

Tips for Dormant Account Prevention

If your account has no transaction record, including deposit, withdrawal or transfer, for 24 consecutive months, the account will automatically be changed to “Dormant Account” where account operation will be restricted. To keep your account active and prevent “Dormant Account”, regular management of funds via Mobile Banking or Online Banking is recommended. Should you have any questions or require further assistance, please feel free to make your enquiry via Chatbot Genie:

https://www.asia.ccb.com/hongkong/personal/banking_channels/online_cs.html?cmpid=HKENDTPSEBTMG-CHATBOT.