

ICBC Personal Internet Banking Guide



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Introduction

In order to assist you to have a better understanding of our Bank Online Banking Functions, we have included a brief description of each function as follows:

Welcome Page	My A/C	Transfer - Registration A/C	External Transfer	Outward Remittance	Fixed Deposit	Online FX	Customer Service	Credit Card Service
Online precious metal	Online funds	ICBC Messaging	bill payment	GIRO ID				

Key Features

Welcome page

Our welcome page shows the verification details you have with us to confirm that you have login to the correct webpage. If you notice anything suspicious you should logout immediately and contact our staff for clarification

MY A/C

You can check and manage all the accounts of ICBC registered at internet banking, including account balance enquiry, transaction details, manage monthly e-statement, etc.

Balance and Transaction Details

Under My A/C menu, you can check your account balance and transaction history for all the accounts you have registered to your internet banking, including credit card. You can also view or download the monthly statement under My A/C menu.

Transfer-Registration A/C

Current-to-Current - Fund Transfer to My ICBC Account

Transfer multi-currency funds between your registered accounts with real-time rate.

External Transfer

Single Transfer – Fund Transfer to Other ICBC Account

Transfer money to another person's ICBC Singapore accounts, instant credit to beneficiary account is safe and reliable, allowing different currencies to exchange mutually using real time rate.

Outward Remittance

Local SGD Transfer - Interbank Fund Transfer (Local Bank)

Transfer SGD to other banks in Singapore.

Paynow transfer-Paynow is an account-to-account fast transfer in Singapore. Customer can use HP no.,NRIC no. Or FIN no. to register.

RMB Fixed-rate Remittance:

Best choice to remit funds to China from SGD to CNY with attractive exchange rate, fast and reliable.

Global Multi-Currency Remittance

Remit currencies other than RMB to worldwide ICBC branches, fast and reliable.

ICBC Express - Remittance to Overseas ICBC Group

You can remit funds to a named beneficiary of ICBC bank located overseas.

Transfer and Remittance

Transfer funds globally anytime with ICBC online banking, you can now remit funds overseas securely and easily wherever you are, at a lower rate.

Fixed Deposit

You can make a fixed deposit of SGD, CNY or USD via internet banking to enjoy a better interest rate.

Online FX

Foreign exchange transactions is the exchange of one currency with another currency, such CNY/SGD.

Customer Service

You can modify basic information and personalized settings.

Credit Card Service

You can do spot repayment, check the basic information, consume details, check list of your credit cards via internet banking.

Online precious metal

Online precious metal is between currencies and precious metals

ICBC Messaging

Protected from fraud and receive SMS notification alerts of your online transaction and balance to your Singapore mobile number.

AXS Bill Payment

You can make AXS bill payment at ICBC internet banking.

GIRO ID

You can create 11 digits GIRO account No. and view GIRO agreement Reference No.

Important Information

CompatibleBrowsers:IET-IE11/Chrome20.0-Chrome52.0/Firefox10.0-Firefox45.0/Safari5.1-Safari9.1.2.

Chapter 1 Internet banking

1 Activation of Internet Banking Token



① Press and hold the “on-off” button for a few seconds

① Enter your token activation code and press “OK” button.

② Enter a six-digit password and press “OK” button. (Twice)

③ Re-start and login your token using your password and press “OK” button to generate a dynamic password (OTP).

2 Key in the Security Number

(When you want to transfer fund overseas or to other local SG banks, you need follow this step)



① Login your token with your six-digit password

② Press "Del" button and key in **security number**

③ Press "OK" button and key in the dynamic password generate by the token

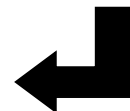
Please enter the following numbers on your Token: **3171000.10** **Security Number**

The above picture includes 6 digits random number from payee account and Remittance Amount, please check it carefully.

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code: **74p4** [Refresh verification code](#)



3 Internet Banking Login

Go to this page:

<http://singapore.icbc.com.cn/ICBC/海外分行/新加坡网站/en/>



Press '**Personal Banking**'

(For first time user, you need to download the security plug-in. The initial password is a six-digit number you set at the bank counter)



Enter the Internet banking account number, password and verification code



ICBC 中国工商银行 金融@家

☒ SMS ☐ e-Password Device

Please enter the SMS verification code received via your mobile phone number (65 8858****)

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(Click 'Get Verification Code', and enter the 'OTP')

OR

ICBC 中国工商银行 金融@家

☐ SMS ☒ e-Password Device

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:

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(Key in the six-digit password into e-Password Device; get a dynamic password to login)



▶▶▶ Modify Logon Password of Internet Banking: Use this function to modify your logon password of Internet Banking for strengthening the security of using online banking services.

Modify Password

New Password:

It is suggested to enter a 8-digit password combining letters and numbers. Please avoid setting [Password of low security](#)

Confirm New Password:

Type of Certificate: Identity Card

Certificate No.: S88

← IC

Please Input Validation No.:

r6dx

Confirm

Reset

Prompt:

1. Owing to the Logon Password of Internet Banking your reserved at ICBC Business Offices is all numeric, System will modify password when you first logon in order to protect the security of your password. Password must be modified before it can be used. New password entered must be longer than 6 digits and shorter than 30 digits, and can be a combination of characters and numbers.
2. Verification Code needed to be entered refers to the numbers displayed on the right of the box for Verification Code input.
3. If you have forgotten the password, after reset at the ICBC Business Office where you open the Account, use this function to modify the password to strengthen the security while you are using online banking services.

(When you first time login successfully the Internet Personal Banking, you need to follow this step to set a new ibanking password.

Note: Your internet banking will be temporary locked if you exceeded the maximum number of attempts (3 times). Account will be reactivated after 24hrs from the time your account locked up.

Chapter 2 My A/C

1 Manage Registration A/C

Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX **NEW**

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

Manage Registration A/C

- Registration A/C List
- Alias Maintenance
- Add Registration A/C
- Delete Registration A/C
- Global Account Linking Application
- Global Account Linking Confirmation
- Global Account Linking Application Progress
- + Check Accounts
- + Report of Loss (Online)
- + Balance Adjustment Agreement

Elite Club Card [621719100103](#)

CURRENT AC ALL-IN-ONE [00000](#) name A/C Movements

CLICK Elite Club Card can check Balance

Elite Club Card [407661100002](#)

Account Type	Account Alias	Account No./Currency	Currency	Current Balance	Available Balance	Operation
TIME AC ALL-IN-ONE		010301080000				
TIME AC ALL-IN-ONE		010302080000				
				SGD 100,000.00		
				CNY 70,019.60		

CNYCumulative Deposit 70,019.60
USDCumulative Deposit 0.00
SGDCumulative Deposit 100,414.97

Balance Enquiry

(1) Check Current A/C



Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX **NEW**

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

My A/C

- Manage Registration A/C
- Check Accounts
- Check/Download Statement
- Check e-Payroll Slip
- Check e-Slip
- Check Current A/C
- + Report of Loss (Online)
- + Balance Adjustment Agreement

>> My A/C > Check Accounts > Check Current A/C

Check Current A/C >>Help

A/C No. to be checked

Account Type	Account Alias	Account No./Currency	Currency	Current Balance	Available Balance	Operation
Elite Club Card		621719100				
Elite Club Card		4076611				

A/C Movements Check A/C Details Inquire about interest rate of deposit

Statement Enquiry

Welcome Page **My A/C** Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service **NEW** Check e-Slip **NEW**

Online precious metal ICBC Messaging

My A/C

- Manage Registration A/C
- Check Accounts**
 - Asset Portfolio Enquiry
 - Check/Download Statement
 - Check e-Payroll Slip
 - Check e-Slip
 - Check Current A/C
- Statement Agreement
- Report of Loss (Online)
- Balance Adjustment Agreement

>> My A/C > Check Accounts > Check Current A/C

Check Current Accounts >>Help

Card/Account No.: 6217192001030016133 E-Age Card

Sub-Account: 00000 CD20140203

Currency: SGD

Starting/Ending Date: 01-05-2014 - 11-06-2014 Recently 5-day

Search

Result of enquiry on account details

Card/Account No.: 6217192001030016133 Sub-Account: 00000 Alias: CD20140203 Account Type: Current Account Date: 01-05-2014 - 11-06-2014

Currency: SGD

Serial No.	Transaction Time	Date of value	Transaction Type	Remarks	Amount of Income	Amount of Expenditure	Balance	Counterparts A/C No.	Voucher No.	Ex. Rate	Operation
1	09-06-2014 11:03:05	09-06-2014	CRS CASH DEP		10.00		10.00				
Total					10.00	0.00					

Print Back

Note: View up to latest 11 months transaction history.

