

Mobile Account Opening User guide

手機開戶用戶指南
手机开户用户指南

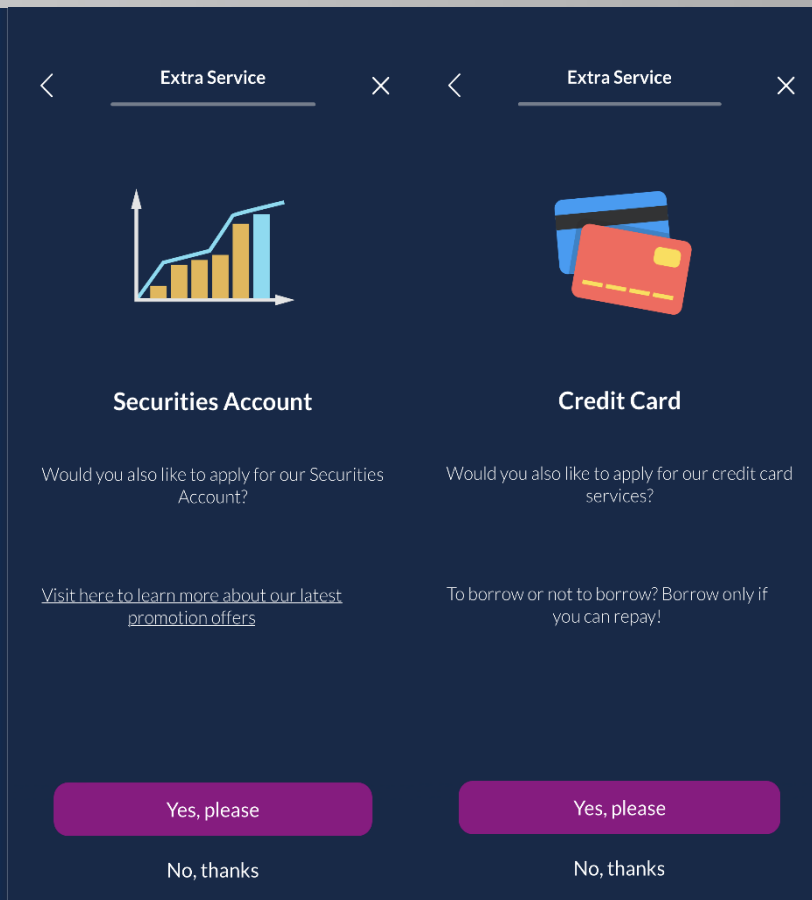
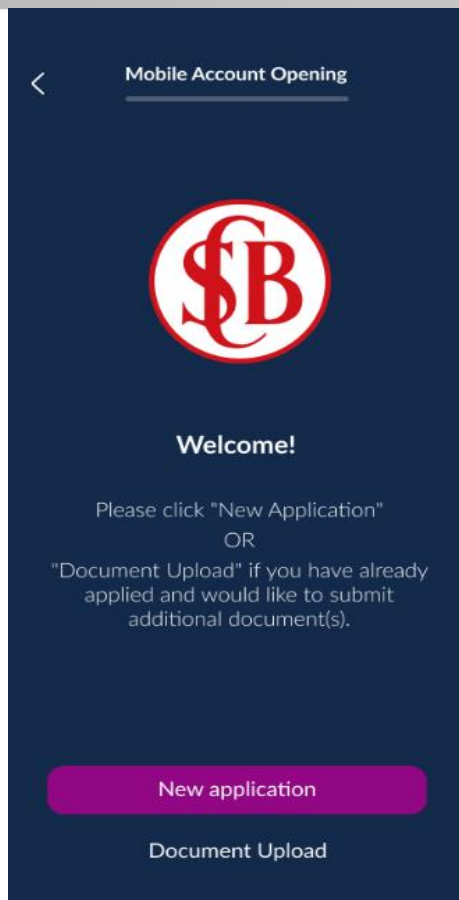
RAO Phase 3 User Guide
(version 2025_03)



