

Industrial and Commercial Bank of China (Asia) Limited

General Descriptive Information on usage of Credit Card and Credit Card Mobile Payment Service

This reminder provides you the general descriptive information on the usage of Credit Card and Credit Card Mobile Payment Service 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)

1. General Credit Card

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 upon your receipt of the new card.
- 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 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.
- Please do not disclose the CVV or one-time password to 3rd party
- Please do not disclose any credit card information via mobile phone, email, public PC, unsecured website, public sales, etc.
- Ensure nobody else could see 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.

2. Credit Card Mobile Payment Service

You shall take reasonable care of your NFC Smartphone on which the Mobile Card is installed, the Mobile Card, the User ID and the Password. You shall keep the relevant NFC Smartphone and the Mobile Card safely under your personal control and keep the Mobile Card account number, the User ID and the Password in secret. You shall take the following security precautions where reasonably practicable:

- Do not use the Mobile Payment Services in a NFC Smartphone with any pirated, hacked, fake and/or unauthorized applications or in which the software lockdown has been overridden or root access to its software operating system has been obtained (such as, but without limitation, a jailbroken or a rooted NFC Smartphone);
- Do not permit any other person to use your relevant NFC Smartphone, the Mobile Card, the User ID and/or Password;
- Do not write down, store or record your Mobile Card account number, your User ID and/or Password on the relevant NFC Smartphone or on anything usually kept with or near it;
- Do not write down, store or record your Mobile Card account number, User ID and/or the Password without disguising it;
- Do not use any easily accessible personal information, such as telephone numbers, date of birth or identity card number as your User ID and/or Password or as the Passcode (“Passcode”) for unlocking the NFC Smartphone. You are also advised not to use your User ID, the Password, and/or the Passcode for accessing other services (for example, connection to the internet or accessing other websites);
- Change your User ID and Password regularly or when necessary;
- You are strongly recommended to turn on the phone unlock passcode function on your NFC Smartphone as a security feature of your Mobile Payment Services and/or Mobile Card;
- Upon completion of mobile payment transaction, you should turn off the NFC function of your NFC Smartphone and log off the Mobile Payment Services (via the ICBC Mobile Payment App);
- You shall refer to the security advice provided by the Bank from time to time and take any relevant security precautions in a timely manner in using the Mobile Payment Services and/or the Mobile Card as specified by the Bank from time to time.

B. Stop usage / Report loss / theft / misuse of card / PIN procedures

1. General Credit Card

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 for stopping the use of the card by calling ICBC (Asia) Credit Card Centre 24-hour Customer Service Hotline at (852) 218 95588 or inform any of our branches nearest to you.

2. Credit Card Mobile Payment Service

- You shall notify the Bank of (1) any loss or theft of your Mobile Card, your User ID, the Password and/or the relevant NFC Smartphone which contains the Mobile Card; and/or (2) any disclosure of the User ID and/or the Password to any other person as soon as reasonably practicable through the Bank’s designated service hotline for stopping the use of the card;
- You shall notify the Bank of any suspected unauthorized transaction through the use of your Mobile Card or any unauthorized use of the Mobile Payment Services as soon as reasonably practicable through the Bank’s designated service hotline

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) or unauthorized use of a Mobile Card, an NFC Smartphone with Mobile Card(s) installed, the User ID and/or the Password in relation to the Mobile Payment Services prior to giving notice of loss or theft through the Bank's designated hotline (in relation to the credit card account but not 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

1. General Credit Card

Each credit card is assigned a credit limit (unless requested by cardholder, in general, the credit limit will be in a share limit basis) 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 under 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.

2. Credit Card Mobile Payment Service

The Mobile Card and the relevant credit card in physical form share the same credit limit.

E. Other functions / features of the card

1. General Credit Card

- If you maintain other HK Dollars account(s) with the Bank, which linked 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 any 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.

2. Credit Card Mobile Payment Service

- The Mobile Payment Services shall only be made available to you when you are the existing user of the ICBC Mobile Banking Services together with maintaining the types of credit card designated by the Bank and holding NFC Smartphone that successfully installed the Mobile Card.

- In order to use the Mobile Payment Services, you must log into the ICBC Mobile Banking App by using the User ID and the Password and then log on the Mobile Payment Services (via the ICBC Mobile Banking App), which will remain valid for such time period as the Bank may prescribe from time to time. Transactions can only be effected within the above validity period. Upon expiry of such validity period, the Cardholder shall perform the above log-on procedures again so as to enable any transactions to be effected.
- The first Mobile Card linked and installed to the NFC Smartphone is set by default as the principal card of Mobile Payment Services to make payment when transaction is performed. You may choose another Mobile Card for Mobile Payment Services using the ICBC Mobile Banking App. You can install up to five Mobile Cards (or to such maximum number of Mobile Cards as the Bank may prescribe from time to time) to your NFC Smartphone. When effecting contactless payment by Mobile Payment Services, you shall ensure that the Mobile Payment Services has been logged on (via the ICBC Mobile Banking App), and the NFC Smartphone is unlocked. The payment for the transaction is completed by waving the NFC Smartphone over the sale terminal device.

F. Restrictions

1. General Credit Card

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. (For Corporate credit card holders, please refer to the terms and condition agreed with the Bank)

2. Credit Card Mobile Payment Service

The maximum limit of each transaction and/or daily accumulated transaction is up to HKD1,000 (or to such maximum amount as the Bank may prescribe from time to time). The expiry date of a Mobile Card is identical with the expiry date of your relevant credit card in physical form.

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 relevant transaction(s) even if you are claiming against the merchant.

H. Feedback or enquiry

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
- Email to enquiry@icbcasia.com
- fill in customer feedback form

You may also lodge your feedback or query against the Bank via the aforesaid ways.

I. Error / Dispute resolution

1. General Credit Card

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. Late submission will not be entertained. If you have any queries on the statement entries, please contact our 24-hour Customer Service Hotline at (852)218 95588.

2. Credit Card Mobile Payment Service

All contactless transactions will be billed to your existing credit card account to which the relevant Mobile Card relates. There will not be a separate card account nor a separate statement for your Mobile Card. 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

1. General Credit Card

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.

2. Credit Card Mobile Payment Service

Termination of your Mobile Card does not mean the termination of physical credit card, and hence 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 physical credit card.

If you wish to modify/terminate any merchant auto payment arrangement, please directly contact the relevant 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 (same as posting date) and debited to the card account in Hong Kong Dollars. The exchange rate will also be notified in the statement for easy reference. The calculation would be in the unit of Hong Kong Dollars/the corresponding foreign currency. 1.9% of the transaction amount would be levied on each and every transaction made in a currency other than Hong Kong Dollars (inclusive of 1% exchange charges charged by Card Association and 0.9% charges charged by the Bank on the transaction amount).

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 (same as posting date) and debited to the card account in Hong Kong Dollars.

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
World MasterCard	HKD1,900	HKD950
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. 5% of minimum payment due (minimum HKD130/RMB130 or the Minimum Payment of the last statement, whichever is lower)

* Fees and charges are subject to change at the Bank's discretion from time to time with prior notice. For the latest fee schedule, please visit the Bank's website 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% at the time of your opening of the 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.

Annualized Percentage Rate (APR) for Cash Advance

APR for Cash Advance is 18.06%-36.76% at the time of your opening of the 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 with prior notice. For a full list of fees and charges, please refer to the Fee Schedule of the Bank. For details, please visit the Bank's website www.icbcasia.com.

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.