

Credit Card Services

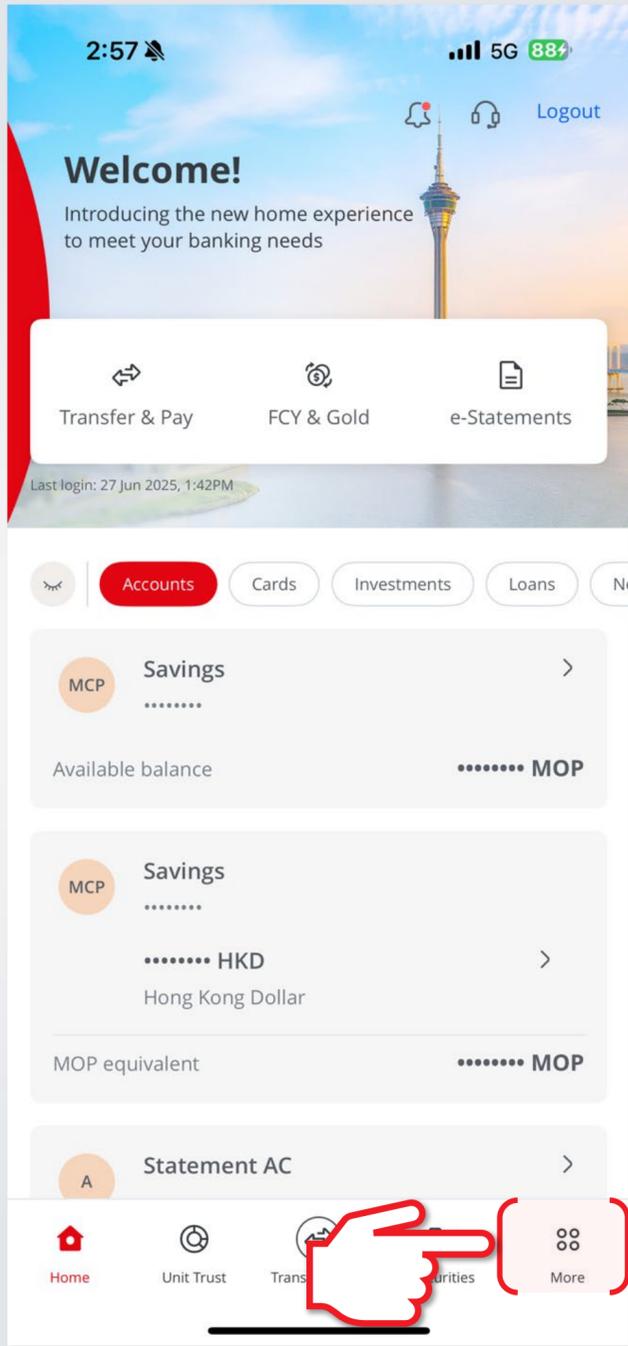


- 1 Activate Card – New Card 
- 2 Activate Card – Renewal Card 
- 3 Report Lost Card 
- 4 Temporary Lock Card 
- 5 Unlock Card 
- 6 Change of Card Not Present Spending Limit/ Daily Spending Limit – Lower Limit 
- 7 Change of Card Not Present Spending Limit/ Daily Spending Limit – Increase Limit 
- 8 In-App Notification Setting 
- 9 Authorized Credit Card 3DS online transactions 

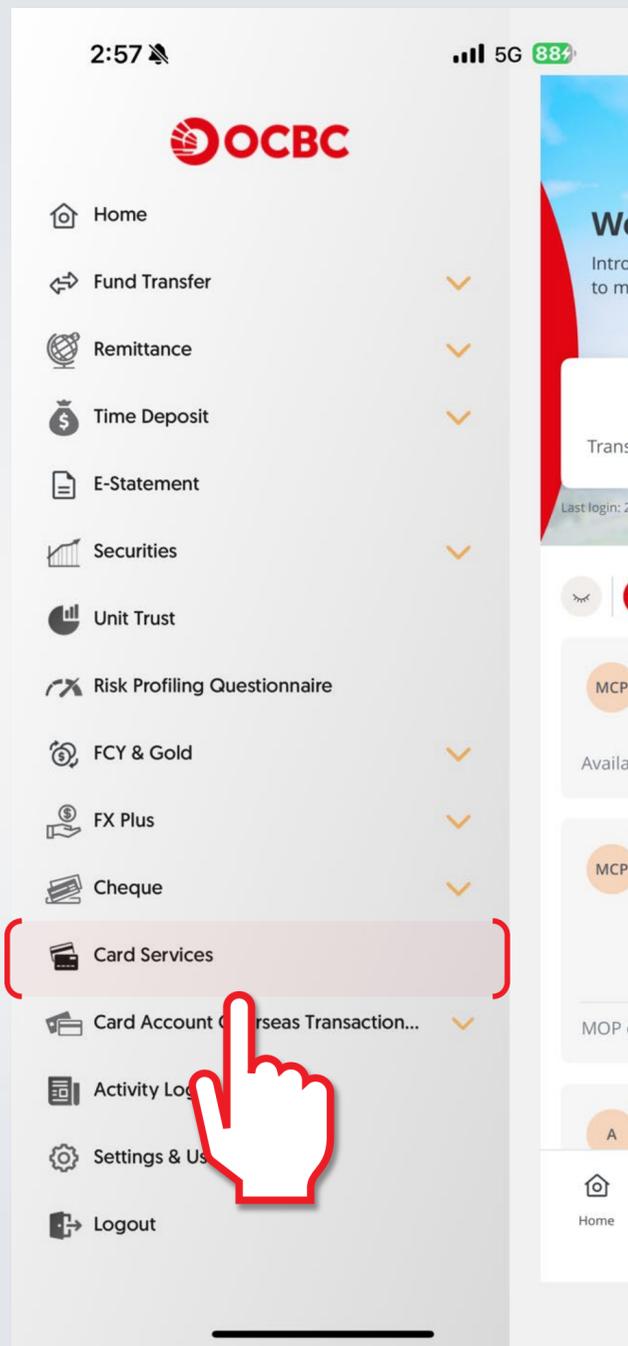
1



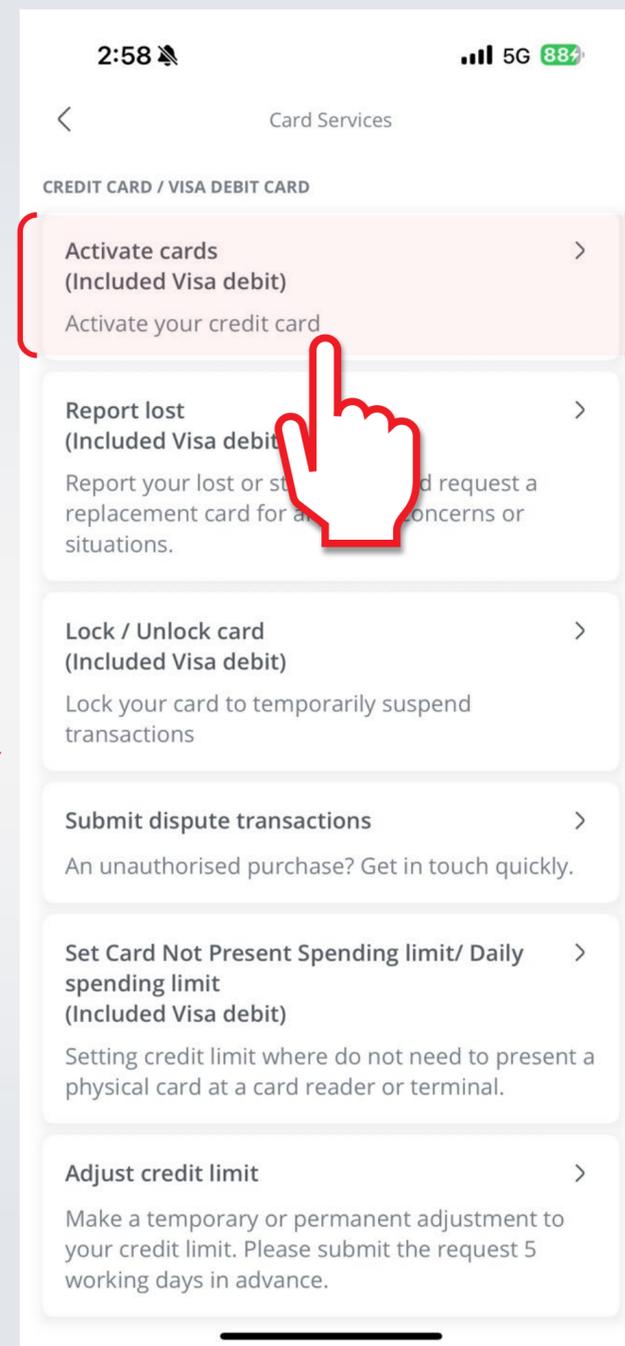
Activate Card – New Card



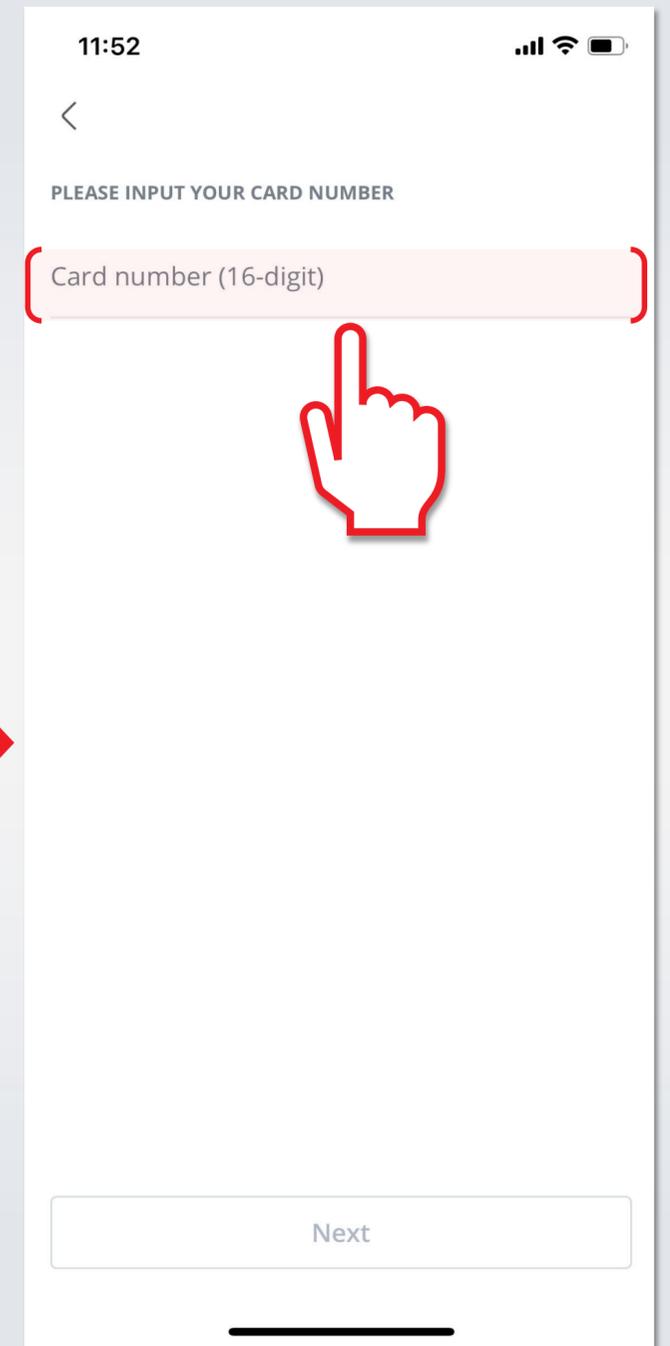
Login mobile app and Choose "More"



Choose "Card Services"



Choose "Activate Cards"



Input Card number

1



Activate Card – New Card



11:53

<

PLEASE INPUT THE INFORMATION OF THE PRINCIPLE CARDHOLDER.

Card number

ID / Passport No.

First 6-digit of your document number, e.g. for 12345678, please input 123456

Date of Birth

Mobile Number

Do you accept the approved credit limit/daily spending limit for Visa debit card stated on the card mailer and CNP limit current setting?

Yes No

Next



Input information then click "Next"



11:53

<

Card Activation

Card number

ID / Passport No.

Date of Birth

Mobile Number

Do you accept the approved credit limit/daily spending limit for Visa debit card stated on the card mailer and CNP limit current setting? Yes

Important Notes
Please scroll to the bottom to read the important notes:
1. Your card will be activated instantly upon confirmation.
2. Card activation is not applicable to any corporate credit card.
3. When the principal card is activated, the related supplementary card (if applicable), will also be activated together. If you request for the supplementary card after the principal card activation, you are required to activate the supplementary card

Confirm



Read Important Notes then click "Confirm"



11:53

>

Your card is activated!

You may now use your card for purchase.

Reference number: 2506270156408053

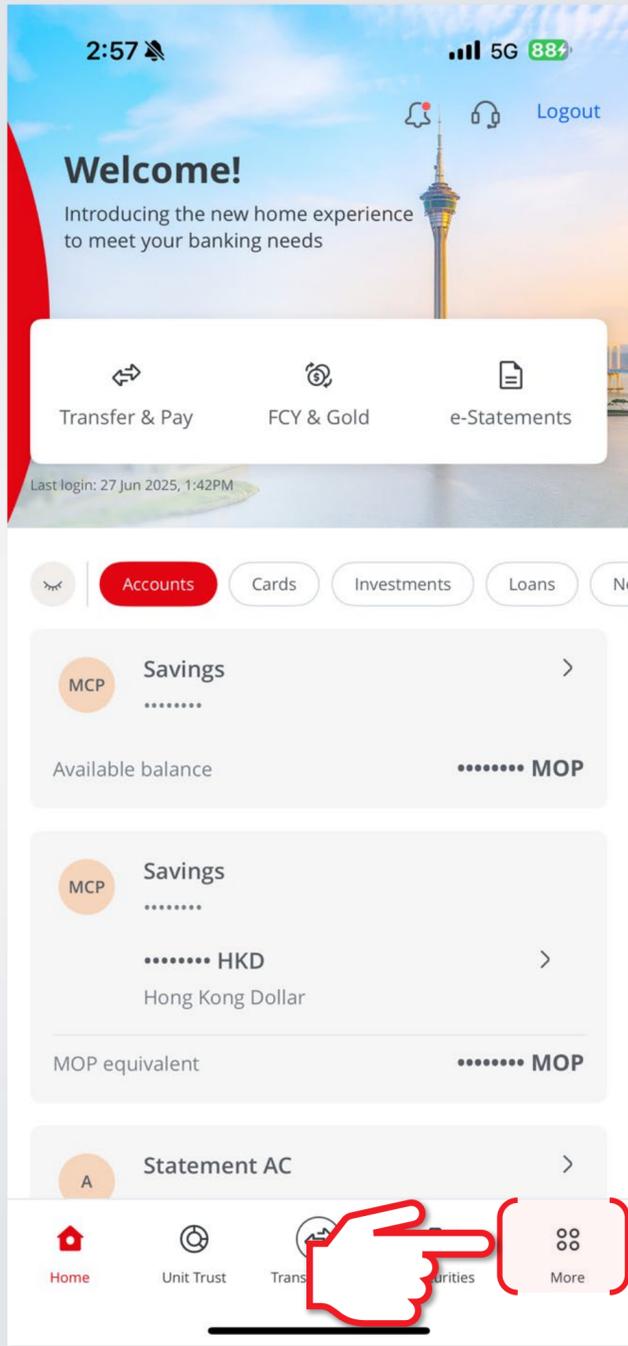
Back to Card Service

Your card is activated

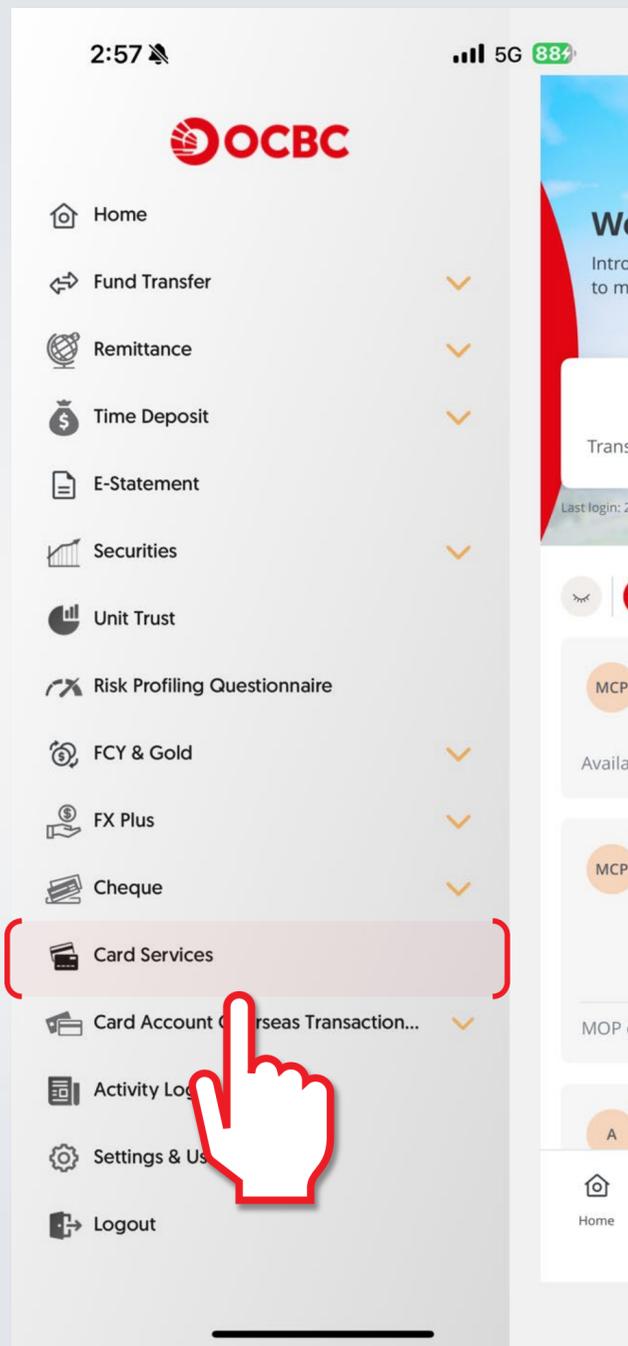
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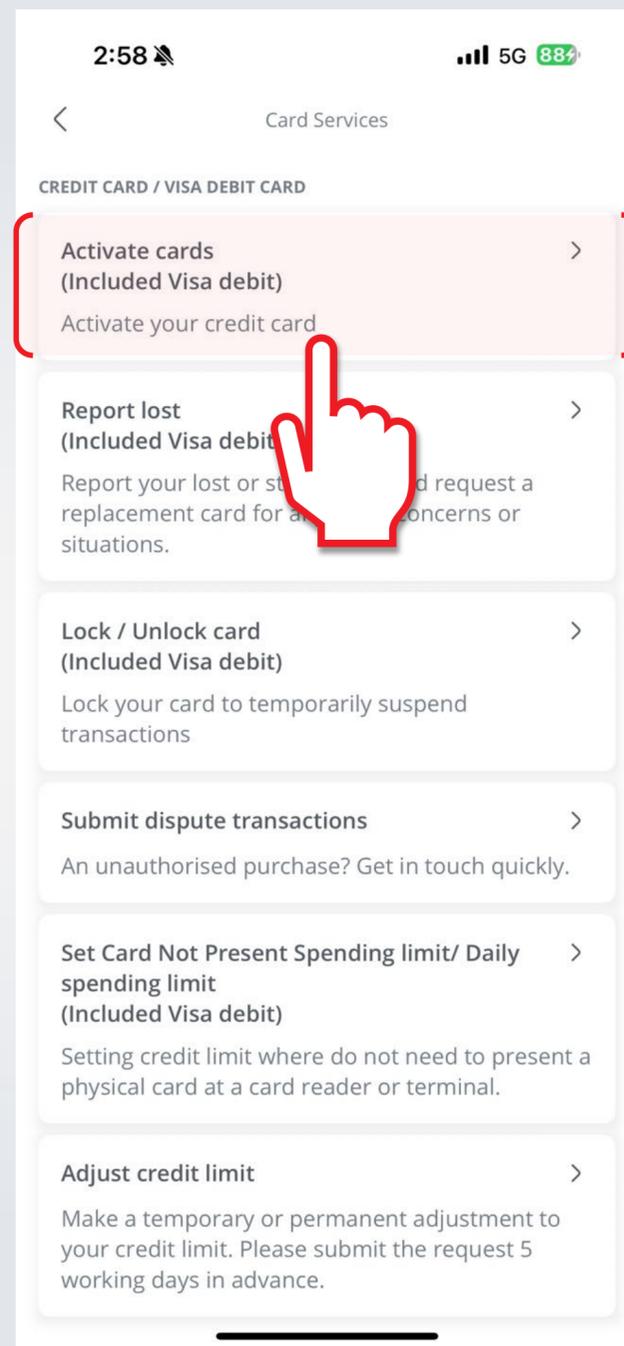
Activate Card – Renewal Card



