FAQ for Shacom Bank Mobile Account Opening

- **What is the difference between opening an account via Mobile Account Opening and through Branches?**

  You can open a banking account through Mobile Account Opening via your smart phone anytime, anywhere, without going to the branch. Once the account is opened, you can enjoy our banking services via your Internet Banking account immediately and conveniently.

- **What is the eligibility for Mobile Account Opening?**

  Mobile Account Opening is applicable to:

  1. Aged 18 or above
  2. Holder of a Hong Kong Permanent Identity Card (2018 version)
  3. Having China(Hong Kong) as your single nationality
  4. Holder of valid Hong Kong mobile phone number and email address
  5. Not holding any individual deposit account of the following account type in SCB (excluding Student Savings Account)
     - HKD No Passbook Savings Account
     - Foreign Currency No Passbook Savings Account
     - HKD Checking Account
     - Fixed Deposit Account

  Remarks: If you have a Risk Profile Questionnaire(RPQ) record in the bank, personal securities account and i-stock service are not available to apply though mobile account opening app, but you can still apply HKD no passbook savings account, foreign currency no passbook savings account, HKD checking account, fixed deposit account and credit card though mobile account opening app.

- **Which kind of accounts/services can I apply via Mobile Account Opening?**

  You can open the following 5 types of Accounts via Mobile Account Opening:

  - HKD No Passbook Savings Account
  - Foreign Currency No Passbook Savings Account
  - HKD Checking Account
  - Fixed Deposit Account
  - Securities Account

  You can open the following 5 types of services via Mobile Account Opening:

  - E- statement

- Internet Banking Service
- Credit card service
- i - stock service
- Stock Options Trading

If you would like to apply other accounts and services, please visit any one of our branches for application.

- **I used to have SCB deposit accounts, but now these accounts are closed, can I use Mobile Account Opening?**
  Yes. You can use Mobile Account Opening, if you currently do not hold any SCB Individual Deposit Account and can fulfill all of the requirements mentioned above.

- **I currently have SCB credit card, can I use Mobile Account Opening?**
  Yes. You can use Mobile Account Opening, if you currently do not hold any SCB Individual Deposit Account and can fulfill all of the requirements mentioned above.

- **I currently have Risk Profile Questionnaire(RPQ) record in the bank, can I use Mobile Account Opening?**
  You can use Mobile Account Opening to apply HKD no passbook savings account, foreign currency no passbook savings account, HKD checking account, fixed deposit account and credit card. However, personal securities account and i-stock services are not allowed to apply though mobile account due to the possession of risk analysis records. If you want to open securities account and apply for related online securities trading services, please visit any of our branches to apply.

- **What document(s) do I need to have on hand for my application?**
  You only have to prepare the following documents for identity verification:
  - Your Hong Kong Permanent Identity Card (2018 version)
  - Your email address
  - Your local mobile phone number
  - Your latest 3 month's address proof (if you apply securities account or credit card)
  - Your income or asset proof (if you apply credit card)
  - Your employer consent (if you are employed by an intermediary regulated

by the Securities and Futures Commission to carry on regulated activities as defined in the Securities and Futures Ordinance and apply securities account)

- **Through Mobile Account Opening app open account, do I need to upload address proof?**
  If you only open savings accounts through Mobile Account Opening app, you do not need to upload address proof, income proof and assets proof.
  However, if you want to open securities account at the same time, you have to upload valid address proof and employer consent letter (if applicable); if you apply credit card at the same time, you have to upload valid address proof and income proof or assets proof.

- **I currently not able to submit the proof, can I submit it later?**
  Yes. You can upload documents through the "Document Upload" function in the "Shacom Bank" mobile app within 7 calendar days after submitting the application.

- **Are there any requirements for the mobile device?**
  To apply via Shacom Bank mobile App, you must have a mobile device which is supported with iOS version 11.0 or above (iPhone 5s or later model) or with Android OS version 6.0 or above; and equipped with front and back camera.

- **Will the credit card be approved immediately when I also apply credit card during Mobile Account Opening??**
  No, the credit card application will be passed to credit card department after the account is successfully opened. Once the required documents are received by credit card approval team, it usually takes about 1 week for the credit card application process.

