



China Mobile Hong Kong Partners with ICBC (Asia) to Synergize the Development of Local 5G Smart Financing

ICBC (Asia) Introduces 5G Technology to Craft Cutting-edge Customer Experience

29 June 2020, Hong Kong – With the 5th Generation (5G) telecommunications technology becoming the essential element to cementing a smart city, **China Mobile Hong Kong** has joined hands with **Industrial and Commercial Bank of China (Asia) Limited** (ICBC (Asia)) to present an all-rounded customer experience by merging 5G network technology and FinTech into one cutting-edge banking destination at ICBC (Asia)'s flagship branch in Central, Hong Kong. Dedicated to creating a brand new chapter of history in smart financing, ICBC (Asia) determines to immerse customers with state-of-the-art 5G network applications.

ICBC (Asia)'s Central flagship branch is equipped with 5G empowered facilities and elevated with a technology-inspired interior design layout, offering customers the opportunity to experience the futuristic banking services. For instance, customers are able to open new bank accounts efficiently in a semi-automated manner, as the service is fully 5G technology enabled together with FinTech capabilities. They only need to fill in their personal information with designated iPads, and the data will be instantaneously shared to the branch's intelligent terminal. Customers are then instructed to scan their ID Cards and proofs of address, complete facial recognition registration and provide signatures. All their information will be transmitted to ICBC (Asia)'s backend system in real time allowing the staff to simultaneously perform approval process. As the process is streamlined into just a few minutes, customers are able to enjoy a truly revolutionary banking experience and see their queuing times vastly reduced.

“CMHK is excited to work with ICBC (Asia) to revolutionize the development of FinTech by melding big data and artificial intelligence with 5G technology. In turn, we will refine customer experiences and continue to create infinite possibilities for the future of the financial services

industry.” Said Chairman of CMHK, Dr. Li Feng. “As the commercial application of 5G technology is established, CMHK continues to work closely with different industries, integrating 5G and AICDE (artificial intelligence, cloud and edge computing) with pioneering and abundant spectrum resources, in hopes of fortifying the smart city integration in Hong Kong.”

“Smart financing sets the direction for the future development of the banking industry. Leveraging our partnership with CMHK, we are presenting our customers with an innovative financial service experience by infusing 5G technology with FinTech. Moving forward, we will continue to develop FinTech through diversified aspects, so as to realise the concept of ‘Inclusive Financing’ and ‘Smart Financing’ and offer our customers more convenient and efficient banking services.” Said Ms. Gao Ming, Chairman and Executive Director of ICBC (Asia).

Multifaceted application of 5G technology to offer unprecedented and unique experiences

Aside from integrating 5G technological applications into banking services, ICBC (Asia)’s Central flagship branch also embraces an array of new 5G-infused facilities to enhance unparalleled and exclusive on-site experiences, including an interactive “**Time Tunnel**” in which customers can gaze through historical chapters of developments in Hong Kong, a “**Magic Mirror**” that can “rate” customers’ outlook and provide “fortune forecasts” and even financial product recommendations, “**Virtual Reality (VR) Headset**” that teleports customers visually to ICBC’s branch in Suzhou, China and a “**Robotic Coffee Machine**” that makes a perfect brew and latte art under customers’ command through real-time 5G network system.

CMHK and ICBC (Asia) believe that the ground-breaking commercial and FinTech application of 5G technology will accelerate the development of both telecommunications and banking industries, while pushing forward imaginative changes across other industries. The two companies will continue to explore more collaboration opportunities with more institutional partners to launch advanced technical solutions and exceptional services, and ultimately, craft Hong Kong into a “Smart City” with world-class technology and extraordinary lifestyles.



Photo 1: Spanning over 12,000 ft., the ICBC (Asia) flagship branch in Central embraces cutting-edge 5G technologies to offer inventive banking experience to customers



Photo 2: The combination of advanced 5G technology and FinTech enables customers to open bank accounts in as fast as a few minutes with a semi-automated intelligent terminal



Photo 3: A 5.5 metre-long interactive multi-touch LED screen is installed at the entrance of the Central flagship branch. Customers can learn the historical developments in Hong Kong by touching the year signs on the screen



Photo 4: When customers approach the ‘Magic Mirror’, the built-in camera will automatically recognize the customers and show “ratings” of their outlooks and “predictions” of fortune. The device will also perform analysis of received information and offer customers personalised banking experience through the recommendation of suitable financial products



Photo 5: Customers with VR headset can see the state-of-the-art interior of ICBC's branch in Suzhou, to learn about the latest applications of smart financing in the city



Photo 6: The branch has a “Robotic Coffee Machine” that is composed of mechanical arm, and a coffee and latte art machine. Customers can enjoy a cup of perfectly brewed coffee and the entire process is automatically completed by the android under commands transmitted via the 5G network.

- The End -

About China Mobile Hong Kong Company Limited

China Mobile Hong Kong Company Limited ("CMHK") is the wholly-owned subsidiary of China Mobile Limited (HKEx: 941) (NYSE: CHL), which ranks 56th on the Fortune Global 500. CMHK was incepted in January 1997 and was the first mobile network operator to launch PCS services in Hong Kong.

The Company offers innovative and comprehensive communications services, including voice, data, IDD and international roaming through 4G LTE, 3GHSPA and other technologies. The Company is committed to the development of 5G network, combining with new technologies such as artificial intelligence, internet of things, cloud computing and big data, integrating 5G applications in different industries, promoting the construction and development of smart city groups in Greater Bay Area.

* China Mobile (Hong Kong) Limited is a wholly-owned subsidiary of China Mobile Limited. As of 31 December 2017, China Mobile Limited had the largest number of mobile network subscribers in the world.

About Industrial and Commercial Bank of China (Asia) Limited

Industrial and Commercial Bank of China (Asia) Limited (“ICBC (Asia)”) is the flagship of overseas business of Industrial and Commercial Bank of China Limited (“ICBC”) – currently the largest commercial bank in China, and it is one of the domestic systemically important banks (D-SIBs) in Hong Kong. Currently, ICBC (Asia) has 57 retail outlets (including 29 “Elite Club” Wealth Management Centres) in Hong Kong. It is engaged in commercial banking, investment banking and other financial services, including those of securities, insurance and funds, with a focus on commercial and retail banking as well as global market business. Chinese Mercantile Bank and ICBC Asset Management (Global) Company Limited, two wholly-owned subsidiaries of ICBC (Asia), specialize in Renminbi services in mainland China and ICBC’s global asset management business respectively.