

## "Cash Payout Scheme" frequently asked questions

- **"New Customer Account Opening" customers register for "Cash Payout Scheme"**

**1. Does the bank process my "Cash Payout Scheme" only after my "New Customer Account Opening" account is successfully opened?**

Yes. If your "New Customer Account Opening" application is not approved, your submitted "Cash Payout Scheme" application will be automatically canceled and you will need to resubmit the registration of "Cash Payout Scheme" .

**2. If I applied for both integrated account and integrated investment account for "New Customer Account Opening" at the same time, but only the integrated account is successfully opened. Can I still register for the "Cash Payout Scheme"?**

Yes. We will formally process your "Cash Payout Scheme" application after the integrated account has been successfully opened. We will notify you the integrated account opening result by email or SMS within one working day. You can also check your application status via mobile banking "New Customer Account Opening" -> "Status Enquiry".

If you submitted both integrated account and integrated investment account applications, the Bank will handle your integrated account application first.

**3. What should I do if I did not register for the "Cash Payout Scheme" after submitted "New Customer Account Opening" application ?**

After your "New Customer Account" is successfully opened, you can directly log in to the Mobile Banking and register by clicking the "Cash Payout Scheme" at the main page.

- **General Questions**

**1. Can I use a local Hong Kong dollar bank account opened with a passport or an "Exit-Entry Permit for Travelling to and from Hong Kong and Macau" to register "Cash Payout Scheme" and receive payment?**

No. The Bank only accepts the application of the "Cash Payout Scheme" for customers who open account under the sole-name with Hong Kong Identity Card. The Bank will not accept the application if you register with a local Hong Kong dollar bank account opened with a passport or an "Exit-Entry Permit for Travelling to and from Hong Kong and Macau"

**2. What should I do if I want to cancel my previous registration application ICBC**

**(Asia)?**

If you wish to cancel the previous registration in the Bank, please call the "Cash Payout Scheme" Secretary hotline 182020 for enquiry.

**3. What notification(s) will I receive after my registration is completed successfully ?**

**After submitting the registration:**

A confirmation notice on the registration completion page will be displayed in real time if registers through the Bank Mobile Banking or Personal Internet Banking. You can choose to screen capture the registration completion page from the Mobile Banking or download relevant records from Personal Internet Banking .

For customers who register via e-form at the Bank website (www.icbcasia.com) will receive the SMS notification within two business days to confirm the registration. If you submit your application repeatedly via e-form, you will also receive the relevant SMS notification within two business days.

**Successful or failed Payment :**

You will receive a SMS or email notification whenever you have successfully received HK\$10,000 payout or not.

**4. After I have submitted my registration successfully, where can I check the application status?**

You can log in to Mobile Banking/ Personal Internet Banking and click on the homepage "Cash Payout Scheme"->"Check Status/Referral Code". If you submitted your application through the branch or electronic form via the Bank website (www.icbcasia.com), you can log in to Mobile Banking/ Personal Internet Banking to check the application status.

**5. If I forget the Referral Code given by ICBC (Asia), how can I retrieve it?**

You can log in to Mobile Banking or Personal Internet Banking, and click on "Cash Payout Scheme" in the main page -> "Check Status/Referral Code" for checking.

**If I choose "Use Bank Record" for my mobile phone number but there is no record in ICBC (Asia), how will the Bank notify me?**

The Bank will issue relevant customer notices according to your email and mailing address records in the Bank.

**7. What should I pay attention to when applying for "Cash Payout Scheme" for Hong Kong permanent residents overseas?**

If you are current customer, please fill in the 8-digit Hong Kong mobile phone number when you register for "Cash Payout Scheme";

If you are new customer, please add the corresponding jurisdiction and tax number during the “New Customer Account Opening” process.

For example: If you currently live in the UK, please add the "UK" as a jurisdiction in the [Residence Jurisdiction] and fill in its corresponding tax number. The UK's Unique Taxpayer Reference (UTR) can usually be found in the individual tax return (Form SA100 or CT600) found at the home page.