

26 January 2023

Notice on Launching of Electronic Statement Service for Fubon Business Online Service

Fubon Bank (Hong Kong) Limited (the “Bank”) will launch Electronic Statement service for Fubon Business Online (“FBO e-Statement Service”) effective from 30th January 2023 (“Effective Date”) which enables customers to easily retrieve bank statements in an electronic format through Fubon Business Online (“FBO”) anytime and anywhere.

The e-Statement has the same comprehensive information as paper statements. It is not only able to save natural resources, but also makes managing and accessing statements quick, easy and secure.

Arrangement for “FBO e-Statement Service” Application

From the Effective Date onwards, System Administrator(s) may login to FBO to apply and authorize User(s) to view, download and/or print the latest Consolidated e-Statement(s) and, set a maximum of 5 correspondence email addresses to receive email notification. When the latest Consolidated e-Statement is ready to be viewed online, a reminder notification will be sent to the email address(es). Please be reminded to add/update correspondence email address(es) in our bank’s FBO record and ensure its accuracy to receive email notifications.

Terms & Conditions for “FBO e-Statement Service”

For the Bank’s latest Terms & Conditions for “FBO e-Statement Service”, please visit Fubon Bank’s website: “Online Services” > “Fubon Business Online” > “FBO Terms and Conditions for Accounts and Services”.

Alternatively, customer may opt to terminate “FBO e-Statement Service” after the Effective Date, and respective Paper Statement Service Fee for Consolidated Statement may be charged to your account(s).

Application and Operation Procedure for Existing FBO Customer

Step 1: System Administrator(s) may add/update authorized User(s) to view e-Statement via FBO below:

1. Login to FBO;
2. Click “System Management” > “User Management”, select add/amend Users and complete “Basic Information Setup” and “Account Authorization”, then update the authority in “View e-Statement” under “Company Authorization”.

Step 2: System Administrator(s) may apply/terminate “FBO e-Statement Service” via FBO below:

1. Login to FBO;
2. Click “e-Statement” > “Application and Setting” and follow the instructions to apply/terminate the service.

Step 3: System Administrator(s) may add/update correspondence email address(es) to receive Consolidated e-Statement notification via FBO below:

1. Login to FBO;
2. Click “e-Statement” > “Application and Setting”. Add/update valid email address(es) in “View/update correspondence email address”.

Step 4: Authorized User(s) may view Consolidated e-Statement via FBO below:

1. Login to FBO;
2. Click “e-Statement” > “View e-Statement” and follow the instructions to view Consolidated e-Statement.

FAQ

Q: I am an existing user of “Fubon e-Banking” and “e-Statement Service”. Am I required to apply “FBO e-Statement Service” separately?

A: Yes, please login to System Administrator account. You should assign an authorized User(s) to view Consolidated e-Statement in “Company Authorization” and apply the FBO e-Statement service in the column of “Application and Setting”.

Q: I am currently a registered user of “Fubon e-Banking” and “e-Statement Service”. Why do I need to apply “FBO e-Statement Service”? Is there any difference between them?

A: As the number of e-Banking service user is limited to ONE, there is only one user who can login and manage the e-Statement of an e-banking account. In case if delegation is required, login information and some certain of other information may need to be shared unnecessarily; However, by using “FBO e-Statement Service”, customer can assign the access right according to the User(s)’s identity and authority, and therefore facilitating the statement management become more flexible and secured.

Q: Can I apply for “FBO e-Statement Service”, but at the same time not to assign any authorized User for viewing e-statement?

A: To avoid none of User(s) can access to view e-Statement of FBO account, at least one User has to be assigned and duly authorized before applying for e-statement service.

Q: What is the maximum number of correspondence email address(es) which can be recorded or assigned to receive e-Statement notification for FBO account?

A: 5 recipients can be assigned at maximum.

Q: Can I retrieve my previous Consolidated e-Statements if I just started using “FBO e-Statement Service” today?

A: Consolidated e-Statements will be retained for up to 7 years (84 months). After assigning authorized User(s) and “FBO e-Statement Service” is activated, customer can retrieve and access to view previous Consolidated e-Statements within the retention period immediately.

Q: Can I request to obtain a copy of paper statement if I am using the “FBO e-Statement Service”?

A: Yes. “FBO e-Statement Service” user can still request to obtain a copy of paper statement for a particular month if needed. However, a service fee will be applied. Please refer to our “List of Service Charges” for details.

Q: Do I need to terminate receiving paper statement by mail on my own after my “FBO e-Statement Service” is activated?

A: The Bank will automatically stop sending paper statement when customer successfully applied for “FBO e-Statement Service”.

Q: If I want to terminate my FBO account after activation of “FBO e-Statement Service”, do I have any other way(s) to receive e-statement?

A: Once the FBO account is closed, the “FBO e-Statement Service” will be terminated at the same time.

From the Effective Date, “FBO e-Statement Service” will be available in FBO, and such service shall be subject to the Bank’s “Global Terms and Conditions for Accounts and Service” (Section III and other relevant section as applicable), and Fubon Business Online Service Terms and Conditions.

Should you have any enquiry, please feel free to visit the Bank’s website www.fubonbank.com.hk or contact our Integrated Customer Service Hotline at (852) 2806 5062 during office hours*.

*Monday to Friday: 9am to 7pm; Saturday: 9am to 1pm (except public holidays)

Fubon Bank (Hong Kong) Limited

Remark: Should there be any inconsistency between the English and Chinese versions, the English version shall prevail.