

How to Reactivate a Dormant Account?

● Option 1

Customer can reactivate a dormant account by visiting any branch of the Bank (in person) along with identification documents (including but not limited to HKID, passport or other identification documents provided to the Bank for account opening) for identity verification purpose.

Customer mentioned above includes all account holders of a joint account or authorised signatories of a business account under the current signing arrangement.

● Option 2

Personal customer can reactivate a dormant account via our Mobile Banking App, in Hong Kong or places overseas. After logging in, go to 'Setting' > 'Account Status Enquiry and Reactivation', choose the account to be reactivated (if applicable) and press 'Reactivate' to complete the account reactivation.

● Option 3

Corporate customer can apply to reactivate a dormant account by contacting the domicile branch or the related relationship manager. The Bank's staff will authenticate the identity of the customer and follow the customer's instruction to perform account reactivation according to the Bank's latest guideline.

Can I Adopt the Above Options to Reactivate a Dormant Account?

	Single Name Account	Joint Name Account	Corporate Account
Option 1	✓	✓	✓
Option 2	✓	✗	✗
Option 3	✗	✗	✓

For More Information

We are committed to providing the best banking experiences to our customers. If customer encounters any problems about account reactivation, please contact our Customer Services Hotline at (852) 3768 6888 during office hours (Mon - Fri 09:00 - 18:00, Sat 09:00 - 13:00, Sun & PH closed) for assistance. The dormant account can be reactivated once the identity verification and other applicable regulatory requirements are completed satisfactorily.