

Guide to change your Transaction Alert Threshold / Update Personal Information

Please be informed that ICBC will be sending you (include principal and supplementary cardholders) transaction alerts via SMS/ Email if a transaction exceeds a certain threshold. The default threshold for existing cards issued before 27/06/2019 is USD\$500.00 (or its equivalent in any other currency) and above; the default threshold for new cards issued after 27/06/2019 (inclusive) is US D\$0.01 (or its equivalent in any other currency) and above.

Steps to change Transaction Alert Threshold / Update Personal Information

If you wish to change the threshold amount or update your personal information, you may do so by any one of the following methods:

1. Email us at credit_card_centre@sg.icbc.com.cn

Please download the [instruction form](#), complete it and email it back to us to change the information for you. Please allow the bank up to five working days to update any changes to your credit card Alert Service.

2. Visit any of our [branches](#) personally with valid identification documents

3. Call 24 Hours Customer Service hotline: 65-6369 5588

4. Login the Internet Banking

(a) To change Transaction Alert Threshold

- Login to Internet Banking, click "ICBC Messaging"
- Select "My ICBC Messaging" tab, select the card you want to update, then click "Save"
- Under the change information page, you can set your withdrawal/account posting reminder
- To change your phone number or email address to receive the Transaction Alerts, click on "Use other phone number / email". Once submitted, you will receive a SMS notification on the updated phone number. Key in the verification code then click "Submit"

(b) Update Personal Information

- Login to Internet Banking
- Select "Customer Service", select "Manage Customer Details" tab
- Click on "Check/Change Personal Particulars" to update your personal information
- Click "Submit" and press "OK" on the token to get a password and complete update

5. Login the Internet Personal Banking (Mobile Banking)

(a) To change Transaction Alert Threshold

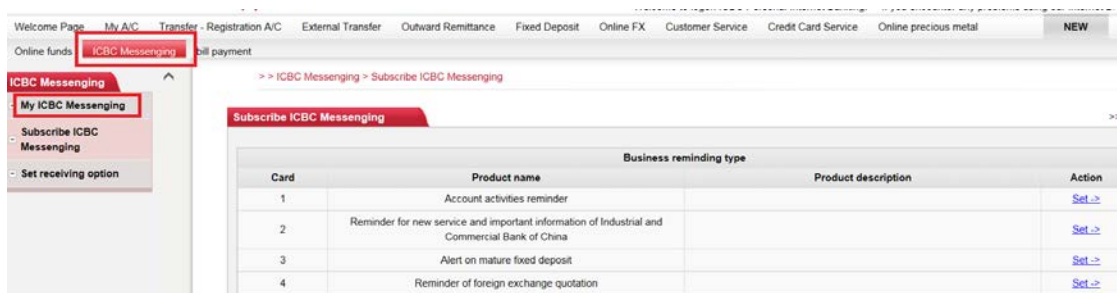
- Login to your phone banking, click “ICBC Messenger” on homepage
- Select the card you would like to update
- Under this section, you can set you can set your withdrawal/account posting reminder
- To change your phone number or email address to receive the Transaction Alerts. Enter the new phone number or email then click “Modify”. If you click “Suspend” or “End” the transaction alert will be stopped or canceled
- Once submitted, you will receive a SMS notification on the updated phone number. Key in the verification code then click “Submit”

(b) Update Personal Information

- Login the Mobile Banking
- Select “Me”, select “Service and Setting”
- Click on “Inquire/Modify Personal Information” to update your information
- Press “OK” key on token to get a password and complete update

IMPORTANT NOTICE: Please take note that if you update your phone number / email address for your transaction alerts, you will have to also update your Personal Information with us so that your new contact details will be reflected in our system (Step 4(a) or Step 5(a)). Accordingly, if you update your Personal Information with us, please be reminded to also update your new number used for your Transaction Alerts to receive future alerts from us (Step 4(b) and Step 4(b)).

