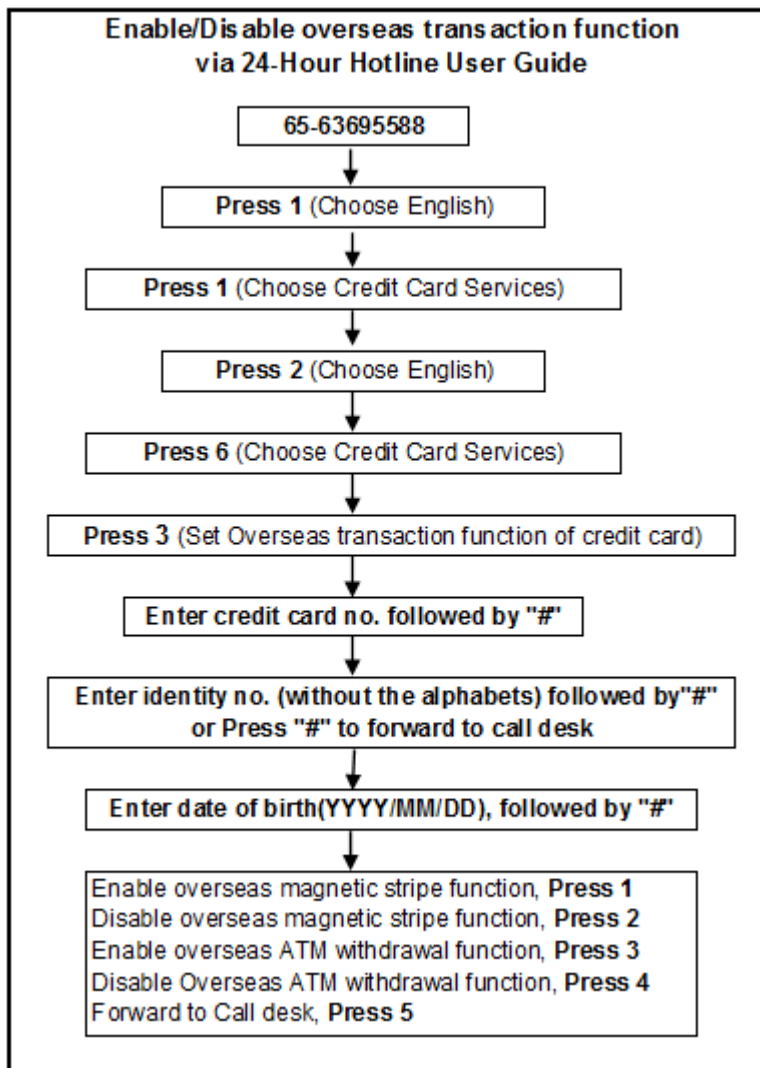


Activation/Deactivation of Magnetic Stripe Transactions

The overseas magnetic stripe functions in your credit card have not been activated. To use your card(s) overseas for Point of Sale transaction, please remember to enable the magnetic stripe on your card(s). Please note that this function will remain activated until you deactivate it. For security measures, we advise you to deactivate this function as soon as you return from your overseas trip.

Enable/Disable the magnetic stripe on your card(s) via:-

1. Call 24-hour Hotline: (65)63695588



2. Login Internet Banking, choose credit card service-my credit card-Operation(More)

name	Status	Operation
Overseas withdrawal	Close	Activate
Mark of overseas magnetic stripe transaction	Control	adjust

3. Visit any of our branches with your identification card and ICBC credit card to activate/deactivate the overseas magnetic stripe transaction.

Deactivation of Magnetic Stripe Transactions - FAQ

On 5th March 2010, the Association of Banks in Singapore announced key measures to adopt a holistic approach to further enhance the security for payment cards, giving cardholders in Singapore greater security and better protection against card fraud. This is in addition to the existing measures whereby banks and card issuers protect cardholders' interests through robust fraud detection systems that monitor and detect unusual/suspicious card usage.

As cardholders and consumers, it is important to ensure that you provide your bank with your current particulars, such as mobile phone number, email address and mailing address.

The following FAQs explain the rationale and benefits of moving to chip-based payment cards.

1. What is EMV?

EMV is a global security standard for chip card technology. It enables chip cards to be accepted anywhere in the world. With the EMV Smart Chip, your card is better protected against fraudulent activities.

2. What is a magnetic stripe?

The magnetic stripe is the black band located at the back of your card. The magnetic stripe allows card data to be read to perform these transactions eg, when your card is "swiped" at a merchant terminal for payment of point of sale transactions or when you use your card to access Automated Teller Machines ("ATM") for withdrawing cash and making other ATM transactions.

3. What is the difference between the magnetic stripe card and a chip card?

Chip cards are safer than magnetic stripe cards. A magnetic stripe card can be easily cloned. A chip card, however, contains a microprocessor chip that uses encryption to prevent its contents from being replicated. Your ICBC Credit Card is equipped with both, magnetic stripe and chip.

4. What are the advantages of having the chip in my card?

The chip card complies with the Monetary Authority of Singapore's enhanced standard of data security. Compared to a magnetic stripe card, a chip card is able to store more data that uniquely identifies the card and the cardholder. This makes it nearly impossible for fraudsters to decode or tamper with the card.

5. Is there any difference between how I use a chip card or a magnetic stripe card?

No. You can use your chip card in exactly the same way as existing card with the magnetic

stripe card. Present your chip card to the merchant sales staff who will insert your chip card into the chip card reader instead of swiping (for magnetic stripe) it at the point-of-sale terminal.

6. Can I use the chip card overseas?

Yes. However, in some countries chip cards are not prevalent and not all terminals can accept chip cards. Your card transactions in these countries will revert to using magnetic stripe instead. In order for you to use the magnetic stripe, you need to activate the magnetic stripe function with us before you can use it.

7. What happens to my current PIN?

Your current PIN will continue to apply.

8. Will there be any changes to my statement and payment due dates?

No.

9. Are my rewards points under the existing card affected in any way?

No. You will continue to earn rewards points in the same way as before.

10. Do I need to safeguard my credit card after it is converted to chip card?

Yes. You will still need to safeguard your credit card just like your cash.

11. Do I need to deactivate my magnetic stripe after I return from my overseas trip?

Your magnetic stripe will remain activated after your return from the overseas trip. For your safety, we recommend that you contact us to deactivate it immediately upon your return.

12. What if I do not disable the magnetic stripe of my card upon my return from my overseas trip?

The risk of unauthorized transactions being effected on your card is higher if you do not disable the magnetic stripe on your card. To minimize unauthorized transactions from being carried out using your card, it is advisable to disable the magnetic stripe on your card upon your return from your overseas trip. You can easily enable the magnetic stripe on your card before your next travel.