

## **ICBC (Asia) Mobile Banking FPS Services – Frequently Asked Questions**

### **1. What are the major functions of ICBC (Asia) FPS Services?**

ICBC (Asia) FPS Services provide two functions which include “FPS Service” and “Electronic Direct Debit Authorization”:

- FPS Service (Payment, Payment Instruction Enquiry, Addressing Service, Addressing Service Enquiry and Setting)
- Electronic Direct Debit Authorization (Set up, enquire and manage Electronic Direct Debit Authorization)

### **2. What is “FPS Service”?**

“FPS Service” is a new payment service. You can initiate real-time intra-bank or inter-bank transfer payment via this service. Apart from the traditional transfer means of inputting account number, you can also transfer directly by inputting the mobile number, email address or FPS ID linked by the payee, which is fast and easy. In the meantime, you can also link the account of our Bank with your mobile number/ email address for receiving payment. After completing the transaction, the payer will receive SMS message and email notification, which is secure and reliable.

### **3. What are the differences between FPS Service, “Transfer – Electronic exchange”, “Express transfer – CHATS” and “ICBC (ASIA) JETCO Pay”?**

	<b>FPS Service</b>	<b>Electronic exchange</b>	<b>CHATS</b>	<b>ICBC (ASIA) JETCO Pay</b>
<b>Realization of Fund</b>	Inter-bank or intra-bank in real time	Intra-bank in real time; inter-bank in 1-2 working days	Inter-bank or intra-bank in real time	Inter-bank or intra-bank in real time
<b>Charges</b>	Free	Free	Transaction fee included	Free
<b>Supporting Currency</b>	HKD/RMB	HKD/RMB	HKD/USD/ EUR/RMB	HKD
<b>Transfer Method</b>	Input A/C no. OR mobile	Input A/C no.	Input A/C no.	Input mobile no. registered by the payee

	no./email address/FPS ID registered by the payee			
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**4. What are the customer requirements for using FPS Service?**

Customers using this service should fulfill all the following requirements:

- 1) Registered valid mobile number with our Bank
- 2) Registered valid email address with our Bank
- 3) Activated small-value fund transfer service and set up small-value fund transfer limit

**5. How can I use FPS Service for payment?**

You can refer to the following steps for the payment to intra-bank or inter-bank account:

- 1) Log in to Mobile Banking of our Bank;
- 2) Press “FPS Service” at the homepage and enter the “Payment” function
- 3) Select payment account and currency, read and mark to accept the related Terms and Conditions, and press “Next”
- 4) Select payment method (input account number/ mobile number/ email address/ FPS ID) and input the beneficiary information according to the instruction. If the selected payment method is not inputting account number, you need to press the “Inquire” button after inputting the mobile number/ email address/ FPS ID, wait for the interface to show the beneficiary bank and account name, and press “Next”;
- 5) Input transfer amount and optional remarks, and press “Confirm”;
- 6) Verify transaction information. If the transfer amount falls within the small-value fund transfer limit, you have to input the e-banking login password. If the transfer amount exceeds the small-value fund transfer limit, you have to use password token for authentication;
- 7) Payment transaction completed. You can check the payment record or other collection record by pressing “Detail Inquiry” or via “Payment Instruction Enquiry”.

**6. If my mobile number/ email address has registered with the FPS of other banks, can I use the FPS Service of ICBC (Asia) at the same time?**

Yes. You can still use the Addressing Service of FPS Service with the account of our Bank. The account of our Bank will become the default collection account of the mobile number/ email address automatically.

**7. Can I transfer to the payee of other banks by using FPS Service?**

Yes. You can pay with your bank account directly and transfer to the account holders of other banks by inputting the account number or mobile number/ email address/ FPS ID registered by the payee. Inter-bank transfer service has become more comprehensive and efficient.

**8. What kind of currency does ICBC (Asia) FPS Services support?**

This service currently supports HKD and RMB but it does not accept exchange transaction.

**9. Are there charges for using ICBC (Asia) FPS Services?**

No. FPS Services of our Bank (including FPS Service and Electronic Direct Debit Authorization) do not incur charges. However, there may be charges from your mobile telecommunication provider for the involved SMS, mobile data and/or call.