(2) Check/Download Statement

My A/C



Check Accounts



Monthly Consolidate Statement

My A/C

- Manage Account/Card
- Check Accounts
 - Monthly Consolidate Statement**
 - Check e-Payroll Slip
 - Check e-Slip
 - Check Current A/C
 - Annual Fixed Deposit Statement
- Suspend Card/Account
- Balance Adjustment Agreement

>> My A/C > Check Accounts > Monthly Consolidate Statement

Monthly Consolidate Statement >>Help

Agreement No.: 010301022030100000242749

Start month and year of the bank statement: 202310

End month and year of the bank statement: 202310

Search

Statement Type: Customer Statement Agreement Status: Normal

Frequency: by month-end Statement Cycle: 1 month(s)

Next Statement Date: 31-10-2023 Outstanding Statement Periods: 999

Currency for conversion: SGD

Auto-renew? Yes Renewal Periods: 999

2 Suspend Card/Account

(1) Account Frozen

My A/C



Report of Loss



Account Frozen

Note: Alternatively you may call our customer service hotline to freeze the accounts: +65 63695588

(2) Report Lost of Debit Card



Note: Alternatively you may call our customer service hotline to report your lost card: +65 63695588



3 Balance Adjustment

(1) Sign Balance Adjustment agreement

Welcome to login ICBC Personal Internet Banking. If you encounter any problems using our Internet Banking...

>> My A/C > Balance Adjustment Agreement > Sign Balance Adjustment Agreement

Sign Balance Adjustment Agreement

Select the account to be adjusted

Card/Account No.: 6217191001030016530 Elite Club Account Card

Sub-Account: 00000 CURRENT AC ALL-IN-ONE

Currency: USD

Select the account for adjustment

Card/Account No.: 6217191001030016530 Elite Club Account Card

Sub-Account: 00000 CURRENT AC ALL-IN-ONE

Currency: CNY

Add A/C for Adjustment

Sign Agreement Back

Transaction Tips

Note: Both the currencies of the account to be adjusted and the account for adjustment must be either in MOP or HKD.
1. Read the Agreement, Click "Aagree".

WebPage Index | Contact us

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(Click 'Add A/C Adjustment', then click 'Sign Agreement')



>> My A/C > Balance Adjustment Agreement > Sign Balance Adjustment Agreement

Sign Balance Adjustment Agreement

Select the account to be adjusted

Card/Account No.: 6217191001030016530 Elite Club Account Card

Sub-Account: 00000 CURRENT AC ALL-IN-ONE

Currency: USD

Select the account for adjustment

Card/Account No.: 6217191001030016530 Elite Club Account Card

Sub-Account: 00000 CURRENT AC ALL-IN-ONE

Currency: CNY

Add A/C for Adjustment

Details of the account for adjustment

Account for adjustment1: Card No.: 6217191001030016530 Account linked below: 00000 Currency: CNY

Sign Agreement Back

Transaction Tips

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>> My A/C > Balance Adjustment Agreement > Sign Balance Adjustment Agreement

Sign Balance Adjustment Agreement >>Help

Confirm

Adjusted A/C : Card No.:6217191001030016530 Account linked below:00000 Currency:USD

Account for adjustment:

1. Card No.:6217191001030016530 Account linked below:00000 Currency:CNY

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code: bf 7y

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Note: For more information regarding Balance Adjustment, please contact our customer service hotline: +65 63695588

(2) Check/Maintain Balance Adjustment agreement

>> My A/C > Balance Adjustment Agreement > Check/Maintain Balance Adjustment Agreement

Check/Maintain Balance Adjustment Agreement >>Help

Select the agreement to be checked/updated

Agreement No.	Adjusted A/C No.	Account linked below	Currency	Agreement Status	Schedule Date
<input type="radio"/> 0103010020201000003198374076611000021746		00000	CNY	end	31-10-2018
<input type="radio"/> 0103010820201000000815854076611000020169		00000	CNY	end	22-05-2018
<input type="radio"/> 0103010820201000000819654076611000020169		00000	SGD	Normal	24-05-2018
<input checked="" type="radio"/> 0103010820201000001376364076611000020169		00000	CNY	Normal	27-05-2019

Details of Balance Adjustment Agreement

Agreement No.: 010301082020100000137636 Schedule Date: 27-05-2019

Adjusted A/C : Card No.:4076611000020169 Account linked below:00000 Currency:CNY

Account for adjustment:

1. Card No.:4076611000020169 Account linked below:00000 Currency:SGD

Chapter 3 Transfer-Registration A/C

1 Fund Transfer To My ICBC Account

Transfer - Registration A/C



To My ICBC Account

Welcome Page My A/C **Transfer - Registration A/C** External Transfer Outward Remittance Fixed Deposit Online FX NEW

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

Transfer - Registration A/C

▢ To My ICBC Account

>> Transfer - Registration A/C > To My ICBC Account

To My ICBC Account >>Help

Choose one Card No./Account No. to be debited: 6217191 Elite Club Account Card

Linked account: 00000

Currency: SGD Available Balance: 414.97

Credit Card/Account No.: 62171 Elite Club Account Card

Linked account: 00000 qiaojingran

Currency: SGD

Amount: SGD

Submit Reset

Transaction Tips

Select the Account to be debited, Account to be credited, currency and amount, click "Confirm". Below are the conditions for application: At least two current accounts in normal status; receiving account must be the customer's own current account in normal. Mainly, debit A/C and credit A/C are not.

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Welcome: C

System Announcement: Banking, please call 63695588(7x24 hour hotline) or 67695588(Mon-Fri, 9am-6pm).

Welcome Page My A/C **Transfer - Registration A/C** External Transfer Outward Remittance Fixed Deposit Online FX NEW

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

Transfer - Registration A/C

▢ To My ICBC Account

>> Transfer - Registration A/C > To My ICBC Account

To My ICBC Account >>Help

Choose one Card No./Account No. to be debited: 6217191 ?

Linked account: 00000

Currency: SGD

Debit Amount: SGD 100.00

Credit Card/Account No.: 621719100

Linked account: 00000

Currency: CNY

Credit Amount: CNY 497.05 (For reference only)

Exchange Rate: 1 SGD = 4.9705 CNY (for reference only, refer to actual processing rate)

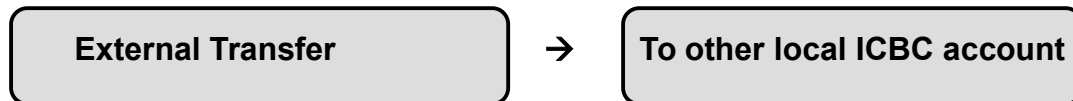
Enjoy preferential exchange rate: 50.00%

ok Cancel

(You can make internal multi-currency conversion within your ICBC account, i.e. transfer SGD to CNY. You will see the real-time exchange rate after clicking 'Submit')

Chapter 4 External Transfer

1 Fund Transfer To Other ICBC Account



- (1) Fill up the beneficiary's name and account number;
- (2) Select corresponding currency;
- (3) Enter transfer amount.

Note: Transferring only available to local ICBC bank account. If you provide card number as your beneficiary account number, the transfer will go to its primary account by default.

External Transfer >> External Transfer > To Other ICBC Account

To Other ICBC Account >>Help

Confirm transfer details and identity authentication

Sender	Account Name	CHEN SIQI	Beneficiary	Account Name	ABC
	Card No./Account No.	6217191001030016530		Card No./Account No.	6217191001030016530
	Payment Details	00000		Payment Details	
	Currency	SGD		Currency	SGD
	Transfer Amount	SGD 1.00			
	Remark				

Authentication method: ☒ e-Password Device

Please enter the following numbers on your Token: **7101651.00**

The above picture includes 6 digits random number from payee account and Transfer Amount, please check it carefully.
Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code: **cu63**

(Key in the security number into the e-Password Device to get a dynamic password, and enter verification code. Click 'OK')

Chapter 5 Outward Remittance

Transaction Limit Setting

Outward Remittance



Transaction Limit Setting

Outward Remittance >> Outward Remittance > Transaction Limit Setting >>Help

Transaction Limit Setting

Limit type	Available Limits	Adjust the limit
FAST single transfer limit	SGD 2,000.00	SGD <input type="text" value="50,000.00"/>
FAST daily transfer limit	SGD 100,000.00	SGD <input type="text" value="100,000.00"/>
Non-instant single transfer limit	SGD 2,000.00	SGD <input type="text" value="50,000.00"/>
Non-instant daily transfer limit	SGD 100,000.00	SGD <input type="text" value="100,000.00"/>
PayNow daily transfer limit	SGD 2,000.00	SGD <input type="text" value="10,000.00"/>
RMB Fixed-Rate Remittance single transfer limit	SGD 2,000.00	SGD <input type="text" value="50,000.00"/>
ICBC Express single transaction limit	SGD 2,000.00	SGD <input type="text" value="50,000.00"/>
Global Remittance single transaction limit	SGD 2,000.00	SGD <input type="text" value="50,000.00"/>

1 Interbank Fund Transfer (Local Bank)

Outward Remittance



Local SGD Transfer

Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX NEW RMB fixed-rate-

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

Outward Remittance

- Local SGD transfer
- PayNow
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance Instruction
- Template

Step 1: Please select your transfer account

Date of transfer application: 07-09-2018

Payer name: [Redacted] To find a sample remittance information, please click "[Template](#)" select transfer information

