer**

**Payee Information:**

Payee Details: ☒ Mobile No. ☐ NRIC ☐ UEN

Mobile No.: + Singapore, 65

**Payment Information:**

From: 62171910 Elite Club Account Card

Currency: SGD Available Balance: 131.56

Amount: SGD

Remarks: PayNow

Transfer purpose: Please choose

[Transfer](#)

PayNow Transfer

Payee Information:  
Payee Details: ☐ Mobile No. ☒ NRIC ☐ UEN  
NRIC:   
Payment Information:  
From: 621719100 Elite Club Account Card  
Currency: SGD Available Balance:131.56  
Amount: SGD   
Remarks: PayNow  
Transfer purpose: Please choose  
Transfer

PayNow Transfer

Payee Information:  
Payee Details: ☐ Mobile No. ☐ NRIC ☒ UEN  
UEN:   
Payment Information:  
From: 621719100 Elite Club Account Card  
Currency: SGD Available Balance:131.56  
Amount: SGD   
Remarks: PayNow  
Transfer purpose: Please choose  
Transfer

### 3 RMB Fixed-Rate Remittance



**Note:** Each Chinese national is only allowed to receive up to USD50, 000 or equivalent of RMB fixed-rate remittance in each year.

FOR NON-ICBC CHINA BANK

Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service NEW

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

**Outward Remittance**

- Local SGD transfer
- PayNow
- **RMB Fixed-Rate Remittance**
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance Instruction
- Template

**RMB Fixed-Rate Remittance** >>Help

☒ I have read and agreed [Circular on Remittance](#)

**Step 1: Select your Account**

Remittance application date: 15-05-2019

Your Name: C To find a sample remittance information, please click: [Template](#)

Card/Account No.: 621719100103 Elite Club Account Card

Sub-Account: 00000 CURRENT AC ALL-IN-ONE

Currency: USD Available Balance: 0.00

**Step 2: Beneficiary Details**

ICBC A/C: ☐ Yes ☒ No

Bank of beneficiary's account: \*

Name of beneficiary's account: Province Province (Region, City) No "City" City \*

opening bank: [Inquire by bank number](#) [Inquire by keyword](#)

Beneficiary Name (Chinese): \*

A/C No.: \*

Beneficiary's ID number: \*

Payee's address: Please enter a complete and correct beneficiary address, which must be accurate to door number. P.O Box cannot be provided.

House number: \*

Street: \*

City: \*

Postal Code: \*

Tel: \*

**Step 3: Payment Details**

Amount: USD \*

Ex. Rate: [To be inquired](#)

Fund source for settlement of: -----Select----- \*

exchange of beneficiary: [View description on fund source for settlement of exchange of beneficiary](#)

Pay remittance fee from: 6217191001030016530 Elite Club Account Card

Sub-Account: 00000 CURRENT AC ALL-IN-ONE

Currency: USD

FOR ICBC CHINA BANK

Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service **NEW RMB fixed-rate-Remittance**

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

**Outward Remittance**

- Local SGD transfer
- + PayNow
- **RMB Fixed-Rate Remittance**
- Global multi-currency remittance
- ICBC EXPRESS
- + Check Remittance Instruction
- Template

**RMB Fixed-Rate Remittance** >>Help

☒ I have read and agreed [Circular on Remittance](#)

**Step 1: Select your Account**

Remittance application date: 15-05-2019

Your Name:  To find a sample remittance information, please click "[Template](#)"

Card/Account No.: 62171910010300  Elite Club Account Card

Sub-Account: 00000 CURRENT AC ALL-IN-ONE

Currency: USD Available Balance: 0.00

**Step 2: Beneficiary Details**

ICBC A/C: ☒ Yes ☐ No

Beneficiary Name (Chinese):

A/C No.:

Beneficiary's ID number:

Payee's address:  Please enter a complete and correct beneficiary address, which must be accurate to door number.  
P.O. Box cannot be provided.

House number:

Street:

City:

Postal Code:

Tel:

**Step 3: Payment Details**

Amount: USD

Ex. Rate: [To be inquired](#)

Fund source for settlement of:  Select

exchange of beneficiary: [View description on fund source for settlement of exchange of beneficiary](#)

Pay remittance fee from: 6217191001030016530 Elite Club Account Card

Sub-Account: 00000 CURRENT AC ALL-IN-ONE

Currency: USD

- (1) Select your account and currency used to make the remittance;
- (2) Fill up the beneficiary details;
- (3) Enter the amount and choose remittance purpose;
- (4) Click 'Submit' to next step;
- (5) You can click 'Save as Template', for future uses.



Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging bill payment

**Outward Remittance**

- Local SGD transfer
- PayNow
- **RMB Fixed-Rate Remittance**
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance Instruction
- Template

**RMB Fixed-Rate Remittance**

Remittance application date:09-09-2018

Your Name: [Redacted]

Card/Account No.:6217191 [Redacted] Elite Club Account Card

Sub-Account:00000 qiaojingran

Currency:SGD

ICBC A/C:Yes

Beneficiary Name (Chinese):张三

A/C No.:6217865000002609285

Beneficiary's ID number:130102200001011111

Payee's address:guangzhou china

Tel:13511111111

Amount:SGD 100.00

Amount in RMB or equivalent:CNY 494.50

Ex. rate for RMB Pre-Settlement Remittance:1 SGD = 4.945 CNY

Fund source for settlement of exchange of beneficiary:staff payment & family expense

Pay remittance fee from:6217191001 Elite Club Account Card

Sub-Account:00000 [Redacted]

Currency:SGD

Banking Charges:SGD 0.00

Telex Fee:SGD 0.00

Remittance fee - Discount %:No Discount

Total remittance fee after discount:SGD 0.00

Authentication method: ☒ SMS password ☐ e-Password Device

[Get verification code](#)

Please enter the SMS verification code received via your mobile phone number ( 65 8858\*\*\*\*) [Redacted]

[OK](#) [Cancel](#)

Or

Authentication method: ☐ SMS password ☒ e-Password Device

Please enter the following numbers on your Token: **600609100.00**

The above picture includes 6 digits random number from payee account and Remittance Amount, please check it carefully.

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password: [Redacted]

Enter Verification Code: [Redacted] **cy4e**

[OK](#) [Cancel](#)

You can choose authentication method with SMS password or e-Password Device.