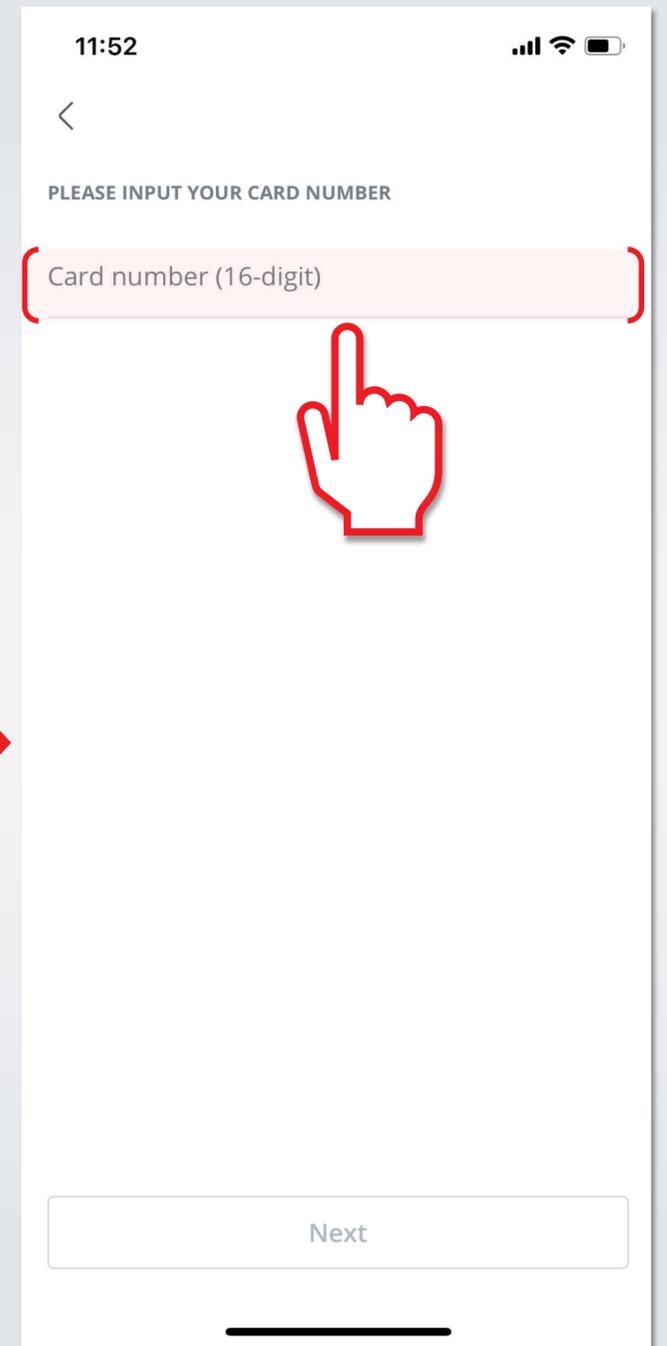
Login mobile app and Choose "More"



Choose "Card Services"



Choose "Activate Cards"



Input Card number

2



Activate Card – Renewal Card



1:27 5G 84

<

PLEASE INPUT THE INFORMATION OF THE PRINCIPLE CARDHOLDER.

Card number

ID / Passport No.

First 6-digit of your document number, e.g. for 12345678, please input 123456

3-digit security code on the back of the old card

Please input the 3-digit security code at the back of your old card

Do you accept the approved credit limit/daily spending limit for Visa debit card stated on the card mailer and CNP limit current setting?

Yes No

Next



Input information then click "Next"

1:27 5G 84

<

Card Activation

Card number

ID / Passport No.

3-digit security code on the back of the old card

Do you accept the approved credit limit/daily spending limit for Visa debit card stated on the card mailer and CNP limit current setting? Yes

Important Notes
Please scroll to the bottom to read the important notes:
1. Your card will be activated instantly upon confirmation.
2. Card activation is not applicable to any corporate credit card.
3. When the principal card is activated, the related supplementary card (if applicable), will also be activated together. If you request for the supplementary card after the principal card activation, you are required to activate the supplementary card separately.
4. Regardless of whether you are activating the principal or supplementary card, the personal information entered is for the principal card.
5. Please be reminded to destroy the old card when you have activated the renewal or replacement card.
6. If you prefer to adjust the credit limit, You may apply via mobile banking, internet banking, or contact our customer service hotline during office hour.
7. You confirm and warrant that all information (including any documents) given to the Bank in connection with this

Confirm



Scroll down to review the Important Notes, then click "Confirm"

11:53

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Your card is activated!

You may now use your card for purchase.

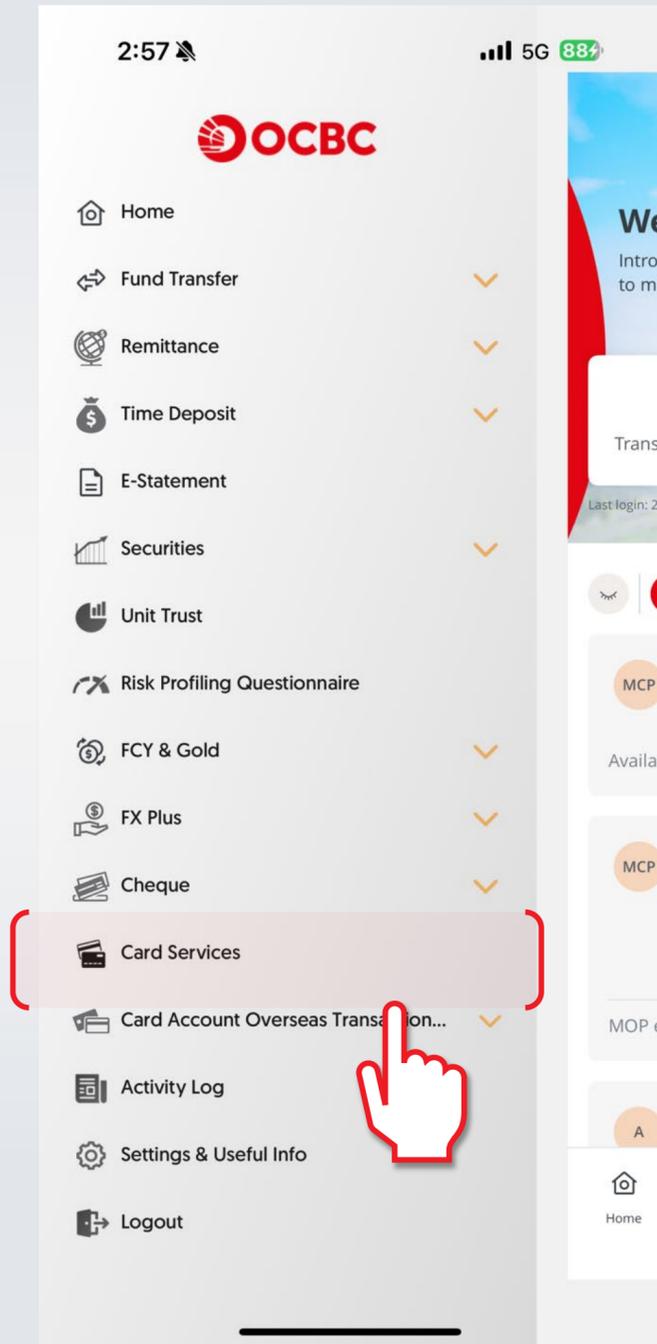
Reference number: 2506270156408053

Back to Card Service

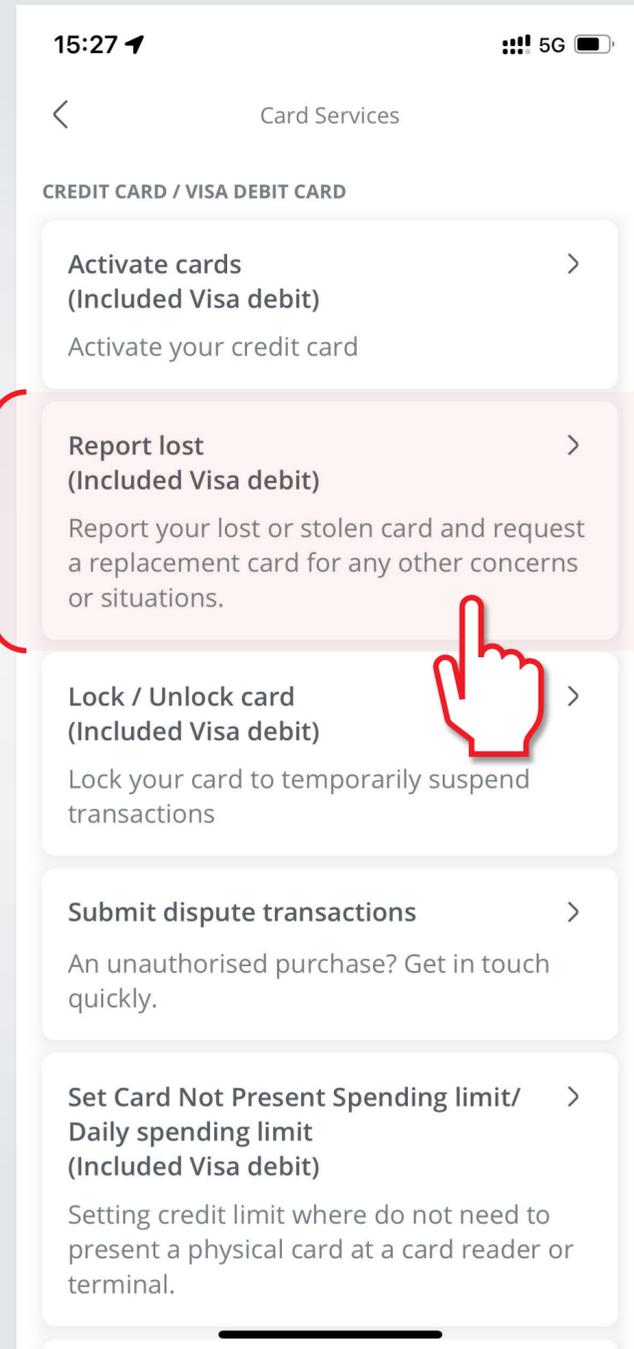
Your card is activated

3

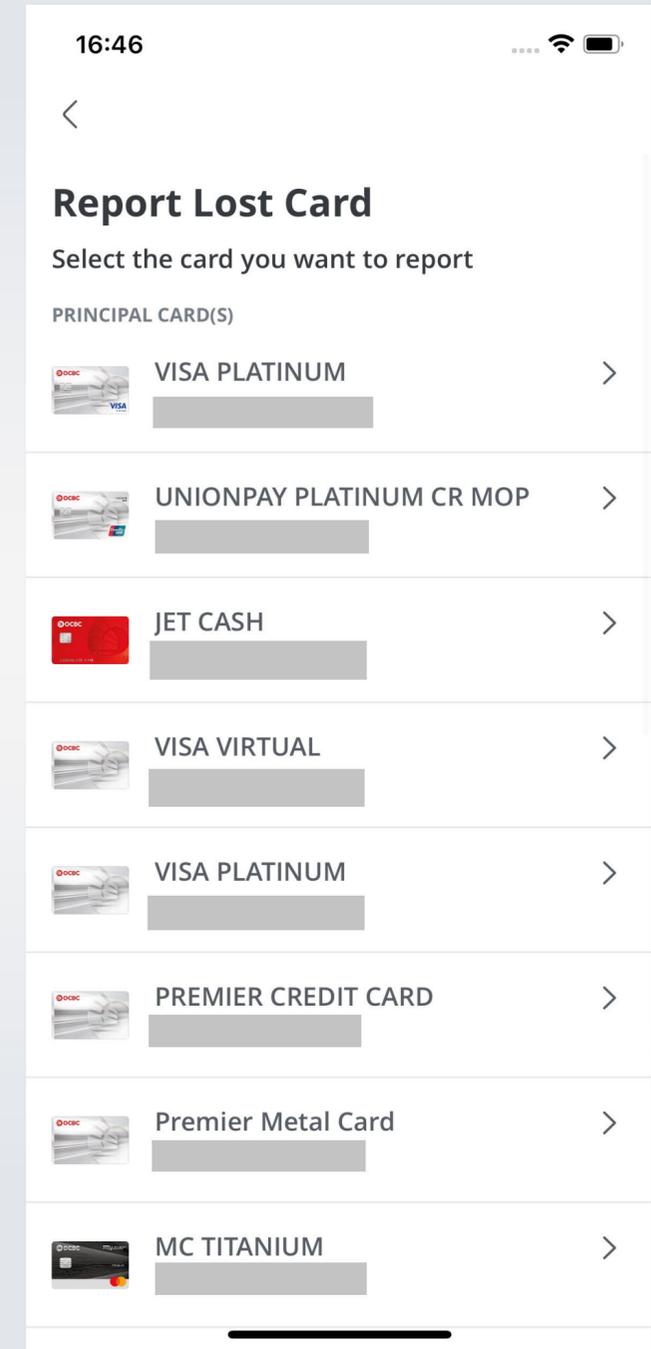
Report Lost Card



Login mobile app and choose "Card Services"



Choose "Report lost"



Choose the card you want to report lost

3

Report Lost Card



16:46

Report Lost Card

Please select the reason of report lost

Lost

Non-receipt

Stolen

You are about to terminate your card and will no longer be able to make any transactions with it. This action cannot be undone.

Selected replacement card collection branch

MAIN BRANCH

Important Notes
Please scroll to the bottom to read the important notes:
1. Your card will be terminated upon confirmation. You will be contacted on card replacement arrangement separately at the soonest.
2. If you have applied to collect the replacement card at branch, you will receive the collection letter from the selected branch.
3. The credit card replacement card fee is MOP/HKD

16:46

Selected replacement card collection branch

MAIN BRANCH

HONG KAI SI

SAN KIU

HAK SA VAN

TOI SAN

KOU TEI VU KAI

IAO HON

HO PIN SAN KAI

FLOWER CITY

16:47

Report Lost Card

3. The credit card replacement card fee is MOP/HKD 100, The Visa debit card replacement card fee is MOP 80.

4. As the credit card number will be different from the original one after card replacement, some of your authorized services which include but are not limited to your direct debit authorization may / may not be transferred to your replacement card, please re-setup the said authorization with us or merchant(s) with your replacement card.

5. If you have added MacauPass auto-top-up service in the original card, you are advised to have replacement card at the same time in order to continue of using that service.

6. For any unauthorized transaction, please submit your [dispute request](#) to us as soon as possible.

7. You confirm and warrant that all information (including any documents) given to the Bank in connection with this application is correct, complete and not misleading. If this is not the case, you may be personally liable. You also authorize the Bank to verify from any source the Bank may choose.

8. Supplementary card(s) request(s) will need to be submitted separately.

9. Service requests are not applicable to debit cards and corporate credit cards.

10. Please refer to our [Privacy Policy & Personal Information Collection Statement](#) for our Privacy Policy.

By clicking "Confirm", you confirmed that you have read, understood and agreed with the related notes stated above.

Confirm

16:47

If you choose to request a replacement card, we will contact you on your replacement card arrangement.

VISA PLATINUM

Reference number: 2407020150027198

In case you do not receive our call within 3 business days, please contact us.

