

# 网银电子账单常见问题解答

## 1. 网银电子账单是什么？

电子账单是账户账单的 PDF 格式版本，您可登录个人网银香港专业版浏览及下载。

## 1. What is an eStatement on E-Banking?

An eStatement is an electronic version of the physical copies of your account statements in Adobe PDF format that can be retrieved from Personal E-Banking CMBHK Edition. With eStatements, you can conveniently store your CMBHK bank statements in electronic copy which you can easily retrieve at any time.

## 2. 网银电子账单服务何时开始？

自 2018 年 2 月开始，我行已经提供电子账单服务。

## 2. When will the eStatement on E-Banking service be available?

The eStatement on E-Banking service is available from February 2018 .

## 3. 我需要另外申请电子账单服务吗？

不需要。所有个人账户且已申请网银服务的客户，均自动享有此服务。

## 3. Do I have to apply for the eStatement on E-Banking service?

There will be automatic enrolment for all eligible CMBHK account holders with Personal E-Banking CMBHK Edition access.

## 4. 我需要什么软件来浏览？

您需要下载 Adobe Acrobat Reader 软件或者其它可以浏览 PDF 格式文件的软件来浏览及打印电子账单。

## 4. What software do I need to view eStatement?

You will need Adobe Acrobat Reader to view and print your eStatement.

## 5. 当我的账户生成新的电子结单，我会否收到任何通知？

当最新文档准备好，我们将会发送提示电邮及/或提示短讯。我们建议您不时查阅您已向我行登记的电邮账户和手提电话或个人网银香港专业版以查阅最新的电子结单，及检查是否需采取任何必要行动。如就相关账户有关的电邮地址及/或手提电话号码有更新，请及时通知我行。

5. Will I receive any notification when a new eStatement is generated in respect of my account(s)?

We will send an email and/or a SMS text message when new files are ready. We recommend that you should check your email account and mobile phone registered with us or Personal E-Banking CMBHK Edition from time to time, to read the latest eStatements and check for any necessary actions. If there are any updates to the email address and/or the mobile phone number in respect of any relevant account(s), please inform us promptly.

6. 可否更改我的电子结单短讯所发往的电邮地址？

您可以亲临香港分行或内地见证网点，更改您指定的电邮地址，以防遗漏接收电子结单。

若您的电邮地址有任何改动，我们建议您将其更新，以确保您可接收到电子结单。

6. Can I change the email address my eStatement messages are sent to?

You can visit Hong Kong Branch or any Witness Service Branch in mainland whenever it is changed to avoid missing receiving eStatement.

We recommend you update your email address when you change it to make sure you receive them.

7. 我的邮箱还会收到电子账单吗？

不会，香港分行将从 2018 年 7 月 14 日起仅提供网银电子账单查询及下载服务。

7. Will my email continue to receive my eStatement ?

No, CMBHK will only provide eStatement on E-Banking service from July 14th 2018.

8. 我还可以通过“投资主页”申请补领结单吗？

不能，由于个人网银香港专业版中可以查询最近 90 个自然日内的日结单及最近 12 个月内（不含该月）的月结单，因此香港分行将在 2018 年 7 月 13 日 17:30 至 20:30 删除“投资主页”补领结单的功能。

8. Can I apply for statements through the 'Investment Home Page'?

No, because you can access the daily statements within the last 90 natural days and the monthly statements within the last 12 months (excluding this month), CMBHK will remove the statements request function in the 'Investment Home Page' in the early-evening of July 13th 2018.