(Choosing e-Password Device, please key in the security number into the e-Password Device to get a dynamic password, and enter verification code. Click 'OK')



## 4 Global Multi-Currency Remittance

Outward Remittance



Global Multi-Currency Remittance

Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging

bill payment

**Outward Remittance**

- Local SGD transfer
- PayNow
- RMB Fixed-Rate Remittance
- Global multi-currency remittance**
- ICBC EXPRESS
- Check Remittance Instruction
- Template

**Global multi-currency remittance**

☒ I have read and agreed [Circular on Remittance](#)

**Step 1: Select your Account**

Remittance application date: 09-09-2018  
 Your Name: QIAO JINGRAN To find a sample remittance information, please click " [Template](#) "

Card/Account No.: 6217191001030030697 Elite Club Account Card  
 Sub-Account: 00000 qiaojingran  
 Currency: SGD Available Balance: 132.97

**Step 2: Beneficiary Details**

Beneficiary Name: ZHANG SAN  
 A/C No.: 6217866888888888888  
 Currency: SGD  
 Swiftcode/BIC of beneficiary bank:  
 Country/region of beneficiary bank: CHINA (CN)  
 City of the beneficiary bank: BAOJI  
☒ Please select a beneficiary bank in the list ☐ Others  
 Beneficiary bank: COMMONSHBJI BANK OF COMMUNICATIONS (E)  
 Beneficiary bank number: COMMONSHBJI  
 Address of receiving bank: (BAOJI BRANCH)  
 BAOJI  
 Intermediary bank's SWIFT CODE:  
 Tel: 13588888888  
 Payment Details:

**Step 3: Payment Details**

Amount: SGD 100.00  
 Remittance Purpose: Family Expenses  
 Pay remittance fee from: 6217191001030030697 Elite Club Account Card  
 Sub-Account: 00000 qiaojingran  
 Currency: SGD

Submit Save as Template Save as Template and Confirm Reset

- (1) Select your account and currency used to make the remittance;
- (2) Fill up the beneficiary details;
- (3) Enter the amount and choose remittance purpose;
- (4) Click 'Submit' to next step;
- (5) You can click 'Save as Template', for future uses.



**Note: Global Multi-Currency remittance will take approximately 3-5 working days to process.**

Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds

ICBC Messaging bill payment

**Outward Remittance**

- Local SGD transfer
- + PayNow
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS
- + Check Remittance Instruction
- Template

**Global multi-currency remittance**

Remittance application date:09-09-2018  
Your Name:QIAO JINGRAN  
Card/Account No.:6217191001030030697 Elite Club Account Card  
Sub-Account:00000 qiaojingran  
Currency:SGD

Beneficiary Name:ZHANG SAN  
A/C No.:6217868888888888888  
Currency:SGD  
Country/region of beneficiary bank:CHINA (CN)  
City of the beneficiary bank:BAOJI  
Beneficiary bank:COMMNSHBJ BANK OF COMMUNICATIONS (BAOJI BRANCH) BAOJI  
Beneficiary bank number:COMMNSHBJ  
Address of receiving bank:(BAOJI BRANCH) BAOJI  
Intermediary bank's SWIFT CODE:  
Tel:13588888888

Payment Details:

Amount:SGD 100.00  
Remittance Purpose:Family Expenses  
Pay remittance fee from:6217191001030030697 Elite Club Account Card  
Sub-Account:00000 qiaojingran  
Currency:SGD  
Banking Charges:SGD 5.00  
Telex Fee:SGD 18.00  
Remittance fee - Discount %:No Discount  
Total remittance fee after discount:SGD 23.00

Authentication method: ☒ SMS password ☐ e-Password Device

Get verification code

Please enter the SMS verification code received via your mobile phone number ( 65 8858\*\*\*\*)

OK Cancel

OR

Authentication method: ☐ SMS password ☒ e-Password Device

Please enter the following numbers on your Token: 888888100.00

The above picture includes 6 digits random number from payee account and Remittance Amount, please check it carefully

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:  cpcx

OK Cancel

You can choose authentication method with SMS password or e-Password Device.

(Choosing e-Password Device, please key in the security number into the e-Password Device to get a dynamic password, and enter verification code. Click 'OK')

## 5 Remittance to Overseas ICBC Group

Outward Remittance



ICBC Express

Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds

ICBC Messaging bill payment

**Outward Remittance**

- Local SGD transfer
- + PayNow
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- **ICBC EXPRESS**
- + Check Remittance Instruction
- Template

>> Outward Remittance > ICBC EXPRESS

**ICBC EXPRESS**

☒ I have read and agreed [Circular on Remittance](#)

**Step 1: Select your Account**

Remittance date: 09-09-2018  
 Your Name: QIAO JINGRAN To find a sample remittance information, please click " [Template](#) "  
 Remittance account: 6217191001030030697 Elite Club Account Card  
 Sub-Account: 00000 qiaojingran  
 Currency: SGD Available Balance: 132.97

**Step 2: Beneficiary Details**

Country/region of payee's account opening bank: China  
 Receiving bank's name: Industrial and Commercial Bank Of China  
 Beneficiary Name: ZHANG SAN  
 A/C No.: 62178650000000888  
 Currency: SGD  
 Payee's address: GUANG ZHOU CHINA  
 Payment Details:

**Step 3: Payment Details**

Amount: SGD 32.00  
 Remittance Purpose: SALARY  
 Banking Charges: SGD 0.00

Submit Save as Template Save as Template and Confirm Reset

- (1) Select your account and currency used to make the remittance;
- (2) Fill up the beneficiary details;
- (3) Enter the amount and choose remittance purpose;
- (4) Click 'Submit' to next step;
- (5) You can click 'Save as Template', for future uses.

**Note:** Available remitting currency: SGD, USD, CNH,

## Chapter 6 Fixed Deposit

### 1 Check fixed A/C

Fixed Deposit



Check Fixed A/C

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW RM**

ICBC Messaging bill payment

**Fixed Deposit**

- Check Fixed A/C
  - Check Basic Details
  - Open Fixed Deposit
  - Withdraw/renew time deposit
  - Change Instruction on Maturity
  - Check Interest Rate

>> Fixed Deposit > Check Fixed A/C

**Check Fixed A/C**

Local ICBC Fixed Deposit Summary:

Account Type	A/C No.	Deposit Period	Interest Rate	Account-opening date	Maturity date	Contribution date	Principal of Deposit	Action
TIME AC ALL-IN-ONE	01030108000	Normal	1Year	-	-	17-07-2019	SGD 100,000.00	<a href="#">Change Instruction Upon Maturity withdrawal</a>
TIME AC ALL-IN-ONE	01030208000	Normal	1Year	-	-	30-08-2019	CNY 70,019.60	<a href="#">Change Instruction Upon Maturity withdrawal</a>
Accumulative principal							SGD 100,000.00	
							CNY 70,019.60	

Non-Local ICBC Fixed Deposit Summary:

No time deposit account of the other banks is available for your inquiry



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal

ICBC Messaging bill payment

**Fixed Deposit**

- Check Fixed A/C
  - Check Basic Details
  - Open Fixed Deposit
  - Withdraw/renew time deposit
  - Change Instruction on Maturity
  - Check Interest Rate

>> Fixed Deposit > Check Fixed A/C

**Check Fixed A/C**

account name: ZHANG SAN  
 Deposit card/account number: 01030108000  
 Deposit Seq.: 00001  
 Currency of Deposit: SGD  
 Deposit Amt.: SGD 100,000.00  
 Deposit Period: 1Year  
 Account Opening Date: 17-07-2018  
 Value Date: 17-07-2018  
 Maturity Date: 17-07-2019

Time interval	Interest Rate
17-07-2018to 17-10-2018	1.5000%
17-10-2018to 17-01-2019	1.7000%
17-01-2019to 17-04-2019	1.9000%
17-04-2019to 17-07-2019	2.1000%

Interest Due: SGD 1,798.63  
 Total principal and interest: SGD 101,798.63  
 Instruction upon maturity: Transfer principal and interest to A/C specified below  
 Deposit Card/Account No.: 01030108000  
 Currency of Deposit: SGD

Print Cancel

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal

ICBC Messaging bill payment

**Fixed Deposit**

- Check Fixed A/C
- Check Basic Details
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change Instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Check Fixed A/C

**Check Fixed A/C**

account name: ZHANG SAN  
 Deposit card/account number: 010302080  
 Deposit Seq.: 00001  
 Currency of Deposit: CNY  
 Deposit Amt.: CNY 70,019.80  
 Deposit Period: 1Year  
 Account Opening Date: 30-08-2018  
 Value Date: 30-08-2018  
 Maturity Date: 30-08-2019  
 Interest Rate: 3.6000%  
 Interest Due: CNY 2,555.72  
 Total principal and interest: CNY 72,575.32  
 Instruction upon maturity: Transfer principal and interest to A/C specified below  
 Deposit Card/Account No.: 010301080000015  
 Currency of Deposit: CNY

Print Cancel

(You can check the details of specific fixed deposit by clicking the sequence number, including account holder name, account number, currency of deposit, deposit amount, deposit period, value date, maturity date and interest rate)

## 2 Open Fixed Deposit Account

Fixed Deposit



Open Fixed Deposit

Welcome: QIAO JINGRAN

System Announcement: Welcome to login ICBC Personal Internet

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging bill payment

**Fixed Deposit**

- Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change Instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Open Fixed Deposit

**Open Fixed Deposit**

Please select deposit currency: SGD

CLICK

Deposit type	Deposit Period	Minimum deposit amount	Interest Rate (%)	Preference description	Action
<a href="#">1M SGD TD-REMITT(RES)</a>	1 Months	SGD 500.00	0.00 < Amount < 5,000.00	0.3000%	<a href="#">deposit</a>
			5,000.00 ≤ Amount < 20,000.00	0.4000%	
			20,000.00 ≤ Amount < 200,000.00	0.4000%	
			200,000.00 ≤ Amount < 500,000.00	0.5000%	
			500,000.00 ≤ Amount < 1,000,000.00	0.5000%	
		Amount ≥ 1,000,000.00	0.5000%		
<a href="#">3M TIME DEPOSIT SGD</a>	3 Months	SGD 500.00	0.00 < Amount < 5,000.00	0.3500%	<a href="#">deposit</a>
			5,000.00 ≤ Amount < 20,000.00	0.4500%	
			20,000.00 ≤ Amount < 200,000.00	0.4500%	
			200,000.00 ≤ Amount < 500,000.00	0.5500%	
			500,000.00 ≤ Amount < 1,000,000.00	0.5500%	
		Amount ≥ 1,000,000.00	0.5500%		

(Choose deposit currency, and click 'check')



			Amount ≥ 1,000,000.00	0.7500%	
<a href="#">SGD Regular Saving 1Year</a>	1 Year	SGD 100.00	1.6100%		<a href="#">deposit</a>
<a href="#">12M SGD TD</a>	1 Year	SGD 20,000.00	0.00 < Amount < 5,000.00	0.6000%	<a href="#">deposit</a>
			5,000.00 ≤ Amount < 20,000.00	0.6000%	
			20,000.00 ≤ Amount < 200,000.00	1.6500%	
			200,000.00 ≤ Amount < 500,000.00	1.6500%	
			500,000.00 ≤ Amount < 1,000,000.00	1.6500%	
			Amount ≥ 1,000,000.00	1.6500%	
<a href="#">SGD Regular Saving 2 Year</a>	2 Year	SGD 100.00	1.4300%		<a href="#">deposit</a>
			0.00 < Amount < 5,000.00	0.6000%	

CLICK

(Choose deposit period, and click 'deposit')



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal

ICBC Messaging bill payment

**Fixed Deposit**

- Check Fixed A/C
- Open Fixed Deposit**
- Withdraw/renew time deposit
- Change Instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Open Fixed Deposit

**Open Fixed Deposit**

Choose one Card No./Account No. to be debited: 621719100103 Elite Club Account Card

Sub-Account: 00000 c 1

Currency: SGD Available Balance: 195.97

Deposit Card/Account No.: 01030108000C TIME AC ALL-IN-ONE

Currency of Deposit: SGD

☒ Expend from the account: SGD 200,000.00

☐ Deposit into account: SGD

Deposit type: 12M SGD TD

Reference interest rate: 1.6500%

Net interest for reference: SGD 3,300.00

Instruction upon maturity: ☐ Renew principal and accrued interest  
☐ Renew Principal, Repay interest to A/C specified below  
☒ Transfer principal and interest to A/C specified below

Type of Deposit A/C: ☒ Your registered account ☐ Other Account

Deposit Card/Account No.: 62171910010C Elite Club Account Card

Sub-Account: 00000 c

Currency: SGD

Submit Reset



Fixed Deposit

- + Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change Instruction on Maturity
- Check Interest Rate

> > Fixed Deposit > Open Fixed Deposit

**Open Fixed Deposit** >>Help

Choose one Card No./Account No. to be debited: 6217191001030

Linked account: 00000

Currency: CNY

Deposit Card/Account No.: 010301000100

Currency of Deposit: CNY

Deposit type: 12M RMB TD

Interest Rate: 2.9000%

Deposit Amt.: CNY 7,000.00

Instruction upon maturity: Transfer principal and interest to A/C specified below

Deposit Card/Account No.: 6217191001030

Linked account: 00000

Currency: CNY

ok Cancel

- (1) choose account to be debited and currency;
- (2) enter account to be deposited;
- (3) choose instruction upon maturity;
- (4) press 'Submit';
- (5) confirm all the information,

### 3 Withdraw/renew time deposit

Fixed Deposit



Withdraw/renew time deposit

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging bill payment

**Fixed Deposit**

- Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit**
- Change Instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Withdraw/renew time deposit

**Withdraw/renew time deposit**

Deposit card/account number: 0103010800000 TIME AC ALL-IN-ONE

Check

Deposit Seq	Deposit Period	Account Opening Date	Value Date	Maturity Date	Principal of Deposit	Action
00001	1 Year	17-07-2018	17-07-2018	17-07-2019	SGD 100,000.00	<a href="#">withdrawal</a>

Account Status: Normal  
Value Date: 17-07-2018  
Maturity Date: 17-07-2019  
Principal of Deposit: SGD 100,000.00

Time interval	Interest Rate
17-07-2018to 17-10-2018	1.5000%
17-10-2018to 17-01-2019	1.7000%
17-01-2019to 17-04-2019	1.9000%
17-04-2019to 17-07-2019	2.1000%

Credit Card/Account No.: 62171910010 Elite Club Account Card

Sub-Account: 00000

Currency: SGD

Withdrawal amount: SGD 100,000.00

Submit Back

- (1) Select account number, click "Check";
- (2) Choose your fixed deposit account to withdraw, click 'withdrawal';
- (3) After confirming the maturity instruction, click "Submit".

**Note: early withdrawal will involve loss of expected interest.**



## 4 Change Fixed Deposit Maturity Instruction

ICBC Internet Banking - Fixed Deposit - Change Instruction on Maturity

Account to be updated

Deposit card/account number: 010302080000 TIME AC ALL-IN-ONE

Check

Deposit Seq	Deposit Period	Account Opening Date	Principal of Deposit	Options upon Maturity	Renewed Period	Action
00001	1 Year	30-08-2018	CNY 70,019.60	Transfer principal and interest to A/C specified below	-	<a href="#">Change</a>



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online previous

ICBC Messaging bill payment

Fixed Deposit

Change Instruction on Maturity

Details of current Fixed Deposit

Deposit card/account number: 010302080000

Deposit Seq.: 00001

Account Status: Normal

Principal of Deposit: CNY 70,019.60

Deposit Period: 1 Year

Instruction upon maturity: Transfer principal and interest to A/C specified below

Instruction upon maturity of new deposit

☐ Renew principal and accrued interest  
☒ Renew Principal, Repay interest to A/C specified below  
☐ Transfer principal and interest to A/C specified below

Renewed deposit type: 3M RMB TD

Type of Deposit A/C: ☒ Your registered account ☐ Other Account

Deposit Card/Account No.: 6217191001 Elite Club Account Card

Sub-Account: 00000 qi

Currency: USD

Submit Back

- (1) Select account number, click 'Check';
- (2) Choose the fixed deposit account, click 'Change';
- (3) After confirming the maturity instruction, click "Submit".

## Chapter 7 Online FX

### 1 Market Price & deal

Market Price & Deal

Price Quote

Basic Order ☒ Cross Order ☐ All Orders ☐

USD  No preference class

Self-defined Expiry  Set self-defined

Currency Pair	Up/Down	Buying price	Selling price	Mean	Max	Min
GBP/USD	↑	1.2874	1.2974	1.2924	1.2874	1.2870
USD/CAD	→	1.3058	1.3298	1.3178	1.3061	1.3053
USD/JPY	↓	110.18	111.78	110.98	110.24	110.17
EUR/USD	↓	1.1543	1.1683	1.1613	1.1583	1.1526
USD/SGD	→	1.3739	1.3839	1.3789	1.3740	1.3739
USD/CHF	→	0.9588	0.9788	0.9688	0.9591	0.9587
USD/HKD	→	7.8350	7.8650	7.8500	7.8350	7.8350
AUD/USD	→	0.7264	0.7364	0.7314	0.7296	0.7258
USD/CNY	→	6.8542	6.8842	6.8692	6.8555	6.8535

Spot Trade

Immediate ☒ Pending order ☐

Sell Currency:

Buy Currency:

Amount available:

Amount sold:

Expected amount available to buy:

If operation time for internet banking foreign exchange trading of the Bank is working day 00:00-23:59:59

#### (1) Foreign exchange trading

Market Price & Deal

Price Quote

Basic Order ☒ Cross Order ☐ All Orders ☐

USD  No preference class

Self-defined Expiry  Set self-defined

Currency Pair	Up/Down	Buying price	Selling price	Mean	Max	Min
GBP/USD	↑	1.2874	1.2974	1.2924	1.2874	1.2870
USD/CAD	→	1.3058	1.3298	1.3178	1.3061	1.3053
USD/JPY	↓	110.18	111.78	110.98	110.24	110.17
EUR/USD	↓	1.1543	1.1683	1.1613	1.1583	1.1526
USD/SGD	→	1.3739	1.3839	1.3789	1.3740	1.3739
USD/CHF	→	0.9588	0.9788	0.9688	0.9591	0.9587
USD/HKD	→	7.8350	7.8650	7.8500	7.8350	7.8350
AUD/USD	→	0.7264	0.7364	0.7314	0.7296	0.7258
USD/CNY	→	6.8542	6.8842	6.8692	6.8555	6.8535

Spot Trade

Immediate ☐ Pending order ☒

Type of pending order: Pending order for profit-taking

Sell Currency:

Buy Currency:

Amount available:

Amount sold:

Expected amount available to buy:

Pending order time: 12hours

Price of profit-making pending order:

Additional pending order

Pending order time: 12hours

Type of pending order: Pending order for profit-taking

Currency (Sell):

Buy Currency:

Price of profit-making pending order:

Pending order amount:

SMS alert once order is closed: ☒ Yes ☐ No

- (1) You can check buying & selling price at 'Price Quote';
- (2) Enter the sell currency, buy currency and amount sold at 'Spot Trade', and click 'Submit';
- (3) Complete the trade within 10 seconds.

## Chapter 8 Customer Service

### 1 Change Internet Banking Login Name

Customer Service



Personalized Settings



Set Logon Option

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX NEW

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Customer Service > Personalized Settings > Set Logon Option

**Set Logon Option** >>Help

Please select one or more preferred logon options below. Once complete, you can only login by the option you choose. You may change your preference at any time by login to your online account.

☒ Card (A/C) No. + Logon Password

☒ Username + Logon Password Username:  Check if available

After cancelling the username + Internet banking login password, you can no longer login by username. You can login by the chosen account number.

**Tick** Submit



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service NEW

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Customer Service > Personalized Settings > Set Logon Option

**Set Logon Option** >>Help

Confirm the logon option changed

Logon Options: Card (A/C) No. + Logon Password and Username + Logon Password

Username: 123123123123

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password: Dynamic Password:

Enter Verification Code:

Confirm Back

- (1) Enter your preferred username, and click 'Submit';
- (2) Enter the dynamic password generated by Token, and click 'confirm'.

