

## Industrial and Commercial Bank of China (Asia) Limited General Descriptive Information on usage of Credit Card

This reminder provides you the general descriptive information on the usage of credit card of Industrial and Commercial Bank of China (Asia) Limited (“the Bank”). For a comprehensive set of legally binding terms and conditions, please refer to the relevant Cardholder Agreement.

### A. Security of card/ Personal Identification Number (PIN)

To safeguard your interest, please take good care of your credit card and Personal Identification Number (PIN):

- Sign on the signature panel on the back of your credit card with a ball pen immediately.
- Memorize your PIN and destroy the PIN advice.
- Do not write down your PIN on the credit card or on anything usually kept with the credit card.
- Do not write down your PIN directly without disguising it.
- Keep your credit card and PIN separately.
- Do not let anyone else to use your credit card and the PIN.
- Do not use familiar numbers such as HKID card number, telephone number or your birthday etc. as your PIN.
- Do not use the PIN for accessing other services, e.g. connection to the internet or accessing other websites.
- Ensure nobody else sees your PIN when using ATMs or other electronic terminals and change your PIN regularly.
- Do not disclose your PIN when using credit card for purchase transactions at merchant outlets.
- You are entitled to request the Bank not to issue a PIN.
- To avoid any alteration, always fill in the “Total” amount on the sales slip with the appropriate currency symbol and immediately followed by the exact payable amount.
- Make sure that only one set of sales slips is used per transaction and check if the information on the sales slips is correct. Remember to collect your credit card after each transaction at ATMs or with a merchant.
- Always keep the sales slips and cash advance advices for future reference.
- You shall refer to the security advice provided by the Bank from time to time.

### B. Report loss / theft / misuse of card / PIN procedures

If your card/PIN has been lost or stolen or upon discovery of disclosure to a third party your PIN, please report the incident immediately by calling ICBC (Asia) Credit Card Centre 24-hour Customer Service Hotline at (852) 218 95588 (after select language and press 6 and 2) or inform any of our branches nearest you.

**C. Liability for unauthorized use of card**

The liability of a Cardholder to the Bank for unauthorized use of the Card (but not in relation to any cash advances) prior to reporting shall be limited to a maximum amount of HK\$500, provided that you have not knowingly provided your card to a third party or you have not acted fraudulently or with gross negligence, and you have informed us as soon as practicable after having found that your card has been lost, stolen or disclosed. Please note you are liable for all amounts debited to your credit card as a result of the unauthorized use of your card/ PIN until you report loss, theft or disclosure of your card/ PIN. For details, please refer to the Credit Card Cardholder Agreement.

**D. Credit Facilities**

Each credit card is assigned a credit limit that applies to both purchase and cash advance transactions. For your own credit limit, please refer to your card statement. The Bank may at its discretion allow any card transactions exceeding the credit limit, and reduce the credit limit according to the result of its credit risk assessment of you or the card account, without prior notice to you. You may choose to opt out of the over-the-limit facility for your card account. After the opt-out has taken effect, card transaction which results in the current balance exceeding the assigned credit limit of the Card Account will not be effected, whilst the card account may still be subject to an over-the-limit scenario certain circumstances (including but not limited to Octopus Automatic Add-Value Service, the posting of transactions which do not require authorization for effecting payments and the transactions approved yet late posted) without prior notice to the cardholder.

**E. Other functions / features of the card**

If you maintain other account(s) with the Bank and you can link them to your credit card (must be in the same cardholder name with the Bank) for accessing Automated Teller Machine(ATM) Service of the Bank. You may use your credit card to withdraw cash/transfer fund from the account(s) through ATM or to pay funds from the account(s) through the Easy Pay System (EPS).

To strengthen the security of ATM services, the overseas ATM transaction function (including cash withdrawal and cash advances) for all ATM cards and credit cards will be pre-set as “deactivated”. If you would like to withdraw cash from ATM overseas, you should activate this function in advance. You can perform the activation by setting the validity period and daily withdrawal limit at ATM or through 24-hour Customer Service Hotline at (852) 218 95588.

**F. Restrictions**

If you draw a cash advance at the counter of the Bank, the withdrawal limit will be equal to your available credit limit. If you draw a cash advance through Automated Teller Machines (ATMs), there will be a daily limit of HKD10,000 or your available credit limit whichever is lower.

### **G. Complaints against merchants**

The Bank accepts no responsibility for the non-acceptance of the card by any merchant, or the quality of goods and services provided by any merchant, or for any regular payment arrangement with any merchant. If you have any concerns regarding a merchant, you may call ICBC (Asia) Credit Card Centre 24-hour Customer Service Hotline at (852)218 95588. However, you are required to settle the related transaction(s) even if you are claiming against the merchant.

