

Customer Register Online Services Procedure

Step 1:

1. Login BOC(HK) website www.bochk.com and click “Online Login – Personal Customers – Internet Banking” icon. When the “Login Hong Kong Internet Banking” webpage is displayed, and then click ‘Credit Card Online Services Registration’ at the bottom of the page:




Login Hong Kong Internet Banking

For those who have already registered / applied for Internet Banking Service

Internet Banking No. / User Name

Internet Banking Password

Verification Code 

[Refresh Image](#) [How to Apply](#)

If you [forgot your Internet Banking No. / User Name](#), [Reset Internet Banking password](#).

Important Reminder
Customers are reminded to stay vigilant to anything abnormal when logging into the Internet Banking service (e.g. unusual pop-up screens, unusually slow browser response, multiple requests for password input etc.). In case of doubt, please do not follow the instructions of the suspicious web page or input any data, and call our customer service hotline (852) 3988 2388. Please refer to [Security Information](#) for details.

The brand new 'Mobile Token' has already launched, to bring you a more convenient experience on Internet Banking. Download our Bank's BOC(HK) Mobile App and follow a few simple steps to activate immediately, conduct Designated Transactions with ease. For details [click here](#).

What's New

In view of the special arrangement of the postal services by Hongkong Post from 20 July 2020, the physical copies of contract notes, account statements and other correspondences by mail may not be timely delivered until the resumption of postal service. However, there is no impact on the e-Statements / e-Advices. For enquiries, please contact branch staff or call our customer service hotline at 3988 2388.

Starting from 19 July 2020, you are necessary to hold valid mobile phone number and e-mail address in our record when you conduct designated transactions in Internet / Mobile Banking (designated transactions including but not limited to beneficiary's account registration, bill payment to designated merchants, raising transaction limit, issuing e-Cheque/Cashier's Order). You are always recommended to provide us updated mobile phone number and e-mail address, in order to let you completing designated transactions in Internet / Mobile Banking smoothly and for us to contact you conveniently.



Please do not trust any caller claimed to be law enforcement officers or staff of government organisations for requesting you to provide online / mobile banking account information and passwords or make a bank transfer in order to prove your innocence or assistance in case investigation.

Remain vigilant against suspicious emails or phone calls. Do not disclose to any stranger (e.g. claimed as logistics companies, telecommunications companies, government organisations etc) your personal information, online / mobile banking account information and passwords or the one-time password.

Always verify the staff's identity if you receive a cold call from someone claiming to be a bank staff who promotes loan, investment, and other services. Don't be credulous to the cold callers and don't disclose sensitive personal information to others at will.

Remember to Hang Up, Verify, and Call the Police's Anti-Scam Helpline 18222. For any doubt, you may also call the BOCHK Customer Service hotline +852 3988 2388 for enquiry.

For security reasons, BOCHK Mobile Banking and BoC Pay have temporarily suspended Fingerprint Authentication and Mobile Token functions on Samsung Galaxy S10, Galaxy S10+, Galaxy Note 10 and Galaxy Note 10+, until further notice. Customers can use the Security Device for designated transactions.

Online Security  [Credit Card Online Services Registration](#)  System Upgrade Schedule 

How to protect your online transactions? Please [click here](#).

If you are holding credit card account, you can register Online Services for credit card via this function.

Customer Service Hotline: 3988 2388

Step2:

- ⌚ When the 'Credit Card Online Services Registration' webpage is displayed. Please input one of your BOC Credit Card Number and the Last three digits of number on the right side of signature panel on the back of your card. Select suitable Identification Type and input relevant Identification Document No. Select your 'Date of Birth'. And input 'Verification Code' based on characters on the right hand-side, then click "Submit".

Credit Card Online Services Registration

Print Help Close

Step 1 2 3 4 5

Credit Card No - - -

Last three digits of number on the right side of signature strip on the back of your card

Identification Type Please Select

Identification Document No

For HKID card, please input your HKID number in full (including alphabets), but without brackets, e.g. A1234567. For Macau ID card, please input your Macau ID number in full, e.g. 31234568. For other identification documents, please input your identification document number in full (including alphabets), country information is not required.