## 2 Change of Personal Contact Details

Customer Service



Manage Customer Details



Check/Change Personal Particulars

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX NEW

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Customer Service > Manage Customer Details > Check/Change Personal Particulars

**Check/Change Personal Particulars** >>Help

Name: [Redacted]  
 Nationality: China  
 Occupation: Please select  
 Country/Region: Singapore  
 Estate: [Redacted]  
 Mobile No.: +Singap [Redacted]  
 Phone No.: [Redacted]  
 E-Mail: [Redacted]  
 Postcode: [Redacted]  
 Verification question: Name of your best friend Answer for the question during verification:  
 Registered date of Internet Banking: 22-05-2018 Expire date of Internet Banking: Long-term

Submit Reset

## 3 Change password

Customer Service



Manage Customer Details



Change Password

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX NEW

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Customer Service > Manage Customer Details > Change Password

**Change Password** >>Help

Original Password: [Redacted]  
 New Password: [Redacted]  
 Confirm New Password: [Redacted]  
 Type of Certificate: Identity Card  
 Certificate No.: S88  
 Enter Verification Code: [Redacted]  
 Confirm Reset

**Transaction Tips**


1. Enter original password, Enter new password, Confirm new password, Enter verification code,




>> Customer Service > Manage Customer Details > Change Password

**Change Password** >>Help

Please confirm the information of the transaction  
Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:   (OTP)

Enter Verification Code:  

- (1) Enter your new password, and click 'Confirm';
- (2) Enter the dynamic password generated by Token, and click 'confirm'.

## 4 Cancel Internet Banking

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX **Customer Service** Credit Card Service Online precious metal Online

ICBC Messaging bill payment

**Customer Service**

+ Manage Customer Details

+ Personalized Settings

- Search Internet Banking

- **Cancel Internet Banking**

+ SMS

+ Password-exempted beneficiary

+ Token Management

- Online security payment

>> Customer Service > Cancel Internet Banking

**Cancel Internet Banking**

Your registration card/ account number as below:

6217191001030030697-00000  
4076611000020169-00000  
0103010800000265111  
0103020800000033035

You cannot login or use any function once you have cancelled Internet Banking, please confirm.

## 5 Token Management

### Calibrate your Token

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX **Customer Service** Credit Card Service Online precious metal Online funds

ICBC Messaging bill payment

**Customer Service**

+ Manage Customer Details

+ Personalized Settings

- Search Internet Banking

- Cancel Internet Banking

+ SMS

+ Password-exempted beneficiary

- **Token Management**

- Change authentication method

- **Calibrate Your Token**

- Online security payment


>> Customer Service > Token Management > Calibrate Your Token

**Calibrate Your Token**

Please have your Token on hand and follow the instructions below:

Step I: Please press "OK" button in the electronic password device of Industrial and Commercial Bank of China to obtain dynamic password and enter it:

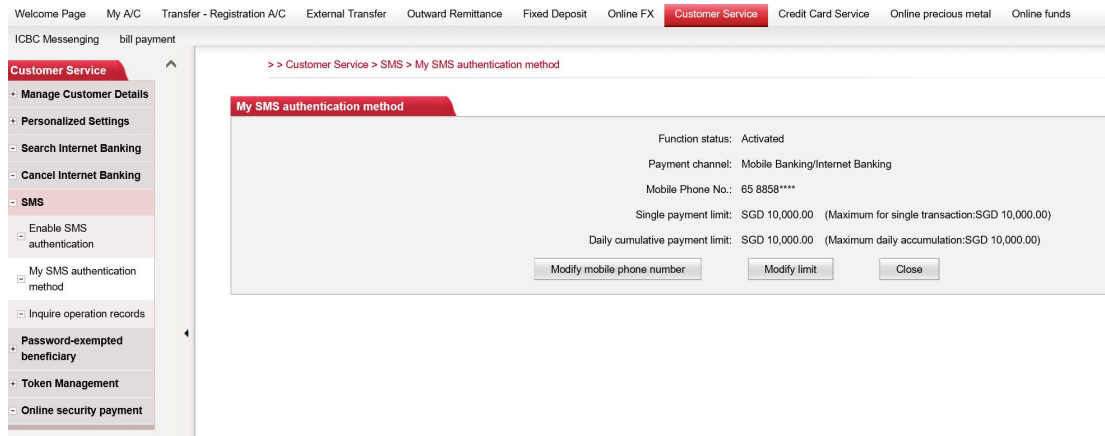
Step II: Please wait the password device of Industrial and Commercial Bank of China to change the password and enter it:

Step III: Please enter the verification code:  

**Transaction Tips**

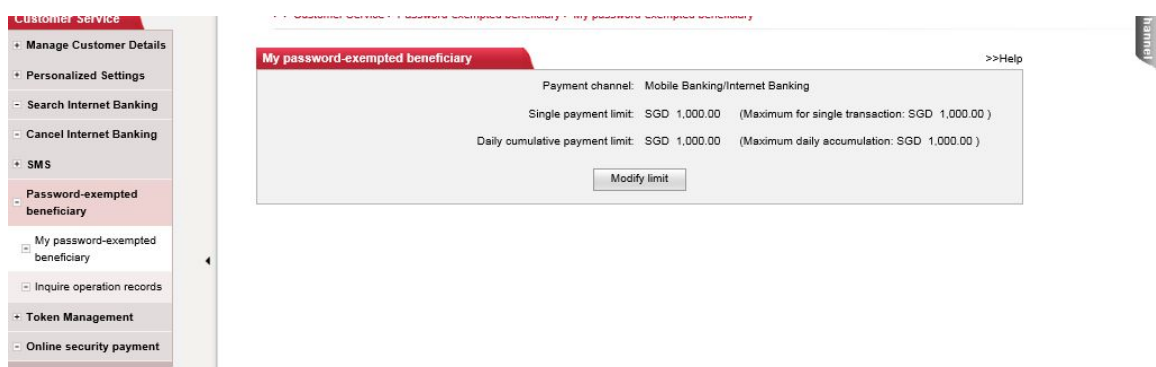
\*1. When you enter a right password but are rejected, time-synchronization shall be done in "Calibration of Token";  
2. Only two consecutive dynamic password are needed to complete the time-synchronization;  
3. To avoid the improper time, please frequently use your Token.\*

## 6 Open SMS authentication method



Once the SMS authentication is activated, the transaction below SGD10,000.00 can be made via the SMS verification.

## 7 Password-Exempted Beneficiary





Customer Service >> Customer Service > Password-exempted beneficiary > Inquire operation records

**Inquire operation records** >>Help

Operation type: All  
 Date: 11-09-2018  
 Verification  
 Cancel verification  
 Modify limit  
 Check

Time	Beneficiary's card/account number	币种	A/C Name of Beneficiary	Action	Transaction channel	Daily accumulative limit	Single transaction limit
27-08-2018 22:37:13	646281998001	-	QIAOJ JINGRAN	Verification	Mobile Banking	-	-

**Note:** You can only set password-exempted beneficiary via mobile banking. After that you can use internet banking to check transaction history and modify the limit.