Debit card/account number: 6217191001(Elite Club Account Card

Sub-Account: 00000 c

Currency: SGD Available Balance: 414.97

Step 2: Beneficiary Details

Beneficiary Name: *

A/C No.: *

SWIFT code of receiving bank: Choose

Transfer amount: SGD *

Payment Details: *

Transfer purpose: Please choose *

☐ I want to conduct scheduled transfer

Confirm Save as Template Save as Template and Confirm Reset

Enter confirm after can choice fast transfer

Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX NEW

Customer Service Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

Outward Remittance

- Local SGD transfer
- PayNow
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance Instruction
- Template

>> Outward Remittance > Local SGD transfer

Local SGD transfer

☒ I have read and agreed [Transfer instruction](#)

Step 1: Please select your transfer account

Date of transfer application: [Redacted]

Payer name: [Redacted]

Debit card/account number: [Redacted]

Sub-Account: [Redacted]

Currency: SGD

Step 2: Beneficiary Details

Beneficiary Name: qiaojingran *

A/C No.: 01030120155 *

SWIFT code of receiving bank: BANK OF TOKYO-MITSUBISHI UFJ, LTD

Transfer amount: SGD 100.00 *

Payment Details: *

FAST Non- Cancel

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Note: For normal transfer, money be generally credited on T+2 day. For FAST transfer, money will be credited immediately. Please select a transfer method. If the button is dimmed, the selected beneficiary bank does not support the transfer with this method.



Welcome: QIAO JINGRAN

System Announcement: ... using our Internet Banking, please call 63695588(7x24 hour hotline) or 67695588(Mon-Fri, 9am-6pm).

Navigation: Welcome Page | My A/C | Transfer - Registration A/C | External Transfer | **Outward Remittance** | Fixed Deposit | Online FX | Customer Service | Credit Card Service | Online precious metal | Online funds | NEW | RMB

ICBC Messaging | bill payment

Outward Remittance

- Local SGD transfer
- PayNow
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance Instruction
- Template

>> Outward Remittance > Local SGD transfer

Local SGD transfer

Transfer type: FAST
 Date of transfer application: 09-09-2018
 Appointed transfer date: 10-09-2018
 Payer name: QIAO JINGRAN
 Debit card/account number: 6217191001030030697
 Sub-Account: 00000 qiaojingran
 Currency: SGD

Beneficiary Name: zhangsan
 A/C No.: 0102983923
 SWIFT code of receiving bank: CITISGSGXXX
 Transfer amount: SGD 100.00
 Banking Charges: SGD 0.00
 Payment Details:
 Transfer purpose: Purpose of Payment
 Charity Payment

Authentication method: ☒ SMS password ☐ e-Password Device

Get verification code

Please enter the SMS verification code received via your mobile phone number (65 8858****)

OK Cancel



OR

Authentication method: ☐ SMS password ☒ e-Password Device

Please enter the following numbers on your Token: **109392100.00**

The above picture includes 6 digits random number from payee account and Remittance Amount, please check it carefully.

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code: **bnpa**

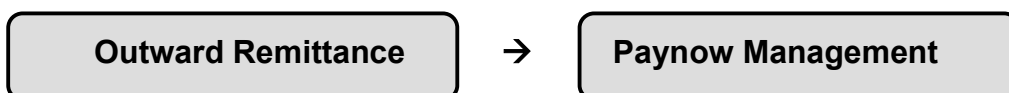
OK Cancel

By using fast transfer, you can choose authentication method with SMS password or e-Password Device.

(Choosing e-Password Device, please key in the security number into the e-Password Device to get a dynamic password, and enter verification code. Click 'OK')

2 PAYNOW

(1) Paynow Management



Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging bill payment

Outward Remittance

- Local SGD transfer
- PayNow**
 - PayNow Management
 - PayNow Transfer
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance

>> Outward Remittance > PayNow > PayNow Management

PayNow Management

PayNow Agreement	Status	Action
ZHANGSAN Mobile number: +65 12345678 6217191	Normal	Modify Delete
ZHANGSAN NRIC: S1234567G 62171E	Normal	Modify Delete



Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging bill payment

Outward Remittance

- Local SGD transfer
- PayNow**
 - PayNow Management
 - PayNow Transfer
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS

>> Outward Remittance > PayNow > PayNow Management

PayNow Management

Quick and Simple with PayNow.
Send and receive funds via mobile number or NRIC when you register for PayNow.

PayNow Details
Mobile number: +65 12345678
Card/ Account No.: 62171910 Elite Club Account Card
PayNow Nickname: ZHANGSAN
☒ have read [PayNow Agreement](#)
[Confirm](#) [Cancel](#)

(You can use phone number, IC number or FIN number to register Paynow)

(2) Paynow transfer



PayNow Transfer

Payee Information:
Payee Details: ☒ Mobile No. ☐ NRIC ☐ UEN
Mobile No.: + Singapore, 65

Payment Information:
From: 62171910 Elite Club Account Card
Currency: SGD Available Balance: 131.56
Amount: SGD
Remarks: PayNow
Transfer purpose: Please choose
[Transfer](#)

PayNow Transfer

Payee Information:
Payee Details: ☐ Mobile No. ☒ NRIC ☐ UEN
NRIC:
Payment Information:
From: 621719100 Elite Club Account Card
Currency: SGD Available Balance:131.56
Amount: SGD
Remarks: PayNow
Transfer purpose: Please choose
Transfer

PayNow Transfer

Payee Information:
Payee Details: ☐ Mobile No. ☐ NRIC ☒ UEN
UEN:
Payment Information:
From: 621719100 Elite Club Account Card
Currency: SGD Available Balance:131.56
Amount: SGD
Remarks: PayNow
Transfer purpose: Please choose
Transfer

3 RMB Fixed-Rate Remittance

Outward Remittance



RMB Fixed-Rate Remittance

Note: Each Chinese citizen is only allowed to receive up to USD50, 000 or equivalent of RMB fixed-rate remittance in each year.

WHENTHE RECEIVING BANK IS ICBC CHINA BRANCH

Outward Remittance

- Local SGD transfer
- PayNow
- RMB Fixed-Rate Remittance**
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance Instruction
- Template

☒ I have read and agreed [Circular on Remittance](#)

Step 1: Select your Account
 Remittance application date: 15-05-2019
 Your Name: CHEN SIQI To find a sample remittance information, please click ["Template"](#)
 Card/Account No.: 6217191001030016530 Elite Club Account Card
 Sub-Account: 00000 CURRENT AC ALL-IN-ONE
 Currency: USD Available Balance: 0.00

Step 2: Beneficiary Details
 ICBC A/C: ☐ Yes ☒ No
 Bank of beneficiary's account:
 Name of beneficiary's account: Province: Province (Region, City): No "City" City: Check
 opening bank: [Inquire by bank number](#) [Inquire by keyword](#)
 Beneficiary Name (Chinese):
 A/C No.:
 Beneficiary's ID number:
 Payee's address: Please enter a complete and correct beneficiary address, which must be accurate to door number. P.O. Box cannot be provided.
 House number:
 Street:
 City:
 Postal Code:
 Tel:

Step 3: Payment Details
 Amount: USD
 Ex. Rate: [To be inquired](#)
 Fund source for settlement of: Select
 exchange of beneficiary: [View description on fund source for settlement of exchange of beneficiary](#)
 Pay remittance fee from: 6217191001030016530 Elite Club Account Card
 Sub-Account: 00000 CURRENT AC ALL-IN-ONE
 Currency: USD

Submit Save as Template Save as Template and Confirm Reset

WHEN THE RECEIVING BANK IS ICBC CHINA BRANCH

Outward Remittance

- Local SGD transfer
- PayNow
- RMB Fixed-Rate Remittance**
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance Instruction
- Template

☒ I have read and agreed [Circular on Remittance](#)

Step 1: Select your Account
 Remittance application date: 15-05-2019
 Your Name: CHEN SIQI To find a sample remittance information, please click ["Template"](#)
 Card/Account No.: 6217191001030016530 Elite Club Account Card
 Sub-Account: 00000 CURRENT AC ALL-IN-ONE
 Currency: USD Available Balance: 0.00

Step 2: Beneficiary Details
 ICBC A/C: ☒ Yes ☐ No
 Beneficiary Name (Chinese):
 A/C No.:
 Beneficiary's ID number:
 Payee's address: Please enter a complete and correct beneficiary address, which must be accurate to door number. P.O. Box cannot be provided.
 House number:
 Street:
 City:
 Postal Code:
 Tel:

Step 3: Payment Details
 Amount: USD
 Ex. Rate: [To be inquired](#)
 Fund source for settlement of: Select
 exchange of beneficiary: [View description on fund source for settlement of exchange of beneficiary](#)
 Pay remittance fee from: 6217191001030016530 Elite Club Account Card
 Sub-Account: 00000 CURRENT AC ALL-IN-ONE
 Currency: USD

Submit Save as Template Save as Template and Confirm Reset

- (1) Select your account and currency used to make the remittance;
- (2) Fill up the beneficiary details;
- (3) Enter the amount and choose remittance purpose;
- (4) Click 'Submit' to next step;
- (5) You can click 'Save as Template', for future uses.



Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds NEW

ICBC Messaging bill payment

Outward Remittance

- Local SGD transfer
- PayNow
- RMB Fixed-Rate Remittance**
- Global multi-currency remittance
- ICBC EXPRESS
- Check Remittance Instruction
- Template

RMB Fixed-Rate Remittance

Remittance application date:09-09-2018

Your Name: [Redacted] Elite Club Account Card

Card/Account No.:6217191 [Redacted]

Sub-Account:00000 qiaojingran

Currency:SGD

ICBC A/C:Yes

Beneficiary Name (Chinese):张三

A/C No.:621786500002609285

Beneficiary's ID number:130102200001011111

Payee's address:guangzhou china

Tel:13511111111

Amount:SGD 100.00

Amount in RMB or equivalent:CNY 494.50

Ex. rate for RMB Pre-Settlement Remittance:1 SGD = 4.945 CNY

Fund source for settlement of exchange of beneficiary:staff payment & family expense

Pay remittance fee from:6217191001 Elite Club Account Card

Sub-Account:00000 [Redacted]

Currency:SGD

Banking Charges:SGD 0.00

Telex Fee:SGD 0.00

Remittance fee - Discount %:No Discount

Total remittance fee after discount:SGD 0.00

Authentication method: ☒ SMS password ☐ e-Password Device

Get verification code

Please enter the SMS verification code received via your mobile phone number (65 8858****)

OK Cancel

Or

Authentication method: ☐ SMS password ☒ e-Password Device

Please enter the following numbers on your Token: 600609100.00

The above picture includes 6 digits random number from payee account and Remittance Amount, please check it carefully.

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password: [Redacted]

Enter Verification Code: [Redacted] cy4e

OK Cancel

You can choose authentication method with SMS password or e-Password Device.

(Choosing e-Password Device, please key in the security number into the e-Password Device to get a dynamic password, and enter verification code. Click 'OK')

4 Global Multi-Currency Remittance

Outward Remittance



Global Multi-Currency Remittance

bill payment

Outward Remittance

Global multi-currency remittance

☒ I have read and agreed [Circular on Remittance](#)

Step 1: Select your Account

Remittance application date: 09-09-2018

Your Name: QIAO JINGRAN To find a sample remittance information, please click " [Template](#) "

Card/Account No.: 6217191001030030697 Elite Club Account Card

Sub-Account: 00000 qiaojingran

Currency: SGD Available Balance: 132.97

Step 2: Beneficiary Details

Beneficiary Name: ZHANG SAN

A/C No.: 6217866888888888888

Currency: SGD

Swiftcode/BIC of beneficiary bank: ?

Country/region of beneficiary bank: CHINA (CN)

City of the beneficiary bank: BAOJI

☒ Please select a beneficiary bank in the list ☐ Others

Beneficiary bank: COMMONSHBJI BANK OF COMMUNICATIONS (E)

Beneficiary bank number: COMMONSHBJI

Address of receiving bank: (BAOJI BRANCH)

BAOJI

Intermediary bank's SWIFT CODE: ?

Tel: 13588888888

Payment Details:

Step 3: Payment Details

Amount: SGD 100.00

Remittance Purpose: Family Expenses

Pay remittance fee from: 6217191001030030697 Elite Club Account Card

Sub-Account: 00000 qiaojingran

Currency: SGD

Submit Save as Template Save as Template and Confirm Reset

- (1) Select your account and currency used to make the remittance;
- (2) Fill up the beneficiary details;
- (3) Enter the amount and choose remittance purpose;
- (4) Input the notification mobile number, the system will send notification SMS to the mobile number when the fund is reaching receiving bank, this function is not applicable to RMB fixed rate remittance.
- (5) Click 'Submit' to next step;
- (6) You can click 'Save as Template', for future uses.



Note: Global Multi-Currency remittance will take approximately 3-5 working days to process.

Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds

ICBC Messaging bill payment

Outward Remittance

- Local SGD transfer
- PayNow
- RMB Fixed-Rate Remittance
- Global multi-currency remittance**
- ICBC EXPRESS
- Check Remittance Instruction
- Template

Global multi-currency remittance

Remittance application date:09-09-2018
Your Name:QIAO JINGRAN
Card/Account No.:6217191001030030697 Elite Club Account Card
Sub-Account:00000 qiaojingran
Currency:SGD

Beneficiary Name:ZHANG SAN
A/C No.:6217868888888888888
Currency:SGD
Country/region of beneficiary bank:CHINA (CN)
City of the beneficiary bank:BAOJI
Beneficiary bank:COMMCSNBK BANK OF COMMUNICATIONS (BAOJI BRANCH) BAOJI
Beneficiary bank number:COMMCSNBK
Address of receiving bank:(BAOJI BRANCH) BAOJI
Intermediary bank's SWIFT CODE:
Tel:13588888888

Payment Details:

Amount:SGD 100.00
Remittance Purpose:Family Expenses
Pay remittance fee from:6217191001030030697 Elite Club Account Card
Sub-Account:00000 qiaojingran
Currency:SGD
Banking Charges:SGD 5.00
Telex Fee:SGD 18.00
Remittance fee - Discount %:No Discount
Total remittance fee after discount:SGD 23.00

Authentication method: ☒ SMS password ☐ e-Password Device

Get verification code

Please enter the SMS verification code received via your mobile phone number (65 8858****)

OK Cancel

OR

Authentication method: ☐ SMS password ☒ e-Password Device

Please enter the following numbers on your Token: 888888100.00

The above picture includes 6 digits random number from payee account and Remittance Amount, please check it carefully

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

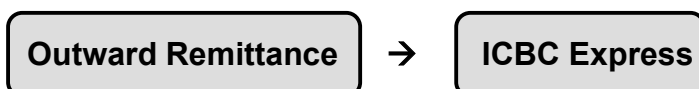
Enter Verification Code: cpcx

OK Cancel

You can choose authentication method with SMS password or e-Password Device.

(Choosing e-Password Device, please key in the security number into the e-Password Device to get a dynamic password, and enter verification code. Click 'OK')

5 Remittance to Overseas ICBC Group



Welcome Page My A/C Transfer - Registration A/C External Transfer **Outward Remittance** Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds

ICBC Messaging bill payment

Outward Remittance

- Local SGD transfer
- PayNow
- RMB Fixed-Rate Remittance
- Global multi-currency remittance
- ICBC EXPRESS**
- Check Remittance Instruction
- Template

>> Outward Remittance > ICBC EXPRESS

ICBC EXPRESS

☒ I have read and agreed [Circular on Remittance](#)

Step 1: Select your Account

Remittance date: 09-09-2018
 Your Name: QIAO JINGRAN To find a sample remittance information, please click " [Template](#) "
 Remittance account: 6217181001030030697 Elite Club Account Card
 Sub-Account: 00000 qiaojingran
 Currency: SGD Available Balance: 132.97

Step 2: Beneficiary Details

Country/region of payee's account opening bank: China
 Receiving bank's name: Industrial and Commercial Bank Of China
 Beneficiary Name: ZHANG SAN
 A/C No.: 62178650000000888
 Currency: SGD
 Payee's address: GUANG ZHOU CHINA
 Payment Details:

Step 3: Payment Details

Amount: SGD 32.00
 Remittance Purpose: SALARY
 Banking Charges: SGD 0.00

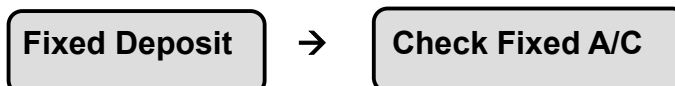
Submit Save as Template Save as Template and Confirm Reset

- (1) Select your account and currency used to make the remittance;
- (2) Fill up the beneficiary details;
- (3) Enter the amount and choose remittance purpose;
- (4) Input the notification mobile number, the system will send notification SMS to the mobile number when the fund is reaching receiving bank, this function is not applicable to RMB fixed rate remittance.
- (5) Click 'Submit' to next step;
- (6) You can click 'Save as Template', for future uses.
- (7) You may enquiry the remittance statue by click "check remittance instruction", and by click details, you will be able to view the process of the remittance.

