

Important Notice for e-ID Verification

For the provision of banking services (including but not limited to proceeding with Remote Account Opening Services and/or activation of Mobile Token Service) by the Bank to you, you must follow the procedures, and provide such documents and information as requested by the Bank from time to time via electronic channels. You may be asked to provide identity documents (e.g. Hong Kong Identity Card) and facial recognition data for identity verification purpose to the Bank's satisfaction. Your personal data will be collected, used and processed for identity verification purpose. The Bank collects, uses, and processes your personal data in accordance with the Bank's "Notice to Customers and Other Persons relating to the Personal Data (Privacy) Ordinance" (the "Notice"). The Bank will protect security and confidentiality of your personal information as reasonably practicable, to comply with the Personal Data (Privacy) Ordinance of Hong Kong and other local regulatory requirements as far as possible.

1. Why do you have to submit a photograph of your identity document?

A photograph of your identity document (e.g. Hong Kong Identity Card) will be used to verify your identity for application or activation of banking services or giving instruction(s) to the Bank. The Bank may use and process your personal data in accordance with the provisions contained in the Notice, and you will provide the Bank with true, accurate, complete and up-to-date registration, certified materials, information and/or documents, all of which will not be misleading in any respect, or the Bank may not be able to process your application or activation of banking services and/or execute your instructions online. You shall inform the Bank of any change of your personal data as soon as reasonably practicable.

2. How long will your personal data be kept by the Bank?

The Bank may retain your personal data in accordance with the Notice, and will not retain your personal data for longer than is necessary.

3. What technologies are used to verify your identity document?

Cloud computing and artificial intelligence are used for identity verification. Manual verification of your identity document may also be conducted in case of need.

4. Are there potential risks while using artificial intelligence for identity verification?

If artificial intelligence malfunctions or your identity document cannot be read for verification, your application, activation or instruction may not be processed through Internet Banking or Mobile Banking app. For assistance, please call our Customer Services Hotline on (852) 3768 6888 or visit any branch of the Bank in Hong Kong.