

**Guide to change your Transaction Alert Threshold / Update Personal Information**

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

**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](mailto: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) To change Transaction Alert Threshold**

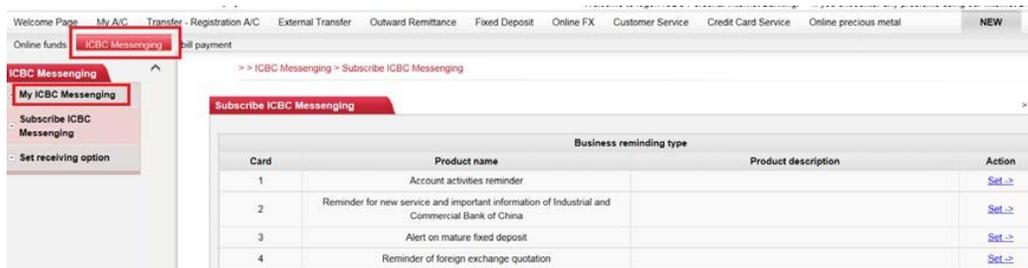
- Login to your phone banking, click “ICBC Messenger” on homepage
- Select the card you would like to update
- Under this section, you can set you can set your withdrawal/account posting reminder
- To change your phone number or email address to receive the Transaction Alerts. Enter the new phone number 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) Update Personal Information**

- 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

**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.**

**Steps for Internet Banking (Images for illustration purposes only)**



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

**ICBC Messaging**

- My ICBC Messaging **Click**
- Subscribe ICBC Messaging
- Set receiving option

**My ICBC Messaging** >>Help

My Industrial and Commercial Bank of China Messenger List: [ICBC Messaging Agreement](#)

serial number	Messenger type	Account No.	Delivered via	Receiving language	Display balance/amount or not	operation
1	Account activities reminder	0103010001000	SMS	English	Not displayed	<a href="#">Save</a> <a href="#">end</a> <a href="#">Suspend</a>
2	Account activities reminder	0103010001000	SMS	English	Not displayed	<a href="#">Save</a> <a href="#">end</a> <a href="#">Suspend</a>
3	Account activities reminder	0103010001000	SMS	English	Not displayed	<a href="#">Save</a> <a href="#">end</a> <a href="#">Suspend</a>
4	Account activities reminder	55215040000 Credit Card	SMS E-mail	English	Not displayed	<a href="#">Save</a> <a href="#">end</a> <a href="#">Suspend</a>
5	Account activities reminder	55215080000 Credit Card	SMS	English	Not displayed	<a href="#">Save</a> <a href="#">end</a> <a href="#">Suspend</a> <b>Clicks</b>
6	Account activities reminder	62629621000 Credit Card	SMS	English	Not displayed	<a href="#">Save</a> <a href="#">end</a> <a href="#">Suspend</a>

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>> ICBC Messaging > My ICBC Messaging >>Help

**My ICBC Messaging**

Type of messaging service: **Account activities reminder** **Change the transaction alert (select your need)**

Subscribed A/C: 55215080000 Credit Card

Withdrawal reminder: 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: 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  E-mail **Click here for change new number/email**

Receiving number: 95-905 **Use other number/email**

Email 1:

Email 2:

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Online funds **ICBC Messaging** bill payment

**ICBC Messaging**

- My ICBC Messaging
- Subscribe ICBC Messaging
- Set receiving option

>> ICBC Messaging > Set receiving option >>Help

**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.**

**ICBC 中国工商银行** 金融@家

Welcome HUANG QIJIA System Announcement: Welcome to login ICBC Personal Internet Banking. If you encounter any problems using o...

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 **NEW**

>> Customer Service > Manage Customer Details > Check/Change Personal Particulars

**Customer Service**

- Manage Customer Details
- Change Password
- Check/Change Personal Particulars
- Check discount details for customers
- Personalized Settings
- Search Internet Banking
- Cancel Internet Banking
- SMS
- Password-exempted beneficiary
- Token Management
- Online security payment

**Check/Change Personal Particulars** >>Help

Name:

Nationality: Singapore

Occupation: Please select

Country/Region: Singapore

Address: 203 JALAN LEMPENG #01-01

Mobile No.: + Singapore 05 85123456 Phone No.: 85123456

E-Mail: AMANDA@ICBC.COM.CN postCode: 128863

Verification question: Security you enjoy most Answer for the question during verification: sea

Registered date of Internet Banking: 02-06-2016 Expire date of Internet Banking: Long term

## Steps for Mobile Banking (Images for illustration purposes only)

3:41

ICBCMesseng

MyICBCMessg ICBCMesseng

Alert On Account Changes:

..... >

..... >

Credit Card >

..... >

Credit Card >

..... 88 >

3:42

Modify Industrial and C

Type: Alert On Account Changes

Account: 18 Credit Card

Receiving language: English

Term: 1 Month

Auto-renew

Reminding amount for withdrawal 5.00

No reminder when the amount is less than set amount

Reminding amount for posting 5.00

No reminder when the amount is less than set amount

If the reminding amount you set is less than the default value, we will charge a service fee based on relevant charging standards.

Display transaction amount and account balance

Account Alias Enter

Next

3:43

Receiving method of ICBC Messenger

Please select the method through which you receive ICBC Messenger. You can select more than one.

SMS  
Receiving number 65- 8511\*\*\*\* Modify

E-mail  
Email Address creditcard@icbc.com

Original account number for bill payment

Currency

Modify account number for bill payment

Fee Schedule Free

Modify

Suspend

End

3:45

Personal Info

Name:

Your Area: Singapore

Occupation: Unknown

Country/region: Singapore

Estate/Address:

Postcode:

Mobile No.: +65

Phone No.: @GMAIL.COM

E-Mail: @GMAIL.COM

Verification Question:

Answer For The Question During Verification:

Mobile Bank Register Date: 02-06-2016

Mobile Bank Expiry Date: 31-12-9999

Next