上海商業銀行
SHANGHAI COMMERCIAL BANK

處處為您着想

Simple Steps to Open a Bank Account



	Step 1	Step 2	Step 3
EN	Download Shacom Bank Mobile app and Click “New Account Opening / Documents Upload”	Click “New application” to proceed to next stage	Click “Yes, please” if you are going to apply for Securities account and/or Credit Card at the same time
TC	下載「上商理財」手機應用程式並點擊“開立全新賬戶/文件上傳”	點擊“新申請”進入下一階段	如果您要同時申請證券賬戶和/或信用卡，請點擊“是”
SC	下载「上商理财」手机应用程序并點擊“开立全新账户/文件上传”	点击“新申请”进入下一阶段	如果您要同時申請証券賬戶和/或信用卡，请点击“是”

Identity Verification

Please prepare your Smart HKID Card

New Smart Identity Card (2018 version)

The larger portrait on the left hand side of the front face of HKID

The Bank and its third party service provider(s) will use artificial intelligence and cloud computing for identity verification.

Next

Step 4

Verify your HKID (*2018 version only) by taking photos

Identity Verification

Step 2: Take Selfie

- Hold the mobile phone at eye level.
- We will then ask you to blink at a particular time point.
- Please use a plain color background and make sure there are no other objects or accessories which cover your face, such as hair, hats, masks, etc.
- A selfie will be captured automatically for Shanghai Commercial Bank's Services

Next

Step 5

Take a selfie for facial recognition

Identity Verification

Please confirm the following information or tap to amend

First Name

Tai Man

Last Name

Chan

Chinese Name

陳大文

Gender

Male

Date of Birth

1998-01-01

Document Type

Hong Kong Identity Card

HK permanent residency

Please ensure all the input information is correct. The above information is not allowed to change after confirmation.

Confirm

Step 6

Fill in your Personal Information (Not allowed to change after confirmed the information)

Contact Information

Verify Mobile Number

Please enter the 6-digit One-Time Password We have sent it to +852 5640****

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○

○

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Have not received One-Time Password?

Resend in 94s

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Step 7

Verify your Mobile Number by receiving a code via SMS

EN

Verify your HKID (*2018 version only) by taking photos

TC

用手機拍攝您的身份證 (*僅支援 2018 版本) 以核實身分

SC

用手机拍摄您的身份证 (*僅支援 2018 版本) 以核实身分

Take a selfie for facial recognition

拍攝自拍照作驗證

拍摄自拍照作验证

Fill in your Personal Information (Not allowed to change after confirmed the information)

填寫個人信息(確認身份認證資料後將無法修改)

填写个人信息(确认身份认证资料后将无法修改)

Verify your Mobile Number by receiving a code via SMS

輸入短訊驗證碼以驗證您的手機號碼

输入短讯验证码以验证您的手机号码

< **Other Personal Information** ×

Enter your residential address?

Country / City
CHINA (HONG KONG) >

Area
KOWLOON >

Address Details

Flat / Room A	Floor 26
Block 2	Phase / Suite A

Building / Estate
Kowloon Commerce Centre

Street No. & Name & District
51 Kawi Cheong Road

Residential Telephone Number

Country Code
+852 >

Telephone Number
21234567

Confirm

< **Document(s) Upload** ×

Please upload your supporting documents from device camera or album. Maximum size of each image: 2MB.

Address Proof

+ Add address proof

*Maximum 2 images

Income Proof

+ Add income proof

*Maximum 5 images

Employer Consent Letter

+ Add employer consent letter

*Maximum 3 images

Next

< **Setup Internet Banking Password** ×

Please set up your password for internet banking logon.

Login password
.....

Re-enter login password
.....

Password must be 8-16 characters (A-Z, a-z) and numbers (0-9) exclude space/special characters. Password is case sensitive.

Note: We shall send you an email (with your UserID) when the bank account is approved and setup. You can use this password to login internet / mobile banking including Internet / Mobile Stock Trading.

Submit

Mobile Account Opening



Application Submitted

Thank you! You have successfully submitted an account application at 10:54:34 on 28-11-2024.

Application Reference ID:
ZR24112810514854

We will notify you the approval result through SMS / email.

If you have any questions, please call Customer Service Hotline on <2818 0282>.