Back to Card Service

Select the reason of report lost

Select new card collection branch

Read Important notes and then click "Confirm"

Request sent successfully

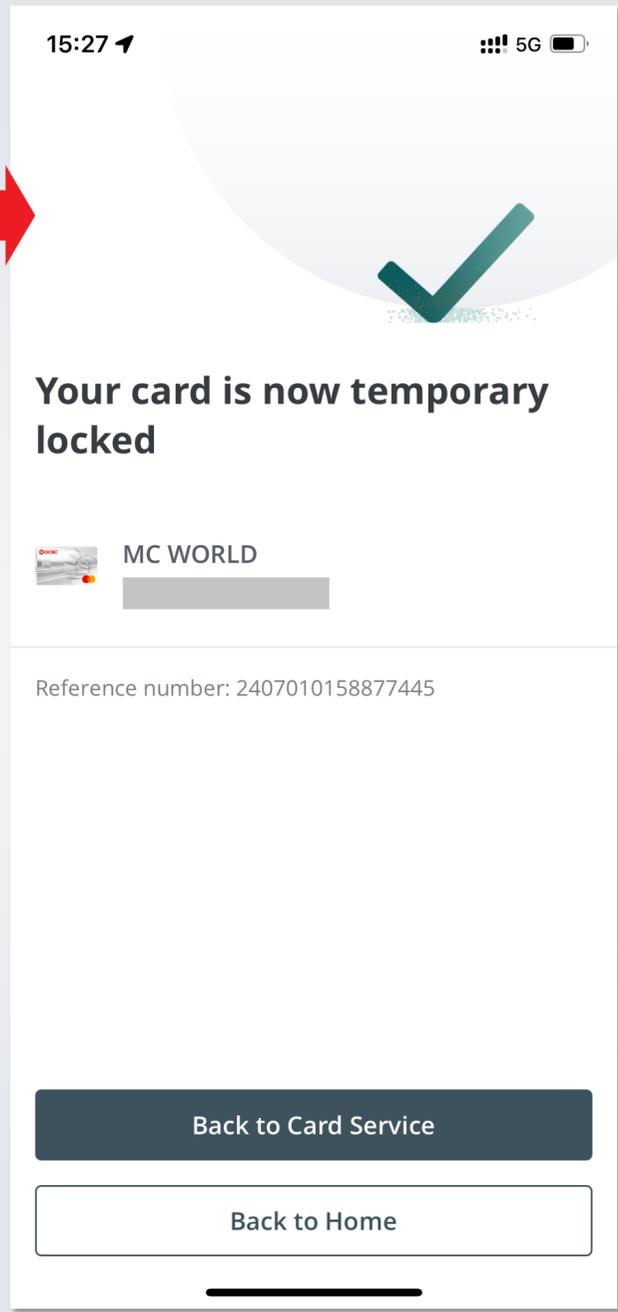
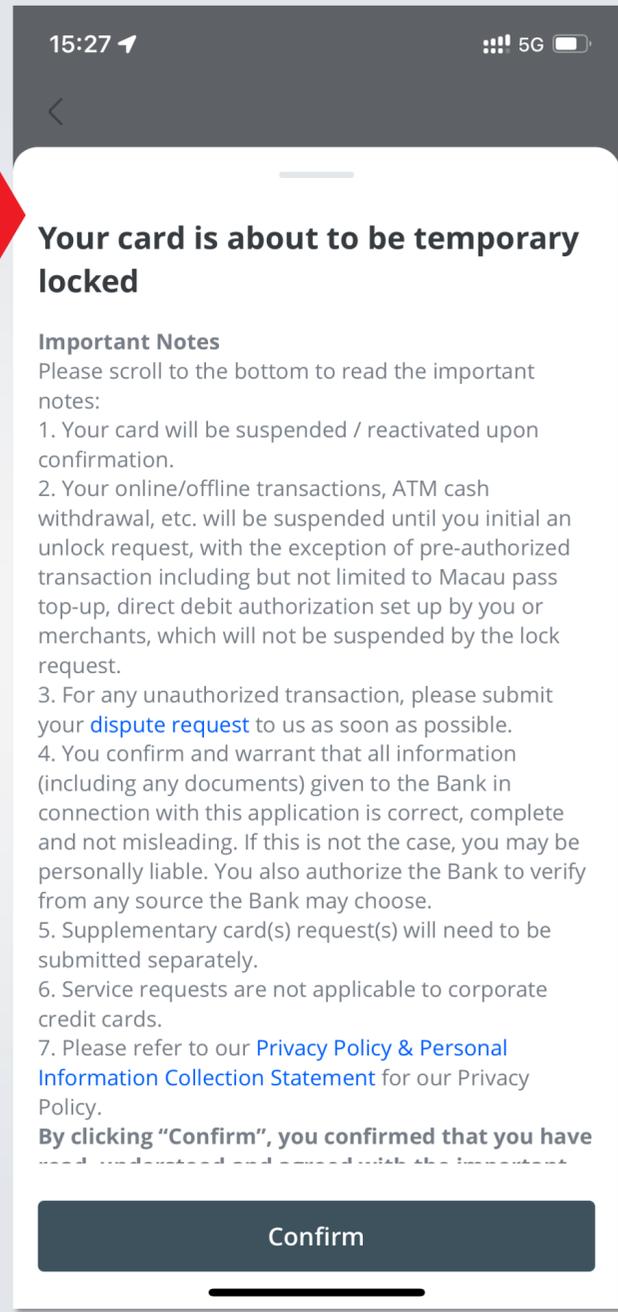
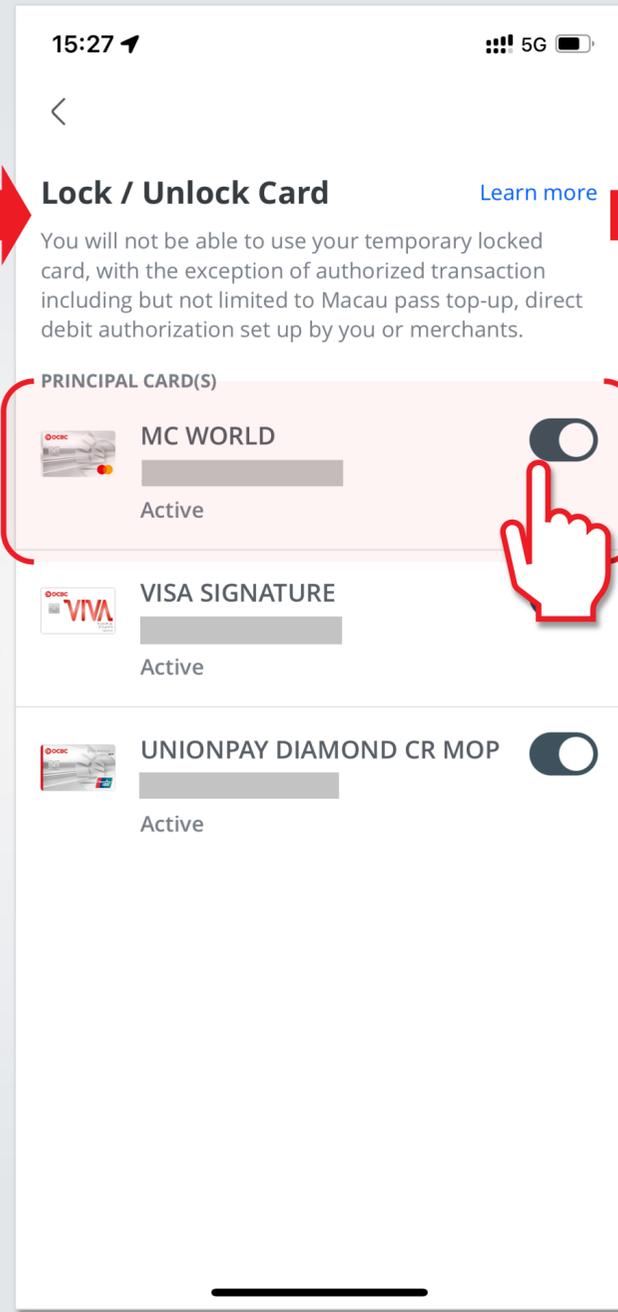
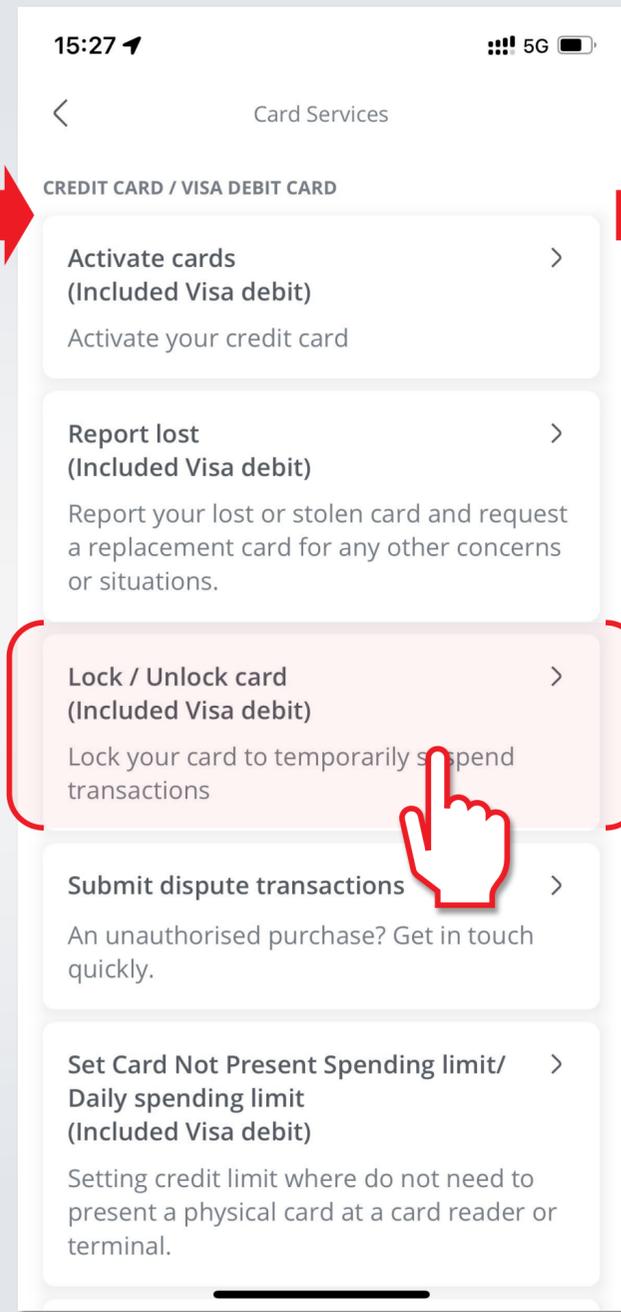
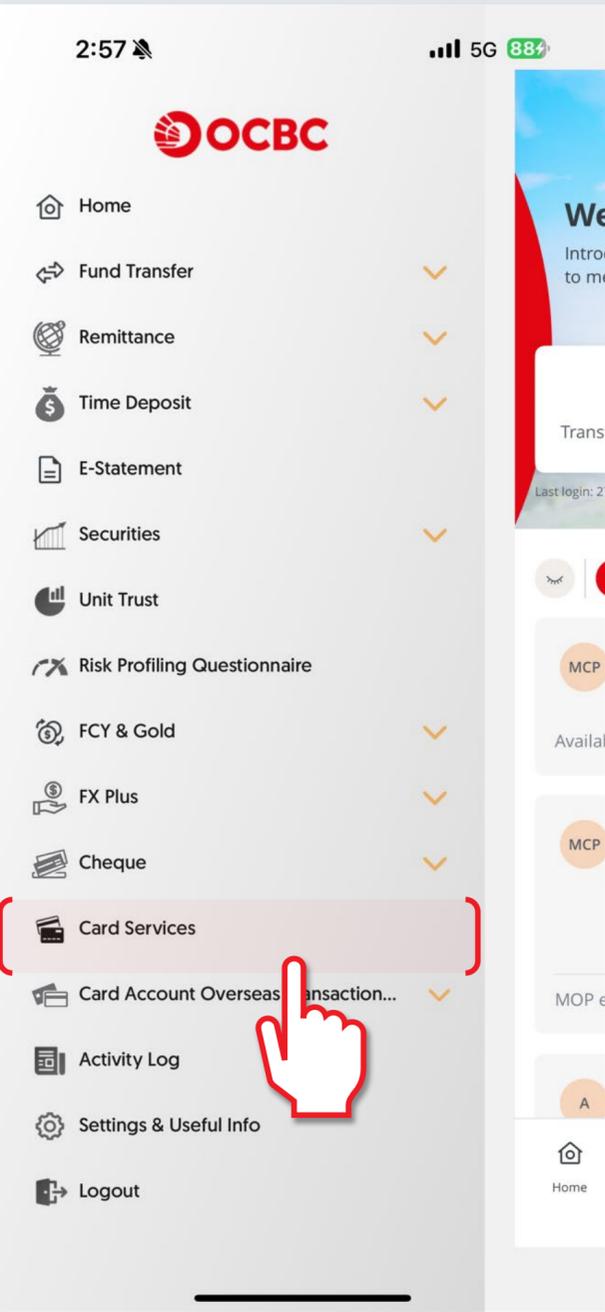


Can't find your card?

If you can't find your card but you're not sure it's been lost or stolen, you can lock your card temporarily. No One Time Password (OTP) is required to lock your card. However, SMS OTP is required to unlock your card.

4

Temporary Lock Card



Login mobile app and choose "Card Services"

Choose "Lock/Unlock card"

Choose the card to lock

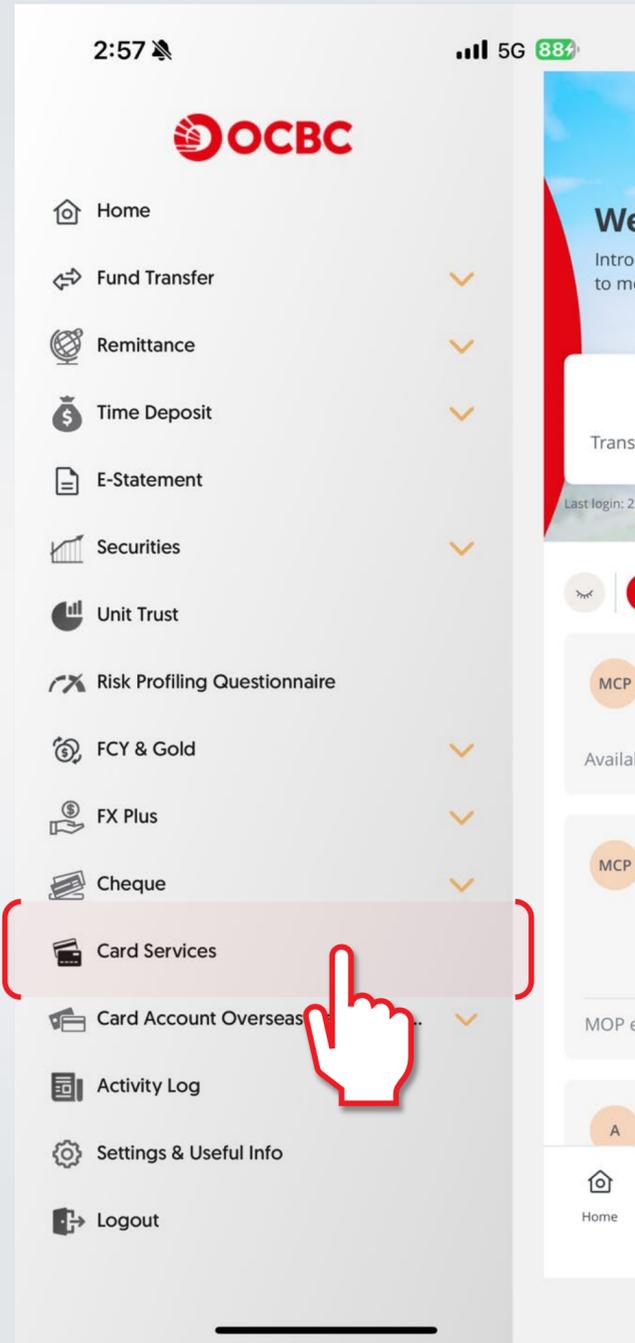
Read Important Notes then click "Confirm"

Your card is temporary locked

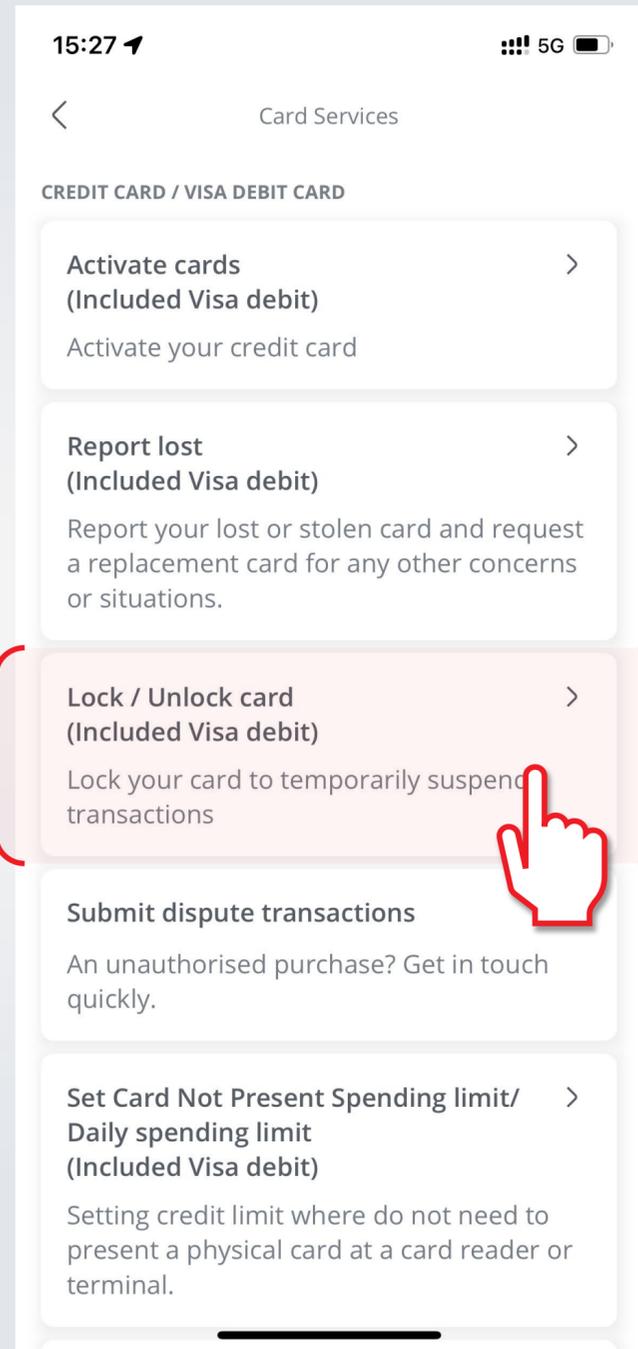
5



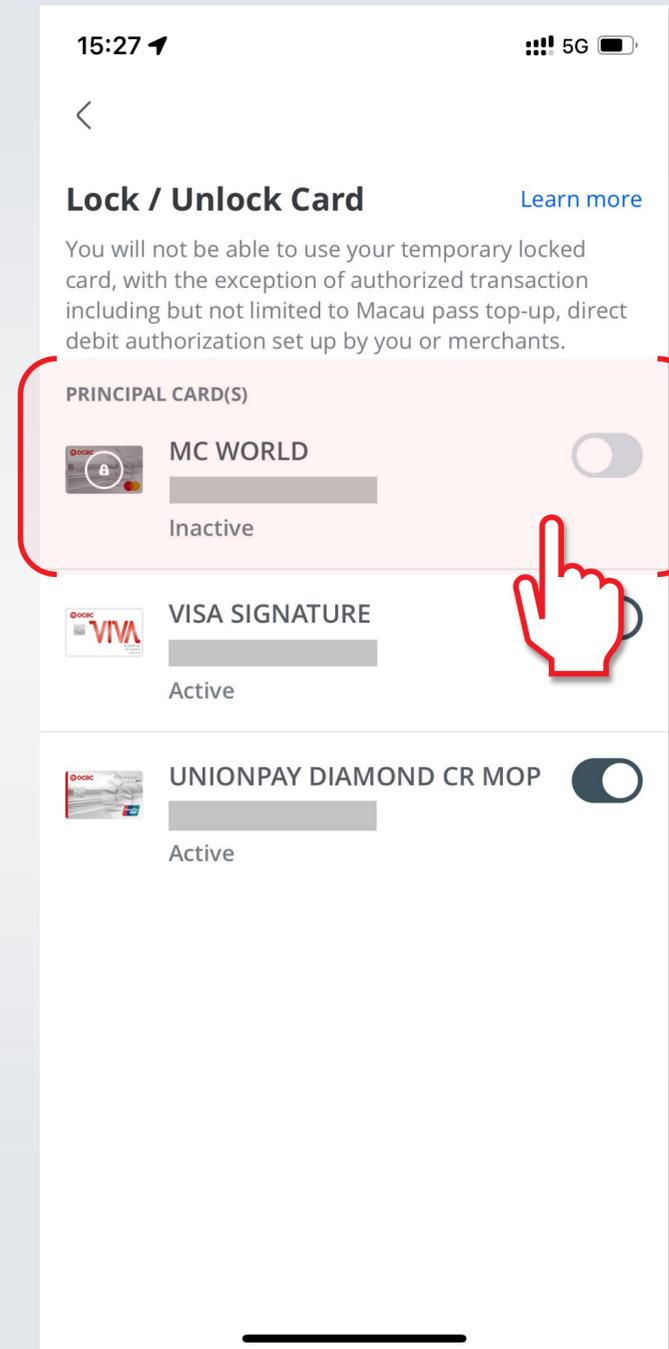
Unlock Card



Login mobile app and choose "Card Services"