**10. Can I create my FPS Service beneficiary list?**

You cannot take the initiative to create your beneficiary list. However, the interface will show your latest 5 account number/ mobile number/ email address/ FPS ID records automatically when you conduct FPS Service transfer and press “Beneficiary Party” on the “Beneficiary Information” interface. If you select one of the records, the system will complete the remaining columns according to the record to save your time.

**11. If the payee has not registered the mobile number/ email address or established FPS ID with Addressing Service, can I still pay via FPS Service?**

You can still pay by inputting account number but you will be unable transfer to the beneficiary person by inquiring the mobile number/ email address/ FPS ID.

**12. How can the payer know that the FPS Service payment has succeeded?**

After submitting the payment instruction, the payer will receive the related SMS and email notification. The payer can enquire the latest one-year payment record and the corresponding status via “Payment Instruction Enquiry”.

**13. How can the payee know that he/she has received the FPS Service transfer successfully?**

The payee can enquire the latest one-year collection record and the corresponding status via “Payment Instruction Enquiry”.

**14. How can I use the Addressing Service of FPS Service?**

You can refer to the following steps to register your mobile number/ email address with the account of our Bank:

- 1) Log in to Mobile Banking of our Bank;
- 2) Press “FPS Service” at the homepage and enter the “Addressing Service” function;
- 3) Select the mobile number/ email address for addressing, select the addressing account, read and mark to accept the related Terms and Conditions, and press “Confirm”;
- 4) The interface will show all current addressing record (if any) of your selected mobile number/ email address. Press “Confirm” to confirm the record;
- 5) If you select mobile number for addressing, you need to receive and input the SMS code within 100 seconds; if you select email address for addressing, you need to receive and input the email code within 10 minutes, and then press “Confirm”;
- 6) Addressing completed. You can check, amend or delete related addressing record via “Addressing Service Enquiry and Setting”.

**15. How can I amend or delete the addressing account record?**

You can amend the bank account of our Bank for registering mobile number/ email address or delete current addressing record. SMS and email notification will be received after successful amendment/deletion.

**16. What is “Electronic Direct Debit Authorization” service?**

“Electronic Direct Debit Authorization” function allows you to establish direct debit authorization with the payee via Mobile Banking. You can initiate a debit

authorization to the payee or receive a debit authorization from the payee. The authorization allows the payee to collect money automatically according to the payment information/rules set by you. When you initiate an electronic direct debit authorization via Mobile Banking, the largest value of maximum limit per transaction you can set is equivalent to HKD500,000. After successful authorization, you will receive SMS and email notification, which is secure and reliable.

**17. What kind of method can I use to set up Electronic Direct Debit Authorization?**

You can set up Electronic Direct Debit Authorization via the following methods:

- 1) Select the beneficiary merchant in the merchant list
- 2) Input the beneficiary account number

**18. What kind of payment information/rules can I establish when setting up the Electronic Direct Debit Authorization?**

- 1) Debtor reference (subject to your confirmation with the payee)
- 2) Debtor account and currency
- 3) Maximum limit per transaction
- 4) Payment cycle
- 5) Expiry date

**19. What kind of authentication method is needed when setting up Electronic Direct Debit Authorization?**

You must have the password token in order to complete the authentication of Electronic Direct Debit Authorization. You will not be able to use this service if you do not have the password token.

**20. How can I manage my Electronic Direct Debit Authorization?**

You can log in to Mobile Banking and enter the “My Electronic Direct Debit Authorization” function via “Bill Payment” at the homepage. This function allows you to manage the established authorizations and the authorizations initiated by third party, and check the authorization status. You can also amend, suspend, reactivate or cancel the Electronic Direct Debit Authorization.

**Notes:**

These FAQs are available in both English and Chinese versions. The English version shall prevail in the event of any discrepancy between the two versions. For the completed details of the ICBC (Asia) FPS Services, please refer to the “Terms and Conditions for the Services relating to Faster Payment System” at the website of ICBC (Asia). Should you have any query, please contact our 24 hours customer service hotline at (852) 218 95588.