Confirm

	Step 8	Step 9	Step 10	Step 11
EN	Fill in the Application Form	Upload the documents (if applied Securities Account and/or Credit Card)	Register and set up Internet Banking password	Application Submitted. Sit back and relax. We shall notify your application status shortly
TC	填寫申請表格	上傳文件（如果客戶申請證券賬戶和/或信用卡）	設定網上銀行密碼	申請完成! 請稍等，我們將會盡快通知您的申請結果
SC	填写申请表格	上传文件（如果客户申请证券账户和/或信用卡）	设定网上银行密码	申请完成! 请稍等，我们将会尽快通知您的申请结果

***Post Submission Document Upload**

***補交文件上傳**

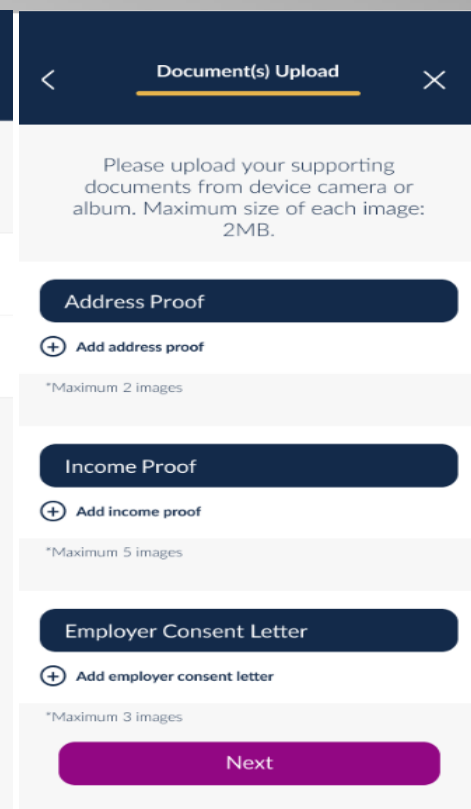
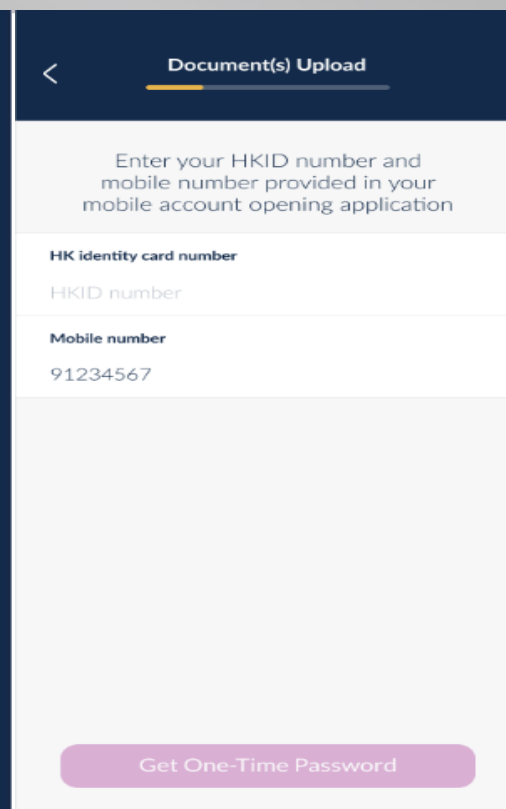
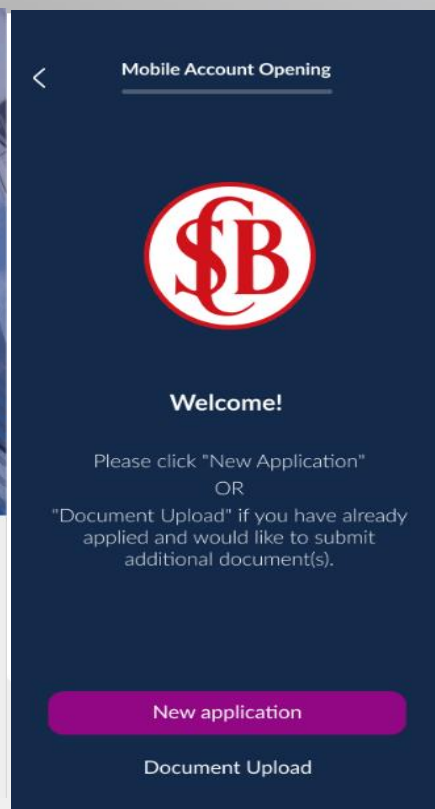
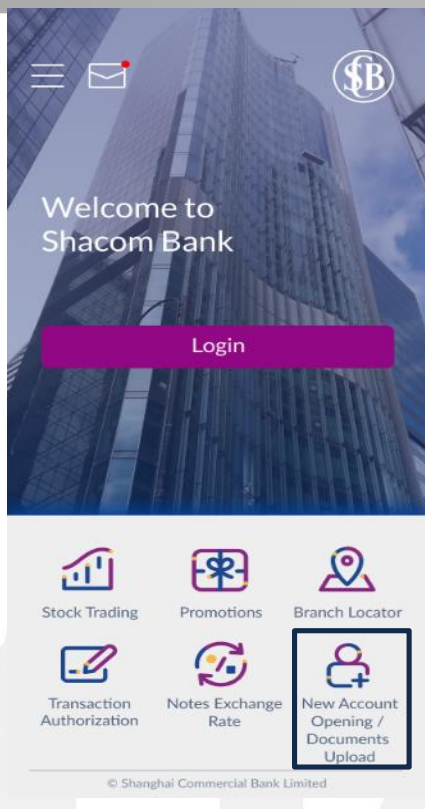
***补交文件上传**