## Chapter 9 Credit Card

### 1 Installment details inquiry

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service NEW HMM fixed-rate-Hemman

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > Installment details inquiry >>Help

**Installment details inquiry**

Card: 6259174000072866 Credit Card  
 Currency: SGD  
 Date: 10-08-2018 - 10-09-2018  
 Please select the format for downloading details: Text format  
 Search Download

Card: 6259174000072866 Inquiry time: 10-09-2018 17:38:30

last 4 digits of card number	Principal card/sub-card mark	consumption date	Application Date	Currency	Deduction amount	Banking Charges	Date of A/C Entry	Amount to be deducted	Installment type
No eligible installment details									

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### 2 MY installment



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

**Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > installment > my installment

**my installment** >>Help

Please select registered bank card number: 6259174000072866 Credit Card

Currency: SGD

Start date: 10-08-2018 (DD-MM-YYYY)

End date: 10-09-2018 (DD-MM-YYYY)

Search

Sorry, you don't have the required installment record.

Back

### 3 Activation Credit Card

Credit Card Service



Enable Credit Card

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

**Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > enable credit card

**enable credit card** >>Help

Please follow the instructions and enter the detailed information for your credit card activation:

Name:

\*Card No.:

\*Card valid till:  (MM/YYYY)

\*Card security code:  (Letter 3-digit numbers of signature strip at card back)

\*home phone:

\*Mobile No.:

\*Business postal code:

Next Step



## 4 Check/stop automatic payments

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

**Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > check / stop automatic payments

**check / stop automatic payments** >>Help

Online banking registration card/account number: 62171920 E.Age Card

Search

Installation details inquiry  
+ installment  
+ Consumption-to-installments  
+ enable credit card  
+ Apply for credit card (APS)  
+ **check / stop automatic payments**  
+ automatic payment  
+ Bonus Points Scheme  
+ my credit card  
+ Credit card Transaction History  
+ enquire/download bank statement  
+ credit card repayment  
+ report the loss of credit card

## 5 Automatic payments

resources, the user can... any problems using our internet banking, please call 020-38000000 (24-hour hotline) or 020-38000000 (9:00-18:00).

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

**Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > automatic payment >>Help

**automatic payment**

account country/area	main/subsidiary card mark	Card No.	Status of card	Currency	Internet Banking Registration Flag	Operation
Singapore	main card	62591740000	Normal	SGD / CNY	Registration card of Internet Banking	<a href="#">automatic payment</a>
Singapore	main card	48152540000	Normal	SGD / USD	Registration card of Internet Banking	<a href="#">automatic payment</a>
Singapore	main card	56216040000	Normal	SGD	Registration card of Internet Banking	<a href="#">automatic payment</a>

If you haven't set automatic payment mode for any of your main credit card, you can [automatic payment](#) use this function.

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Installation details inquiry  
+ installment  
+ Consumption-to-installments  
+ enable credit card  
+ Apply for credit card (APS)  
+ check / stop automatic payments  
+ **automatic payment**  
+ Bonus Points Scheme  
+ my credit card  
+ Credit card Transaction History  
+ enquire/download bank statement  
+ credit card repayment  
+ report the loss of credit card

## 6 Credit Card Transaction History

Credit Card Service



Credit Card Transaction History

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

**Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > Credit card Transaction History

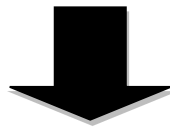
**Credit card Transaction History**

Credit Card No.: 62591740 Credit Card

Currency: SGD

Starting/Ending Date: 10-05-2018 - 10-09-2018

Search



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

**Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment

Credit Card No.: 62591740 Credit Card

Currency: SGD

Starting/Ending Date: 10-05-2018 - 10-09-2018

Search

Please select the download format: Text format (.txt) Download

Serial number	Transaction date	Entry Date	TX amount	Booking Amount		Balance	Marketplace	Summary
				Deposit	Withdrawal			
1	23-05-2018	05-22-2018	SGD 150.00		SGD 150.00	SGD -134.34	CREDIT CARD CENTER	ANNUAL FEE
2	23-05-2018	05-22-2018	SGD 150.00	SGD 150.00		SGD 15.88	CREDIT CARD CENTER	
3	12-07-2018	07-12-2018	SGD 2.03	SGD 2.03		SGD 17.89	ICBC SINGAPORE	June Cashback Promo

Back

## 7 Enquire /download bank statement

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW** RMB for

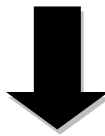
**Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > enquire/download bank statement

**enquire/download bank statement**

CLICK

Statement Date	card number	
No statement issued.	6259174000 4815254000 5521504000	<a href="#">View</a>
30-09-2017	6259174000 6259174000	<a href="#">View</a>
30-09-2017	4815254000 4815254000	<a href="#">View</a>
30-09-2017	5521504000	<a href="#">View</a>
31-10-2017	6259174000 6259174000	<a href="#">View</a>
31-10-2017	4815254000 4815254000	<a href="#">View</a>
31-10-2017	5521504000	<a href="#">View</a>
30-11-2017	6259174000 6259174000	<a href="#">View</a>
30-11-2017	4815254000 4815254000	<a href="#">View</a>



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW** RMB for

**Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > enquire/download bank statement

**enquire/download bank statement**

serial number	Card No.	Currency	operation
1	6259174000	SGD	<a href="#">Inquire details</a>
2	4815254000	CNY	<a href="#">Inquire details</a>
3	5521504000	USD	<a href="#">Inquire details</a>
		SGD	<a href="#">Inquire details</a>

Back

## 8 Credit Card Repayment

Credit Card Service



Credit Card Repayment

Select the repayment account and currency and enter the repayment

amount.

Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **Credit Card Service** Online precious metal ICBC Messaging

>> Credit Card Service > credit card repayment

**credit card repayment** >>H

☐ Internet Banking Credit Card ☒ Fill in card No.

Credit Card No.: 62\*\*\*\* > Enter ICBC Credit Card No. to repay

Currency: SGD

Submit

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

**Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment

Installment details inquiry  
+ installment  
+ Consumption-to-installments  
+ enable credit card  
+ Apply for credit card (APS)  
+ check / stop automatic payments  
+ automatic payment  
+ Bonus Points Scheme  
+ my credit card  
+ Credit card Transaction History  
+ enquire/download bank statement  
+ **credit card repayment**  
+ report the loss of credit card

>> Credit Card Service > credit card repayment

**credit card repayment** >>Help

Credit Card No.: 7245	Currency: SGD
Current Balance: SGD 0.01	Usable Balance: SGD 3,687.26
Amount due: SGD 0.00	Minimum: SGD 0.00
Amount repayable in last statement: SGD 0.00	Repayment due: SGD 0.00
Payment due date: 25-06-2018	Minimum repayment in last statement: SGD 0.00
	Yesterday's optimal repayment amount: SGD 0.00

Account No. to be debited: 621719: E-Age Card

Sub-Account: 00000 CD20130812

Debit Currency: USD Available Balance: 1,093.05

Enter repayment amount: SGD Exchange Rate: To inquire

Submit Back

## 9 Report Lost of Credit Card

Credit Card Service



Report the Lost of Credit Card

>> Credit Card Service > report the loss of credit card

**report the loss of credit card** >>Help

Credit Card No.: No A/C under the given conditions

click

Report Lost



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW** Check e-Slip

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > report the loss of credit card