Choose "Lock/Unlock card"

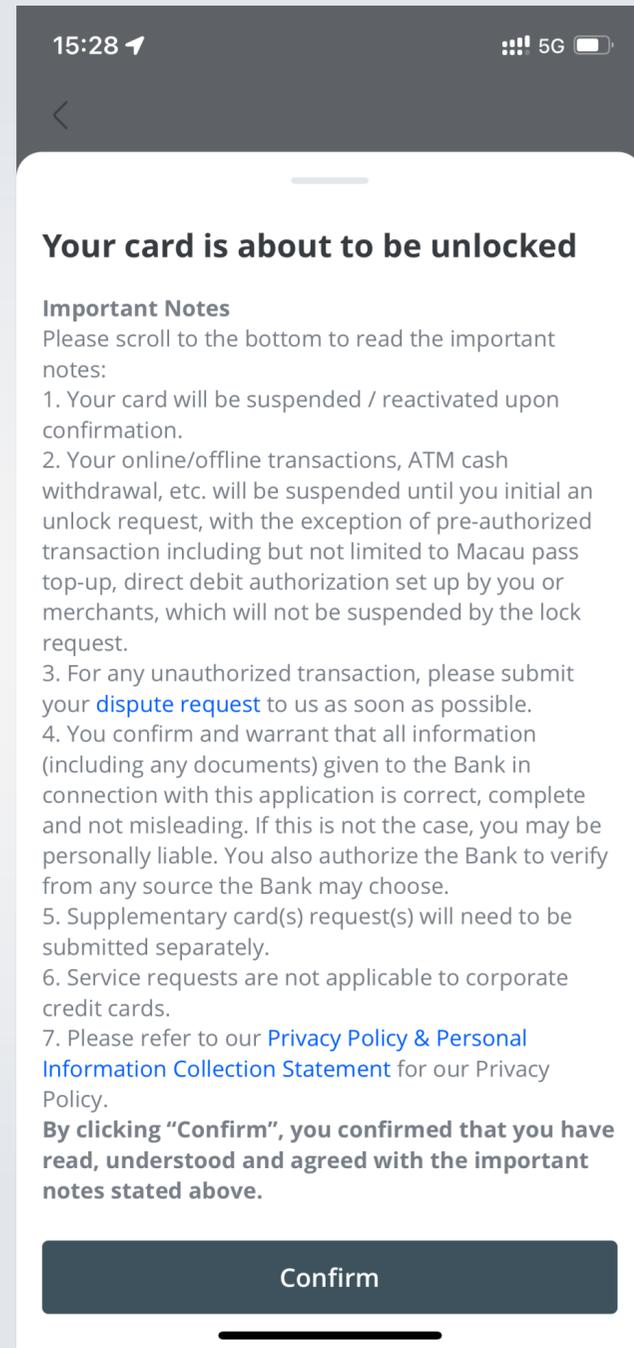


Choose the card to unlock

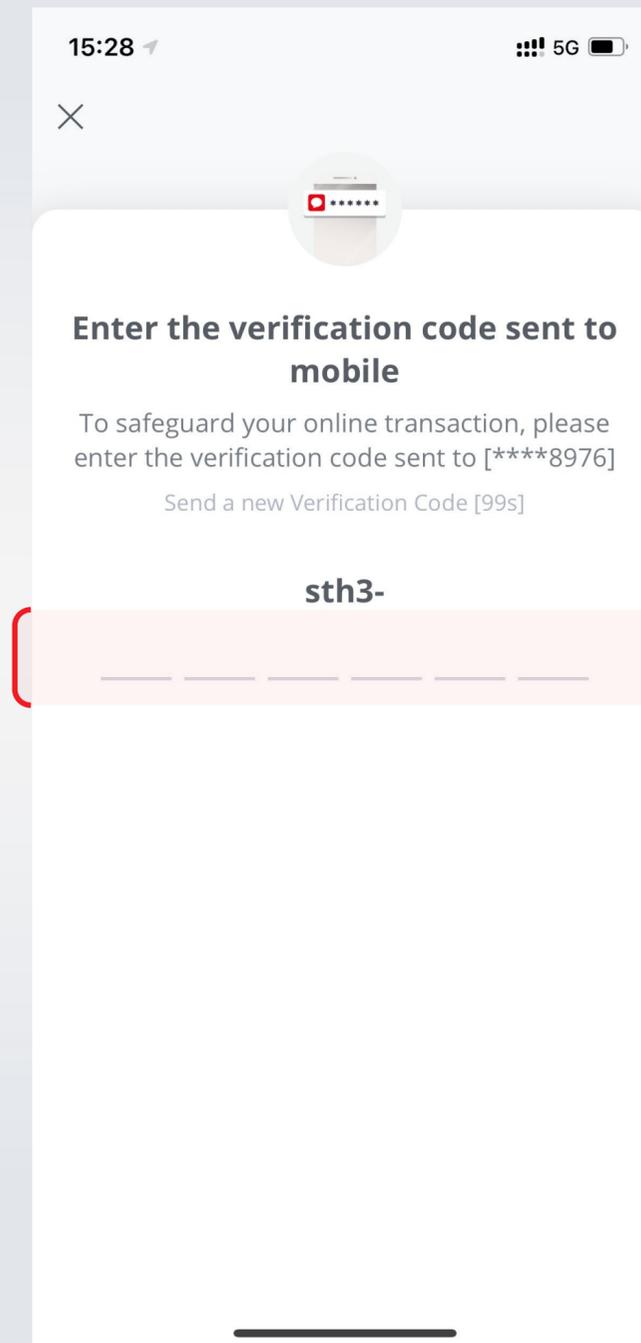
5



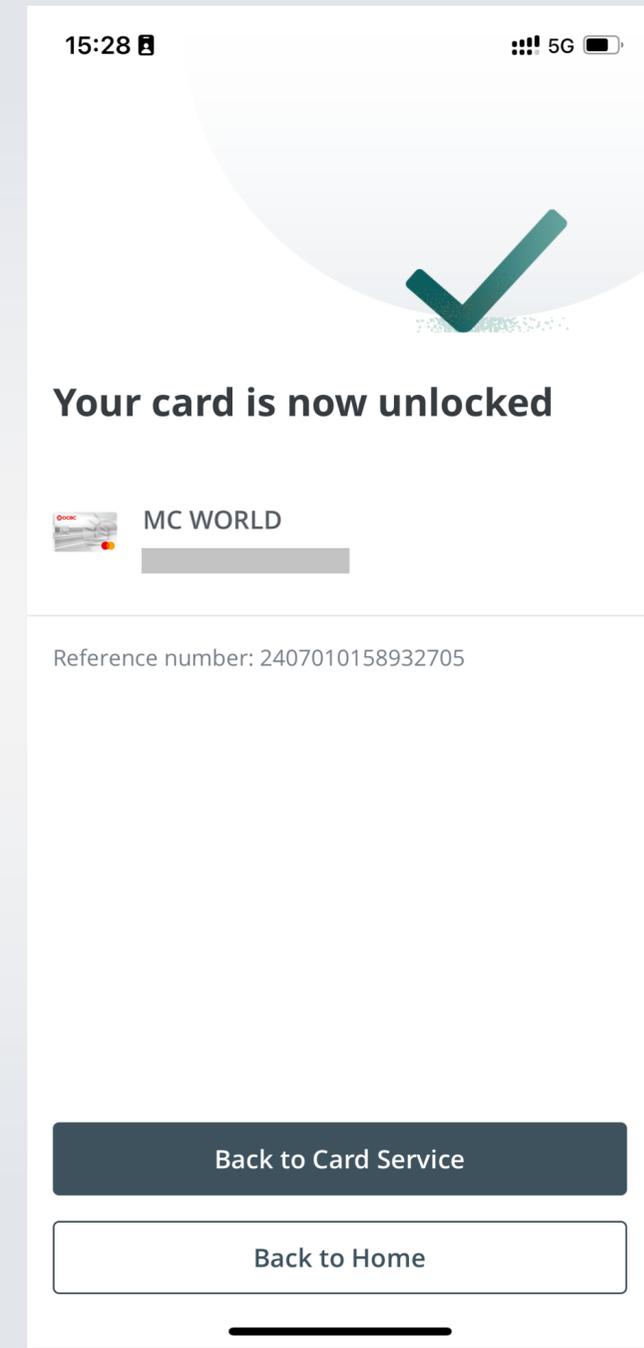
Unlock Card



Read Important Notes then click “confirm”



On-Time-Password will be sent to the registered phone, input the password here



Your card is unlocked

What is “Card Not Present”?

Card Not Present Transactions (CNP) refer to transactions where customers do not need to present a physical card at a card reader or terminal. (Including but not limited to payment through any third-party application, such as MPay/Unionpay app/Alipay/WeChat, Internet, mail order, phone order and other related transactions, etc.)

Examples



Online shopping: A customer purchase a good or service (e.g. book flight ticket) by entering card information through a payment page or payment link.



Card-on-file transaction: A cardholder stores their card information in the merchants and bill for a good and service automatically deducted from the stored card regularly or irregularly. [e.g. automatic bill payment by credit card, credit card binding with Apple ID or subscription services].

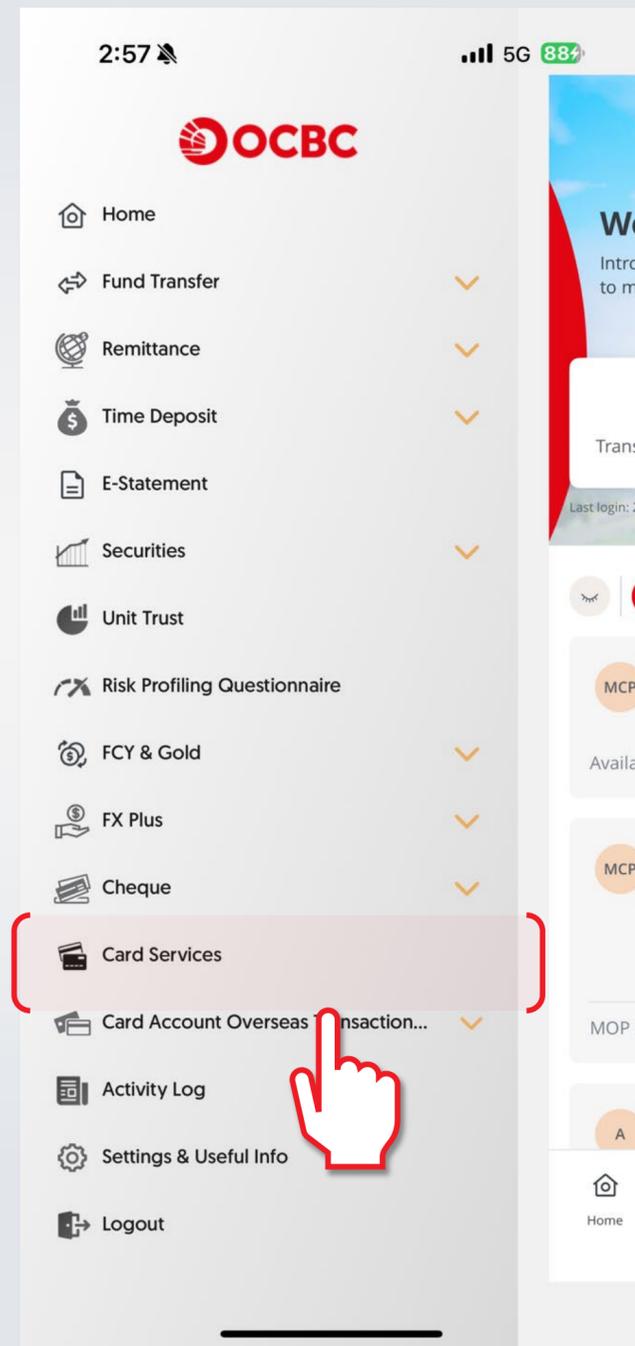


Card linked to e-wallet (e.g. QR payment via AliPay, WeChat, etc) : Payment is made after binding the card through the payment APP.

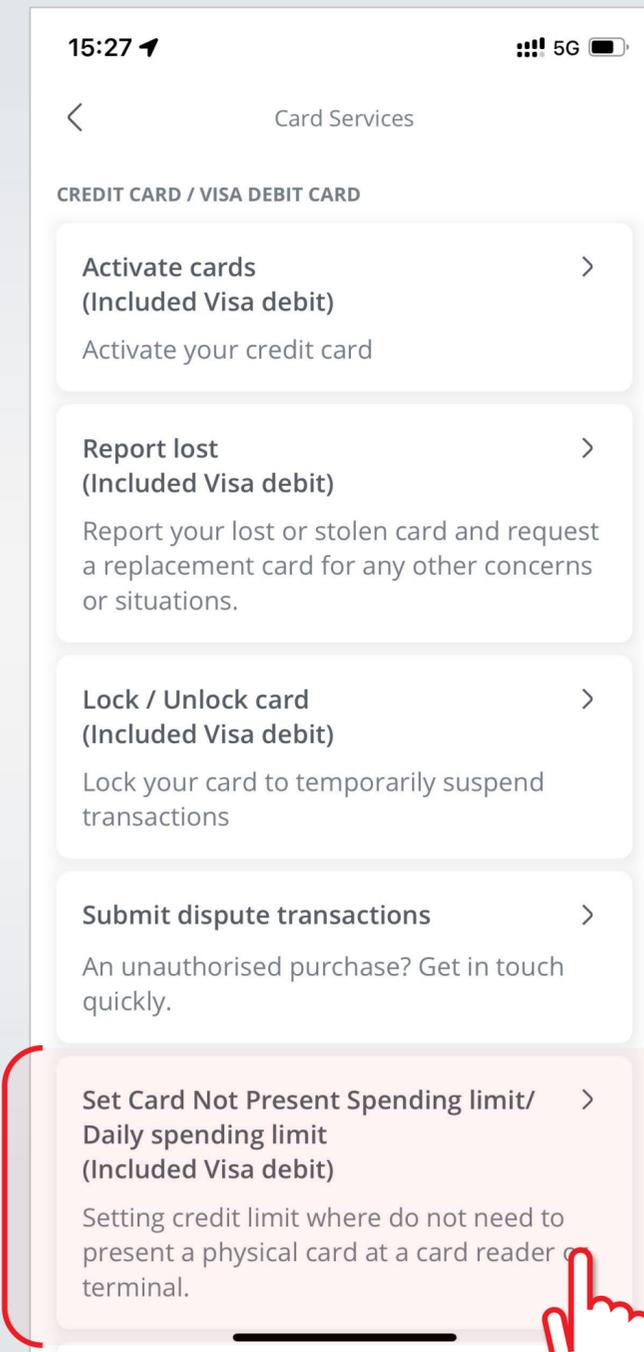
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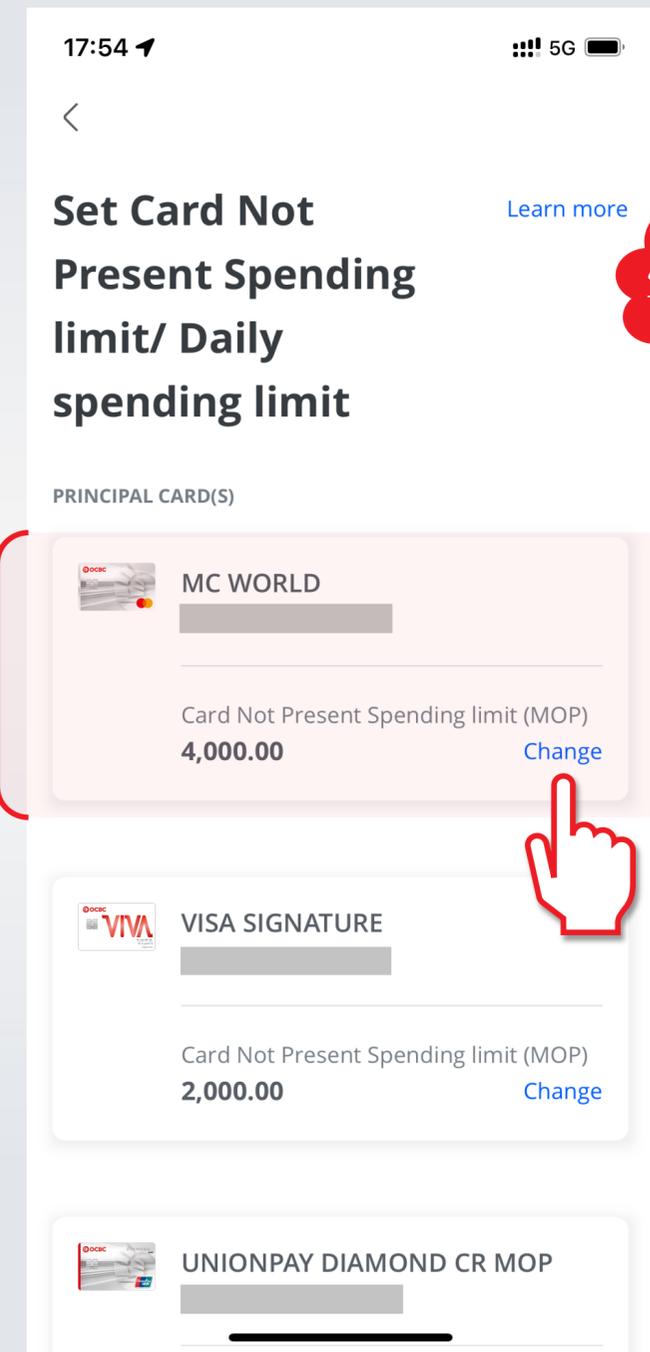
Change of Card Not Present Spending Limit/ Daily Spending Limit - lower Limit



Login mobile app and choose "Card Services"



