

工银澳门电子银行口令卡退出要提前更换为电子保安编码 (SOFT TOKEN) 的服务通知

尊敬的客户，

本行将在 2025 年 6 月 14 日，停止“电子银行口令卡”服务。届时，持

个人口令卡客户，将不能通过口令卡认证方式使用手机银行、网上银行的查询账号信息/转账/汇款/缴费/还款等交易，建议客户亲临柜面免费申请电子保安编码器(SOFT TOKEN)。

企业口令卡客户，将不能在手机银行、网上银行进行转账汇款、发薪、批量等交易，企业客户需亲临办理电子银行业务变更，更换电子密码器。

客户可更加需要可提前到本行各分行提前办理更换申请。



电子银行口令卡正面



电子银行口令卡背面（覆膜刮开后的示意图）

中国工商银行（澳门）股份有限公司 谨启  
2025 年 05 月 28 日

28th May 2025

Notice on Discontinuation of "Electronic Banking Password Card" Service

Dear Customer(s),

ICBC Macau will terminate the "Electronic Banking Password Card" service on June 14, 2025. Please be advised of the following updates:

1. For individual password card holders:

After the service discontinuation, you will no longer be able to use the password card for authentication to perform transactions via mobile or online banking, including account inquiries, transfers, remittances, bill payments, or repayments.

We recommend visiting any branch counter to apply for a free Electronic Security Token (SOFT TOKEN) as a replacement.

2. For corporate password card holders:

After the service discontinuation, corporate clients will no longer be able to execute transactions such as transfers, payroll processing, or batch operations via mobile or online banking.

Corporate clients must visit a branch counter to undergo business modification procedures and replace the password card with an Electronic Password Device.

To ensure uninterrupted service, we encourage you to complete the replacement process in advance at any of our branches.

Thank you for your understanding and cooperation.



Yours faithfully,

Industrial and Commercial Bank of China (Macau) Limited

