

Notice of Business Customer Bank Service Fees Revision [effective from 1 April 2024]

In order to maintain high quality banking services, the service fees in respect of Counter Transactions will be revised with effect from 1 April 2024 (“Effective Date”). Please refer to the table below summarizing the changes for your reference.

Summary of Service Fees Revision

Type of Service	Description	Before 1 April 2024	From 1 April 2024
General Services	Counter Transactions Service Fee (per month)* <ul style="list-style-type: none">- All financial transactions conducted over branch counters, but excluding:<ul style="list-style-type: none">• Time Deposit transactions• Transactions under margin accounts	N/A	<ul style="list-style-type: none">- First 10 transaction: Free of charge- From the 11th transaction onwards: HK\$30 per transaction

* Remarks:

1. Total number of counter transactions is calculated based on the total number of financial transactions (except the excluded transactions) conducted over branch counters in respect of all accounts maintained with OCBC Bank (Hong Kong) Limited by your company with the same business registration number or company registration number.
2. Counter transactions service fee is charged in addition to any other applicable service fees of the transaction.
3. The counter transactions service fee will be charged on the first business day of following month and debited from the HKD account of your company maintained with the Bank. If your company maintained more than one HKD accounts and conducted counter transactions in respect of the HKD accounts, the counter transactions service fee will be debited from the HKD account with the highest number of transactions conducted in the month. If the counter transactions service fee cannot be debited from the said HKD account of your company, the unpaid counter transactions service fee will be debited from another HKD account with the highest number of transactions conducted in the month of your company, other than the said HKD account.

Should you have any queries, please call our Customer Services Hotline at 2815 9919

OCBC Bank (Hong Kong) Limited

Mar 2024

Frequently Asked Question for Counter Transactions Service fee

1. Why OCBC Bank (Hong Kong) Limited (the “Bank”) imposes the new counter transactions service fee?

The Bank aims to encourage the utilization of the digital channels (such as OCBC Velocity Service and Business Mobile Banking Service) which are more cost-effective and efficient for both the customers and the Bank.

2. What kinds of customers will be levied for the counter transactions service fee?

The counter transactions service fee applies to business customers. Personal customers are **NOT** subject to charges in this initiative.

3. What types of counter transactions are subject to the counter transactions service fee?

All financial transactions (except the excluded transactions) conducted over branch counters with the assistance of a branch staff of the Bank are considered as counter transactions, including but not limited to:

- cash deposit
- cash withdrawal (excluding foreign currency withdrawal);
- paper cheque deposit
- paper cheque withdrawal; and
- transfer withdrawal (transfer between two accounts maintained within the Bank, foreign exchange is not subject to the counter transactions service fee).

These counter transactions could be initiated by your company or a third party.

4. What is the charging mechanism of the counter transactions service fee?

The amount of the fee is calculated based on the total number of counter transactions conducted in respect of all accounts maintained with the Bank with the same business registration number or company registration number per calendar month.

- First 10 transaction: Free of charge
- From the 11th transaction onwards: HK\$30 per transaction

5. When and how will the counter transactions service fee be charged?

The Bank will charge the counter transactions service fee (if any) on the 1st business day of the following month and will debit from your company's HKD account maintained with the Bank. Since the counter transactions service fee will be effective from 1 April 2024, the first transaction fee (if any) will be debited on 2 May 2024.

6. Can I request the Bank to debit the charges from a designated account?

No. Fee will be debited from the HKD account of your company maintained with the Bank. If your company maintains multiple HKD accounts, the counter transactions service fee will be debited from the account with the highest number of counter transactions conducted in the month.

7. What happens if my company maintains multiple HKD accounts and conducts counter transactions on each of them?

If your company maintains more than one HKD accounts and conducted counter transactions on these accounts, the counter transactions service fee will be debited from the HKD account with the highest number of transactions conducted in the month. If there are multiple HKD accounts with the same highest number of transactions conducted, the counter transactions service fee will be debited from the HKD current account.

8. What if the counter transactions service fee cannot be debited from the HKD account of my company?

If the counter transactions service fee cannot be debited from the HKD account with the highest number of transactions conducted of your company (please refer to [Question 7]), the unpaid counter transactions service fee will then be debited from a Hong Kong dollar account of your company (if any), other than the HKD account with the highest number of transactions conducted. The Bank reserves the right to require your company to repay any outstanding counter transactions service fees that were not successfully debited at the time of account closure.

