

31 October 2022

**Reactivating dormant accounts ,
updating information ,
resetting login password(Online banking or
Phone banking) without visiting branches**

Due to the travel restrictions amid the COVID-19 pandemic situation, Personal customer who may not available to visit branches for reactivating dormant accounts, updating information, resetting login password (Online banking or Phone banking), you may enjoy those facilitative measures through:

NCB Hong Kong Account

1. Reactivating dormant accounts*
 - (i) Contact any local branch by phone call or Email
 - (ii) Application by letter (with a valid signature)
 - Mailing to any local branch
 - Visiting NCB China branch to transfer to NCB Hong Kong if you are in Mainland China

*Kindly remind that dormant status will be established automatically after the reactivation of your account if you do not transact at least one transaction within one month.

2. Updating information
 - (i) By Online Banking
 - (ii) Application by the form / letter (with a valid signature)
 - Mailing to any local branch
 - Visiting NCB China branch to transfer to NCB Hong Kong if you are in Mainland China



3. Resetting login password (Online banking or Phone banking)

(i) Application by Email through Online banking login page

(ii) Application by letter (with a valid signature)

- Mailing to any local branch or
"Integrated Operation Division , 4/F, Nan Dao Commercial Building, 359-361 Queen's Road Central, Sheung Wan, Hong Kong Island, Hong Kong"
- Visiting NCB China branch to transfer to NCB Hong Kong if you are in Mainland China

(Remarks: Verification by phone is needed if you applied by the above-mentioned methods.)

For any inquiries, please call (852)2622 2633.

NCB China Account

1. Reactivate dormant account^

- (i) Submit Mainland Travel Permit for Hong Kong and Macau Residents (Home Return Permit Card) to NCBHK branches and our staffs will arrange the application of account reactivation.

^After the account is reactivated, a financial transaction is needed at the end of the reactivation day, otherwise, the account will become dormant again.

2. Reset mobile banking password

- (i) Please contact NCB China Hotline: 86 - 551 - 95327 for enquiries.

3. Change / Update customer information

- (i) NCBHK provides attestation service for updating NCB China customer information.

For other enquiries, please contact NCB China Hotline: 86 - 551 - 95327.

Remarks: NCB China is a commercial bank incorporates in the Mainland of China and wholly owned by Nanyang Commercial Bank, Limited. NCB China is neither an authorized institution of the Banking Ordinance of Hong Kong nor carrying on banking business in Hong Kong, and NCB is not an agent of NCB China.

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