Account has not been used for a long time to become a "Dormant Account"?

You can reactivate it through Mobile Banking!

"Reactivate Dormant Account" via ICBC (Asia) Mobile Banking APP

provides you with a new online experience that is more convenient than ever. Just meet the following requirements, you can reactivate your dormant account via Mobile Banking easily with simple steps!

You have activated Mobile Token in Mobile Banking APP

or

The mobile phone number registered with ICBC (Asia) is valid and can receive SMS

Method 1:

"Service and Settings"→ "Reactivate Dormant Account"

Method 2:

"All" → "Help & Support"→ "Reactivate Dormant Account".

Then follow the steps below to reactivate dormant account

Important Notice

1. please use the reactivated account(s) to complete a transfer-in or transfer-out transaction via inter-bank transfer, FPS or remittance etc. before 24:00 on the next calendar day, otherwise the account(s) will become dormant again.
2. If you choose to complete a transfer-in transaction via inward remittance,please make sure you have received the remittance funds before using the "Reactivate Dormant Account " function in Mobile Banking.
3. Please upgrade the Mobile Banking APP to the version 7.1.0.0 or above in order to use this service.

Step 1:

Please select the account(s) you need to reactivate

Note: If your accounts are all dormant, please confirm your personal information

- Please visit any of our branches for account reactivation if you need to update the personal information
- If you do not need to update the personal information, please proceed

Step 2:

Please select the authentication method

Step 3:

Please enter Mobile Token 6-digit password (If you have set up Biometric Authentication, you can use Face ID or Fingerprint.) or SMS code and complete the authentication

or

Step 4:

Your dormant accounts will be reactivated successfully. You will receive email and SMS notification

Reminders:
Protect your Personal Digital Keys; Beware of Fraudulent Links! Don't lend or sell your account for a job.
Terms and Conditions apply. For details, please visit the Bank's website.

*ICBC (Asia)" is the abbreviation of Industrial and Commercial Bank of China (Asia) Limited.