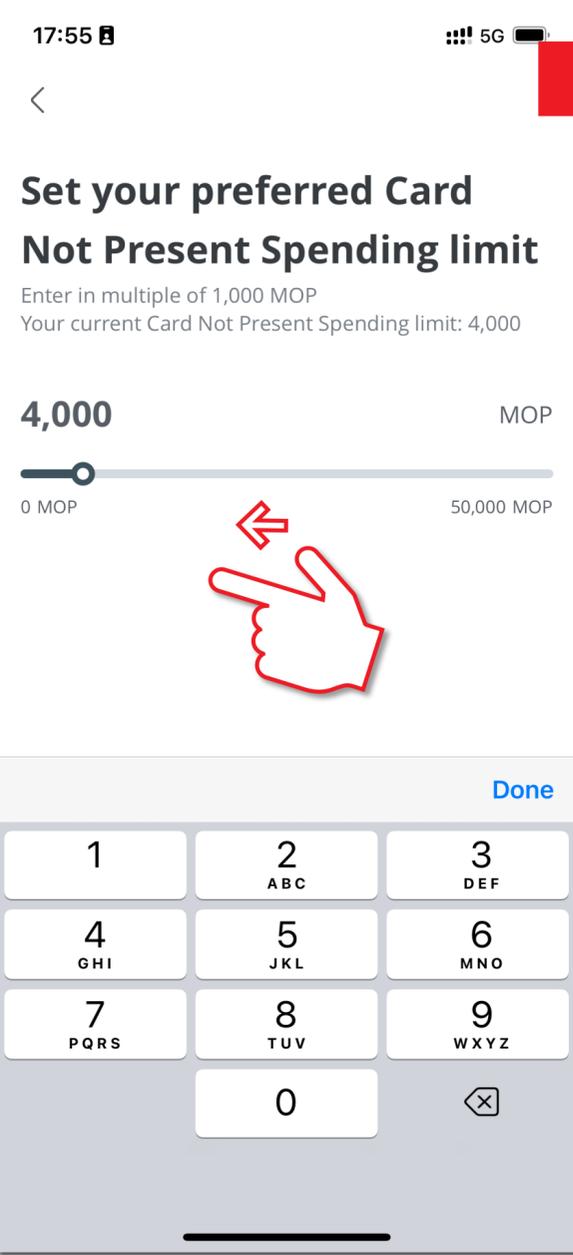
Choose "Set Card Not Present Spending Limit/Daily spending limit"



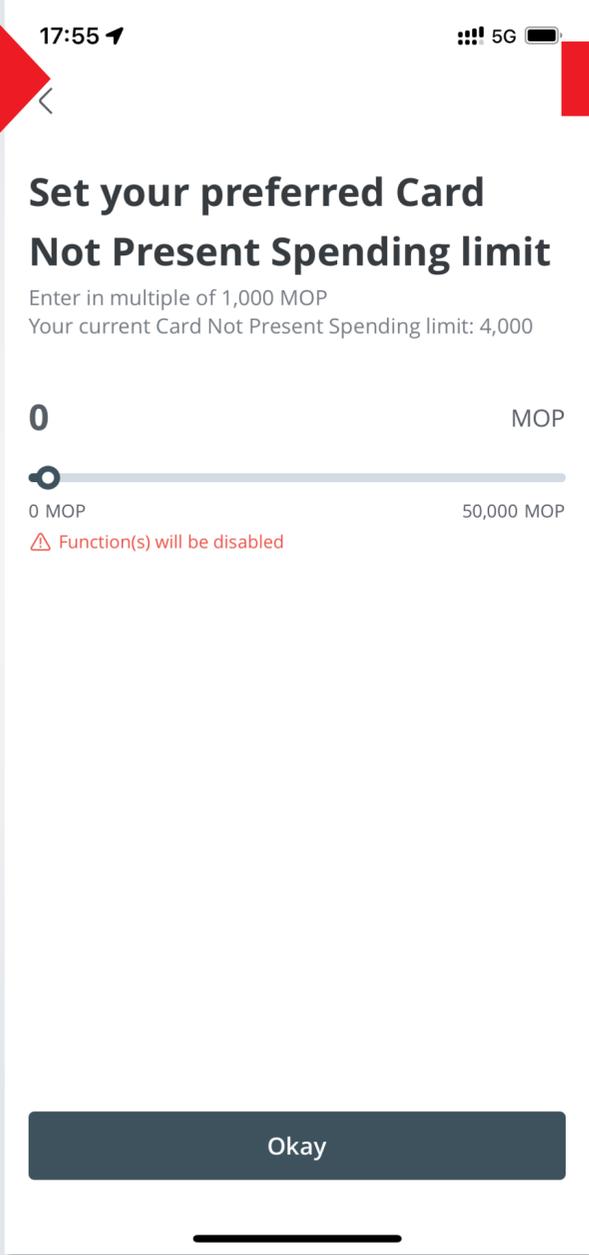
Choose the card to adjust the spending limit

6

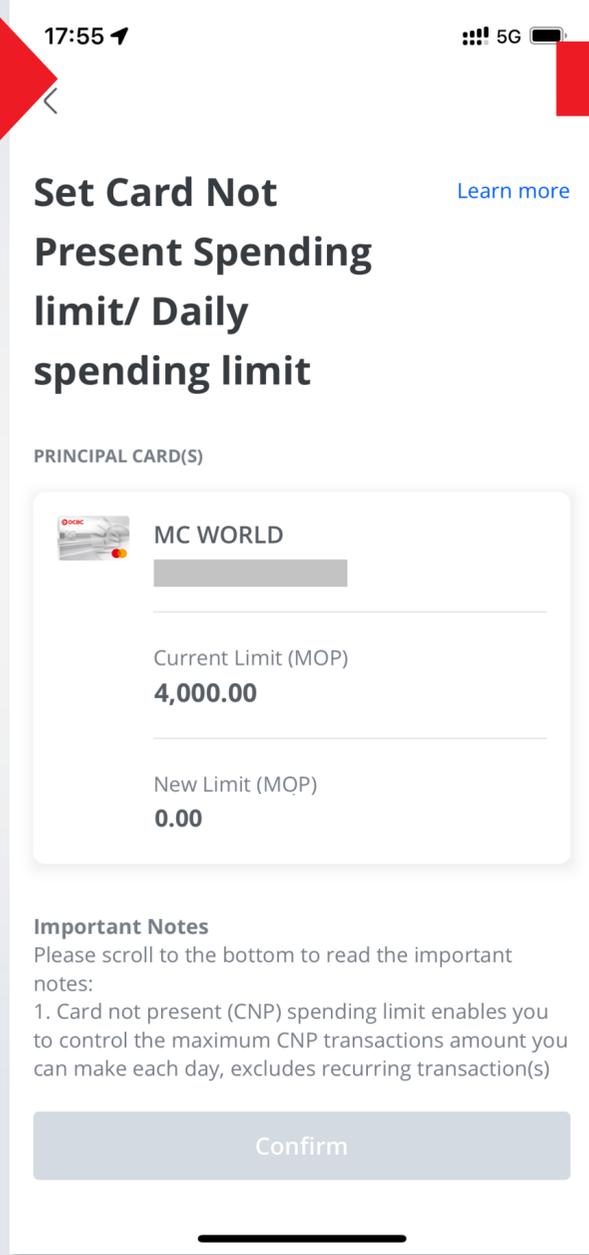
Change of Card Not Present Spending Limit/ Daily Spending Limit - lower Limit



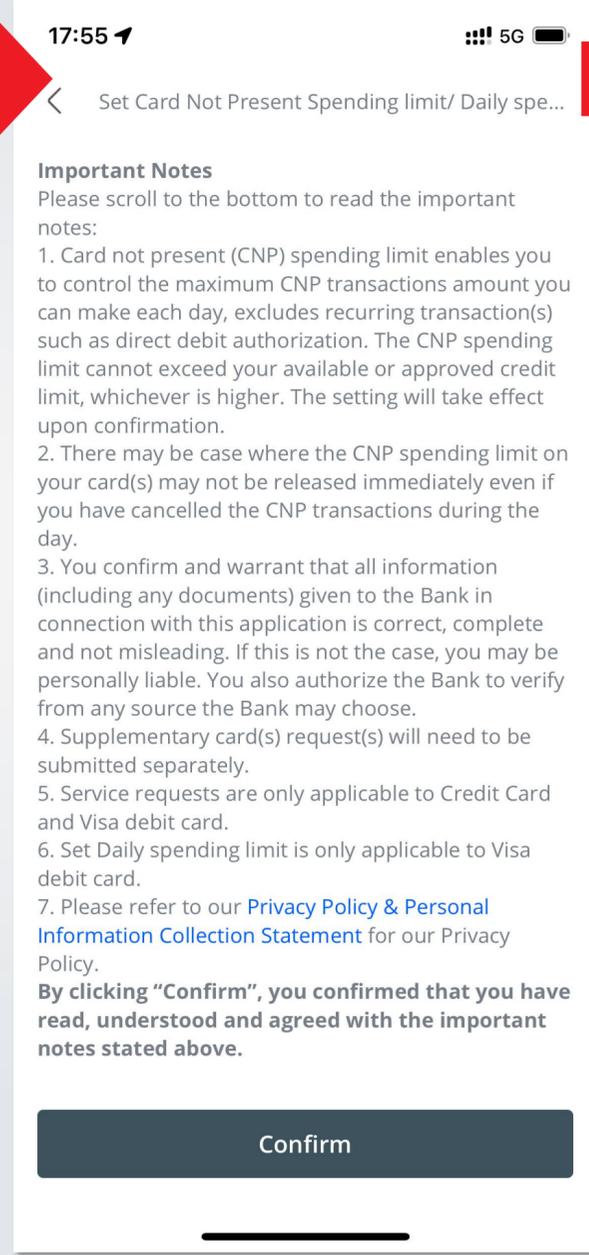
Slide to left and input the amount to lower the spending limit



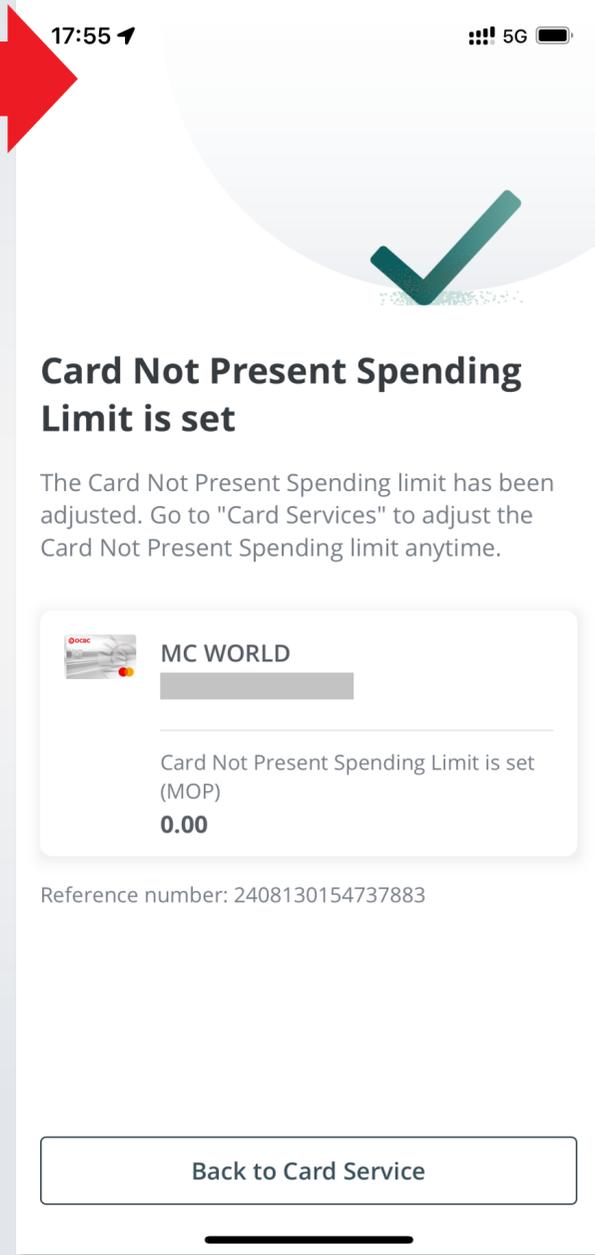
Click "Okay" to proceed



Confirm the new card limit



Read Important Notes and click "Confirm"

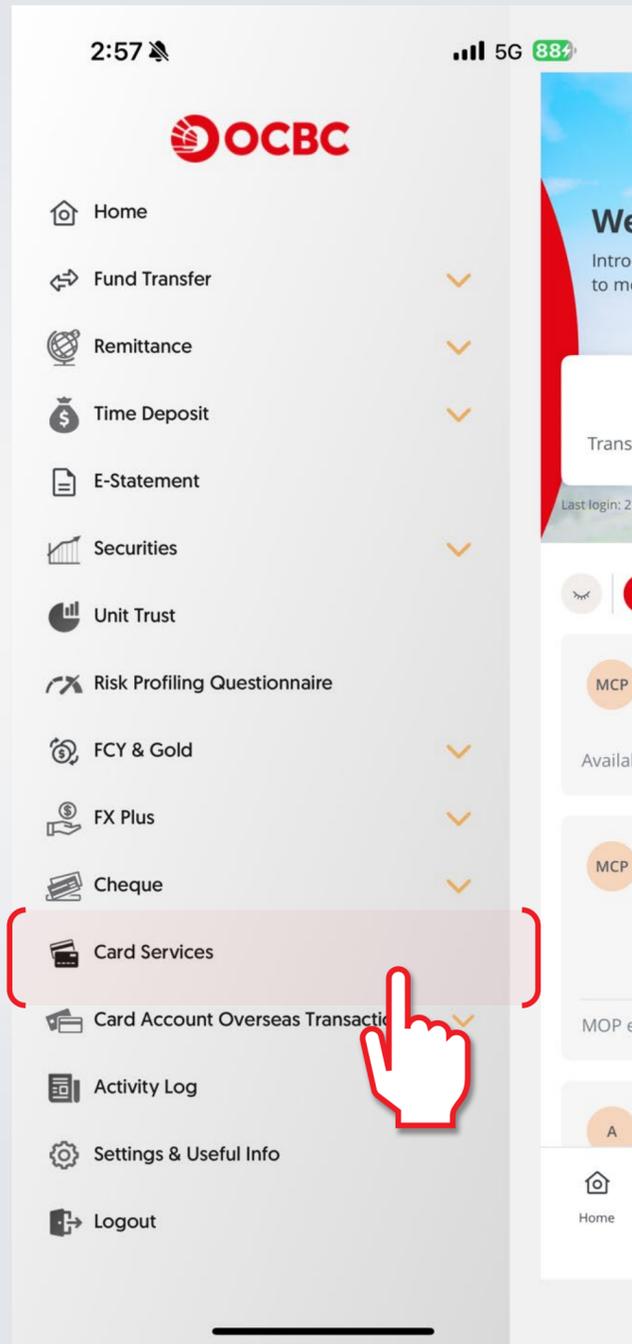


Request sent successfully

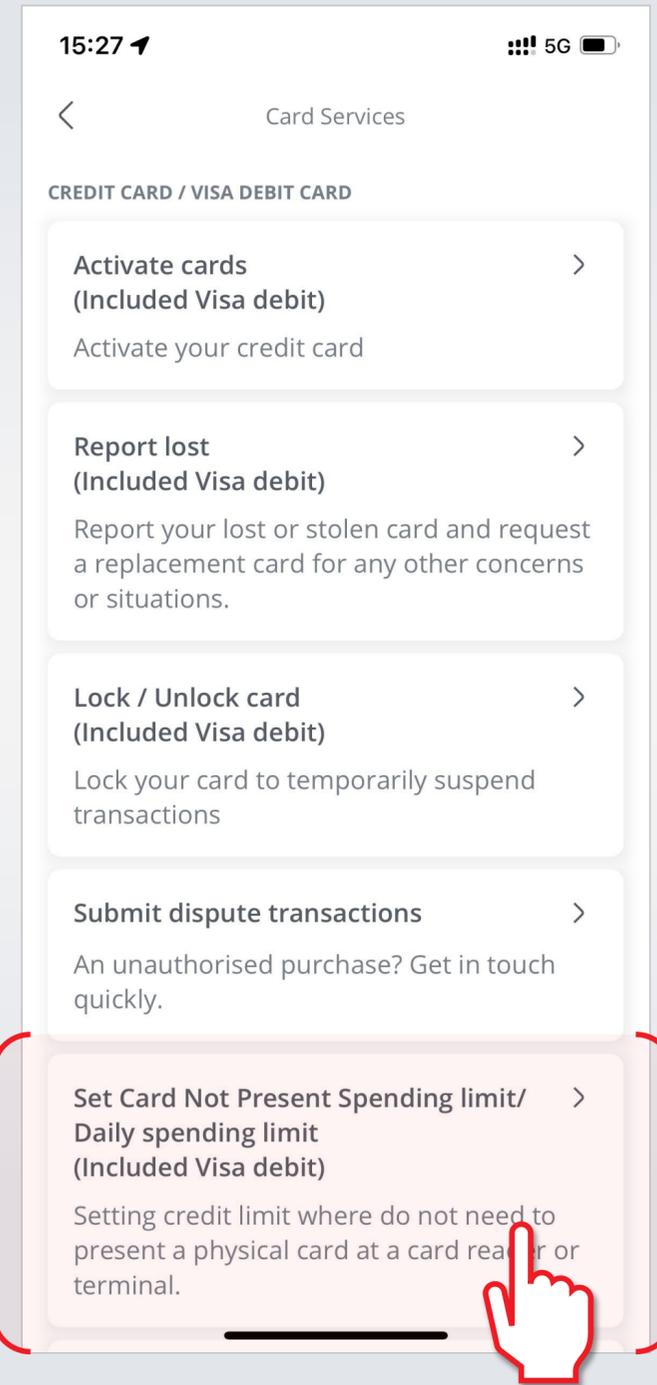
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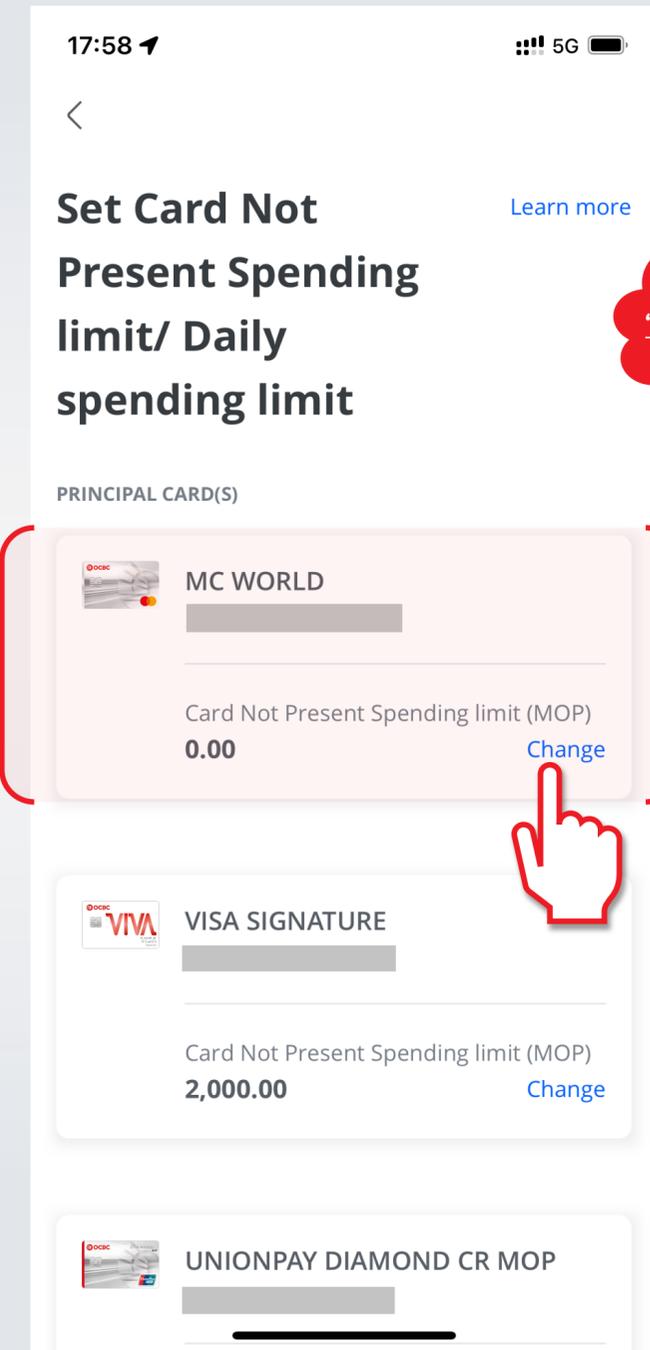
Change of Card Not Present Spending Limit/ Daily Spending Limit - Increase Limit



Login mobile app and choose "Card Services"



Choose "Set Card Not Present Spending Limit/Daily spending limit"



Choose the card to adjust the spending limit



7



Change of Card Not Present Spending Limit/ Daily Spending Limit - Increase Limit



17:58 5G

<

Set your preferred Card Not Present Spending limit

Enter in multiple of 1,000 MOP
Your current Card Not Present Spending limit: 0

d MOP

0 MOP 50,000 MOP

Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		⌫

Slide to right or input the new spending limit

17:58 5G

<

Set your preferred Card Not Present Spending limit

Enter in multiple of 1,000 MOP
Your current Card Not Present Spending limit: 0

1,000 MOP

0 MOP 50,000 MOP

Okay

Click "Okay" to proceed

17:58 5G

<

Set Card Not Present Spending limit/ Daily spending limit

[Learn more](#)

PRINCIPAL CARD(S)

MC WORLD

Current Limit (MOP)
0.00

New Limit (MOP)
1,000.00

Important Notes
Please scroll to the bottom to read the important notes:
1. Card not present (CNP) spending limit enables you to control the maximum CNP transactions amount you can make each day, excludes recurring transaction(s)

Confirm

Confirm the new card limit

17:58 5G

< Set Card Not Present Spending limit/ Daily spe...

