ICBC 中国工商银行

Guide to change your Transaction Alert Threshold / Update Personal Information

Please be informed that ICBC will be sending you (including principal and/or supplementary cardholders) transaction alerts via SMS and/or Email if a transaction exceeds the threshold amount of S$0.01 and above.

We recommend that you keep it to the default threshold for your transaction alerts to help you monitor and spot any unauthorised transactions in a timely manner. If you set it at a higher threshold than the default threshold, it will mean that you will not be notified of any transaction below the default threshold. This may have an impact on your liability for losses arising from unauthorised transactions above the default threshold.

Steps to change Transaction Alert Threshold / Update Personal Information

If you wish to change the threshold amount or update your personal information, you may do so by any one of the following methods:

1. Email us at credit_card_centre@sg.icbc.com.cn

Please download the instruction form, complete it and email it back to us to change the information for you. Please allow the bank up to five working days to update any changes to your credit card Alert Service.

2. Visit any of our branches personally with valid identification documents

3. Call 24 Hours Customer Service hotline: 65-6369 5588

4. Login the Internet Banking

(a) To change Transaction Alert Threshold

- Login to Internet Banking, click "ICBC Messaging"
- Select "My ICBC Messaging" tab, select the card you want to update, then click "Save"
- Under the change information page, you can set your withdrawal/account posting reminder
- To change your phone number or email address to receive the Transaction Alerts, click on "Use other phone number / email". Once submitted, you will receive a SMS notification on the updated phone number. Key in the verification code then click "Submit"

(b) Update Personal Information

- Login to Internet Banking
- Select "Customer Service", select "Manage Customer Details" tab
- Click on "Check/Change Personal Particulars" to update your personal information
- Click "Submit" and press "OK" on the token to get a password and complete update

5. Login the Internet Personal Banking (Mobile Banking)

(a) <u>To change Transaction Alert Threshold</u>

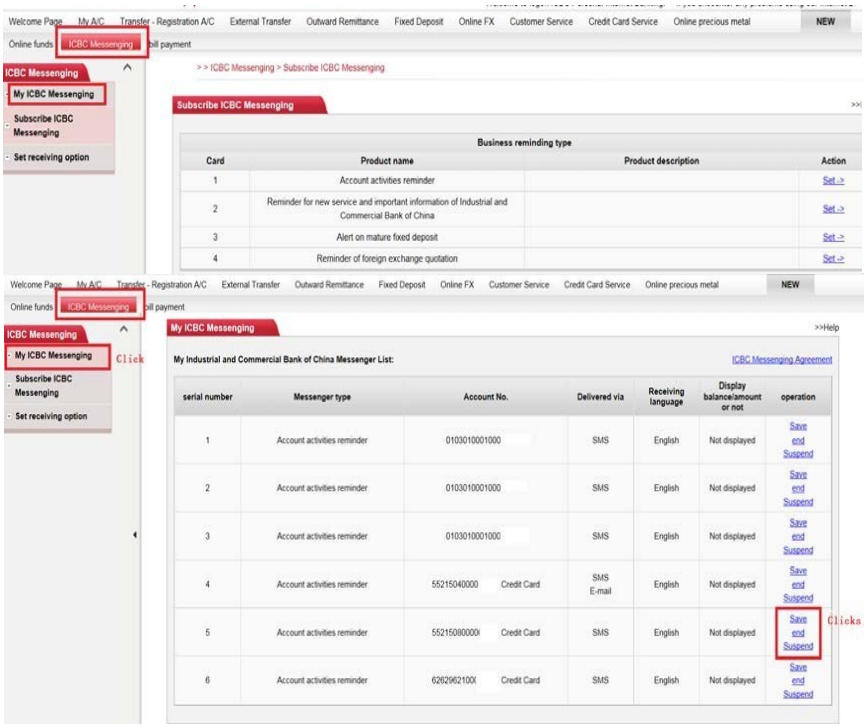
- Login to your phone banking, click “ICBC Messenger” on homepage
- Select the card you would like to update
- Under this section, you can set you can set your withdrawal/account posting reminder
- To change your phone number or email address to receive the Transaction Alerts. Enter the new phone number or email then click “Modify”. If you click “Suspend” or “End” the transaction alert will be stopped or canceled
- Once submitted, you will receive a SMS notification on the updated phone number. Key in the verification code then click “Submit”