9. How will the fee entry be displayed on my statement?

The counter transactions service fee will be shown as 'OTC SER CHG' on the statement.

10. I used to receive payments from my clients who deposit cheques / cash over the counter, which I do not have control. What should I do to reduce the 'Counter Transactions' Service fee ?

The Bank recommends your company to use our FPS collection services. The receipt of FPS payment is instant. If your company is interested in applying FPS collection services or have related inquiries, please contact your company's relationship manager or customer service hotline.

11. What are the alternatives for the counter transactions?

To reduce counter transaction service fees and daily operational costs, it is recommended that your company consider using digital channel for payments and collections. For the details of above services, please contact your relationship manager or customer service hotline.

If your company still requires to use cash and cheque transactions in the short term, please use the self-serve banking services as listed below.

Transaction	Alternative self-serve banking services	Remark
Cheque deposits	<ol style="list-style-type: none"> 1. Drop in box 2. Automated teller machine with Cash Deposit and Cheque deposit functions 	<p>The Bank currently operates 6 ATMs with Cash Deposit and Cheque deposit functions across the following branches:</p> <ul style="list-style-type: none"> • Causeway Bay Branch • Johnston Road Branch • Tsimshatsui Branch • Tseung Kwan O Branch • Tsuen Wan Branch • Tuen Mun Branch <p>For detailed information about our ATMs with Cash Deposit and Cheque deposit functions, including the locations, operating hours, etc, please visit the</p>

		<p>Bank's website at https://www.ocbc.com.hk/about/en/who-we-are/branch-network.html#generic-tabs-item-2</p> <p>Drop in box is available at every branch of the Bank for your convenience.</p>
Cash deposit ¹	ATM with Cash Deposit function	<p>The Bank has 14 ATMs with cash deposit function at the following locations, accepting notes in the denominations of HK\$1,000, HK\$500 & HK\$100 with bulk deposit of up to 100 notes each time, and the deposit limit of HK\$20,000 per account per day</p> <ul style="list-style-type: none"> • Main Branch • Causeway Bay Branch • Central Branch • Happy Valley Branch • Johnston Road Branch • Shaukeiwan Eastern Central Plaza • Mongkok Road Branch • Tsimshatsui Branch • Whampoa Estate Branch • Yaumati Branch • Tseung Kwan O Branch • Tsuen Wan Branch • Tuen Mun Branch • Yuen Long Branch <p>For detailed information about our ATMs with Cash Deposit function, including the locations, operating hours, etc, please visit the Bank's website at https://www.ocbc.com.hk/about/en/who-we-are/branch-network.html#generic-tabs-item-2</p>
Account Transfer / Cash Withdrawal	ATM	<p>The Bank has 25 ATMs at the following locations:</p> <ul style="list-style-type: none"> • Main Branch • Causeway Bay Branch • Central Branch • Happy Valley Branch • Johnston Road Branch • North Point Branch • Shaukeiwan Branch • Shaukeiwan Eastern Central Plaza • Western Branch • Kowloon Branch • Mei Foo Branch • Mongkok Road Branch • San Po Kong Branch • Shamshuipo Branch

¹ Suggest customer to consolidate coins and deposit via branch counters of the Bank in one go to manage the counter transaction usage.

		<ul style="list-style-type: none"> • Tokwawan Branch (will be closed from 15 April 2024) • Tsimshatsui Branch • Whampoa Estate Branch • Yaumati Branch • Tai Po Branch • Tai Wai Branch • Tseung Kwan O Branch • Tsuen Wan Branch • Tuen Mun Branch • Yuen Long Branch • Tsim Sha Tsui Premier Banking Centre <p>For detailed information about our ATMs, including the locations, operating hours, etc, please visit the Bank's website at https://www.ocbc.com.hk/about/en/who-we-are/branch-network.html#generic-tabs-item-2</p>
TT form submission CHATS form submission	Submission via OCBC(HK) Velocity	For details, please visit https://www.ocbc.com.hk/business-banking/en/accounts-and-payments/Velocity-userguide-EN.pdf
Payroll by account transfer	Batch submission via OCBC(HK) Velocity	For details, please visit https://www.ocbc.com.hk/business-banking/en/accounts-and-payments/guide_submit_transaction_en.pdf

Notes: If there is any inconsistency between the Chinese and English versions, the English version shall prevail.