Important Notes
Please scroll to the bottom to read the important notes:
1. Card not present (CNP) spending limit enables you to control the maximum CNP transactions amount you can make each day, excludes recurring transaction(s) such as direct debit authorization. The CNP spending limit cannot exceed your available or approved credit limit, whichever is higher. The setting will take effect upon confirmation.
2. There may be case where the CNP spending limit on your card(s) may not be released immediately even if you have cancelled the CNP transactions during the day.
3. You confirm and warrant that all information (including any documents) given to the Bank in connection with this application is correct, complete and not misleading. If this is not the case, you may be personally liable. You also authorize the Bank to verify from any source the Bank may choose.
4. Supplementary card(s) request(s) will need to be submitted separately.
5. Service requests are only applicable to Credit Card and Visa debit card.
6. Set Daily spending limit is only applicable to Visa debit card.
7. Please refer to our [Privacy Policy & Personal Information Collection Statement](#) for our Privacy Policy.
By clicking "Confirm", you confirmed that you have read, understood and agreed with the important notes stated above.

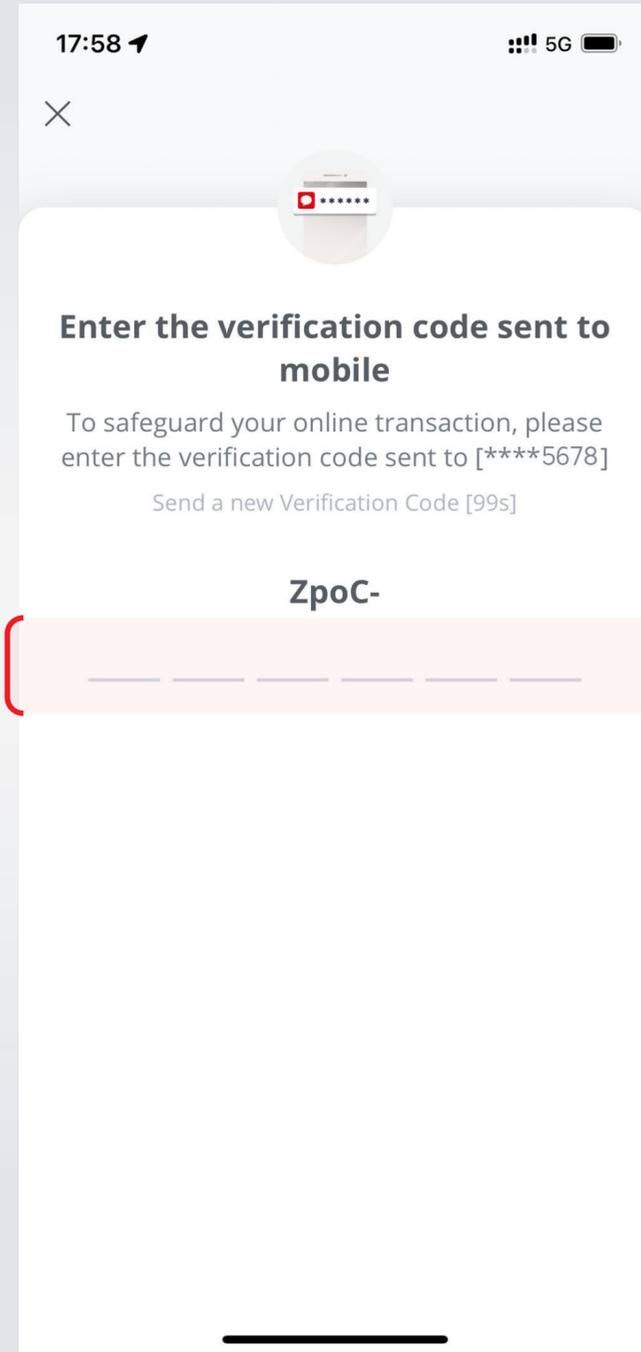
Confirm

Read Important Notes and click "Confirm"

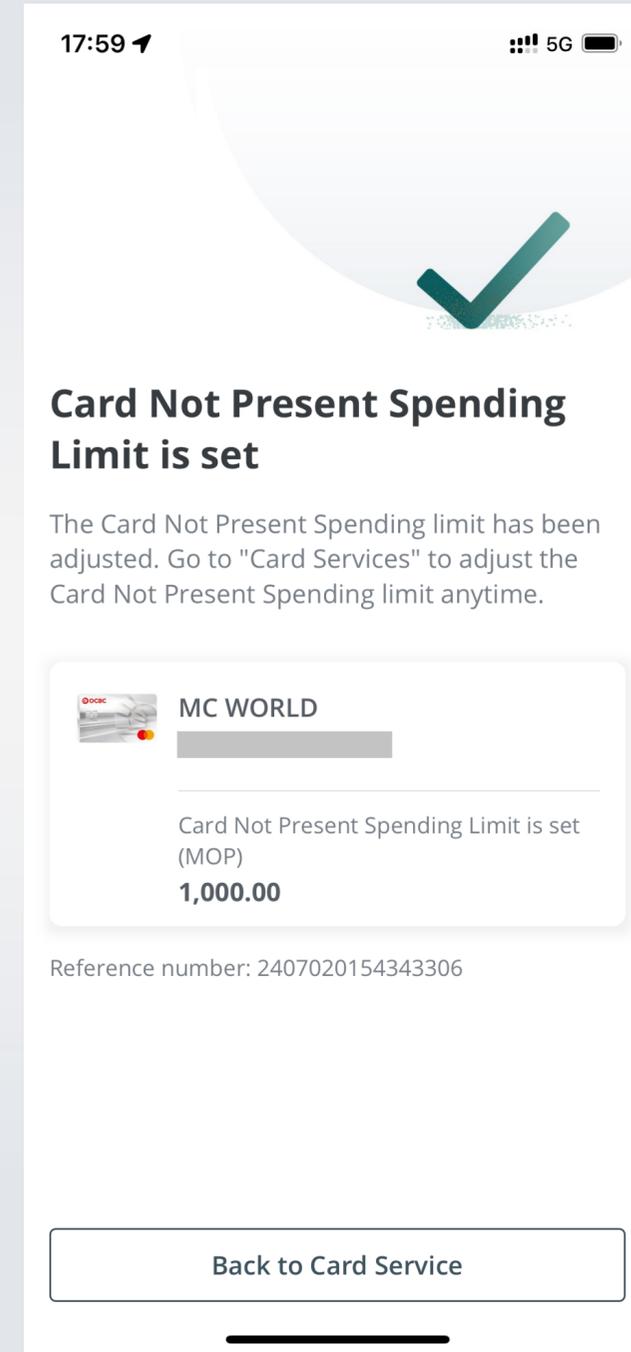
7



Change of Card Not Present Spending Limit/ Daily Spending Limit - Increase Limit



On-Time-Password will be sent to the registered phone, input the password here

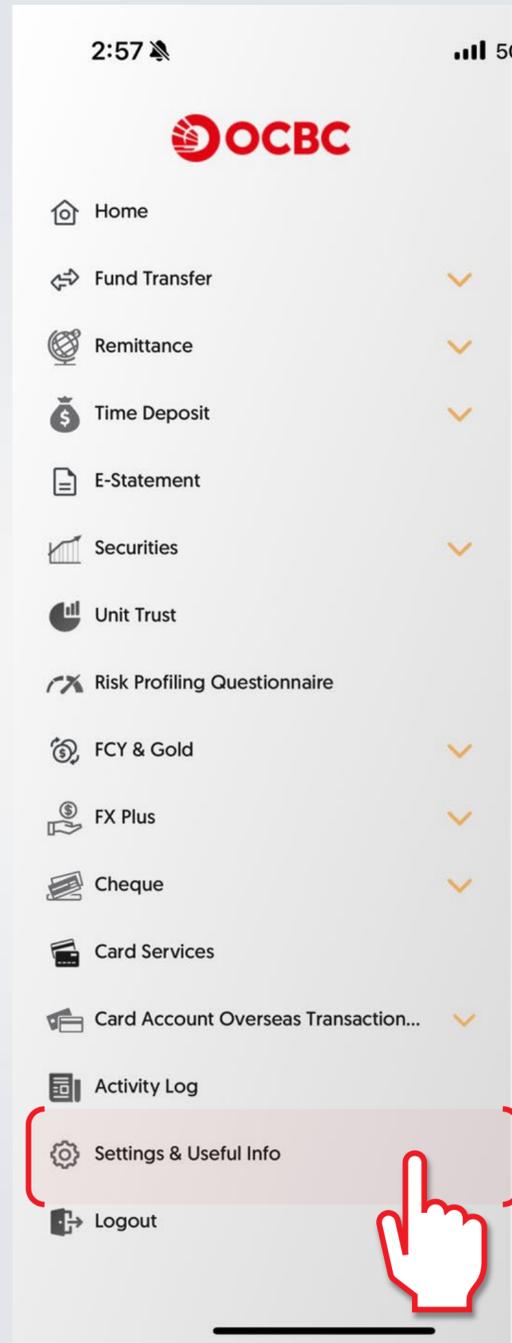


Request sent successfully

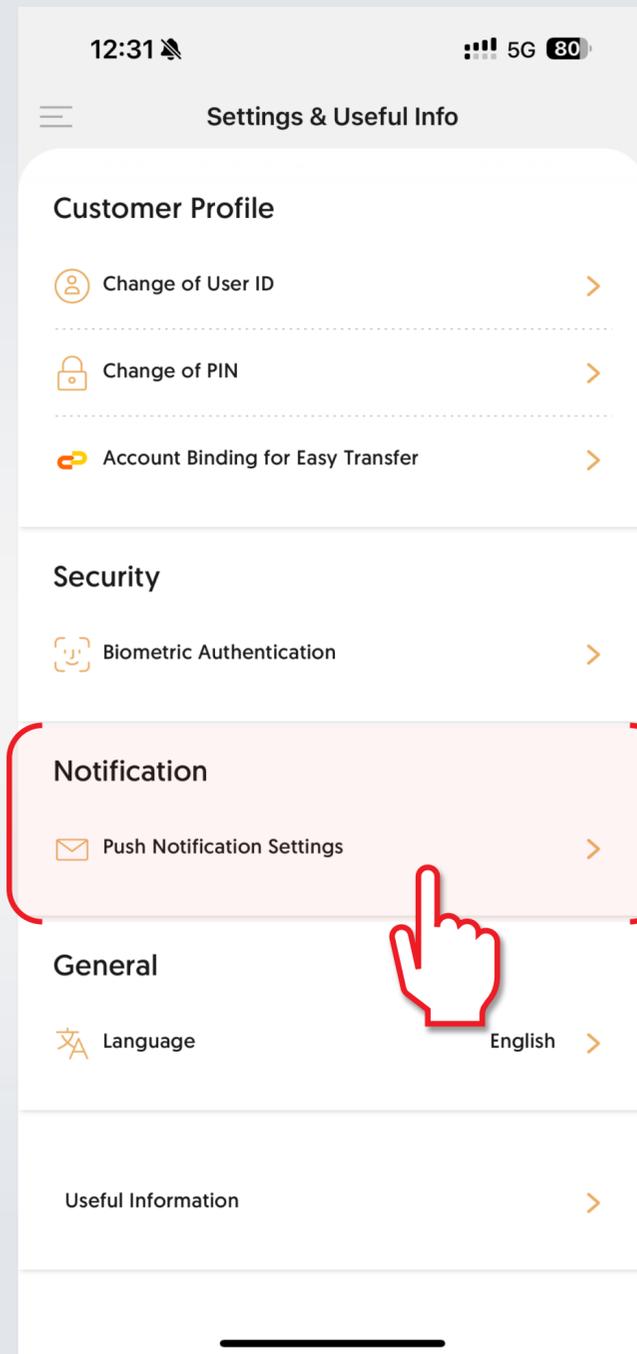
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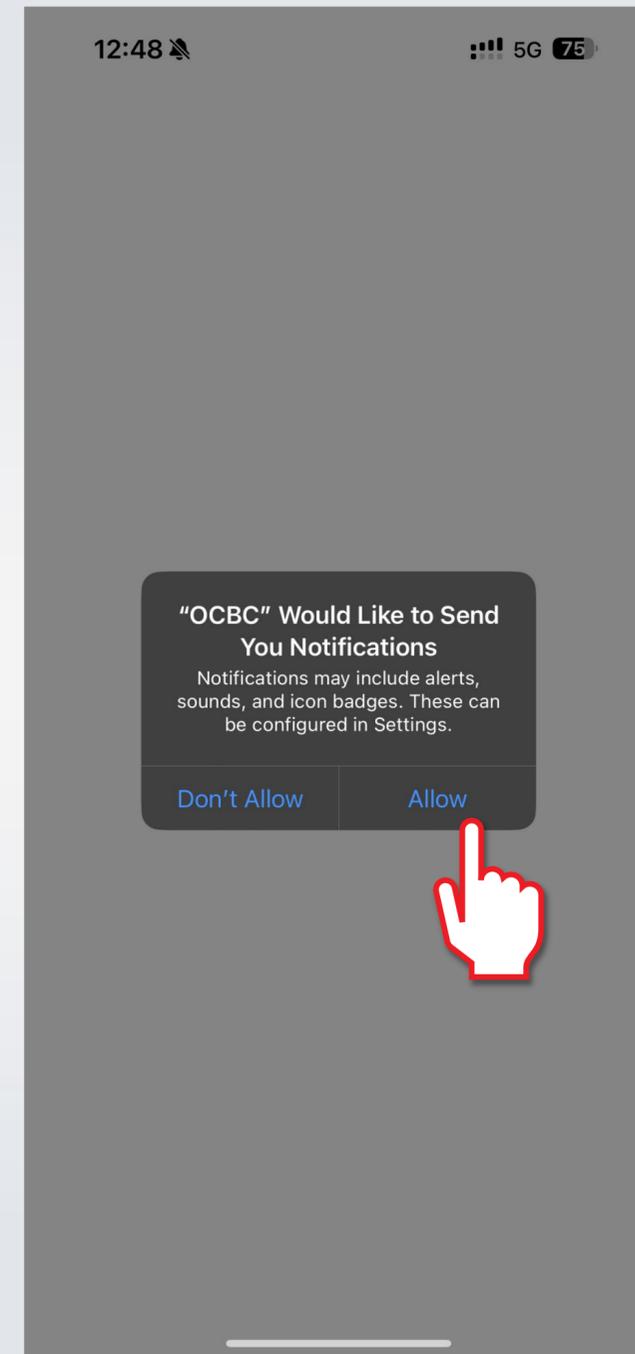
In-App Notification Setting



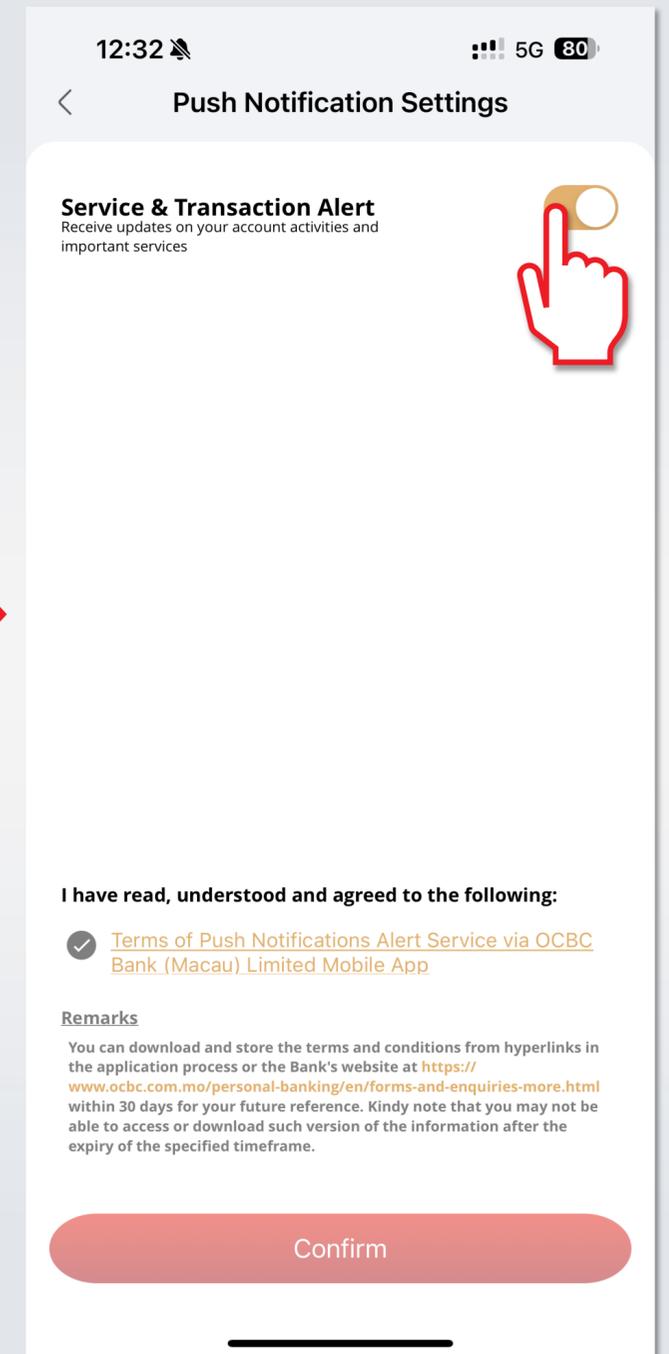
Login mobile app and choose "Settings & Useful Info"



