

19 December 2025

**Phase-Out of SMS One-time Password for PBHK Digi App Activation**

Effective from 29 December 2025, Public Bank (Hong Kong) Limited (the “Bank” or “we”) will discontinue SMS One-time Password verification for setting up the PBHK Digi app to strengthen the security. Customers will instead need to complete the activation of PBHK Digi app by verifying his/her Hong Kong Identity Card and performing a selfie-based identity check. Customers who do not hold Hong Kong Identity Card or are unable to complete the said activation process or choose to submit the application for activation at branch, please complete the electronic banking service application form, which could be downloaded from our website or obtained from our branches, and return the completed form to any of our branches.

For enquiries, please feel free to contact the Bank’s Customer Hotline at (852) 8107 0818 or visit any of the Bank’s branches.

**Public Bank (Hong Kong) Limited**

2025年12月19日

**停止以一次性短訊密碼啟動PBHK Digi應用程式**

由2025年12月29日起，大眾銀行(香港)有限公司(「本行」)將停止使用一次性短訊密碼作為啟動PBHK Digi應用程式的驗證方式以提升安全性。客戶將需以核實其香港身份證及自拍進行身份驗證以完成啟動PBHK Digi應用程式。如客戶並未持有香港身份證或無法完成該啟動流程或選擇在分行提交啟動申請，請於本行網站下載或於本行分行索取電子銀行服務申請表格，並將填妥的表格交回本行任何一間分行。

如有任何查詢，歡迎致電本行顧客熱線(852) 8107 0818 或親臨任何分行與職員聯絡。

**大眾銀行(香港)有限公司 謹啟**

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