

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.

Note: Printed copy statement of mortgage loan account (December cycle) is still available for customer that does not subscribe for e-Statement.

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?

- Savings Account
- Current Account
- e-Pocket Account
- Foreign Currency Current Account
- Fixed Deposit Account
- Foreign Currency Fixed Deposit Account
- Loan Account
- Investment Portfolio Account (“IPA”)
- Any other account as informed by BOCM from time to time

Note: The above accounts only applicable to Personal Individual Customers.

5. Can I receive/view the e-Statement for a joint account if I am a joint secondary accountholder?

No. Only the principal accountholder is able to receive/view the e-Statement.

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

A copy of the e-Statement Terms & Conditions is available at www.bankofchina.com.my

7. 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.

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

Customers may enroll for the e-Statement Facility via the following channels:

i. All Accounts (except for IPA)

a) BOCM's website (www.bankofchina.com.my) ("BOCM's Website"), where the Customers can download the application form, fill up the required details and email back the duly filled up application form to callcenter@bankofchina.com.my; or

b) any branch of BOCM;

Customer is required to register his/her e-mail in order to enroll for the e-Statement Facility.

ii IPA

Customer can enroll for e-Statement Facility upon opening of IPA; or may enroll for the e-Statement Facility from time to time via the following channels:

a) Customer with Individual IPA can log-in to the Bank of China Mobile Banking App, go to 'eWealth Banking', click on 'My i Account', go to 'WM Statement' => select 'eCopy' => key-in email address => Click 'Confirm'; or

b) Assisted by Relationship Manager at any branch of BOCM by filling up the Change Request Form;

c) Customer with Joint IPA; or customer who are age 60 and above; or classified as Vulnerable Customer can visit any branch of BOCM to be assisted by the Relationship Manager to fill up the Change Request Form.

Customer is required to register/ update his/her e-mail with the IPA in order to enroll for the e-Statement Facility.

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

e-Statement (except IPA) will be made available within 7 days from the respective statement date. eStatement for IPA will be made available within 15 days from the respective statement date.

10. 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.

11. 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. The password has already been preset by the Bank's system. Kindly refer to the email that is sent to your email address.

To change the email address for:

i. All Accounts (except for IPA)

a) BOCM's website (www.bankofchina.com.my) ("BOCM's Website"), where the Customers can download the application form, fill up the required details and email back the duly filled up application form to callcenter@bankofchina.com.my; or

b) visit any branch of BOCM;

ii IPA

- a) Customer with Individual IPA can log-in to the Bank of China Mobile Banking App, go to 'eWealth Banking', click on 'My i Account', go to 'WM Statement' => under 'eCopy' => key-in new email address => Click 'Confirm'; or
- b) Assisted by Relationship Manager at any branch of BOCM by filling up the Change Request Form;
- c) Customer with Joint IPA; or customer who are age 60 and above; or classified as Vulnerable Customer can visit any branch of BOCM to be assisted by the Relationship Manager to fill up the Change Request Form.

12. 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.

a) All Accounts (except for IPA)

Customer may submit a service request form to request for the duplicate 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.

Any request for duplicate 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/en-my/service/information/service-rates-and-tariffs/accounts-rate.html>.

b) IPA

Customer may visit any branch or inform the Relationship Manager to request for the duplicate hardcopy of the Statement(s) and/or Documents(s) of Account from BOCM.

There is no fee imposed by BOCM for the request of duplicate hardcopy of the IPA Statement(s) and/or Document(s) of Account.

13. What is 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