Select "Push Notification Settings"



After reading the pop-up message, select "Allow"

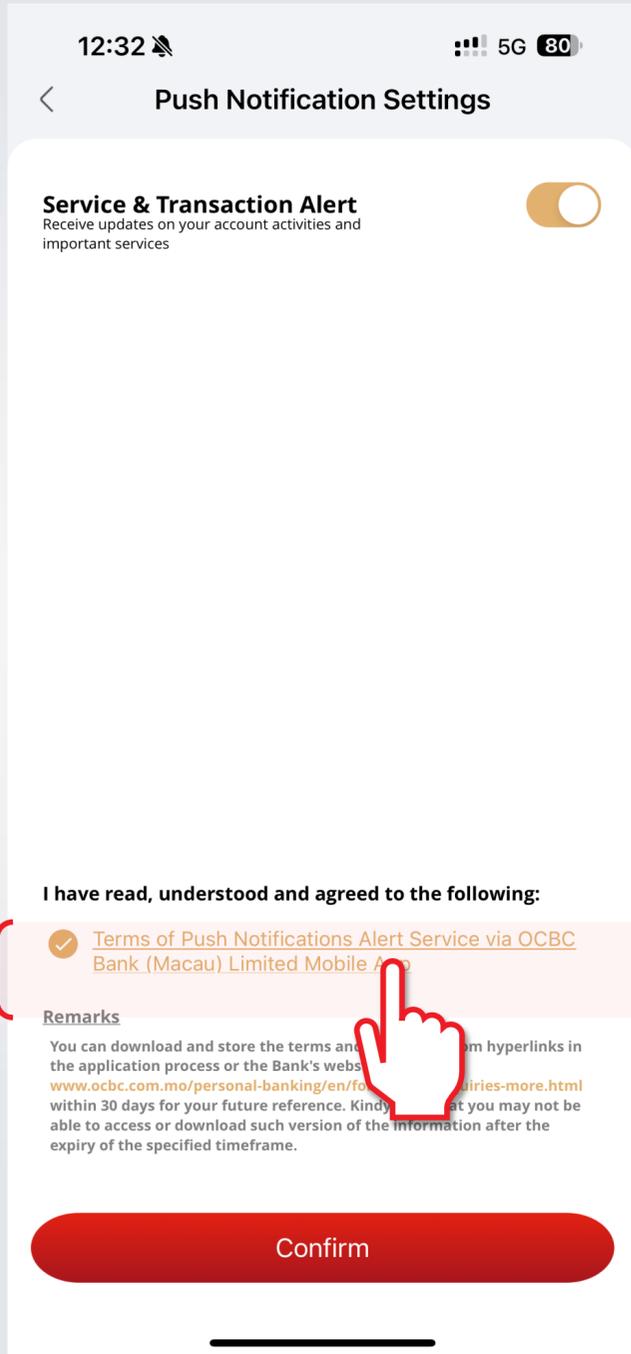


Click to open "Service & Transaction Alert"

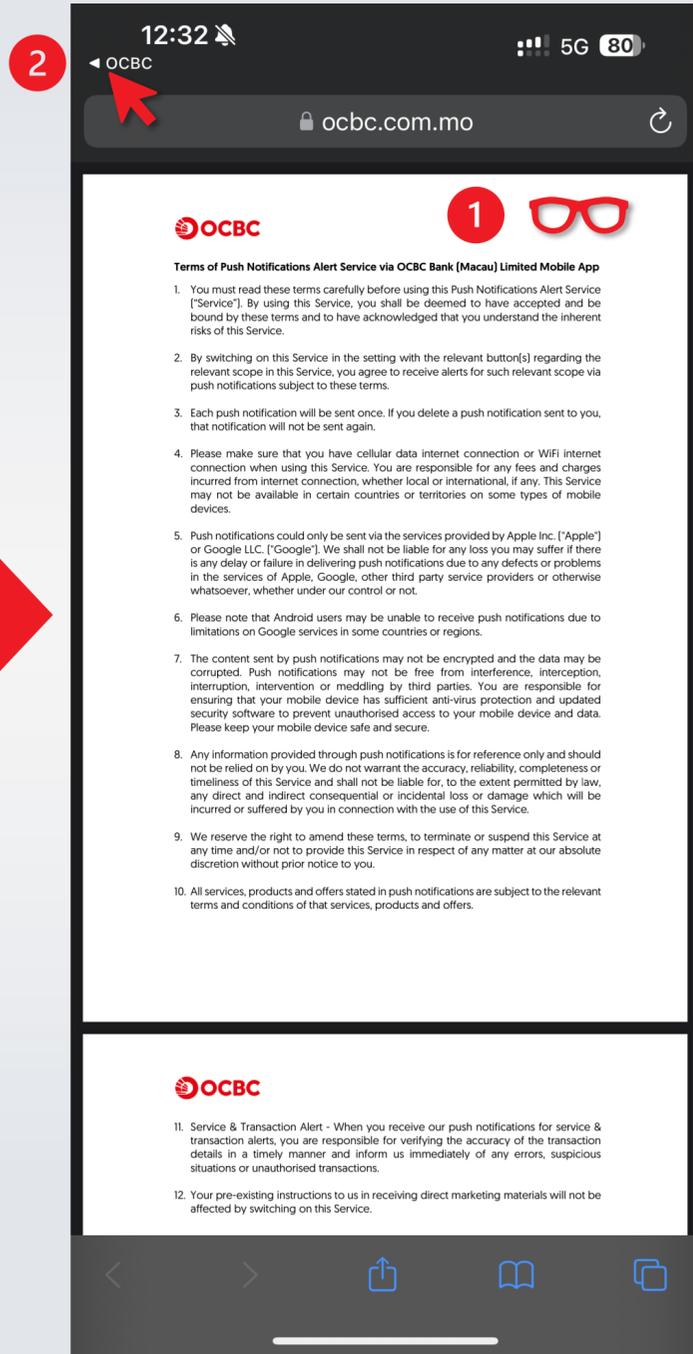
8



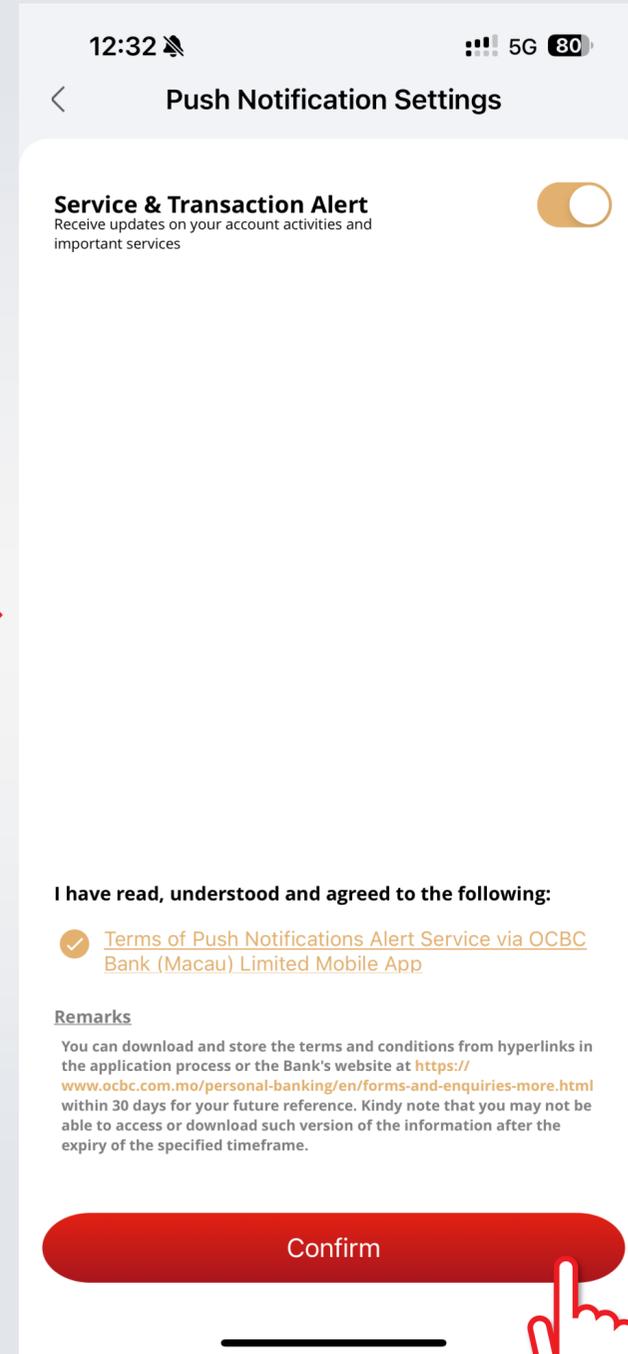
In-App Notification Setting



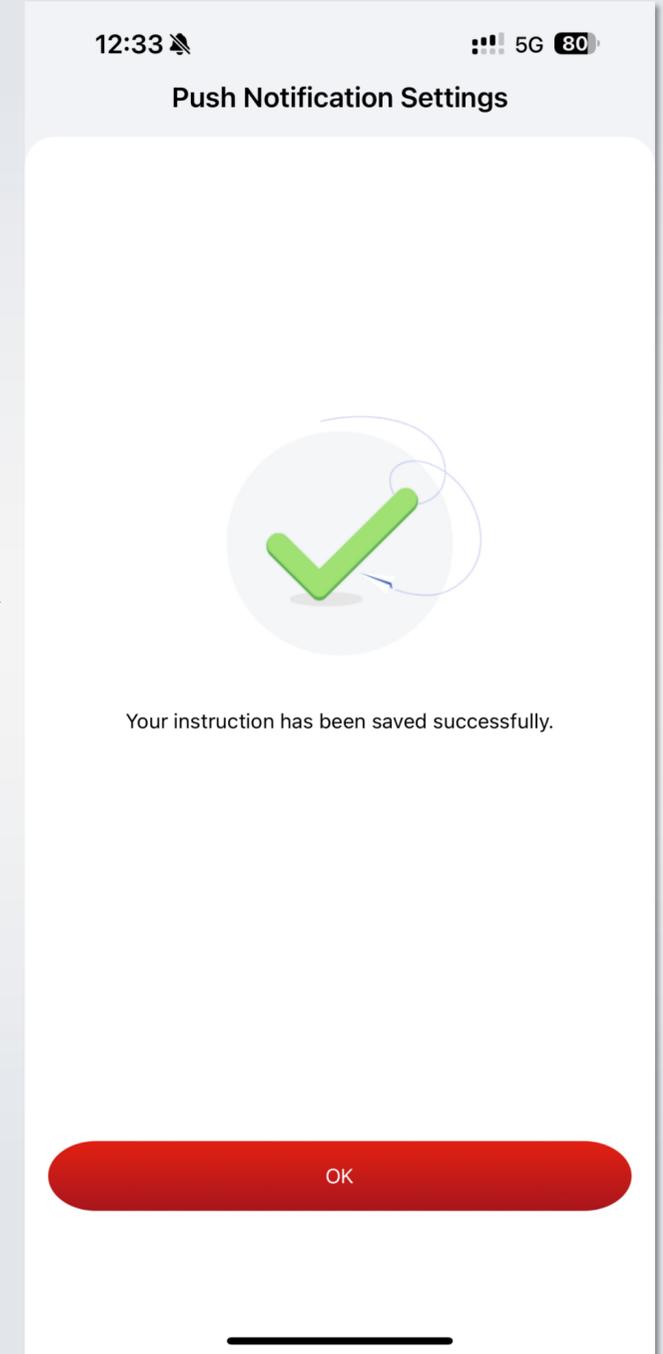
Click to open the link



- 1 Read the terms and conditions
- 2 Press the 'OCBC' in the upper left corner to return



Press "Confirm."

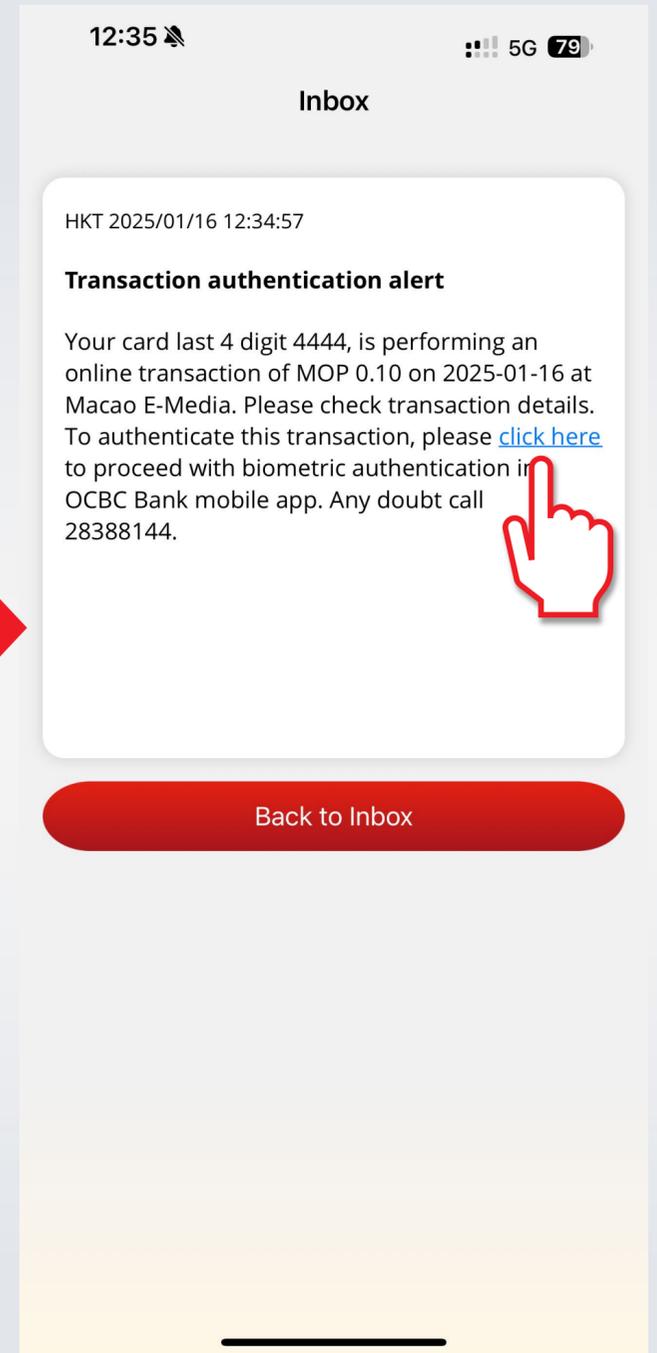
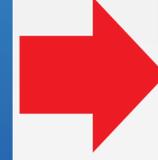
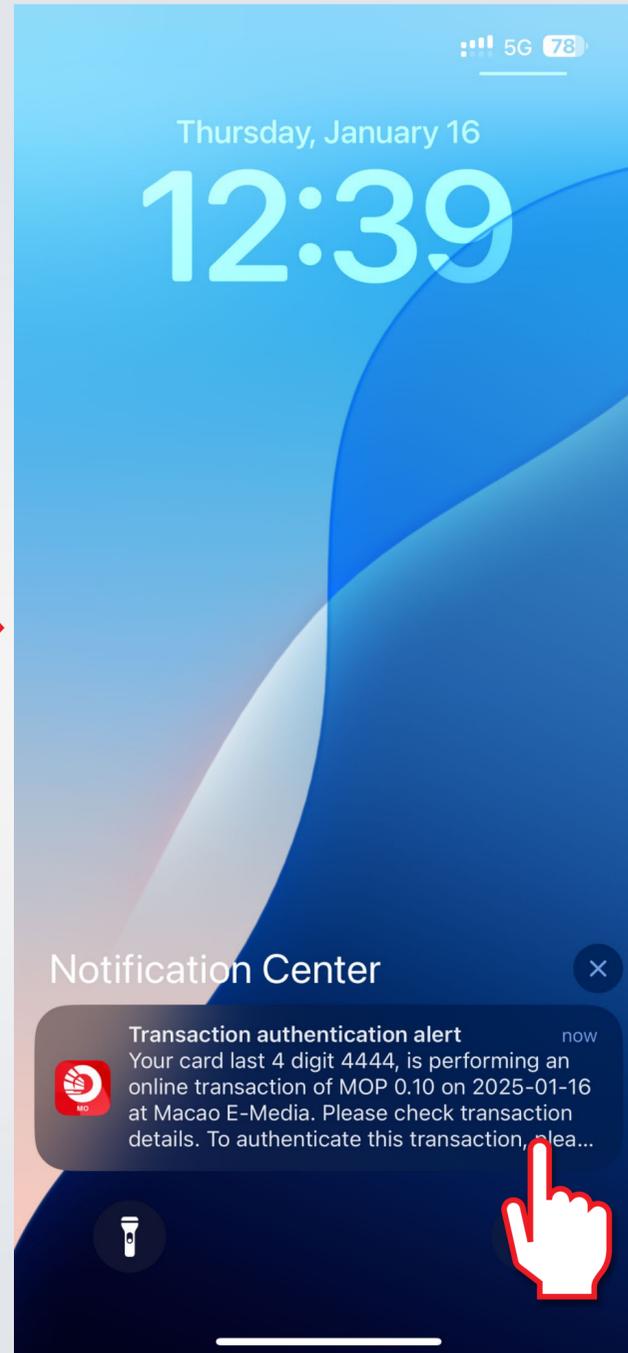
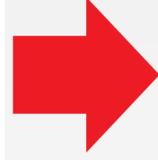
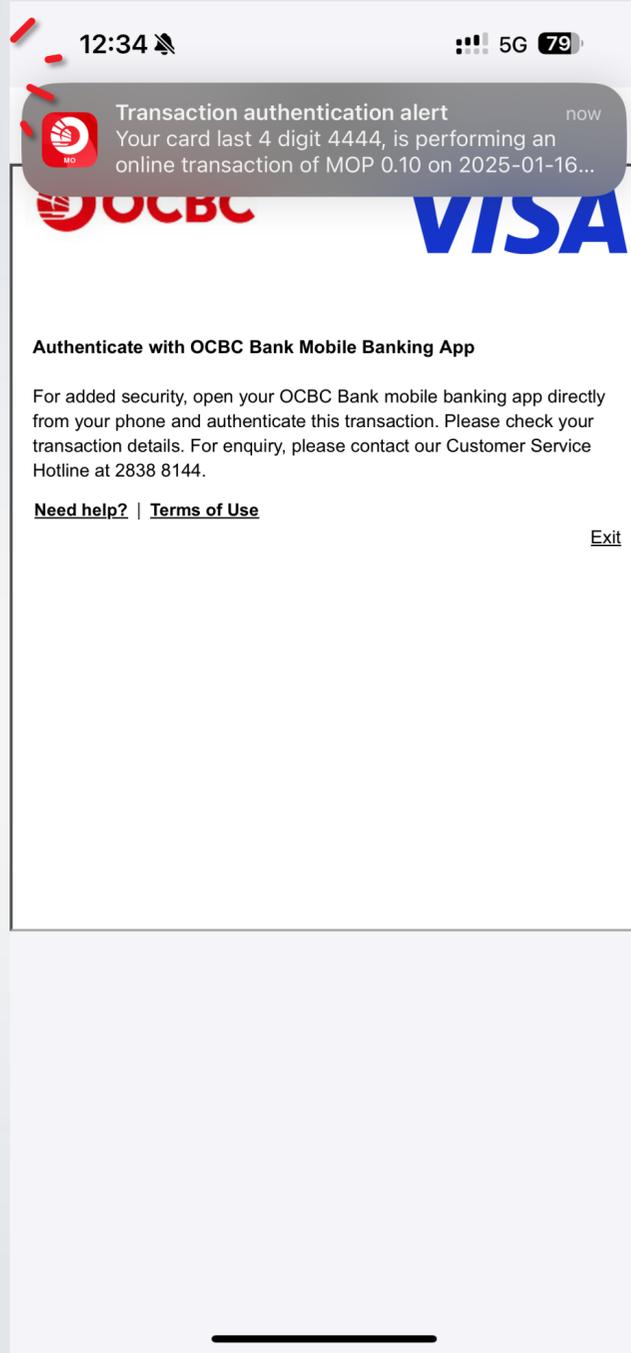
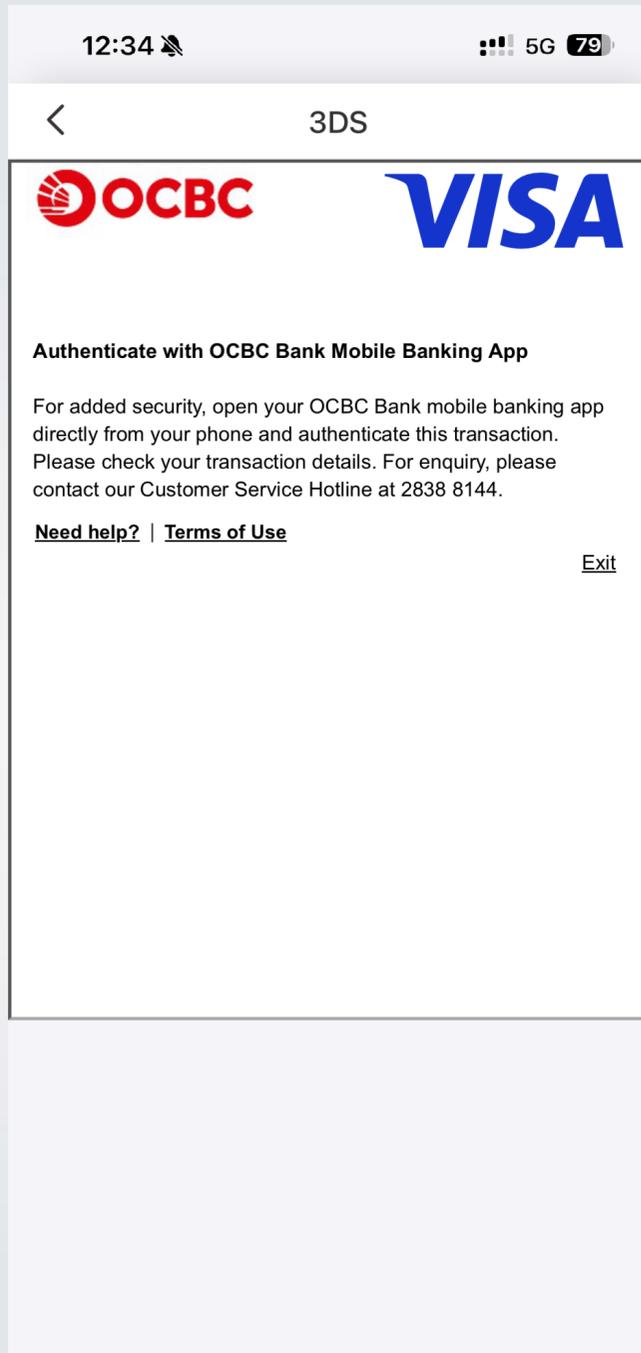


