

23 March 2023

Notice of Launch of “Username Enquiry / Password Reset” in Fubon+

To enhance the customer experience in using Fubon Internet Banking and Mobile Banking Service, Fubon Bank (Hong Kong) Limited (the “Bank”) will launch “Username Enquiry / Password Reset” function in Fubon Mobile Banking App (“Fubon+”) on 27 March 2023 or any other date as specified by the Bank (“Effective Date”).

Individual customers, who have forgotten their username and / or password of Fubon Internet Banking and Mobile Banking, can instantly enquire their username and reset password through Fubon+. After successfully reset, customers can immediately use the new password to login both Fubon Internet Banking and Mobile Banking.

This function is only applicable to individual customers who hold Fubon ATM Card or Fubon Credit Card and with respective ATM PIN. For other customers who would like to enquire username or request password regeneration, you can call our Integrated Customer Service Hotline at 2566 8181 during office hours* (for customer with Phone Banking TIN only) or visit any Fubon Bank branch. You can also complete and sign the “Fubon Internet Banking Service Password Regeneration Form” and mail it to Fubon Bank GPO Box 9878, Hong Kong#.

From the Effective Date, the above service shall be subject to the Bank’s “Global Terms and Conditions for Accounts and Services”, “Mobile Banking Terms and Conditions” and “Additional Terms and Conditions of Mobile Banking Application”. Please note that if you do not accept the above service, you have the right to terminate your Fubon Internet Banking account(s) and service(s) in accordance with the relevant clauses under the existing “Global Terms and Conditions for Accounts and Services” before the Effective Date.

Should you have any enquiries, please call our Integrated Customer Service Hotline at 2566 8181 (Press 3 after selection of language) during the office hours*.

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

#Not applicable to customers opened the account via Fubon GO (Fubon Bank Account Opening App)

Fubon Bank (Hong Kong) Limited

Remarks: Should there be any inconsistency between the English and Chinese versions of this notice, the English version shall prevail