

**Credit Card E-Statement FAQ**

1. **What is the purpose of Credit Card E-statement?**  
ICBC Singapore will be going paperless with our credit card account e-statement from May 2021 onwards. We strongly encourage customers to access and view their credit card account e-statement via Internet Banking or Mobile Banking from 1 May 2021.
2. **Are there fees and charges for using the Credit card E-statement service?**  
This service is free of charge.
3. **What is the purpose of Credit card Statement?**  
Credit card Statement is a periodic statement that lists all the purchases, payments and other debits and credits made to your credit card account within the billing cycle.
4. **How do I access my Credit card E-statement?**  
Customers may access and view e-statement by following the steps below: -  
Internet Banking: Credit Card Service-> Enquire/download bank statement  
Mobile Banking: My Credit Card -> Statement
5. **How frequently will my Credit card E-statement be generated?**  
Customers' credit card e-statements for Credit Card Account will be generated on the 1<sup>st</sup> day of each month.
6. **What if I do not have Internet Banking or Mobile Banking?**  
Customers without Internet or Banking or Mobile Banking may visit any ICBC Singapore sub-branches or call our 24-hours customer service hotline at +65 6369 5588 to apply. If you are visiting our sub-branch, please bring along your identification document(s) for application.
7. **What if I wish to continue receiving paper statements?**  
Customers can **opt-in** to continue receiving Credit card paper statements **before 25<sup>th</sup> April 2021**, by either:  
(1) Calling our 24-hours customer service hotline at +65 6369 5588; or  
(2) Over the counter at any of ICBC Singapore's sub-branches.  
(3) Send the credit card instruction form via email:  
credit\_card\_centra@sg.icbc.com.cn

All information correct as at 2<sup>nd</sup> April 2021.

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