Account Opening Application

- **How to use Mobile Account Opening?**
  1. Download the latest version of “Shacom Bank” mobile App in Apple App Store or Google Play Store
  2. Tap “New Account Opening” in “Shacom Bank” home page
  3. Follow the instructions to complete the application process by the same mobile phone, including the following 4 steps:
     - Take photos of your HKID card
     - Take selfie
     - Fill in the Application Form
     - Upload supporting document(s)

- **Is it safe to use Mobile Account Opening?**
  Mobile Account Opening is safe and secure. All transmission via Mobile Account Opening is under a secure tunnel and all the information you provided, including your HKID photo, personal information and password will be protected by fully secured end-to-end encryption to avoid data interception.

- **Will my selfie be stored in Shanghai Commercial Bank?**
  Taking selfie is part of the identity verification. Your photo and corresponding information will be automatically transferred to the Bank and its third-party service provider(s) for performing Know Your Customer (KYC) and identity verification process only.

- **Can I save my application temporary for completion later?**
  No. To protect your personal information, please complete the whole application in one go. Please reserve adequate time to fill in the application.

Identity Authentication

- **Is there any requirement of taking photo on HKID card?**
  Mobile Account Opening is applicable to Hong Kong Permanent Identity Card (2018 version).
  During the identity verification, you will request for taking photo of front side of your HKID card. Please ensure adequate and stable lighting, and your HKID is not obscured by glaze or shadow.

- **Why do I need to take a selfie and do the designated action?**
  This helps us to verify you are the real person and the HKID card holder so you can complete your identity verification without visiting our branch in person.

- **What is the requirement when taking selfie?**
  Please follow the instruction to blink your eyes and ensure the image is clear.

- **Why did my identity authentication fail?**
  A number of reasons, including the environment when you capture your HKID, strong glare, scratches or wear and tear on your HKID, could affect the accuracy when the system verify and compare your HKID image and selfie. Please ensure adequate and stable lighting, and your HKID is not obscured by glaze or shadow, and follow the instruction to try again.
  When your identity documents cannot be verified due to above factors, or the Bank cannot complete the process through the system. You may need to proceed to the branch for identity verification within 7 days, otherwise your application may be canceled.

- **Why do I need to use SMS verification code?**
  Entering correct SMS verification code helps the Bank ensure that you have access to the mobile phone number provided.

- **I did not receive SMS verification code while trying to open my account, what should I do?**
  Please ensure that you have entered the correct mobile phone number and checked your mobile phone signal. You may request a resend of the SMS verification code if your mobile phone number is correct.

Application Confirmation

- **If I received "Your Application has been unsuccessful" SMS, what should I do?**
  Should you have further enquiry about the application, please contact our Customer Service Hotline at (852) 2818 0282 (press 3-8) within 7 working days.

- **How do I know my application is submitted successfully?**
  After successfully submitted the application, you will receive confirmation SMS and email.

- **How do I know my account is opened successfully?**
  Once your application is approved, you will receive notification SMS and email informing you of the application result.

- **When can I use the account?**
  Once you have received notification SMS and email, you can enjoy our banking services via your Internet Banking account immediately and conveniently.

- **Do I need to set up my Internet Banking password during the application process?**
  Yes. When your application is approved, an email with Internet Banking user ID will be sent to you for enjoying our Internet/Mobile Banking services with your password.

After Account Opening

- **What should I do after my Account is opened?**
  Please login your Internet Banking and change your password immediately.

- **What should I do if I wish to apply for additional services (e.g. apply for cheque book)?**
  To enjoy full banking services, please visit any of our branches to provide us with a specimen of your signature after the account is opened. Only designated banking account services (except services that require handwritten signature) are available via Mobile Account Opening.

Service Charges

- **Are there any service charges for Mobile Account Opening?**
  Mobile Account Opening is free. However, certain fees may be charged by your telecom or other related service provider(s) for data, SMS and/or telephone call you used for Mobile Account Opening.

- **Are there any minimum deposit charges for account opened through Mobile Account Opening?**
  No, the minimum deposit charges will be waived if your account is opened through Mobile Account Opening. (But you need to subscribe for both Internet Banking and e-statement services. If any one of these services is cancelled, the Bank reserves the right to charge you the fee.)