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	Step 1	Step 2	Step 3	Step 4
EN	Click “New Account Opening / Documents Upload”	Click “Document Upload”	Fill in your HKID number and mobile number. Verify your Mobile Number by receiving a code via SMS	Upload the documents (Only applicable to applications involved Securities Account), Please click “Next” to proceed your document submission.
TC	點擊“開立全新賬戶/文件上傳”	點擊“文件上傳”	填寫你的香港身份證號碼和手機號碼，通過短信接收代碼驗證您的手機號碼	上傳文件（只適用於涉及證券賬戶的申請），請點擊“下一步”繼續您的文件提交。
SC	点击“开立全新账户/文件上传”	点击“文件上传”	填写你的香港身份证号码和手机号码，通过短信接收代码验证您的手机号码	上传文件（只适用于涉及证券账户的申请），请点击“下一步”继续您的文件提交。

Remarks:

註:

注:

• Only applicable to new banking customers of Shanghai Commercial Bank who do not hold any individual deposit account with us, excluding student savings account. For existing customers, please visit the branches for account opening.

• 只適用於並未持有上海商業銀行單名存款戶口（不包括學生儲蓄戶口）之全新客戶。現有客戶請親臨分行開立 賬戶。

• 只适用于并未持有上海商业银行单名存款户口（不包括学生储蓄户口）之全新客户。现有客户请亲临分行开立 账户。

• *Post Submission Document Upload is only applicable to the applications which involved Securities Account. For credit card applications (without Securities Account applied), please refer to [Credit Card/ Co-branded Card Application Information Supplement and Agreement](#) and provide supplementary document(s) to Credit Card Department.

• *補交文件上傳只適用於涉及證券賬戶的申請。如補交信用卡申請文件（不涉及申請證券賬戶），請參閱[信用卡/聯營卡申請之補充資料及同意書](#)並向信用卡業務部補交文件。

• *补交文件上传只适用于涉及证券账户的申请。如补交信用卡申请文件（不涉及申请證券賬戶），请参阅[信用卡/联营卡申请之补充资料及同意书](#)并向信用卡业务部补交文件。

• 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 .

• 如透過「上商理財」開戶，您的流動裝置必須能夠支援 iOS 11.0或以上版本（ iPhone 5s或後續型號）或 Android 6.0或以上版本；並配有前後攝像鏡頭以便身份驗證。

• 如透过「上商理财」开户，您的流动装置必须能够支援 iOS 11.0或以上版本（ iPhone 5s或後續型号）或 Android 6.0或以上版本；并配有前後摄像镜头以便身份验证。



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