

E-Statement Frequently Asked Questions

“We are encouraging customers to opt for e-Statement which is faster, more convenient and more manageable.” – Bank of China (Malaysia) Berhad (“BOCM”)

1. What is e-Statement?

e-Statement is an electronic version of an account statement. You can subscribe for e-Statement and your account statement will be sent to your designated email address. Printed copy or paper copy statement is no longer available as BOCM is committed to reduce paper printing.

2. Why should I sign up for e-Statement?

Moving to e-Statement is a conscious effort on our part to go green and save the trees. As a customer, e-Statement is a very convenient option as provide the following benefits:

- You can enjoy the convenience of accessing your statement anytime and anywhere via both web and mobile devices.
- It allows you to view and save your statements in soft copy in PDF format.

3. Do I need to pay for e-Statement?

No, the e-Statement service is provided to you at no cost.

4. What are the types of accounts that have e-Statement service?

- Current Account
- Foreign Currency Current Account
- Fixed Deposit Account
- Foreign Currency Fixed Deposit Account
- Loan Account
- Any other account as informed by BOCM from time to time

Note: The above accounts only applicable to Corporate Banking Customers.

5. Where can I view the Terms & Conditions of the e-Statement?

A copy of the e-Statement Terms & Conditions is available at

<https://www.bankofchina.com.my/en-my/segment/corporate-banking/other-services.html>

6. Is it safe to use e-Statement?

Yes, e-Statement is secured as your information is password protected and it requires a PDF password that only you know.

7. How do I sign up for e-Statement?

- Visit our website (www.bankofchina.com.my), download the application form, fill up the required details and email back the duly filled up form to callcenter@bankofchina.com.my, or
- Visit any of our branches

8. How will I know the availability of my e-Statement?

e-Statement will be made available within 7 working days from the respective statement date.

9. When will I start receiving my e-Statement if I enroll for the e-Statement now?

You will receive your first e-Statement on your next statement date upon signing up for the e-Statement subscription.

10. Can I change my email and password for the e-Statement delivered to my email?

Yes, you can change the email but the password cannot be changed. You may visit our website to download the application form or visit any of our branches to change the email address. The password has already been preset by the Bank's system. Kindly refer to the email that is sent to your email address.

11. Will I still receive my hardcopy statement?

No, hardcopy of the Statement(s) and/or Document(s) of Account will no longer be sent to you after you have subscribed for e-Statement.

However, you may request for a duplicate hardcopy of the Statement(s) and/or Document(s) of Account at any of our branches.

Any request for hardcopy of the Statement(s) and/or Document(s) of Account is subject to fees imposed by BOCM. For further information on the fees, please refer to BOCM's latest Service Rates and Tariffs at

<https://www.bankofchina.com.my/m/enmy/service/information/service-rates-and-tariffs/accounts-rate.html>.

12. How can I convert from e-statement to paper statement?

In the event the Customer wishes to terminate the e-Statement Facility and obtain the hardcopy of the Statement(s) and/or Document(s) of Account, Customer may submit a service request form to request for the hardcopy of the Statement(s) and/or Document(s) of Account to BOCM by visiting any branch, or , Customer may obtain the service request form from BOCM's Website and email the duly completed service request form to BOCM's Call Center at callcenter@bankofchina.com.my.

13. What are the required software or hardware in order for me to view my e-Statement online?

To view e-Statement online, you need to have the following:

- Personal computer, tablet or laptop with Internet access
- Internet browser (types of supported browsers are Microsoft Internet Explorer, Mozilla Firefox, Google Chrome and Safari)
- Adobe Acrobat Reader