Note: Available remitting currency: SGD, USD, CNY,

Chapter 6 Fixed Deposit

1 Check fixed A/C



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW** RM

ICBC Messaging bill payment

Fixed Deposit

- Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change Instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Check Fixed A/C

Check Fixed A/C

Local ICBC Fixed Deposit Summary:

Account Type	A/C No.	Sequence	Deposit Period	Interest Rate	Account-opening date	Maturity date	Contribution date	Principal of Deposit	Action
TIME AC ALL-IN-ONE	01030108000	00001	Normal	1Year	-	-	17-07-2019	SGD 100,000.00	Change Instruction Upon Maturity Withdrawal
TIME AC ALL-IN-ONE	01030208000	00001	Normal	1Year	-	-	30-08-2019	CNY 70,019.60	Change Instruction Upon Maturity Withdrawal
Accumulative principal								SGD 100,000.00	
								CNY 70,019.60	

Non-Local ICBC Fixed Deposit Summary:

No time deposit account of the other banks is available for your inquiry

Click

CLICK



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal C

ICBC Messaging bill payment

Fixed Deposit

- Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change Instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Check Fixed A/C

Check Fixed A/C

account name: ZHANG SAN
 Deposit card/account number: 0103010800
 Deposit Seq.: 00001
 Currency of Deposit: SGD
 Deposit Amt.: SGD 100,000.00
 Deposit Period: 1Year
 Account Opening Date: 17-07-2018
 Value Date: 17-07-2018
 Maturity Date: 17-07-2019

Time interval	Interest Rate
17-07-2018to 17-10-2018	1.5000%
17-10-2018to 17-01-2019	1.7000%
17-01-2019to 17-04-2019	1.9000%
17-04-2019to 17-07-2019	2.1000%

Interest Rate:

Interest Due: SGD 1,798.63
 Total principal and interest: SGD 101,798.63
 Instruction upon maturity: Transfer principal and interest to A/C specified below
 Deposit Card/Account No.: 01030108
 Currency of Deposit: SGD

[Print](#) [Cancel](#)

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal

ICBC Messaging bill payment

Fixed Deposit

- Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change Instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Check Fixed A/C

Check Fixed A/C

account name: ZHANG SAN
 Deposit card/account number: 010302080
 Deposit Seq.: 00001
 Currency of Deposit: CNY
 Deposit Amt.: CNY 70,019.60
 Deposit Period: 1Year
 Account Opening Date: 30-08-2018
 Value Date: 30-08-2018
 Maturity Date: 30-08-2019
 Interest Rate: 3.8000%
 Interest Due: CNY 2,555.72
 Total principal and interest: CNY 72,575.32
 Instruction upon maturity: Transfer principal and interest to A/C specified below
 Deposit Card/Account No.: 01030108000000
 Currency of Deposit: CNY

[Print](#) [Cancel](#)

(You can check the details of specific fixed deposit by clicking the sequence number, including account holder name, account number, currency of deposit, deposit amount, deposit period, value date, maturity date and interest rate)

2 Withdraw/renew time deposit

Fixed Deposit



Withdraw/renew time deposit

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging bill payment

Fixed Deposit

- Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change Instruction on Maturity
- Check Interest Rate

> > Fixed Deposit > Withdraw/renew time deposit

Withdraw/renew time deposit

Deposit card/account number: 0103010800000 TIME AC ALL-IN-ONE

Check

Deposit Seq	Deposit Period	Account Opening Date	Value Date	Maturity Date	Principal of Deposit	Action
00001	1 Year	17-07-2018	17-07-2018	17-07-2019	SGD 100,000.00	withdrawal

Account Status: Normal
Value Date: 17-07-2018
Maturity Date: 17-07-2019
Principal of Deposit: SGD 100,000.00

Time Interval	Interest Rate
17-07-2018to 17-10-2018	1.5000%
17-10-2018to 17-01-2019	1.7000%
17-01-2019to 17-04-2019	1.9000%
17-04-2019to 17-07-2019	2.1000%

Credit Card/Account No.: 62171910010 Elite Club Account Card

Sub-Account: 00000

Currency: SGD

Withdrawal amount: SGD 100,000.00

Submit Back

- (1) Select account number, click "Check";
- (2) Choose your fixed deposit account to withdraw, click 'withdrawal';
- (3) After confirming the maturity instruction, click "Submit".

Note: early withdrawal will involve loss of expected interest.

3 Open Fixed Deposit Account

Fixed Deposit



Open Fixed Deposit

Welcome: QIAO JINGRAN

System Announcement: Welcome to login ICBC Personal Internet

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds NEW

ICBC Messaging bill payment

Fixed Deposit

- Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change Instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Open Fixed Deposit

Open Fixed Deposit

Please select deposit currency: SGD Check

CLICK

Deposit type	Deposit Period	Minimum deposit amount	Interest Rate (%)	Preference description	Action
1M SGD TD -REMITT(RES)	1 Months	SGD 500.00	0.00 < Amount < 5,000.00	0.3000%	deposit
			5,000.00 ≤ Amount < 20,000.00	0.4000%	
			20,000.00 ≤ Amount < 200,000.00	0.4000%	
			200,000.00 ≤ Amount < 500,000.00	0.5000%	
			500,000.00 ≤ Amount < 1,000,000.00	0.5000%	
3M TIME DEPOSIT SGD	3 Months	SGD 500.00	Amount ≥ 1,000,000.00	0.5000%	deposit
			0.00 < Amount < 5,000.00	0.3500%	
			5,000.00 ≤ Amount < 20,000.00	0.4500%	
			20,000.00 ≤ Amount < 200,000.00	0.4500%	
			200,000.00 ≤ Amount < 500,000.00	0.5500%	

(Choose deposit currency, and click 'check')



			Amount ≥ 1,000,000.00	0.7500%		
SGD Regular Saving 1Year	1 Year	SGD 100.00	1.6100%		deposit	
12M SGD TD	1 Year	SGD 20,000.00	0.00 < Amount < 5,000.00	0.6000%	deposit	CLICK
			5,000.00 ≤ Amount < 20,000.00	0.6000%		
			20,000.00 ≤ Amount < 200,000.00	1.6500%		
			200,000.00 ≤ Amount < 500,000.00	1.6500%		
			500,000.00 ≤ Amount < 1,000,000.00	1.6500%		
			Amount ≥ 1,000,000.00	1.6500%		
SGD Regular Saving 2 Year	2 Year	SGD 100.00	1.4300%		deposit	
			0.00 < Amount < 5,000.00	0.6000%		

(Choose deposit period, and click 'deposit')



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance **Fixed Deposit** Online FX Customer Service Credit Card Service Online precious metal

ICBC Messaging bill payment

Fixed Deposit

- + Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Open Fixed Deposit

Open Fixed Deposit

Choose one Card No./Account No. to be debited: 621719100103 Elite Club Account Card

Sub-Account: 00000 c 1

Currency: SGD Available Balance: 195.97

Deposit Card/Account No.: 010301080000 TIME AC ALL-IN-ONE

Currency of Deposit: SGD

☒ Expend from the account: SGD 200,000.00

☐ Deposit into account: SGD

Deposit type: 12M SGD TD

Reference interest rate: 1.6500%

Net interest for reference: SGD 3,300.00

Instruction upon maturity: ☐ Renew principal and accrued interest
☐ Renew Principal, Repay interest to A/C specified below
☒ Transfer principal and interest to A/C specified below

Type of Deposit A/C: ☒ Your registered account ☐ Other Account

Deposit Card/Account No.: 621719100103 Elite Club Account Card

Sub-Account: 00000 c

Currency: SGD

Submit Reset



Fixed Deposit

- + Check Fixed A/C
- Open Fixed Deposit
- Withdraw/renew time deposit
- Change instruction on Maturity
- Check Interest Rate

>> Fixed Deposit > Open Fixed Deposit

Open Fixed Deposit

Choose one Card No./Account No. to be debited: 621719100103

Linked account: 00000

Currency: CNY

Deposit Card/Account No.: 0103010000

Currency of Deposit: CNY

Deposit type: 12M RMB TD

Interest Rate: 2.9000%

Deposit Amt: CNY 7,035.00

Instruction upon maturity: Transfer principal and interest to A/C specified below

Deposit Card/Account No.: 621719100103

Linked account: 00000

Currency: CNY

OK Cancel

- (1) choose account to be debited and currency;
- (2) enter account to be deposited;
- (3) choose instruction upon maturity;
- (4) press 'Submit';
- (5) confirm all the information,

Chapter 7 Online FX

1 Market Price & deal

Market Price & Deal

Price Quote

Basic Order ☒ Cross Order ☐ All Orders ☐

USD No preference class

Self-defined Expiry Set self-defined

Add Save

Currency Pair	Up/Down	Buying price	Selling price	Mean	Max	Min
GBP/USD	↑	1.2874	1.2974	1.2924	1.2874	1.2870
USD/CAD	→	1.3058	1.3298	1.3178	1.3061	1.3053
USD/JPY	↓	110.18	111.78	110.98	110.24	110.17
EUR/USD	↓	1.1543	1.1683	1.1613	1.1583	1.1526
USD/SGD	→	1.3739	1.3839	1.3789	1.3740	1.3739
USD/CHF	→	0.9588	0.9788	0.9688	0.9591	0.9587
USD/HKD	→	7.8350	7.8650	7.8500	7.8350	7.8350
AUD/USD	→	0.7264	0.7364	0.7314	0.7296	0.7258
USD/CNY	→	6.8542	6.8842	6.8692	6.8555	6.8535

Spot Trade

Immediate ☐ Pending order ☒

Sell Currency:

Buy Currency:

Amount available:

Amount sold:

Expected amount available to buy:

