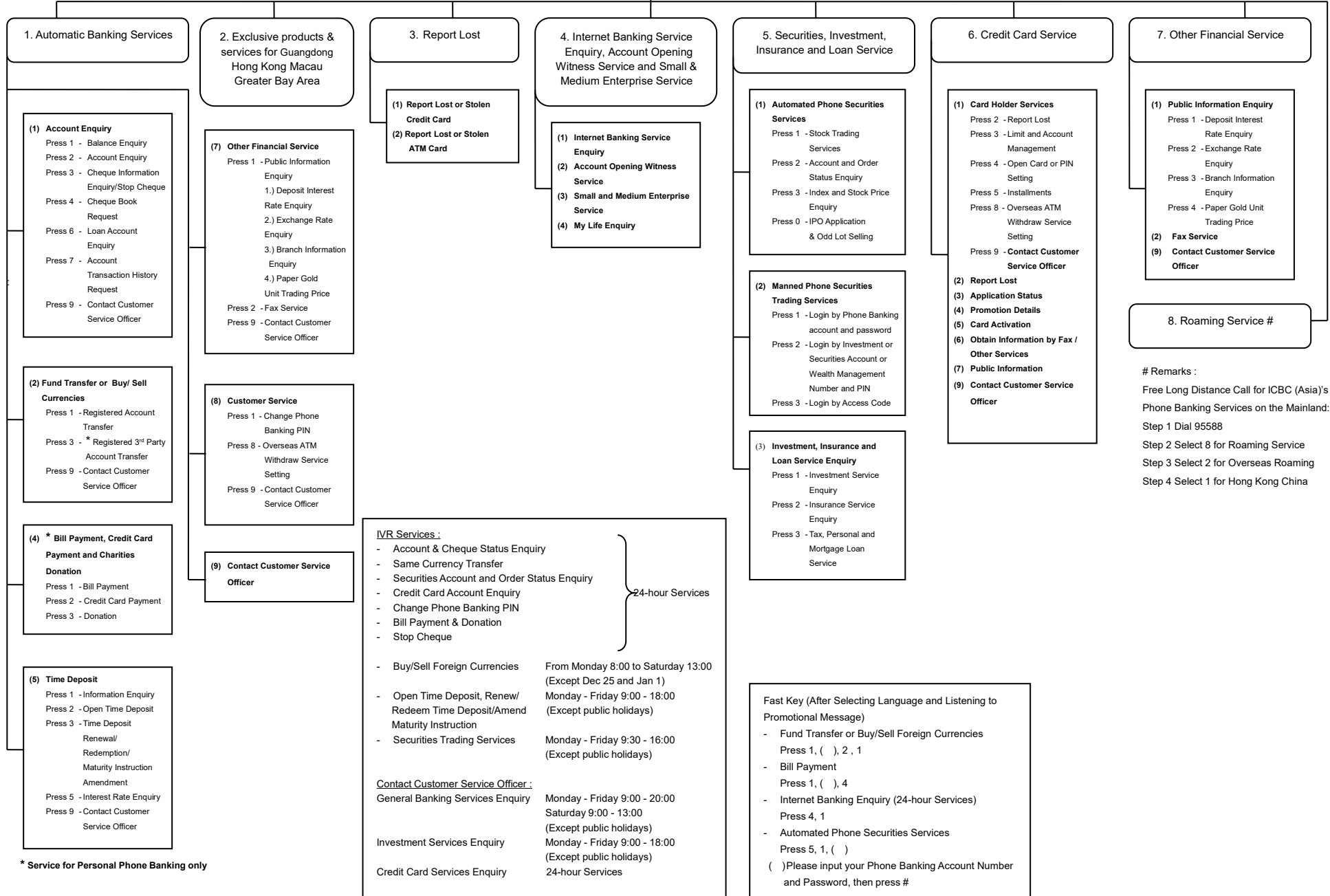


24-hour Phone Banking Service Hotline (852) 218 95588

Step 1 : Select Language; Press 1 Cantonese, Press 2 Putonghua, Press 3 English

Step 2 : Select Service; Select the following Services



3. Report Lost

- (1) Report Lost or Stolen Credit Card**
- (2) Report Lost or Stolen ATM Card**

4. Internet Banking Service Enquiry, Account Opening Witness Service and Small & Medium Enterprise Service

- (1) Internet Banking Service Enquiry**
- (2) Account Opening Witness Service**
- (3) Small and Medium Enterprise Service**
- (4) My Life Enquiry**

