

Corporate Internet Banking Notice

This notice aims to summarise some important points with regards to our corporate internet banking service. For detailed features and operations of this service, please visit our website at www.icbclondon.com and select [*Operation Guide*] in [*Corporate Internet banking*].

1. First time log-in

1.1 ICBC Internet banking service supports IE (Internet Explorer) 8.0 and its earlier version, firefox 3.0 and its later version, Chrome 8 and its later version. It requires windows XP, windows VISTA, windows7 system. Beside, safari under Mac system will be supported at May, 2013.

1.2 Internet banking service requires installing a security control issued by ICBC. Please select "Install Active X control" when it pops up on the Internet Explorer or manually download it from our website. At the present, this control does not support Mac operating systems.

1.3 When company computer to log-in, please contact IT staff to confirm the firewall settings. If the firewall is turned on, active X control will not be installed. We suggest IT staffs to help the installation.

1.4 English is the default language on Corporate E-Banking page. If you would like to view in Simple Chinese, please click [中文] on the upper right corner.

2. User name and password

2.1 For the safety of your account, we advise you to log-in and reset your temporary password as soon as your online account is activated. When resetting a new password, please pay attention to prevent others from stealing.

2.2 System will automatically initialise password reset prompt in your first time log-in. Please note your temporary password will be expired if you failed to reset within six months from when your online account is activated.

2.3 Please inform the bank immediately if system does not initialise password reset prompt during your first time log-in, in order to avoid temporary password being stolen by others.

2.4 Also for your own convenience, we recommend you to create a user name for your future log-in. Your account number can still be used to access your Internet banking account.

3. Token card

3.1 Your token card will be posted within two working days of when the application is made, please return our "token card receipt confirmation" as soon as you receive it, we will activate your token card within one working day of receiving your confirmation of receipt.

3.2 Some services require using our token card to authorise. When token card coordinates shows, please input the coordinate value within 90 seconds or the input will be invalid.

3.3 If the number of input errors/invalids accumulated up to 5 times, your token card will be temporarily barred until the next day. When up to 10 times, it will become permanently frozen. **You may have to visit our branch to apply for a new token card.**

3.4 Our token card has a life time of up to 1000 times of use. Please visit our branch to apply for a new token card when it becomes expire.

4. Remittance/transfer cut off time

4.1 Due to the bank's internal procedure requirements, some types of remittance/transfer can only be processed within specified time periods. Instructions submitted within the following time period will be processed by us on the same day; others (Incl bank holidays) will be dealt with on the next working day.

Service types	Cut off time	Number of working days
ICBC a/c - same currency transfer	24 / 7	Real time
ICBC a/c - cross currency transfer	Banking day 10:00 - 16:00	Real time
UK other banks - same currency remittance	24 / 7	1
UK other banks - cross currency remittance	Banking day 10:00 - 16:00	1
RMB Remittance	Banking day before 14:30 (Excl Chinese bank Holiday)	2
Non-RMB Remittance	Banking day before 14:30	2

Note:

1. "Transfer - Registration account" (transfers between Customer's own ICBC personal accounts) and "External Transfer" (transfer to other customers' ICBC accounts).
2. Outward Remittance includes RMB Remittance (beneficiary receives remittance in RMB) and Non-RMB Remittance (beneficiary receives remittance in the currency other than RMB).
3. In some special circumstances, remittance may take longer time to reach beneficiary account.

4.2 Remittance details can only accept English and simple Chinese.

4.3 You can track your Remittance instruction status by log-in to your online account at any time. Please select [*Remittance instruction enquiry*] in [*Outward Remittance*]. The status will normally be updated after one working day.

5. Customers must provide a valid ID and it must be consistent with the ID type (e.g. Passport) used for opening your accounts, to use all counter services (e.g. add/delete subsidiary account, renew token card, etc) in relation to Internet banking at any ICBC London branches.

6. Please read Corporate Internet banking "Terms and conditions".

Thank you for using ICBC Corporate Internet banking service.

Customer helpdesk: 020-7397-8888
Monday to Friday 9:30 to 16:00
(exclude bank holidays)