Submit

If operation time for internet banking foreign exchange trading of the Bank is working day 00:00-23:59:59

(1) Foreign exchange trading

Market Price & Deal

Price Quote

Basic Order ☒ Cross Order ☐ All Orders ☐

USD No preference class

Self-defined Expiry Set self-defined

Add Save

Currency Pair	Up/Down	Buying price	Selling price	Mean	Max	Min
GBP/USD	↑	1.2874	1.2974	1.2924	1.2874	1.2870
USD/CAD	→	1.3058	1.3298	1.3178	1.3061	1.3053
USD/JPY	↓	110.18	111.78	110.98	110.24	110.17
EUR/USD	↓	1.1543	1.1683	1.1613	1.1583	1.1526
USD/SGD	→	1.3739	1.3839	1.3789	1.3740	1.3739
USD/CHF	→	0.9588	0.9788	0.9688	0.9591	0.9587
USD/HKD	→	7.8350	7.8650	7.8500	7.8350	7.8350
AUD/USD	→	0.7264	0.7364	0.7314	0.7296	0.7258
USD/CNY	→	6.8542	6.8842	6.8692	6.8555	6.8535

Spot Trade

Immediate ☐ Pending order ☒

Type of pending order: Pending order for profit-making

Sell Currency:

Buy Currency:

Amount available:

Amount sold:

Expected amount available to buy:

Pending order time: 12hours

Price of profit-making pending order:

Additional pending order

Pending order time: 12hours

Type of pending order: Pending order for profit-taking

Currency (Sell):

Buy Currency:

Price of profit-making pending order:

Pending order amount:

SMS alert once order is closed: ☒ Yes ☐ No

- (1) You can check buying & selling price at 'Price Quote';
- (2) Enter the sell currency, buy currency and amount sold at 'Spot Trade', and click 'Submit';
- (3) Complete the trade within 10 seconds.

Chapter 8 Customer Service

1 Change Internet Banking Login Name

Customer Service



Personalized Settings



Set Logon Option



- (1) Enter your preferred username, and click 'Submit';
- (2) Enter the dynamic password generated by Token, and click 'confirm'.

2 Change of Personal Contact Details

Customer Service



Manage Customer Details



Check/Change Personal Particulars

Please be remind, if you update Mobile number through this function, you will only update the contact number for bank's reference. However, the transaction SMS alert will still be sent to your previous Mobile number, you are required to update SMS alert number at "ICBC Messaging" -> "Set Receiving Option".

Note:

- A) 24 Hrs of Cooling period is implemented in Changing of mobile number and email address.
- B) Mailing address can only be change in mobile banking.

3 Change password





Manage Customer Details

Change Password

Check/Change Personal Particulars

Check discount details for customers

Personalized Settings

Search Internet Banking

Cancel Internet Banking

>> Customer Service > Manage Customer Details > Change Password

Change Password

Please confirm the information of the transaction

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:

Confirm Back

935757

ICBC 中国工商银行

1 2 3 4 5 6 7 8 9 0

OK

(OTP)

- (1) Enter your new password, and click 'Confirm';
- (2) Enter the dynamic password generated by Token, and click 'confirm'.

4 Cancel Internet Banking

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online

ICBC Messaging bill payment

Customer Service

Manage Customer Details

Personalized Settings

Search Internet Banking

Cancel Internet Banking

SMS

Password-exempted beneficiary

Token Management

Online security payment

>> Customer Service > Cancel Internet Banking

Cancel Internet Banking

Your registration card/ account number as below:

6217191001030030697-00000

4078611000020169-00000

0103010800000265111

0103020800000033035

You cannot login or use any function once you have cancelled Internet Banking, please confirm.

Submit

5 Token Management

Calibrate your Token

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds

ICBC Messaging bill payment

Customer Service

Manage Customer Details

Personalized Settings

Search Internet Banking

Cancel Internet Banking

SMS

Password-exempted beneficiary

Token Management

Change authentication method

Calibrate Your Token

Online security payment

>> Customer Service > Token Management > Calibrate Your Token

Calibrate Your Token

Please have your Token on hand and follow the instructions below:

Step I: Please press "OK" button in the electronic password device of Industrial and Commercial Bank of China to obtain dynamic password and enter it:

Step II: Please wait the password device of Industrial and Commercial Bank of China to change the password and enter it:

Step III: Please enter the verification code:

Confirm Reset

Transaction Tips

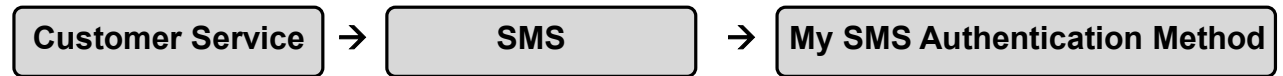
*1. When you enter a right password but are rejected, time-synchronization shall be done in "Calibration of Token";

2. Only two consecutive dynamic password are needed to complete the time-synchronization;

3. To avoid the improper time, please frequently use your Token.*

36

6 Open SMS authentication method



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX **Customer Service** Credit Card Service Online precious metal Online funds

ICBC Messaging bill payment

Customer Service

- + Manage Customer Details
- + Personalized Settings
- Search Internet Banking
- Cancel Internet Banking
- **SMS**
 - Enable SMS authentication
 - My SMS authentication method
 - Inquire operation records
- + Password-exempted beneficiary
- + Token Management
- Online security payment

>> Customer Service > SMS > My SMS authentication method

My SMS authentication method

Function status: Activated

Payment channel: Mobile Banking/Internet Banking

Mobile Phone No.: 65 8858****

Single payment limit: SGD 10,000.00 (Maximum for single transaction:SGD 10,000.00)

Daily cumulative payment limit: SGD 10,000.00 (Maximum daily accumulation:SGD 10,000.00)

Modify mobile phone number Modify limit Close

Once the SMS authentication is activated, the transaction below SGD10,000.00 can be made via the SMS verification.

7 Password-Exempted Beneficiary

Customer Service

- + Manage Customer Details
- + Personalized Settings
- Search Internet Banking
- Cancel Internet Banking
- + **SMS**
- **Password-exempted beneficiary**
 - My password-exempted beneficiary
 - Inquire operation records
- + Token Management
- Online security payment

>> Customer Service > Password-exempted beneficiary > My password-exempted beneficiary

My password-exempted beneficiary

Payment channel: Mobile Banking/Internet Banking

Single payment limit: SGD 1,000.00 (Maximum for single transaction: SGD 1,000.00)

Daily cumulative payment limit: SGD 1,000.00 (Maximum daily accumulation: SGD 1,000.00)

Modify limit

Customer Service

- + Manage Customer Details
- + Personalized Settings
- Search Internet Banking
- Cancel Internet Banking
- + **SMS**
- **Password-exempted beneficiary**
 - My password-exempted beneficiary
 - Inquire operation records
- + Token Management
- Online security payment

>> Customer Service > Password-exempted beneficiary > Inquire operation records

Inquire operation records

Operation type: All
 Verification
 Cancel verification
 Modify limit

Date: 11-09-2018

Check

Time	Beneficiary's card/account number	币种	A/C Name of Beneficiary	Action	Transaction channel	Daily accumulative limit	Single transaction limit
27-08-2018 22:37:13	646281998001	-	QIAOJ JINGRAN	Verification	Mobile Banking	-	-

Note: You can only set password-exempted beneficiary via mobile banking. After that you can use internet banking to check transaction history and modify the limit.

Chapter 9 Credit Card

1 Set Installment



Set Installments

Credit Card No.: 55215080000 Credit Card

Currency: SGD

Check

Installment	Initial payment amount:	Fee collection mode	Collection method of fees	Fees/fee rate
3Period(s)	500.00	By fee rate	Initial collection	0.60%
6Period(s)	500.00	By fee rate	Initial collection	0.90%
12Period(s)	500.00	By fee rate	Initial collection	1.80%
24Period(s)	500.00	By fee rate	Initial collection	5.50%

Installment setting

Card	Start date	Ending Date	Currency	Total amount available for installment	Installment application deadline	Action
55215080000	01-09-2023	30-09-2023	SGD	60.33	24-10-2023	View

Set Installments

2 MY installment



My Installments

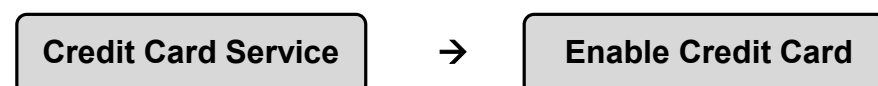
Credit Card No.: 55215080000 Credit Card

Currency: SGD

Date: 11-09-2023 - 11-10-2023

Check

3 Activation Credit Card



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

> > Credit Card Service > enable credit card

enable credit card >>Help

Please follow the instructions and enter the detailed information for your credit card activation:

Name:

*Card No.:

*Card valid till: (MM/YYYY)

*Card security code: (Letter 3-digit numbers of signature strip at card back)

*home phone:

*Mobile No.:

*Business postal code:

Next Step

4 Check/stop automatic payments

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

> > Credit Card Service > check / stop automatic payments

check / stop automatic payments >>Help

Online banking registration card/account number: E-Age Card

Search

5 Automatic payments

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > automatic payment

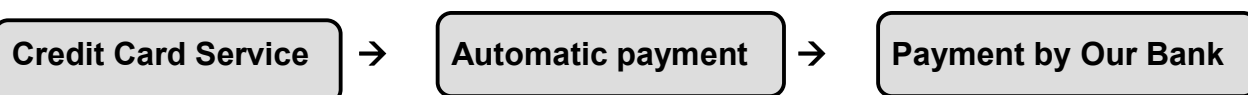
automatic payment >>Help

account country/area	main/subsidiary card mark	Card No.	Status of card	Currency	Internet Banking Registration Flag	Operation
Singapore	main card	62591740000	Normal	SGD / CNY	Registration card of Internet Banking	automatic payment
Singapore	main card	48152540000	Normal	SGD / USD	Registration card of Internet Banking	automatic payment
Singapore	main card	56216040000	Normal	SGD	Registration card of Internet Banking	automatic payment

If you haven't set automatic payment mode for any of your main credit card, you can [automatic payment](#) use this function.

