

Credit Card e-Statement – FAQ

• **Use of e-Statement**

1. How to use the Credit Card e-Statement service?

A: To view the e-Statement, you can logon to our Internet Banking services, go to “e-Statement>View e-Statement” to print or download the monthly statement.

2. Is there any charge on using Credit Card e-Statement service?

A: No. This service is free of charge.

3. How long will the Credit Card e-Statement be kept online?

A: Credit Card e-Statement will be retained up to the latest 84 months. Please print out or download the statement to keep a copy of record. Please note to print out or download the statement for record before the cancellation of credit card.

• **Credit Card e-Statement Email Alert**

4. What is Credit Card e-Statement Email Alert? Is there any charge for the Email Alert service?

A: When you apply for the e-Statement service, we will have an additional service to provide e-Statement Email Alert. When you have new e-Statement, we will send an alert email to your registered email address (This is applicable to customer with registered email address). This service is free of charge.

5. If I still retain the delivery of paper statement, can I also have the e-Statement service?

A: Yes, you can. You can register Personal Internet Banking and the e-Statement will be automatically provided.