Date of Birth Year Month Date

Verification Code 2421 Refresh Image

Submit Reset

Step 3:

- ⌚ When the 'Input SMS OTP' webpage is displayed, please input the One-time Password which sent to your registered mobile phone number by us, then click 'Next'

Credit Card Online Services Registration

Help Close

Step 1 2 3 4 5

We have sent a SMS OTP to your registered mobile number. Please ensure your mobile phone is switched on, has good signal reception and has sufficient memory for storing SMS. If you do not receive the SMS OTP in 2 minutes, you can press "Request for new password" to request for new password.

Transaction ID.: ISV17758

SMS OTP: Request for newpassword

Back Next

Step 4:

- ⌚ Please set your Online Services user name, password, email address and the email language. Then click “Next”.

Credit Card Online Services Registration Print Help Close

Internet Service Information Step 1 2 3 4 5

Internet Service User Name: (Your User Name should be in 8-16 alphanumeric, '_', '-' or '.', and should comprise at least one alphabetic character)

Internet Service Password: (8-12 digits, the password comprises letters, numbers and symbols, upper and lower case, and should not contain 3 or more consecutive identical characters)

Re-enter Internet Service Password:

E-mail Address: The bank will use this E-mail for future notification of any news and services.

E-mail Language: Chinese English

Internet Service User Name/Password Notices:

1. Please create a unique User Name.
2. Your User Name cannot be changed once it is created.
3. Your password should comprise at least any 2 types of the combination of uppercase letters, lowercase letters, numbers and symbols, and should not contain 3 or more consecutive identical characters.
4. For security, new password must be different from the current password, Internet Banking No./user name.

Step 5:

- ⌚ Please read and accept “BOC Credit Card (International) Limited – Terms and Conditions for Online Services” and click “Submit”.

15. Amendments

15.1 BOCCC reserves the right to amend or vary these terms and conditions by giving not less than 60 days' prior notice to the Customer either by email or displaying an announcement on the Platforms or otherwise by any means as BOCCC may in its absolute direction thinks fit. Any such amendment or variation shall become effective and binding on the Customer if the Customer continues to maintain the Log-in Account or use any services offered under the Online Services on or after the date when such amendment or variation takes effect.

15.2 If the Customer does not accept the proposed change by BOCCC, the only recourse available to the Customer is to terminate the Online Services in accordance with these terms and conditions and/or the Agreements.

16. Miscellaneous

16.1 Notwithstanding the suspension or termination of any services offered under the Online Services for any reason, the Customer shall continue to be bound by these terms and conditions to the extent that they relate to any obligation or liability of the Customer which remains to be performed or discharged by the Customer.

16.2 In the event that any provision of these terms and conditions is found to be invalid, unenforceable or illegal for any reason, the invalidity, unenforceability or illegality thereof shall not affect the other provisions of these terms and conditions which shall remain in full force and effect.

16.3 No act, delay to act, or omission by BOCCC or BOCHK shall affect its rights, powers or remedies under these terms and conditions or any further or other exercise of such rights, powers or remedies by BOCCC or BOCHK.

16.4 These terms and conditions shall be governed by and construed in accordance with the laws of the Hong Kong and the Customer hereby irrevocably submits to the non-exclusive jurisdiction of the Hong Kong courts.

16.5 The Chinese version of these terms and conditions is for reference only. If there is any conflict or inconsistency between the Chinese and the English version, the latter shall prevail.

Agree Disagree

Agree Disagree

Step 6:

- ⌚ Registration is successful and the webpage will display the information you have input. You can click "Login" to enjoy the convenience of financial services.

Credit Card Online Services Registration Print Help Close

Step 1 2 3 4 5

Please check the following information and login to Internet Service immediately.

Internet Service User Name XXXXXXXXX

Please [PRINT](#) or record your Internet Service User Name for future login.

Service Media	Internet Service
E-mail Address	xxxxxxx@bochk.com
E-mail Language	Chinese
Transaction Time	2027/10/18 11:35:07
Reference No.	00002056995

[Login](#)