



## FAQs about New Enhanced "BOCOM(HK) Mobile Banking" App

1. How to distinguish the new App and the original App?
2. After installing the new App, can I use the original App again?
3. How to log on to the new App?
4. What to do if I forget my username/password?
5. Do I need to reactivate Mobile Token after switching to the new App?
6. Why do I need to take photo of my HKID card to verify my identity?
7. How to activate biometric authentication (Touch ID, Face ID or Fingerprint Authentication) in the new App?
8. How to find the function I need quickly in the new App?
9. Where to view the Service Demo of the new App function?

Q1	How to distinguish the new App and the original App?		
	Icons and names of the two apps are different:		
		New App	Original App
	Icon		
	Chinese Name	交通銀行(香港)手機銀行	交通銀行(香港)
	English Name	BOCOM(HK) Mobile Banking	BOCOM(HK)

<b>Q2</b>	<b>After installing the new App, can I use the original App again?</b>
	The original App ("BOCOM(HK)") will no longer be supported effective from 7th September 2024. Customers are required download the new App to enjoy our banking services.
<b>Q3</b>	<b>How to log on to the new App?</b>
	Please use your Internet Banking username and password to log on to the new App for the first time (For Service Demo, please <a href="#">click here</a> ).
<b>Q4</b>	<b>What to do if I forget my username/password?</b>
	<p><b>Username</b></p> <ul style="list-style-type: none"> <li>● In new App (applicable to HKID cardholders only): please open the new App, click "Login" &gt; "Forgot", then verify your identity by taking photo of your HKID card, taking selfie and entering the SMS Password to retrieve your Internet Banking username (For Service Demo, please <a href="#">click here</a>)</li> <li>● In original App (applicable to customers who have activated Mobile Token or biometric authentication in the original App only): please log on to the original App with "Mobile Token Password" or biometric authentication, then click "Profile" to retrieve your username at the top</li> <li>● Visit our branches in person</li> </ul> <p><b>Password</b></p> <ul style="list-style-type: none"> <li>● In new App: please open the new App, click "Login" &gt; "Forgot Password", then reset your password by debit card, credit card, or telephone banking account (For Service Demo, please <a href="#">click here</a>)</li> </ul>

	<ul style="list-style-type: none"> <li>● In original App (applicable to customers who have activated Mobile Token in the original App only): please open the original App, click "Login" &gt; "Forgot Password?" &gt; "Login with username and password" &gt; "Forgot Password?", then enter your "Mobile Token Password" to reset your password</li> <li>● Visit our branches in person</li> </ul>
<b>Q5</b>	<b>Do I need to reactivate Mobile Token after switching to the new App?</b>
	<p>Yes. For security reasons, Mobile Token can only be used in one mobile application at a time. After switching to the new App, you will need to:</p> <ol style="list-style-type: none"> <li>1. Use your Internet Banking username and password to log on to the new App for the first time.</li> <li>2. Activate Mobile Token (For Service Demo, please <a href="#">click here</a>).</li> <li>3. Identity Verification (if you need to use Mobile Token for transaction authentication).</li> </ol> <p>You can verify your identity in the following ways:</p> <ul style="list-style-type: none"> <li>● Take photo of your HKID card, take selfie and enter the SMS Password in the new App (applicable to HKID cardholders only).</li> <li>● Call our Customer Services Hotline: 223 95559</li> <li>● Visit our branches in person</li> </ul>
<b>Q6</b>	<b>Why do I need to take photo of my HKID card to verify my identity?</b>
	<p>Taking photo of your HKID card can help us verify your identity so that you do not have to visit a branch in person. Please place your HKID card on a well-lit flat surface with clear background and make sure the below image requirements are met:</p> <ul style="list-style-type: none"> <li>● Completely captured</li> <li>● Legible and not blur</li> <li>● No glare</li> </ul>

- No shadow

Please capture the photo from three different angles according to the instruction shown on screen, and please make sure the green dot that is used for adjustment is not off-centre. Complete the capture of ID card according to the textual guidelines on the left and centre of your screen.

- 1st angle: take the front phone



- 2nd angle: phone tilt outward



- 3rd angle: Tilt your phone toward yourself



If you are unable to complete the identity verification through the system, please call our Customer Services Hotline or visit our branches in person.

Q7

**How to activate biometric authentication (Touch ID, Face ID or Fingerprint Authentication) in the new App?**

After activation of Mobile Token, you can use "Mobile Token Password" to activate the biometric authentication on the new App login page (For Service Demo, please [click here](#)).

<b>Q8</b>	<b>How to find the function I need quickly in the new App?</b>
	After logging into the new App, please use the "Search" function to enter the function page you need (For Service Demo, please <a href="#">click here</a> ).
<b>Q9</b>	<b>Where to view the Service Demo of the new App function?</b>
	Please click "Personal Banking" > "Mobile Banking" > "Service Demo" on the Bank's official website.

Customer Services Hotline: 223 95559

Official Website: [www.hk.bankcomm.com](http://www.hk.bankcomm.com)

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