



Terms of Push Notifications Alert Service via OCBC Bank (Hong Kong) Limited Mobile App

- 1) You must read these terms carefully before using this Push Notifications Alert Service ("**Service**"). By using this Service, you shall be deemed to have accepted and be bound by these terms and to have acknowledged that you understand the inherent risks of this Service.
- 2) By switching on this Service in the setting with the relevant button(s) regarding the relevant scope in this Service, you agree to receive alerts for such relevant scope via push notifications subject to these terms.
- 3) Each push notification will be sent once. If you delete a push notification sent to you, that notification will not be sent again.
- 4) Please make sure that you have cellular data internet connection or WiFi internet connection when using this Service. You are responsible for any fees and charges incurred from internet connection, whether local or international, if any. This Service may not be available in certain countries or territories on some types of mobile devices.
- 5) Push notifications could only be sent via the services provided by Apple Inc. ("**Apple**") or Google LLC. ("**Google**"). We shall **not be liable** for any loss you may suffer if there is any delay or failure in delivering push notifications due to any defects or problems in the services of Apple, Google, other third party service providers or otherwise whatsoever, whether under our control or not.
- 6) Please note that Android users may be unable to receive push notifications due to limitations on Google services in some countries or regions.
- 7) The content sent by push notifications may not be encrypted and the data may be corrupted. Push notifications may not be free from interference, interception, interruption, intervention or meddling by third parties. You are responsible for ensuring that your mobile device has sufficient anti-virus protection and updated security software to prevent unauthorised access to your mobile device and data. Please keep your mobile device safe and secure.
- 8) Any information provided through push notifications is for reference only and should not be relied on by you. We do not warrant the accuracy, reliability, completeness or timeliness of this Service and shall **not be liable** for, to the extent permitted by law, any direct and indirect consequential or incidental loss or damage which will be incurred or suffered by you in connection with the use of this Service.
- 9) We reserve the right to amend these terms, to terminate or suspend this Service at any time and/or not to provide this Service in respect of any matter at our absolute discretion without prior notice to you.
- 10) All services, products and offers stated in push notifications are subject to the relevant terms and conditions of that services, products and offers.

11) Service & Transaction Alert - When you receive our push notifications for service & transaction alerts, you are responsible for verifying the accuracy of the transaction details in a timely manner and inform us immediately of any errors, suspicious situations or unauthorised transactions.

12) Your pre-existing instructions to us in receiving direct marketing materials will not be affected by switching on this Service.

13) Starting from 12 Dec 2025, if you have subscribed to Service & Transaction Alert, you will no longer receive SMS notifications for certain transactions. Instead, you will receive Push Notifications and Emails for these transactions:

Internet Banking	Internet and Mobile Banking	Mobile Banking
Update eBanking account list	Transfer to registered/non-registered OCBC account	Enable/Disable Biometric Login
Transfer to non-registered Telegraphic Transfer payee	Transfer to registered/non-other bank account	
Transfer to registered/non-registered CHATS payee	Transfer to FPS proxy (small value transfer)	
Transfer to registered/non-registered HK-Macau Instant Remittance payee	Transfer failed (exceed daily transaction limit)	
Security Token Activation	ePayment	
Forward Day Fund Transfer and ePayment (submission)	Add ePayment template	
	Transfer to Registered Telegraphic Transfer payee	

For other specific transactions such as:

Internet Banking	Internet and Mobile Banking
Set overseas ATM cash withdrawal limit	Increase daily transaction limit
	Register new transfer account

you will still receive SMS, Push Notifications, and Emails.

If you wish to receive SMS instead of Push Notification, please unsubscribe Service & Transaction Alert.