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5.1 Payment by Our Bank



ICBC 中国工商银行 金融@家

Welcome LU XIYANG System Announcement: Welcome to login ICBC Personal Internet Banking. If you

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment GIRO ID **NEW**

>> Credit Card Service > Automatic Payment > Payment by Our Bank

Payment by Our Bank >>Help

account country/area	main/subsidiary card mark	Card No.	Status of card	Currency	Internet Banking Registration Flag	Operation
Singapore	main card	55215080000	Normal	SGD	Registration card of Internet Banking	automatic payment
Singapore	main card	62591740000	Normal	SGD / CNY	Registration card of Internet Banking	automatic payment

If you haven't set automatic payment mode for any of your main credit card, you can [automatic payment](#) use this function.

5.2 Payment by Other Bank



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment GIRO ID **NEW**

>> Credit Card Service > Use Other Banks Repayment

Use Other Banks Repayment

Account Area	Main Supplementary Card Flag	Card No.	Card Status	Currency	Operation
Singapore	Main Card	5521588000000000	Normal Card	SGD	Set Automatic Repayment
Singapore	Main Card	6259174000000000	Normal Card	SGD/CNY	Set Automatic Repayment

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **Credit Card Service** Online precious metal Online funds ICBC Messaging bill payment GIRO ID **NEW** **RMB fixed-rate Remittance**

>> Credit Card Service > Use Other Banks Repayment

Use Other Banks Repayment

Account Area	Main Supplementary Card Flag	Card No.	Card Status	Currency
Singapore	Main Card	5521588000000000	Normal Card	SGD

Repayment Currency:

Repayment Banks Name:

Please Choose Repayment Type: ☒ Optimal Repayment ☐ Minimum Repayment

Whether Part Repayment:

*I/We are prompt of all consumer currencies supported by this credit card need to set up Other Banks Automatic Repayment Agreement, after setting one currency please return to "Use Other Banks Repayment" page for setting another currency.

6 Credit Card Transaction History

Credit Card Service



Credit Card Transaction History

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

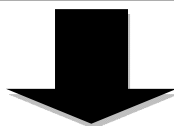
>> Credit Card Service > Credit card Transaction History

Credit card Transaction History

Credit Card No.: Credit Card

Currency:

Starting/Ending Date: -



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service NEW

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

Installment details inquiry
 installment
 Consumption-to-installments
 enable credit card
 Apply for credit card (APS)
 check / stop automatic payments
 automatic payment
 Bonus Points Scheme
 my credit card
Credit card Transaction History
 enquire/download bank statement
 credit card repayment
 report the loss of credit card

Credit Card No.: 62591740000000000000 Credit Card
 Currency: SGD
 Starting/Ending Date: 10-05-2018 10-09-2018
 Search

Please select the download format: Text format (.txt) Download

Serial number	Transaction date	Entry Date	TX amount	Booking Amount		Balance	Marketplace	Summary
				Deposit	Withdrawal			
1	23-05-2018	05-22-2018	SGD 150.00		SGD 150.00	SGD -134.34	CREDIT CARD CENTER	ANNUAL FEE
2	23-05-2018	05-22-2018	SGD 150.00	SGD 150.00		SGD 15.88	CREDIT CARD CENTER	
3	12-07-2018	07-12-2018	SGD 2.03	SGD 2.03		SGD 17.89	ICBC SINGAPORE	June Cashback Promo

Back

7 Enquire /download bank statement

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service NEW RMB box

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

Installment details inquiry
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 Consumption-to-installments
 enable credit card
 Apply for credit card (APS)
 check / stop automatic payments
 automatic payment
 Bonus Points Scheme
 my credit card
 Credit card Transaction History
enquire/download bank statement
 credit card repayment
 report the loss of credit card

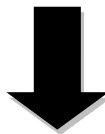
>> Credit Card Service > enquire/download bank statement

enquire/download bank statement

Statement Date card number

No statement issued.	62591740000000000000	48152540000	55215040000	View
30-09-2017	62591740000	48152540000	55215040000	View
30-09-2017	62591740000	48152540000	55215040000	View
30-09-2017	62591740000	48152540000	55215040000	View
31-10-2017	62591740000	48152540000	55215040000	View
31-10-2017	62591740000	48152540000	55215040000	View
31-10-2017	62591740000	48152540000	55215040000	View
30-11-2017	62591740000	48152540000	55215040000	View
30-11-2017	62591740000	48152540000	55215040000	View

CLICK



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > enquire/download bank statement

enquire/download bank statement >>Help

serial number	Card No.	Currency	operation
1	625917400	SGD	Inquire details
		CNY	Inquire details
2	481525400	SGD	Inquire details
		USD	Inquire details
3	552160400	SGD	Inquire details

Back

8 Credit Card Repayment

Credit Card Service



Credit Card Repayment

Select the repayment account and currency and enter the repayment amount.

Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **Credit Card Service** Online precious metal ICBC Messaging

>> Credit Card Service > credit card repayment

credit card repayment >>H

☐ Internet Banking Credit Card ☒ Fill in card No.

Credit Card No.: 6259174000000000 > Enter ICBC Credit Card No. to repay

Currency: SGD

Submit



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service **NEW**

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > credit card repayment

credit card repayment >>Help

Credit Card No.: 7246 Currency: SGD

Current Balance: SGD 0.01 Usable Balance: SGD 3,087.26

Amount due: SGD 0.00 Minimum Repayment due: SGD 0.00

Amount repayable in last statement: SGD 0.00 Minimum repayment in last statement: SGD 0.00

Payment due date: 25-06-2018 Yesterday's optimal repayment amount: SGD 0.00

Account No. to be debited: 621719 E-Age Card

Sub-Account: 00000 CD20130812

Debit Currency: USD Available Balance: 1,093.05

Enter repayment amount: SGD Exchange Rate: [To inquire](#)

Submit Back

9 Report Lost of Credit Card

Credit Card Service



Report the Lost of Credit Card

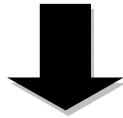
>> Credit Card Service > report the loss of credit card

report the loss of credit card >>Help

Credit Card No.: No A/C under the given conditions

click

Report Lost



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service NEW Check e-Slip

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

>> Credit Card Service > report the loss of credit card

report the loss of credit card >>Help

Name: _____

issuing date: 31-10-2014

Card No.: _____

expiry date: 10-2019

Confirm Back

Installation details inquiry

+ installment

+ Consumption-to-installments

- enable credit card

+ Apply for credit card (APS)

- check / stop automatic payments

- automatic payment

+ Bonus Points Scheme

- my credit card

- Credit card Transaction History

- enquire/download bank statement

- credit card repayment

- report the loss of credit card

Note: Alternatively you may call our customer service hotline to report your lost card: +65 63695588

Chapter 10 Online Precious Metal

Online FX



Online Precious Metal

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service NEW RMB fixed-rate-Remittance new

Credit Card Service Online precious metal Online funds ICBC Messaging bill payment

Online precious metal

- Account precious metal
 - Market information and transaction
 - My account precious metal
 - Transaction details inquiry

>> Online precious metal > Account precious metal > Market information and transaction

Market information and transaction

Real-time price area (Updating frequency of real-time market quote is 15 second)

Variety	Rise and drop	Unit	Buying price	Selling price	Mean	Highest middle rate	Lowest middle rate	Action
AUG/CNH	↓	gram	262.97	264.17	263.57	264.20	263.29	Chart
CNH Paper AGG	—	gram	3.16	3.32	3.24	3.25	3.24	Chart
CNH Paper PTG	—	gram	170.53	174.53	172.53	171.55	170.39	Chart
USD Paper Gold	—	ounce	1203.37	1205.77	1204.57	1207.99	1203.59	Chart
USD Paper AG	—	ounce	14.67	14.97	14.82	14.87	14.79	Chart
USD Paper PT	—	ounce	780.50	796.50	788.50	785.50	779.50	Chart