**report the loss of credit card** >>Help

Name:   
 issuing date: 31-10-2014  
 Card No.:   
 expiry date: 10-2019

Confirm Back

**Note:** Alternatively you may call our customer service hotline to report your lost card: +65 63695588

## Chapter 10 Online Precious Metal

Online FX



Online Precious Metal

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW** RMB fixed-rate-Remittance

Credit Card Service **Online precious metal** Online funds ICBC Messaging bill payment

**Online precious metal**

Account precious metal  
 Market information and transaction  
 My account precious metal  
 Transaction details inquiry

>> Online precious metal > Account precious metal > Market information and transaction

**Market information and transaction** >>Help

Real-time price area(Updating frequency of real-time market quote is 15 second)

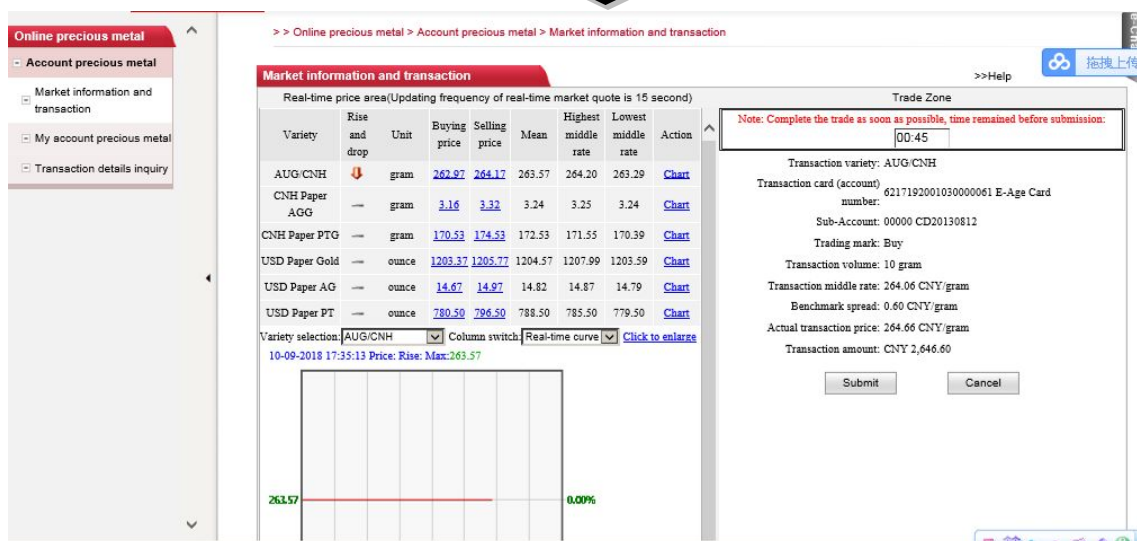
Variety	Rise and drop	Unit	Buying price	Selling price	Mean	Highest middle rate	Lowest middle rate	Action
AUG/CNH	↓	gram	262.97	264.17	263.57	264.20	263.29	Chart
CNH Paper AGG	—	gram	3.16	3.32	3.24	3.25	3.24	Chart
CNH Paper PTG	—	gram	170.53	174.53	172.53	171.55	170.39	Chart
USD Paper Gold	—	ounce	1203.37	1205.77	1204.57	1207.99	1203.59	Chart
USD Paper AG	—	ounce	14.67	14.97	14.82	14.87	14.79	Chart
USD Paper PT	—	ounce	780.50	796.50	788.50	785.50	779.50	Chart

Variety selection: AUG/CNH Column switch: Real-time curve Click to enlarge  
 10-09-2018 12:00:40 Price: Rise: Max: 263.57

Trade Zone

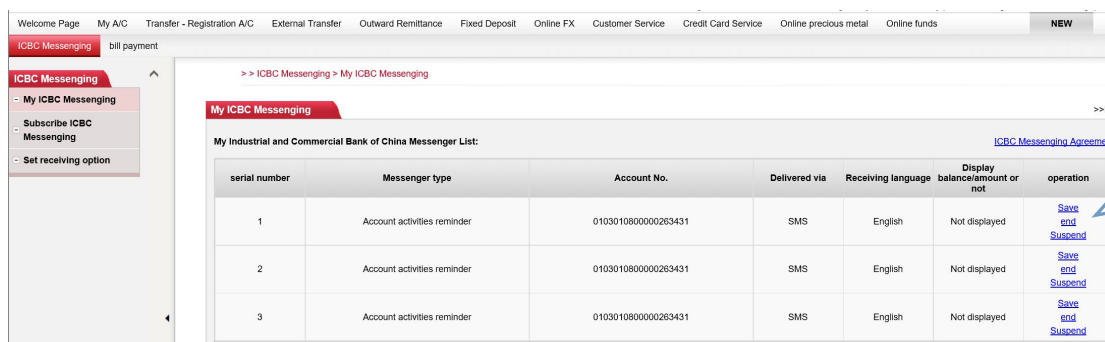
Transaction variety: AUG/CNH  
 Transaction card (account) number: No A/C under the given conditions  
 Trading mark: Buy  
 Available fund: To be inquired  
 Please enter the transaction volume:  gram  
 (Minimum transaction volume: 10gram, Minimum transaction unit: 1gram)  
 Reference transaction price: 264.17  
 Reference transaction amount: CNY 0.00

Submit Reset



## Chapter 11 ICBC Messaging

### 1 My ICBC Messaging



Welcome Page My A/C Transfer Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal **NEW**

Online funds **ICBC Messaging** bill payment

>> ICBC Messaging > My ICBC Messaging

**My ICBC Messaging** >>Help

Type of messaging service: **Account activities reminder**

Subscribed A/C: 01030100010030816323

Currency: SGD

Withdrawal reminder amount: 500.00 We will send reminder for the transaction amount exceeding the amount you entered. If you do not enter a value or enter 0, we will send reminder for all monetary transactions.

Account posting reminder amount: 500.00 We will send reminder for the transaction amount exceeding the amount you entered. If you do not enter a value or enter 0, we will send reminder for all monetary transactions.

Display transaction amount and account balance: ☐ Display ☒ Not displayed

Service period: 12 months

☐ Auto renew: The system will automatically extend the services for you upon service expiration. Each extension period is one month basis and fees will be deducted from the designated payment account.

Receiving language: ☒ English

Delivered via: ☒ SMS ☐ E-mail ☐ APP

APP receiving method only supports signing on mobile banking.