### **H. Complaints against the Bank**

To ensure our service quality and to serve you better, your opinions and suggestions are always welcomed through the following ways.

- Send a letter to P. O. Box 27, General Post Office, HK
- Call our 24-hour Customer Service Hotline at (852) 218 95588 / Platinum Card Customer Service Hotline at (852) 2107 4107
- Email to [service@icbcasia.com](mailto:service@icbcasia.com)

You may also lodge your complaint against the Bank via the aforesaid ways.

### **I. Error / Dispute resolution**

You shall be deemed to have accepted and agreed to pay the outstanding balances, the charges and handling fees incurred for any relevant service(s) printed on the statement. For details, please refer to the Fee Schedule of the Bank.

You should examine each statement and notify the Bank in writing within 60 days from the issue date of such statement of any unauthorized charges arising from whatever cause, including forgery, fraud, lack of authority or negligence of the account holder, any cardholder or any other person. If you have any queries on the statement entries, you should refer the Bank by calling our 24-hour Customer Service Hotline at (852)218 95588.

### **J. Cancellation of recurring payments**

Termination of your card will not automatically lead to termination of any merchant auto payment arrangement, such as utility bills autopay, etc., that are set up or authorized prior to the termination of the card. If you wish to modify/terminate any merchant auto payment arrangement, please directly contact the related merchant(s) who will be responsible for making the necessary arrangements.

**K. Exchange Rate of transactions in foreign currencies**

**Visa/Mastercard:**

Transactions in any currency other than Hong Kong Dollars will be converted into Hong Kong Dollars at the prevailing exchange rate determined by the Bank (in consultation with, as applicable, any relevant international card associations) on the day of conversion and debited to the card account in Hong Kong Dollars.

**UnionPay Dual Currency Credit Card:**

Transactions in any currency other than Renminbi and Hong Kong Dollars will be converted into Hong Kong Dollars at the prevailing exchange rate determined by the Bank (in consultation with, as applicable, any relevant international card associations) on the day of conversion and debited to the card account in Hong Kong Dollars.

Except UnionPay Dual Currency Credit Card, 1.9% of every transaction effected in a currency other than Hong Kong Dollars (inclusive of 1% exchange charges by Card Association and 0.9% charges by the Bank on the transaction amount).

**L. Fees & Charges**

Annual Membership Fee (per card)

**For UnionPay Dual Currency Credit Card:**

	Principal Card	Supplementary Card
Diamond Card	HKD1,900	HKD950
Platinum Card	HKD1,000	HKD500
Gold Card	HKD480	HKD240

**For general HKD Credit Card:**

	Principal Card	Supplementary Card
Visa Signature Card	HKD1,800	HKD900
Platinum Card	HKD1,000	HKD500
Gold / Titanium Card	HKD480	HKD240
Classic Card	HKD240	HKD120

### **Cash advance handling charge**

Finance charge will accrue on each cash advance from the post date of cash advance until repayment in full. A handling charge of each cash advance will also be levied.

HKD Account: 3% of the cash advance amount per transaction (minimum HKD50)

RMB Account: 3% of the cash advance amount per transaction (minimum RMB50)

### **Late Payment Fee**

If you fail to make the specified Minimum Payment by the Payment Due Date, late payment charge will be levied.

HKD Account: 5% of the minimum payment due (minimum HKD130; maximum HKD250)

RMB Account: 5% of the minimum payment due (minimum RMB130; maximum RMB250)

\* Fees and charges are subject to change at the Bank's discretion from time to time without prior notice. For the latest fee schedule, please visit the Bank's website [www.icbcasia.com](http://www.icbcasia.com).

## **M. Interest rates and interest charges**

### **Annualized Percentage Rate (APR) for Retail Purchase**

APR for Retail Purchase is 16.08%-31.89% when you open your account and it will be reviewed from time to time. The Bank will not charge you interest if you pay your balance in full by the due date each month.

### **APR for cash advance**

APR for Cash Advance is 18.06%-36.76% when you open your account and it will be reviewed from time to time. Interest will be charged on the amount of cash advance from the post date on a daily basis until payment in full.

### **Interest Free Period**

Interest free period is up to 55 days (No interest-free period on cash advance transaction).

\* Interest rates and interest charges are subject to change at the Bank's discretion from time to time without prior notice. For a full list of fees and charges, please refer to the Fee Schedule of the Bank.

## **N. Rights of set-off**

Whether you are a primary cardholder or an additional cardholder, if you maintain an outstanding balance on your card account, the Bank may without notice combine or consolidate the outstanding balance with any account(s) including credit card and deposit accounts that you maintain with the Bank and set-off or transfer the money to settle the outstanding balance of your card account. The Bank will inform you promptly after exercising such rights of set-off.

In the event of discrepancy or inconsistency between the English and Chinese versions of this letter, the English version shall prevail.