Variety selection: AUG/CNH Column switch: Real-time curve Click to enlarge

10-09-2018 12:00:40 Price: Rise: Max: 263.57

Trade Zone

Transaction variety: AUG/CNH

Transaction card (account) number: No A/C under the given conditions

Trading mark: Buy

Available fund: To be inquired

Please enter the transaction volume: gram

(Minimum transaction volume: 10gram, Minimum transaction unit: 1gram)

Reference transaction price: 264.17

Reference transaction amount: CNY 0.00

Submit Reset



Online precious metal

- Account precious metal
 - Market information and transaction
 - My account precious metal
 - Transaction details inquiry

>> Online precious metal > Account precious metal > Market information and transaction

Market information and transaction

Real-time price area (Updating frequency of real-time market quote is 15 second)

Variety	Rise and drop	Unit	Buying price	Selling price	Mean	Highest middle rate	Lowest middle rate	Action
AUG/CNH	↓	gram	262.97	264.17	263.57	264.20	263.29	Chart
CNH Paper AGG	—	gram	3.16	3.32	3.24	3.25	3.24	Chart
CNH Paper PTG	—	gram	170.53	174.53	172.53	171.55	170.39	Chart
USD Paper Gold	—	ounce	1203.37	1205.77	1204.57	1207.99	1203.59	Chart
USD Paper AG	—	ounce	14.67	14.97	14.82	14.87	14.79	Chart
USD Paper PT	—	ounce	780.50	796.50	788.50	785.50	779.50	Chart

Variety selection: AUG/CNH Column switch: Real-time curve Click to enlarge

10-09-2018 17:35:13 Price: Rise: Max: 263.57

Trade Zone

Note: Complete the trade as soon as possible, time remained before submission: 00:45

Transaction variety: AUG/CNH

Transaction card (account) number: 6217192001030000061 E-Age Card

Sub-Account: 00000 CD20130812

Trading mark: Buy

Transaction volume: 10 gram

Transaction middle rate: 264.06 CNY/gram

Benchmark spread: 0.60 CNY/gram

Actual transaction price: 264.66 CNY/gram

Transaction amount: CNY 2,646.60

Submit Cancel

Note: Buying Precious Metal is no long available in ICBC SG internet banking, You can only sell existing owned previous metal in your account.

Chapter 11 ICBC Messaging

1 My ICBC Messaging



Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds **NEW**

ICBC Messaging

My ICBC Messaging

Subscribe ICBC Messaging

Set receiving option

>> ICBC Messaging > My ICBC Messaging

My Industrial and Commercial Bank of China Messenger List:

serial number	Messenger type	Account No.	Delivered via	Receiving language	Display balance/amount or not	operation
1	Account activities reminder	0103010800000263431	SMS	English	Not displayed	Save end Suspend
2	Account activities reminder	0103010800000263431	SMS	English	Not displayed	Save end Suspend
3	Account activities reminder	0103010800000263431	SMS	English	Not displayed	Save end Suspend

Click



>> ICBC Messaging > My ICBC Messaging

My ICBC Messaging

Type of messaging service: Account activities reminder

Subscribed A/C: 0103010001001051622

Currency: SGD

Withdrawal reminder amount: 500.00 We will send reminder for the transaction amount exceeding the amount you entered. If you do not enter a value or enter 0, we will send reminder for all monetary transactions.

Account posting reminder amount: 500.00 We will send reminder for the transaction amount exceeding the amount you entered. If you do not enter a value or enter 0, we will send reminder for all monetary transactions.

Display transaction amount and account balance: ☐ Display ☒ Not displayed

Service period: 12 months

☐ Auto renew: The system will automatically extend the services for you upon service expiration. Each extension period is one month basis and fees will be deducted from the designated payment account

Receiving language: ☒ English

Delivered via: ☒ SMS

API* receiving method only supports signing on mobile banking

Receiving number: 85-52968153 [Use other number/email](#)

Email 1:

Email 2:


Submit Cancel

WebPage Index Contact us

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(You can set withdrawal and account posting reminder in this section)

2 Subscribe ICBC Messaging



The image shows two screenshots of the ICBC Internet Banking interface. The top screenshot is the 'Subscribe ICBC Messaging' page, which features a table of business reminding types. The bottom screenshot is the 'Set receiving option' page, which contains input fields for a mobile phone number and an email address, along with a 'Submit' button. A large black arrow points from the top screenshot to the bottom one, indicating the next step in the process.

Subscribe ICBC Messaging

Card	Product name	Product description	Action
1	Account activities reminder		Set ->
2	Reminder for new service and important information of Industrial and Commercial Bank of China		Set ->
3	Alert on mature fixed deposit		Set ->
4	Reminder of foreign exchange quotation		Set ->

Set receiving option

Please reserve the receiving method here. After customizing the Industrial and Commercial Bank of China Messenger service, the Bank will send reminder service via the receiving method you set:

Mobile phone number: Example: Country/region code - Mobile phone number

E-mail address: Example: example@icbc.com.cn

Note: After this setting, you still need to modify the messenger service already contracted.

(You can change SMS account activities reminder in this section)

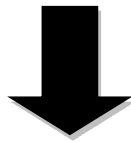
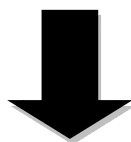
Note:

- A) You need to update all ICBC Messaging Agreements one by one after you update the receiving mobile number.
- B) 24 Hrs of cooling period is implement in changing of ICBC Messaging Agreement.

Chapter 12 Bill Payment - AXS Bill Payment

1 AXS Bill Payment

(Select the organization to be paid)

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal

ICBC Messaging bill payment

bill payment

AXS Bill Payment

AXS Bill Payment

Transaction Detail Enquiry

>>Customer Service>Bill Payment>AXS Payment

AXS Payment

Billers Name: AXA Life Insurance

Transaction Date: 2018-09-09

Policy No. *: 122334

NRIC *: S88604***

Contact No. *: 88822929


Pay Account: 6217191001030030697

Currency: SGD

Amount *: 100.00

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:  [Refresh verification code](#)

Submit Back

- (1) Fill in the payment information, and click 'Submit';
- (2) Enter the dynamic password generated by Token, and click 'Submit'.

2 AXS Payment Transaction Detail

Bill Payment → AXS Bill Payment Transaction Detail Enquiry

↓

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online FX Customer Service Credit Card Service Online precious metal Online funds

ICBC Messaging bill payment

bill payment

AXS Bill Payment

AXS Bill Payment

Transaction Detail Enquiry

>>Customer Service>Bill Pay Enquiry>

Bill Pay Enquiry

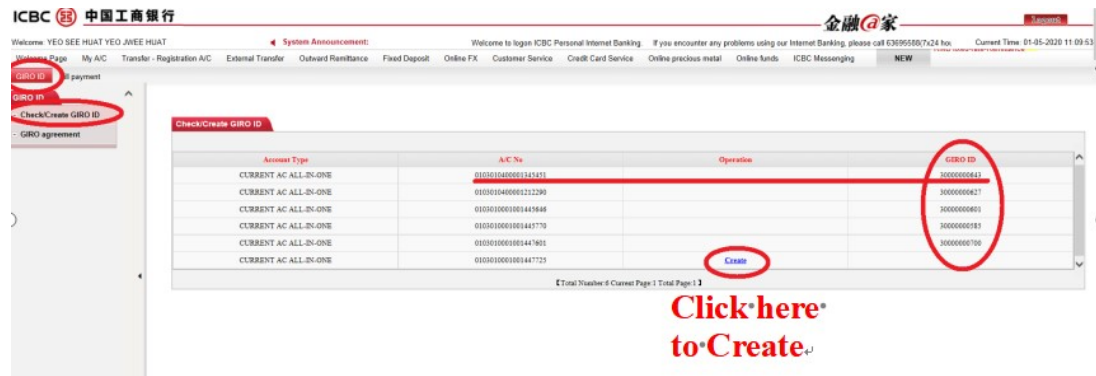
Cust Account: 6217191001030030697

Starting/Ending Date: 2018-08-28 2018-09-09

Enquiry

(Set Starting/Ending Date, and click 'Enquiry')

1 Check/Creat GIRO ID



Note: One account can only create one GIRO ID.

Welcome Page

My A/C

Transfer - Registration A/C

External Transfer

Outward Remittance

Fixed Deposit

Online FX

Customer Service

Credit Card Service

Online precious metal

NEW

Online funds

ICBC Messaging

bill payment

GIRO ID

GIRO ID

Check/Create GIRO ID

GIRO agreement

GIRO Transaction History

GIRO agreement

Agreement Effective Date	Agreement Reference Number	Card/Account Number	Billor Name
2021-12-20	817256211542-PTF-01	0105010001001548264	CENTRAL PROVIDENT FUND BOARD
2020-09-15	73831268	80000000028	SINGTEL

Total Number: 2 Current Page: 1 Total Page: 1

Note: For more information regarding Internet Banking, please contact our customer service hotline: +65 63695588