

Upgrade of Phone Banking Services Customer Identity Authentication Process and Notification of Changes on Call Flow (Updated in June 2017)

Upgrade of Customer Authentication Process for Phone Banking Services



In order to enhance the security of our Phone Banking Services, effective from **1 August 2017 ("Effective Date")**, cardholder is required to use Telephone Banking Identification Number ("TIN") for customer identity authentication when performing account enquires or related transaction via Phone Banking Services. **Please note that each cardholder (including both principal and supplementary cardholders) will only require to use one TIN to operate or access our Phone Banking Services for using all our bank's products applicable to Phone Banking Services.**

If you do not possess or cannot input the correct TIN for identity authentication after the Effective Date, you will not be able to perform account enquiries or transactions through Phone Banking Services for all related bank products (including credit card account service and bonus point redemption service).

Application for TIN



Cardholder can apply for TIN by the following ways **starting from 9am of 3 July 2017 (updated)**. The TIN mailer will be sent to you by mail after we have confirmed your TIN application.

1. Application by Phone and the Required Information*



Cardholder can call Fubon Bank Integrated Customer Service Hotline at **2566 8181 (press 1 and 9 after language selection)** to apply for TIN. Cardholder is required to use any of his/her valid credit cards under his/her name which must be registered with a local mobile phone number for application of TIN, otherwise, cardholder will need to visit any of our branches for TIN application.

*If Cardholder has updated correspondence address at our Bank's record in the past 3 months, cardholder is required to apply for TIN at branch.

2. Application at Branch



Cardholder can visit any of our branches for TIN application during the business hours. The business hours are 9am to 5pm from Monday to Friday and 9am to 12:30pm on Saturday (except public holidays).

Update of Phone Banking Call Flow



Moreover, the call flow for Phone Banking Services of Credit Card will also be updated on the Effective Date:

Phone Banking Services (Credit Card Services)		Effective Date: 1 August 2017
After dial 2566 8181 and Language Selection		
Press 1 Credit Card Services		
1 Account-related service enquiry, bonus point redemption, annual fee waiver or change TIN*	6 Report lost card	
2 Card application status enquiry	7 "Sure Win Spending Reward" lucky draw registration	
3 Card activation	8 8X Bonus Point Program registration	
4 Application forms and terms and conditions	9 TIN application	
5 Credit card application by phone		*Customer must input the correct TIN in order to perform the above transactions.

Should you have any enquiry, please feel free to call our Fubon Bank Integrated Customer Service Hotline at 2566 8181.

Fubon Bank (Hong Kong) Limited
April 2017

REMINDER: Effective from 1 August 2017, cardholder is required to use TIN for performing related functions via Phone Banking Services.
ACT NOW: Apply for TIN starting from 3 July 2017

Frequently Asked Questions

Q When do I need to use the Telephone Banking Identification Number ("TIN")?

Starting from 1 August 2017, you are required to use TIN for customer identity authentication when performing account enquires or related transaction via Phone Banking Services (including account enquiries via customer service representatives).

Q When can I start to apply for TIN?

Starting from 3 July 2017, you can apply for TIN via Fubon Bank Integrated Customer Service Hotline at 2566 8181 (Press **1** → **9** after language selection) or by visiting any of our branches.

Q Do I need to apply for more TINs if I have more than one Fubon credit card?

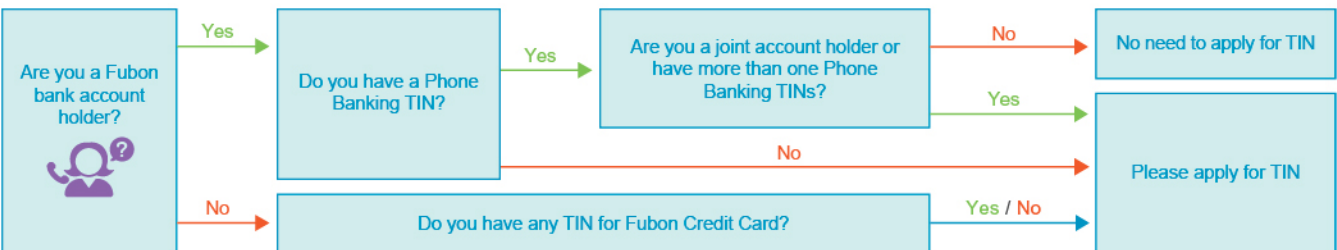
You will require just one TIN to access all of your credit card accounts under Fubon Bank for the Phone Banking Services. You do not need to apply for TIN for more than one time.

Q Do I need to apply for a new TIN if I am a Fubon bank account holder and am already using its Phone Banking Services?

If you are a single name account holder of Fubon bank account and possess one TIN only, you can use your existing TIN for the Phone Banking Services and do not need to apply again. If you are a joint name bank account holder or possess more than one TIN, you will be required to apply for a new TIN after 3 July 2017.

Q I am not sure whether I need to apply for TIN. What can I do?

Please read below flowchart to confirm whether TIN application is required for your case.



Q If I have already had a credit card TIN, do I need to apply again?

Your credit card TIN will become invalid after 2 July 2017. Please apply for a new TIN starting from 3 July 2017 via Fubon Bank Integrated Customer Service Hotline or visit any of our branches.

Q Can I apply for TIN again if I have already applied for it once?

TIN application via Fubon Bank Integrated Customer Service Hotline is available for the first time application only. If you have forgotten the TIN or need to regenerate TIN, you will need to visit any of our branches to complete the TIN regeneration process.

Q Can supplementary cardholder apply for TIN?

Supplementary cardholder can apply for TIN for account enquiry and related transactions of supplementary card account via customer service representatives.

Q Is the TIN that I applied for and received after 3 July 2017 ready for use before the effective date (i.e. 1 August 2017)?

Yes. The TIN is also applicable to the Phone Banking Services that require a TIN before 1 August 2017.

Q Can I change my TIN?

Yes, you can change your TIN through Phone Banking Services.

Q What can I do if I forgot the TIN?

Please visit any of our branches for TIN regeneration if you forgot the TIN.

Q What can I do if I would like to update my mobile phone number?

You can complete and return to us the "Change of Customer Information and Choice of Receiving Direct Marketing Form", which can be downloaded from our website at <http://www.fubonbank.com.hk>. Once the mobile phone number is updated in the Bank's record, you can apply TIN via Fubon Bank Integrated Customer Service Hotline, or you can visit any of our branches for TIN application.