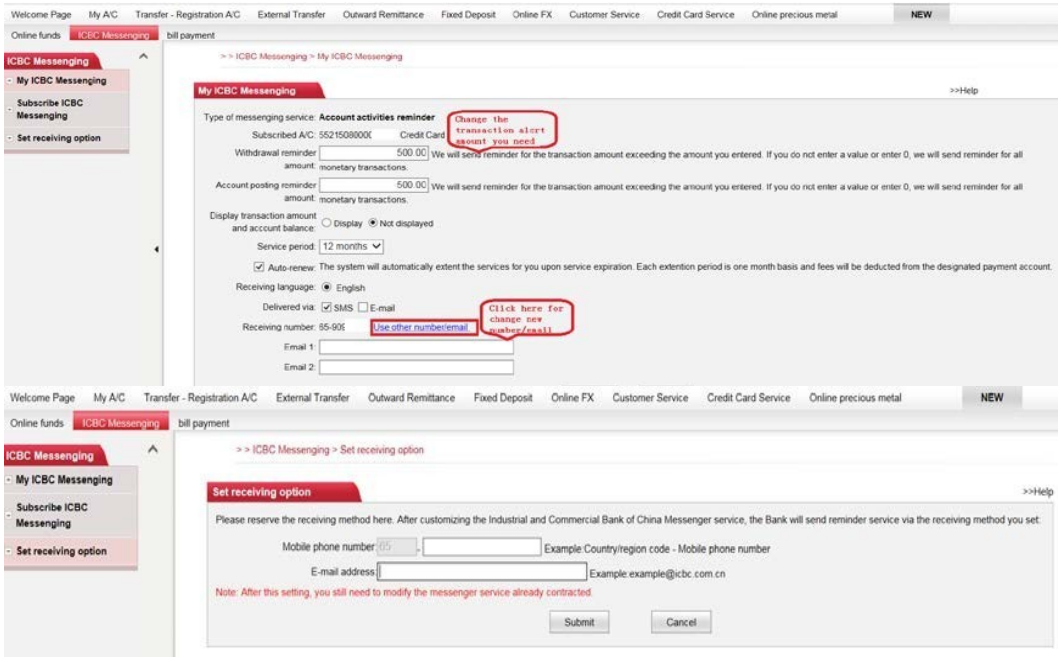
(b) <u>Update Personal Information</u>

- Login the Mobile Banking
- Select “Me”, select “Service and Setting”
- Click on “Inquire/Modify Personal Information” to update your information
- Press “OK” key on token to get a password and complete update

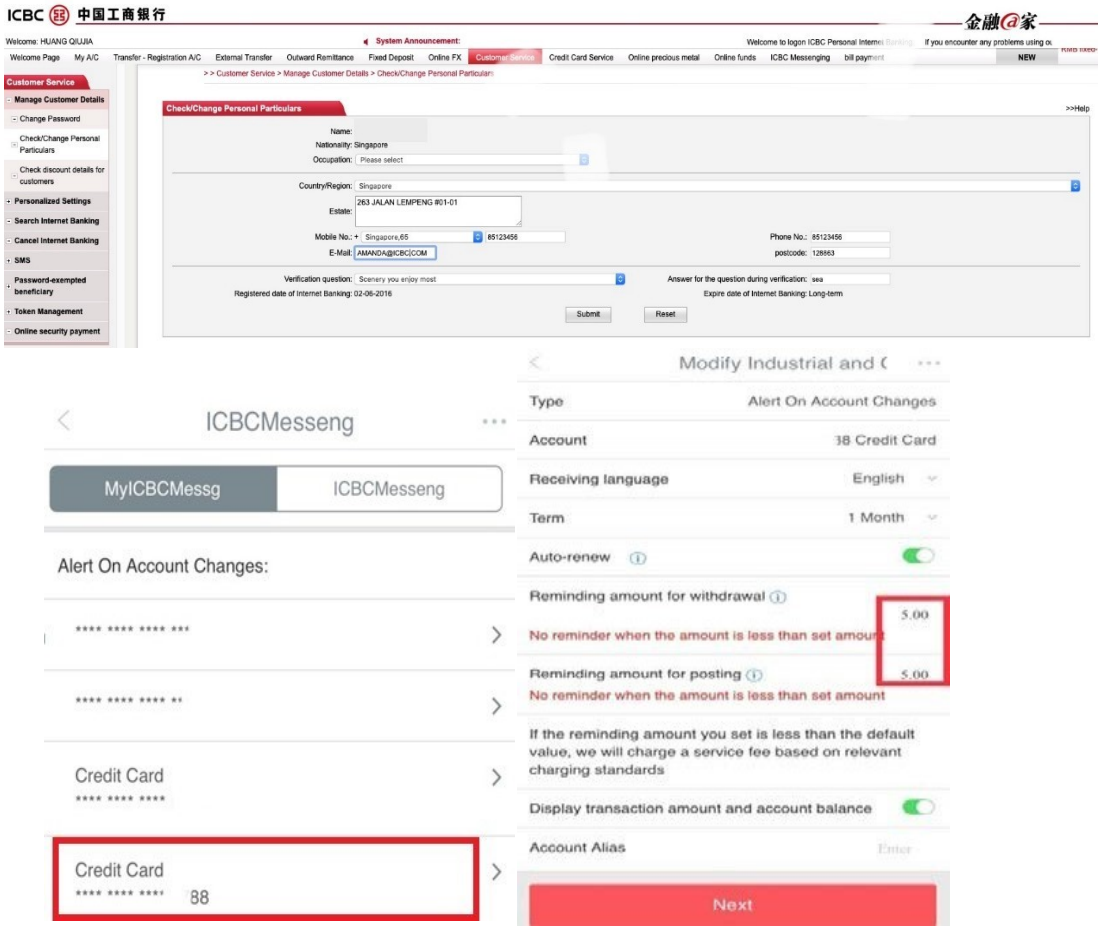
<u>IMPORTANT NOTICE: Please take note that you are required to perform both steps (4a & 4b / 5a & 5b) to update your personal information (mobile number / email address) and transaction alert settings in order to ensure your contact details are updated and to receive any future alerts from ICBC.</u>

Steps for Internet Banking (Images for illustration purposes only)





Steps for Mobile Banking (Images for illustration purposes only)



(Updated on 18 Nov 2024)