CHANNEL SERVICES UPDATING FORM

To: Bank of China Limited, Singapore Branch (the "Bank")

PERSONAL PARTICULARS

☐ Dr   ☐ Mr   ☐ Ms   ☐ Mrs   ☐ Mdm

Customer Full Name (as in NRIC / Passport):

NRIC / Passport No:

Account No / Card No / Customer No:

UPDATE OF CHANNEL SERVICES

Online Banking Service (Personal)

☐ Apply   ☐ Cancel

☐ Reset Online Banking Services Password

☐ Retrieve Online Banking Services User ID

☐ Unlock User   Others: _____

Mobile Banking Service (Personal)

☐ Apply   ☐ Cancel

☐ Reset Mobile Banking Services Password

☐ Retrieve Mobile Banking Services User ID

☐ Unlock User   Others: _____

eToken/SMS OTP

☐ Reissue of eToken   ☐ Activate SMS OTP   ☐ Unlock SMS OTP

☐ Unlock eToken   ☐ Deactivate SMS OTP   ☐ Others: _____

SMS Alerts Service

☐ Apply for all accounts

☐ Opt out from all accounts

☐ Change of SMS Language
  ☐ English   ☐ Chinese

☐ Opt out of Night SMS (from 8pm to 8am)

☐ Apply   ☐ Opt out

Account No:

_____

Debit Card No:

_____

☐ Set your preferred Transaction Threshold Limit – An SMS Alert will be sent if a transaction is of an amount equal to or greater than the limit.

☐ Above S$0   ☐ S$100 & above
☐ S$300 & above   ☐ S$500 & above

* Delete whichever that is not applicable.

Important Notes for SMS Alerts Service:

1. Only mobile numbers registered in Singapore and countries/regions as listed on BOC's website (http://www.bankofchina.com/sg) under "BOC SMS Alerts Service" will be able to receive the SMS Alerts.

2. BOC will send an SMS Alert when a transaction meets the threshold amount selected for the SMS Alerts Service for notifiable transactions.

3. For security purposes, you are encouraged not to opt out of the SMS Alerts Service (whether entirely or partially by opting out of Night SMS (from 8 pm to 8 am) or by selecting too high a threshold limit). For certain Accounts and transactions, the SMS Alerts Service is compulsory. You will not be permitted to opt out of the SMS Alerts Service for receiving Electronic Banking Services SMS Notification alerts.

4. Opting out of Night SMS means you will not receive any SMS Alert from 8 pm to 8 am and any SMS Alert will only be progressively sent to you after 8 am.

5. If you set a threshold limit other than "Above S$0", you will not receive any SMS Alert for transactions below the threshold limit and may not be aware of such transactions being made. This may impact your liability for losses arising from unauthorised transaction.

6. Please note that it is your responsibility to enable transaction notification alerts on any device used to receive transaction notifications from BOC, to opt to receive all transaction notifications for all outgoing transactions (of any amount) made from your account, and to monitor the transaction notifications sent to the account contact. BOC may assume that you will monitor such transaction notifications without further reminders or repeat notifications.

7. If you are unable to provide the Bank with a valid mobile number for the purpose of SMS Alerts Service, you agree to indemnify the Bank against any losses arising from unauthorised transactions.

8. Please call 1800-66-95566 or email us at enquiry.sg@bankofchina.com for clarification on any alert that you receive when you have not made or authorised the transaction resulting in the alert.

9. The SMS Alerts Service is subject to the Terms and Conditions Governing SMS Alerts Service.

Debit Card

☐ Apply for Debit Card(s)
    ☐ Chinese Cultural Debit Card (MasterCard)
    ☐ Zaobao Debit Card (UnionPay)

Debit Card Embossing Name (If Differs from Account Name only)

Master Account for POS&CNP*

_____

All limits are default at S$2,000/RMB10,000 unless otherwise stated.
For UnionPay, dual currency functions are linked by default.

☐ Opt out of dual currency functions linkage for UnionPay Debit Card.
☐ Cancel Card: _____
☐ Report loss of Card: _____
☐ Replace to new Card
  (New Card Number: _____)
☐ Link Account: _____

☐ Cancel Link Account: _____
☐ Change of daily ATM cash withdrawal limit to
  S$ _____
☐ Change of daily ATM transfer limit to
  S$ _____
☐ Change of daily POS & CNP transaction limit to
  S$ _____
☐ Activate Overseas Magnetic stripe function from
  DDMMYY   to   DDMMYY
☐ Deactivate Overseas Magnetic stripe function
☐ Activate Overseas Cash withdrawal function from
  DDMMYY   to   DDMMYY
☐ Deactivate Overseas Cash withdrawal function
☐ Others: _____

* Please take note that this account will be used for the Point of Sale ("POS") Transactions & Card-Not-Present ("CNP") Transactions.

Telebanking

☐ Apply   ☐ Cancel
☐ Reset Password
☐ Unlock Password
☐ Link Account(s) / Debit Card*
Account / Debit Card No*:

_____

Account / Debit Card No*:

_____

☐ Cancel Link Account(s) / Debit Card
Account / Debit Card No*:

_____

Account / Debit Card No*:

_____

☐ Credit Card Bill Payment
    ☐ Apply   ☐ Cancel

Debit Card No:

_____

Credit Card No:

_____

Set / Change* Daily Transaction Limit:

_____

☐ Third Party Funds Transfer
    ☐ Apply   ☐ Cancel

Debiting Account(s) No:

_____

Beneficiary Account(s) No:

_____

Set / Change* Daily Transaction Limit:

_____

* Delete whichever that is not applicable.

Important Notes:
1. Thumbprint must be affixed in the presence of a bank officer.
2. Signatures will be verified against any of your signature records with the Bank.
3. For update of mailing address forJoint-And account, signatures of all account holders are required on this Form.
4. For credit card account, please note that only the principal cardholder is authorised to give instruction to the Bank for change of address.
5. If there is any alteration on the form, please countersign beside the amendment. No correction fluid is allowed.
6. Please allow 7 business days from the receipt of your request for the changes to be effected.

Customer Declaration:
1. I/We jointly and severally confirm that all information given by me/us in this Form is correct, accurate and complete. If as a result of my/our failure to furnish the Bank with correct, accurate and complete information, the Bank is unable to carry out in part or in full any of my/our instructions, the Bank shall not be liable or responsible for any losses or damages which I/We may suffer as a result.
2. By providing my/our signature(s), I/We authorise the Bank to update my/our records with the Bank.
3. I/We hereby agree to inform the Bank if there is any change in any of the details I/we have provided to the Bank in this Form.
4. I/We have read the notes above and further agree to be bound by any and all terms and conditions governing the relevant accounts, facilities, products and/or services.(available at all the Bank's branches and at http://www.bankofchina.com/sg/)

Customer Acknowledgement:
☐ Debit Card(s)
☐ Debit Card(s) has/have been activated
☐ Debit Card(s) PIN Mailer(s)
☐ Telebanking PIN Mailer
☐ eToken/SMS OTP
☐ Electronic Banking Services PIN Mailer(s)

Signature of Account Holder / Authorized Signatory:

Date:

Attended / Verified by:

Checked / Verified by:

Input by:

Checked by: