

ICBC Business Mobile Banking FAQ

1. What is ICBC Business?

ICBC Business is a Mobile Banking Application that allows corporate customers to get instant access to your accounts on the go, managing your accounts has never been easier. Leveraging on the popularization of smart phone, mobile banking is being favoured by many customers for its convenience, safety, speed and other advantages. It serves as an extension to internet banking and shakes off the dependence of internet banking on computers and the fixed line internet, allowing users to view their account details on the go.

2. What are the eligibility criteria to apply for ICBC Business?

Your company needs to open an account and apply for internet banking with ICBC.

3. Do I need to fill up an additional form to register for ICBC Business?

As an ICBC internet banking user, you are given access to ICBC internet banking service (desktop / laptop version) and ICBC Business Mobile Banking. You can choose to opt out of the service by completing a form. Please approach your company's relationship manager to find out more.

4. Where can I download the app?

ICBC Business Mobile Banking can be downloaded from the either App Store or Google Play.

5. What is the minimum specification required to use ICBC Business?

The app is designed for use on Apple iPhones running on iOS8 and above operating systems and Android version 5.0 and above.

6. Can I only have ICBC Business and not have the internet banking service?

ICBC Business only serves as an extension to internet banking. ICBC internet banking is mandatory.

7. If I request to deactivate/opt out for ICBC Business, will my internet banking be terminated?

No. ICBC Business only serves as an extension to internet banking. In the event that ICBC Business is terminated, you will still be able to use the internet banking.

8. Can I access ICBC Business any time?

Yes. ICBC Business Mobile Banking can be accessed at any day and at any time.

9. Can I access ICBC Business from overseas?

ICBC Business Mobile Banking can be accessed from anywhere worldwide as long as there is an internet connection.

10. How do I learn more?

For more information, you may contact your company's relationship manager.

11. What is the cost or fees for downloading or using the app?

The app is free to download. No cost or fees for using the app.

12. What are my login credentials to login to ICBC Business?

The login credentials are the same as the one used for ICBC internet banking.

13. This is my first time login. Can I login to ICBC Business immediately?

No, you are required to login to ICBC internet banking first to change your login PIN and activate your security device before you can access ICBC Business Mobile Banking.

14. Do I need my security device to access ICBC Business?

You will require your registered security device to access ICBC Business Mobile Banking.

15. What are the services available on ICBC Business?

The services that are available include account management, e-slip services, ICBC messenger and instruction authorization.

16. What should I do if I forgotten my user ID or/and Password?

Please approach your company's relationship manager.

17. What do I do if I lose my security device?

Please approach your company's relationship manager immediately so that ICBC may take the necessary precautions.

企业手机银行常用问答

1. 什么是企业手机银行？

在信息时代，为更方便企业办公，我们推出企业手机银行，可以帮助企业管理其账户，实现掌上办公，提升办事效率。

2. 如何申请开通企业手机银行？

企业如想使用企业手机银行需要在工行开户，同时申请开通企业网银。

3. 开通企业手机银行是否需要填写相关申请表格？

作为工行的企业网银客户，将自动获得网上银行和手机银行的服务。客户能选择通过填写表格的方式退出企业手机银行，请联系相关的客户经理了解更多。

4. 怎样下载企业手机银行？

企业客户可以在 APP STORE 或 GOOGLE PLAY 下载企业手机银行应用。

5. 企业手机银行应用对运行手机的要求？

企业手机银行可在 APPLE IPHONE iOS8 版本及以上和 ANDROID5.0 版本及以上运行。

6. 能不能只有企业手机银行而不要有网上银行？

企业手机银行只是作为网上银行的一个渠道，必须要有网上银行。

7. 如果我选择退出企业手机银行的服务，网上银行会不会被终止？

不会，企业手机银行只是网上银行的一个渠道。如果企业手机银行被终止，还能使用网上银行。

8. 是否随时都可以使用访问企业手机银行？

是的，可以随时访问企业手机银行。

9. 是否能在国外访问企业手机银行？

是的，只要有网络都能访问企业手机银行。

10. 如何学习更多？

请联系相关的客户经理。

11. 是否有下载应用程序的成本费用？

企业手机银行是免费下载，没有任何的费用。

12. 我的企业手机银行登录信息是什么？

登录信息与网上银行的登录信息一致。

13. 首次登录，是否能直接登录企业手机银行？

企业客户必须先使用网上银行进行首次登录，首次登录时需要激活密码器并更改登录密码。再使用更改后的密码登录企业手机银行。

14. 是否需要密码器才能登录企业手机银行？

是的，登录企业手机银行需要使用密码器。

15. 企业手机银行有哪些服务？

通过企业手机银行，客户能使用账户管理，电子回单，工银信使和指令授权服务。

16. 如忘记了登录信息，该怎么办？

请联系相关的客户经理。

17. 如果丢失了密码器，该怎么办？

请联系相关的客户经理。