5. Securities, Investment, Insurance and Loan Service

- (1) Automated Phone Securities Services**
 - Press 1 - Stock Trading Services
 - Press 2 - Account and Order Status Enquiry
 - Press 3 - Index and Stock Price Enquiry
 - Press 0 - IPO Application & Odd Lot Selling
- (2) Manned Phone Securities Trading Services**
 - Press 1 - Login by Phone Banking account and password
 - Press 2 - Login by Investment or Securities Account or Wealth Management Number and PIN
 - Press 3 - Login by Access Code
- (3) Investment, Insurance and Loan Service Enquiry**
 - Press 1 - Investment Service Enquiry
 - Press 2 - Insurance Service Enquiry
 - Press 3 - Tax, Personal and Mortgage Loan Service

6. Credit Card Service

- (1) Card Holder Services**
 - Press 2 - Report Lost
 - Press 3 - Limit and Account Management
 - Press 4 - Open Card or PIN Setting
 - Press 5 - Installments
 - Press 8 - Overseas ATM Withdraw Service Setting
 - Press 9 - Contact Customer Service Officer
- (2) Report Lost**
- (3) Application Status**
- (4) Promotion Details**
- (5) Card Activation**
- (6) Obtain Information by Fax / Other Services**
- (7) Public Information**
- (9) Contact Customer Service Officer**

7. Other Financial Service

- (1) Public Information Enquiry**
 - Press 1 - Deposit Interest Rate Enquiry
 - Press 2 - Exchange Rate Enquiry
 - Press 3 - Branch Information Enquiry
 - Press 4 - Paper Gold Unit Trading Price
- (2) Fax Service**
- (9) Contact Customer Service Officer**

8. Roaming Service #

IVR Services :

- Account & Cheque Status Enquiry
- Same Currency Transfer
- Securities Account and Order Status Enquiry
- Credit Card Account Enquiry
- Change Phone Banking PIN
- Bill Payment & Donation
- Stop Cheque

24-hour Services

- Buy/Sell Foreign Currencies From Monday 8:00 to Saturday 13:00 (Except Dec 25 and Jan 1)
- Open Time Deposit, Renew/ Redeem Time Deposit/Amend Maturity Instruction Monday - Friday 9:00 - 18:00 (Except public holidays)
- Securities Trading Services Monday - Friday 9:30 - 16:00 (Except public holidays)

Contact Customer Service Officer :

- General Banking Services Enquiry Monday - Friday 9:00 - 20:00 Saturday 9:00 - 13:00 (Except public holidays)
- Investment Services Enquiry Monday - Friday 9:00 - 18:00 (Except public holidays)
- Credit Card Services Enquiry 24-hour Services

Fast Key (After Selecting Language and Listening to Promotional Message)

- Fund Transfer or Buy/Sell Foreign Currencies Press 1, (), 2, 1
- Bill Payment Press 1, (), 4
- Internet Banking Enquiry (24-hour Services) Press 4, 1
- Automated Phone Securities Services Press 5, 1, ()

() Please input your Phone Banking Account Number and Password, then press #

Remarks :

- Free Long Distance Call for ICBC (Asia)'s Phone Banking Services on the Mainland:
- Step 1 Dial 95588
- Step 2 Select 8 for Roaming Service
- Step 3 Select 2 for Overseas Roaming
- Step 4 Select 1 for Hong Kong China

* Service for Personal Phone Banking only