BOCHK Two-factor Authentication FAQ

1. **I have entered the "Security Code" or "Transaction Confirmation Code" or "One-Time Password" into Internet Banking, but my transaction instruction cannot be verified, what should I do?**

   - Your transaction instruction may not be verified by Internet Banking due to the following reasons:
     - Entry of incorrect "Security Code" or "Transaction Confirmation Code" or "One-Time Password"
     - The time permitted for entry of the "Security Code" or "Transaction Confirmation Code" or "One-Time Password" has expired
     - Entry of incorrect transaction information

   - Please follow our online instruction and enter a valid "Security Code" or "Transaction Confirmation Code". If your transaction instruction still cannot be verified, please status of your "Security Device" through Mobile Banking.

2. **One-Time Password for activation of "Security Device" and "Notification of Execution of Designated Transactions"**

   - Company's SMSs (if any) in respect of "One-Time Password" and "Notification of Execution of Designated Transactions" will be sent only to your mobile phone number registered with the Company. Such SMS will not be forwarded to any other mobile phone number even if you have enabled the "SMS Forwarding Service" provided by any the following local mobile phone service providers in Hong Kong:
     - SmarTone Telecommunications Holdings Limited
     - CSL Limited
     - Hutchison Telephone Company Limited
     - China Mobile Hong Kong Company Limited

- You are advised to check carefully the transaction details sent by Company through an SMS against the transaction conducted by you via the Internet Banking. Please contact us immediately if you have any enquiry.