Push Notification set up completed

9



Authorized Credit Card 3DS online transactions



When making online transactions using a credit card, customers will be redirected to the 3DS authentication screen.

Customers will receive a text message on their mobile phone.

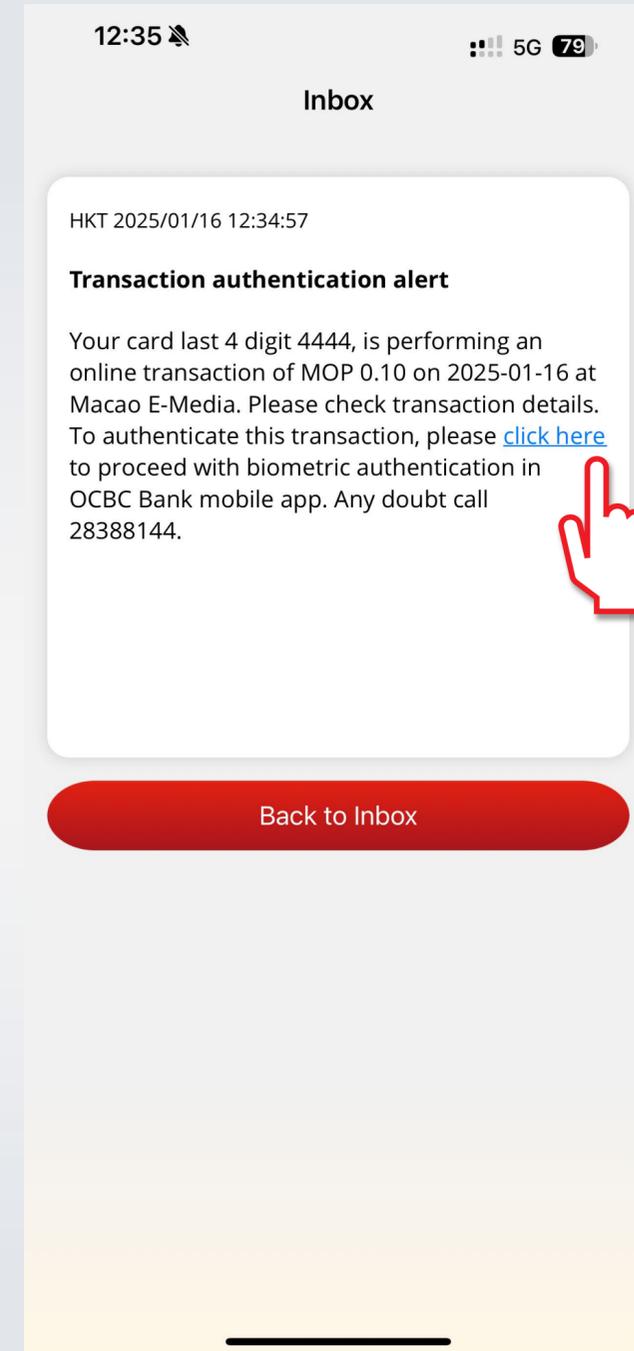
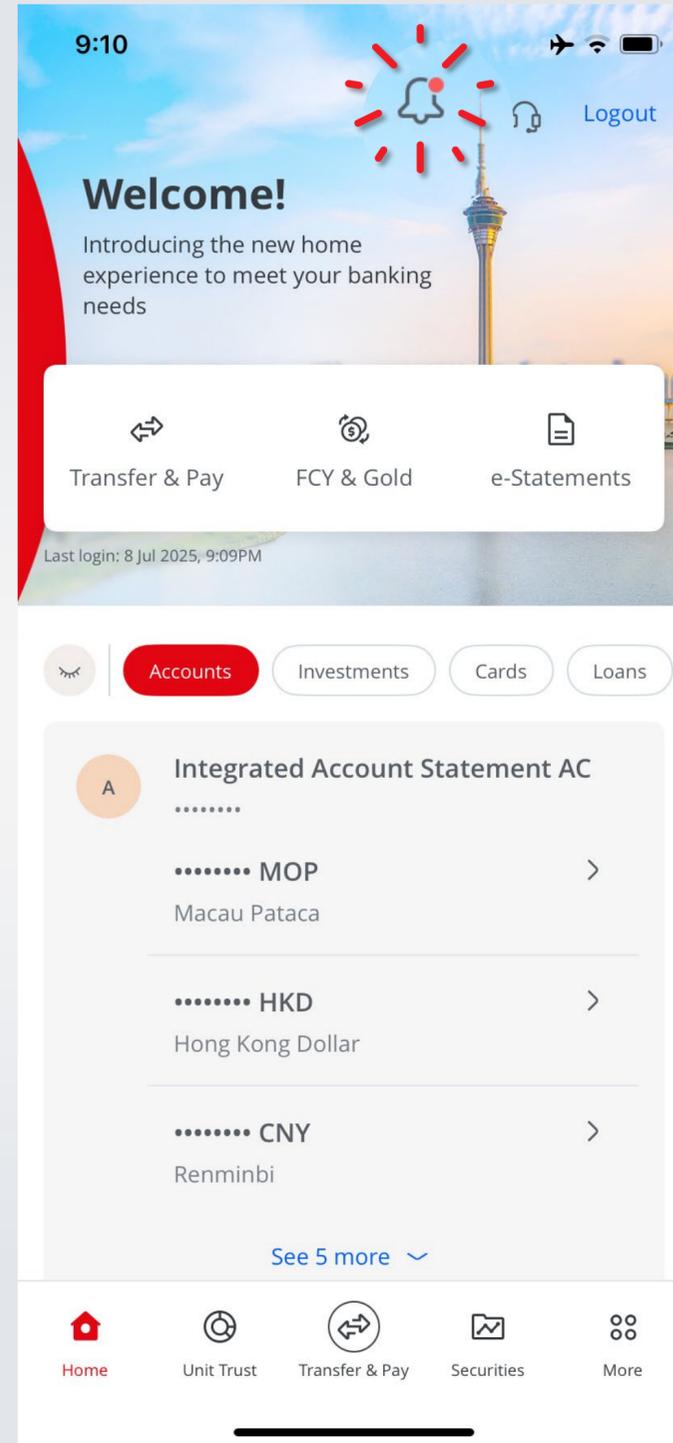
Click to open the text message to view transaction details.

Click the "click here" link.

For customers who have logged in to online banking mobile app

9

Authorized Credit Card 3DS online transactions



Customers who haven't logged in to the mobile app will be directed to the login page.

Customers who do not have the mobile application will receive a one-time password (OTP) for authentication.

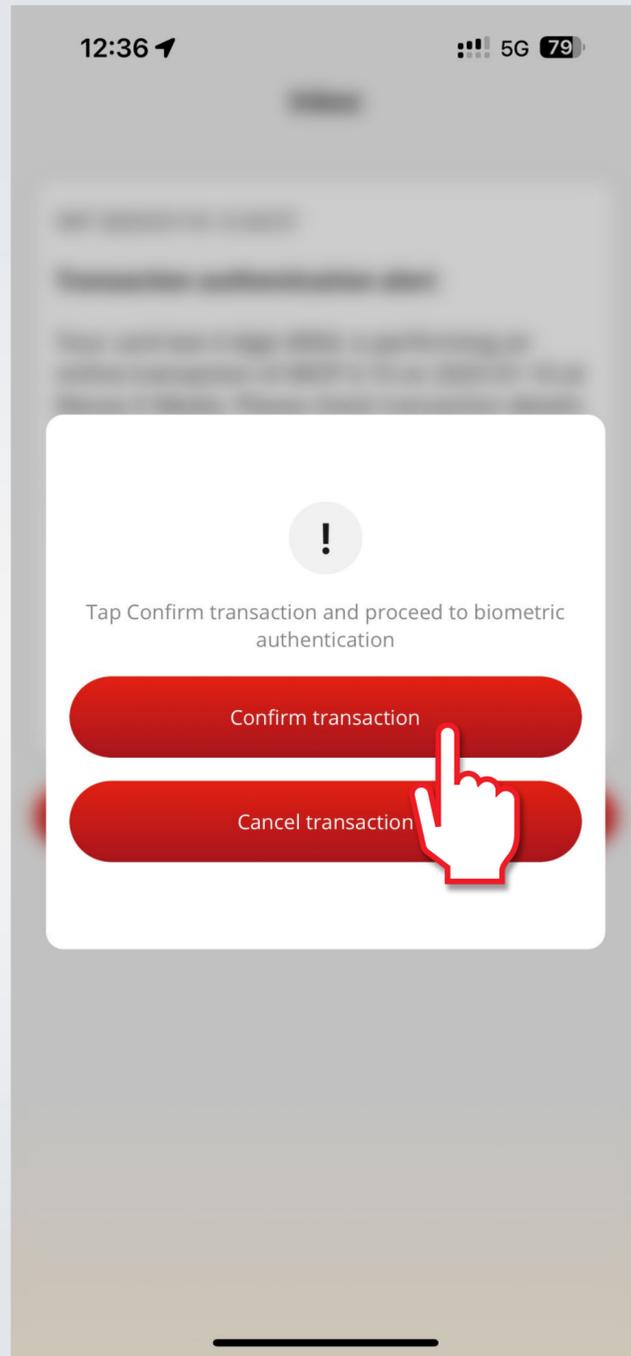
Click on the 'Bell' icon in the upper right corner to open the message.

Click the "click here" link.

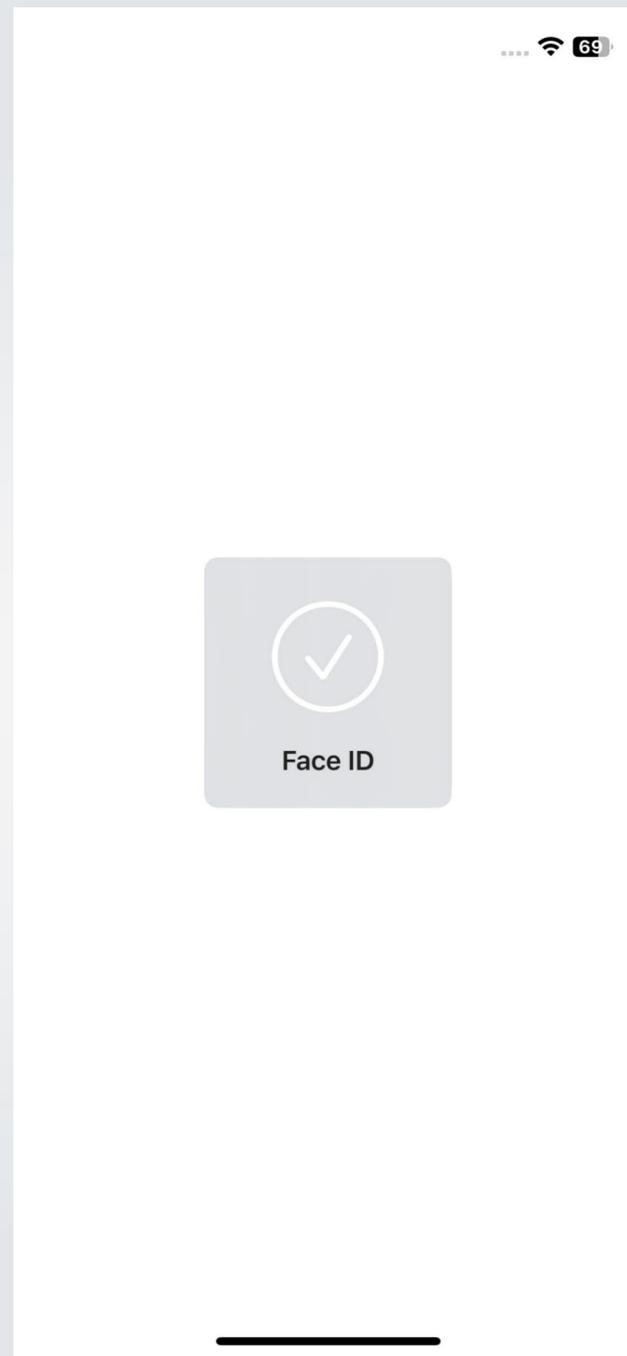
9



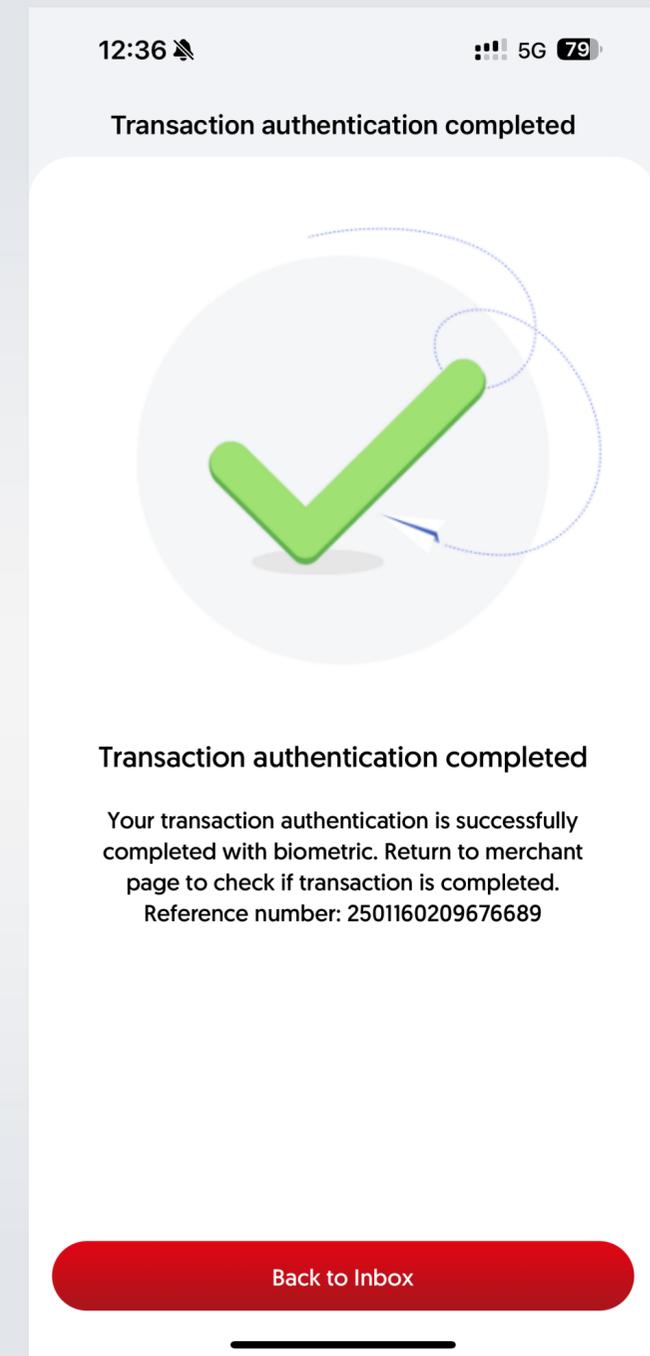
Authorized Credit Card 3DS online transactions



Click "Confirm Transaction" to proceed with biometric authentication



For Apple devices, use Face ID. For Android devices, use fingerprint authentication. 



Once successful, customers must return to the transaction platform to confirm that the transaction has been completed.