Receiving number: 65-92965163 [Use other number/personal](#)

Email 1:

Email 2:

Submit Cancel

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(You can set withdrawal and account posting reminder in this section)

## 2 Subscribe ICBC Messaging

Welcome Page My A/C Transfer Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

Credit Card Service Online precious metal Online funds **ICBC Messaging** bill payment

**ICBC Messaging**

My ICBC Messaging

Subscribe ICBC Messaging

Set receiving option

>> ICBC Messaging > Subscribe ICBC Messaging

**Subscribe ICBC Messaging** >>Help

Business reminding type			
Card	Product name	Product description	Action
1	Account activities reminder		<a href="#">Set -&gt;</a>
2	Reminder for new service and important information of Industrial and Commercial Bank of China		<a href="#">Set -&gt;</a>
3	Alert on mature fixed deposit		<a href="#">Set -&gt;</a>
4	Reminder of foreign exchange quotation		<a href="#">Set -&gt;</a>

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scriptonSubleftFormAndShow('1301','2','3','1302','1301','1303','0','0','0','2')





The screenshot displays the ICBC Internet Banking (Personal) interface. The top navigation bar includes links such as Welcome Page, My A/C, Transfer - Registration A/C, External Transfer, Outward Remittance, Fixed Deposit, Online FX, Customer Service, and a NEW button. Below this, a secondary navigation bar lists services like Credit Card Service, Online precious metal, Online funds, ICBC Messaging (highlighted), and bill payment. On the left, a sidebar menu shows options for My ICBC Messaging, Subscribe ICBC Messaging, and Set receiving option (selected). The main content area is titled '> ICBC Messaging > Set receiving option' and contains a form for setting the receiving method. The form includes fields for Mobile phone number (with a dropdown for country/region code and a text input for the number) and E-mail address. A note states: 'Note: After this setting, you still need to modify the messenger service already contracted.' A Submit button is located at the bottom of the form. The footer of the page includes 'WebPage Index | Contact us' and 'Copyright ©Personal Banking of Industrial and Commercial Bank of China Singapore Branch. All rights reserved.'

(You can change SMS account activities reminder in this section)



## Chapter 12 Bill Payment-AXS Bill Payment

### 1 AXS Bill Payment

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging **bill payment**

**bill payment**

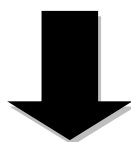
- AXS Bill Payment
- AXS Bill Payment
- Transaction Detail Enquiry

>>Customer Service > Bill Payment > AXS Payment

**AXS Payment**

<p>Condo-Building &gt;&gt;More</p> <p><a href="#">The Summit</a></p> <p><a href="#">Equestrian Apartments</a></p>	<p>Credit Card &gt;&gt;More</p> <p><a href="#">Diners Club</a></p> <p><a href="#">Bank of China</a></p> <p><a href="#">CMB Singapore</a></p>
<p>General &gt;&gt;More</p> <p><a href="#">IRAS - Tax Reference</a></p> <p><a href="#">IRAS - Payment Voucher</a></p> <p><a href="#">Serva Energy</a></p>	<p>Healthcare &gt;&gt;More</p> <p><a href="#">National University Hospital</a></p> <p><a href="#">KK Women and Children Hospital</a></p> <p><a href="#">NKF Dialysis Centre</a></p>
<p>Insurance &gt;&gt;More</p> <p><a href="#">Manulife</a></p> <p><a href="#">AXA Life Insurance</a></p> <p><a href="#">China Taiping Insurance -Motor Insurance</a></p>	<p>Loans &gt;&gt;More</p> <p><a href="#">W.Y. Motor Pte Ltd</a></p> <p><a href="#">Hitachi Capital</a></p> <p><a href="#">Choong Kok Agency</a></p>
<p>Membership &gt;&gt;More</p> <p><a href="#">Marina Country Club</a></p> <p><a href="#">Singapore Polytechnic Graduates Guild</a></p> <p><a href="#">Changi Beach Club</a></p>	<p>Town Councils &gt;&gt;More</p> <p><a href="#">Tampines TC</a></p> <p><a href="#">Chua Chu Kuan TC</a></p> <p><a href="#">AMK TC</a></p>
<p>Other &gt;&gt;More</p> <p><a href="#">Traffic Police</a></p>	<p>Season Parking &gt;&gt;More</p>

(Select the organization to be paid)



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Onl

ICBC Messaging **bill payment**

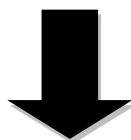
**bill payment**

- AXS Bill Payment
- AXS Bill Payment
- Transaction Detail Enquiry

>>Customer Service > Bill Payment > AXS Payment

**AXS Payment**

Biller's Name:   
 Transaction Date:   
 Policy No. \*:   
 NRIC \*:   
 Contact No. \*:   
 Pay Account:    
 Balance: Inquiry  
 Currency:   
 Amount \*:



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal

ICBC Messaging bill payment

bill payment

AXS Bill Payment

AXS Bill Payment

Transaction Detail Enquiry

>>Customer Service> Bill Payment> AXS Payment

AXS Payment

Billers Name: AXA Life Insurance

Transaction Date: 2018-09-09

Policy No. \*: 122334

NRIC \*: S88604\*\*\*

Contact No. \*: 88822929


Pay Account: 6217191001030030697

Currency: SGD

Amount \*: 100.00

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

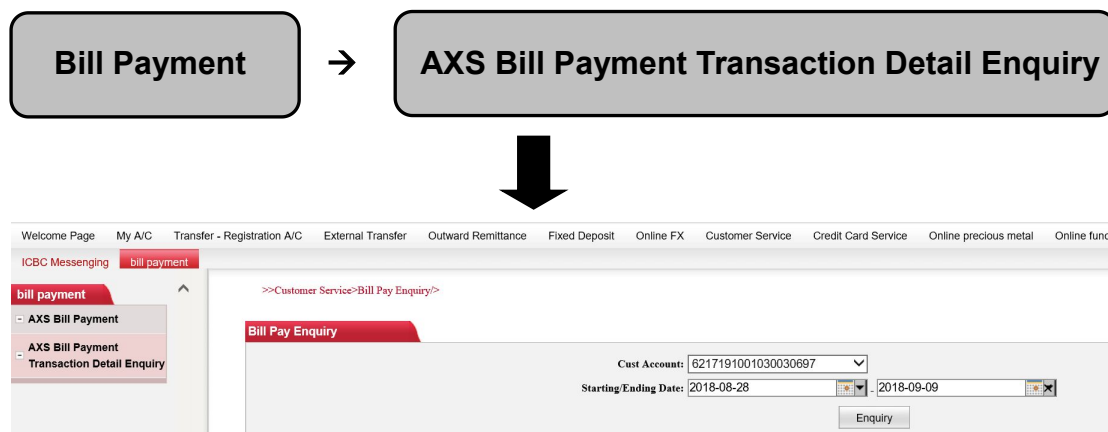
Dynamic Password:

Enter Verification Code:   [Refresh verification code](#)

Submit Back

- (1) Fill in the payment information, and click 'Submit';
- (2) Enter the dynamic password generated by Token, and click 'Submit'.

## 2 AXS Payment Transaction Detail



(Set Starting/Ending Date, and click 'Enquiry')

**Note: For more information regarding Internet Banking, please contact our customer service hotline: +65 63695588**