Steps for Internet Banking (Images for illustration purposes only)



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](#) [Subscribe ICBC Messaging](#) [Set receiving option](#)

My ICBC Messaging [ICBC Messaging Agreement](#)

My Industrial and Commercial Bank of China Messenger List:

serial number	Messenger type	Account No.	Delivered via	Receiving language	Display balance/amount or not	operation
1	Account activities reminder	0103010001000	SMS	English	Not displayed	Save end Suspend
2	Account activities reminder	0103010001000	SMS	English	Not displayed	Save end Suspend
3	Account activities reminder	0103010001000	SMS	English	Not displayed	Save end Suspend
4	Account activities reminder	55215040000 Credit Card	SMS E-mail	English	Not displayed	Save end Suspend
5	Account activities reminder	55215080000 Credit Card	SMS	English	Not displayed	Save end Suspend
6	Account activities reminder	62626621000 Credit Card	SMS	English	Not displayed	Save end Suspend

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](#) [Subscribe ICBC Messaging](#) [Set receiving option](#)

My ICBC Messaging [ICBC Messaging Agreement](#)

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

Subscribed A/C: 55215080000 Credit Card

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

Receiving number: 85-905 [Use other number/email](#)

Email 1:

Email 2:

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](#) [Subscribe ICBC Messaging](#) [Set receiving option](#)

Set receiving option [ICBC Messaging Agreement](#)

Please reserve the receiving method here. After customizing the Industrial and Commercial Bank of China Messenger service, the Bank will send reminder service via the receiving method you set.

Mobile phone number: Example Country/region code - Mobile phone number

E-mail address: Example example@icbc.com.cn

Note: After this setting, you still need to modify the messenger service already contracted.

ICBC 中國工商銀行 金融@家

Welcome HUANG QIJIANG Welcome to login ICBC Personal Internet Banking. If you encounter any problems using it, please report.

System Announcement: [Customer Service](#) [Credit Card Service](#) [Online precious metal](#) [Online funds](#) [ICBC Messaging](#) [bill payment](#) **NEW**

Customer Service [Manage Customer Details](#) [Check/Change Personal Particulars](#)

Check/Change Personal Particulars

Name:

Nationality: Singapore

Occupation:

Country/Region: Singapore

Estate: 263 JALAN LEMPENG #01-01

Mobile No.: Singapore, 85 85123456 Phone No.: 85123456

E-Mail: AMANDA@ICBC.COM Postcode: 128653

Verification question: Scenario you enjoy most Answer for the question during verification: sea

Registered date of Internet Banking: 02-06-2016 Expiry date of Internet Banking: Long-term

Steps for Mobile Banking (Images for illustration purposes only)

3:41 📶 🔋

ICBCMesseng ⋮

MyICBCMessg
ICBCMesseng

Alert On Account Changes:

**** * >

**** * >

Credit Card >

**** * >

Credit Card >
 **** * 88

3:42 📶 🔋

Modify Industrial and C ⋮

Type Alert On Account Changes

Account 38 Credit Card

Receiving language English ▾

Term 1 Month ▾

Auto-renew 🟢

Reminding amount for withdrawal ⓘ 5.00
 No reminder when the amount is less than set amount

Reminding amount for posting ⓘ 5.00
 No reminder when the amount is less than set amount

If the reminding amount you set is less than the default value, we will charge a service fee based on relevant charging standards

Display transaction amount and account balance 🟢

Account Alias Enter

Next

3:43 📶 🔋

M ⋮

Receiving method of ICBC Messenger
 Please select the method through which you receive ICBC Messenger. You can select more than one.

SMS
 Receiving number 65- 8511**** Modify

E-mail
 Email Address creditcard@icbc.com

Original account number for bill payment

Currency

Modify account number for bill payment 🔁

Fee Schedule Free

Modify

Suspend

End

3:45 📶 🔋

Personal Info ⋮

Name:

Your Area: Singapore

Occupation: Unknown ▾

Country/region: Singapore ▾

Estate/Address:

Postcode:

Mobile No.: + 65 ▾

Phone No.: @GMAIL.COM

E-Mail: @GMAIL.COM

Verification Question: ▾

Answer For The Question During Verification:

Mobile Bank Register Date: 02-06-2016

Mobile Bank Expiry Date: 31-12-9999

Next