

Online Wire Transfer Customer FAQ

Updated 9.2023

Does ICBC USA offer wire services online?

ICBC USA offers domestic and global (international) wire transfer services through our browser and mobile app for personal account customers. Domestic and Global wire transfers are an electronic payment service for transferring funds through the Federal Reserve Wire Network.

How do I start using these functions?

To enroll to these services, simply sign on to your online banking with a browser, go to “Transfer & Payment” on the menu. Select Domestic Wire Transfer or Global Wire Transfer and follow the instruction on your display.

Will there be a fee for online wire transfer?

Yes, the fee is displayed before you submit your wire request.

How do I manage my wire payees?

To add, edit or delete wire payees, log on to your account with a browser. Wire payees cannot be managed on the mobile app.

How do I know when my online wire transfer request has been received?

You will receive a confirmation notice via email from the bank. In some cases, the bank will perform a call back to verify the wire before processing.

How soon can the funds be delivered?

The beneficiary bank will usually receive the funds in 1-2 business days after the wire is processed. However, there are several (but not limited to) factors that may delay the delivery of funds, your application requires further investigation; the beneficiary bank delays the credit of the funds.

What happens if ICBC (USA) rejects my online wire transfer request?

You will receive a cancellation notice via email from the bank. Your total wire amount with fee will be credited back to your account.

What happens if the recipient bank rejects my online wire transfer request?

The wire amount will be credited back to your ICBC USA bank account, fees deducted will not be returned.

May I cancel the domestic transfer that was initiated online?

No, your online domestic wire transfer may not be cancelled once submitted. Please carefully review your completed application before you submit.

May I cancel the global (international) transfer that was initiated online?

Yes, while in the PENDING status, you will have 30 minutes to cancel your wire application once submission is completed. Once the allowed time has passed, you will no longer be allowed to cancel the wire application.

May I see the status of my outgoing online wire transfer online?

To check the status of your wire application, simply sign on to your account and go to:

- Domestic Wire Transfer > Manage Scheduled Wire Transfers
- Global Wire Transfer > Manage Scheduled Global Wires

For a wire application that has been approved, the status will show "Processed." For any further status updates, please contact any ICBC (USA) branch nearest you for assistance.