



WeLab Bank General Service Charges

Effective from: 25 September 2022

Type of Services	Item		Charges (HKD) and Details
Bank services	Request for paper statement (From 1 month up to 7 years from the date of request)		HKD20 per statement cycle ¹
	Bank reference letter		HKD200 per letter
	Personal data access request		HKD300 per request ²
	Core Account overdrawn fee ³		Waived
WeLab Debit Card	Cash withdrawal via ATMs on local "JETCO" network ⁴		Waived
	Cash withdrawal via ATMs on "MasterCard® / Cirrus®" network in Hong Kong		HKD30 per transaction
	WeLab Debit Card annual fee		Waived
	WeLab Debit Card replacement fee		For each calendar year: <ul style="list-style-type: none"> • First 4 replacements: waived • From 5th replacement onwards: HKD 50 / replacement
	Foreign currency transaction fee ⁵		1.8% of transaction value
	Dispute fee ⁶		HKD100 handling fee
Fund Transfer Services / remittance	FPS ⁷	Transfer to other banks from account in WeLab Bank	Waived
		Transfer from other account to an account in WeLab Bank	
	Hong Kong dollar Real Time Gross Settlement (RTGS) system ⁸		HKD50 per transaction
Time Deposit	GoSave Time Deposit early full or partial withdrawal fee		Waived
	GoSave 2.0 Time Deposit early full withdrawal fee		Principal Amount x applicable % ⁹
Wealth Management Services	Subscription fee		Up to 1.5% of the subscription amount
	Request for paper contract note		HKD20 per each contract note ¹

Remarks:

1. Fee waived for customers aged 65 or above, or recipients of government disability allowances, allowance for elderlies, or Comprehensive Social Security Assistance.
2. We reserve the right to charge any additional costs incurred and shall process your request only upon your acceptance of such additional costs.
3. Generally, if you have insufficient funds in your Core Account, any transaction will be rejected. However, there are still a few ways your Core Account could be overdrawn. For example, you may have sufficient funds in your Core Account at the time the transaction is made, but the transaction amount in fact exceeds the balance of funds in your Core Account during the settlement of the transaction. This can happen when you make a transaction in a foreign currency, or give a tip at a restaurant after the bill is paid, etc. We'll let you know if your Core Account is overdrawn, and you'll need to deposit funds to bring your Core Account back to a positive balance.

4. For withdrawals conducted via the local "JETCO" network, if the withdrawal currency is Renminbi, the withdrawn amount will be converted at exchange rates determined by the "JETCO" member bank which is displayed on the ATM screen at the time of the withdrawal.
5. Applicable for debit card transactions effected in currencies other than Hong Kong dollars. For debit card transactions conducted via the "MasterCard® / Cirrus®" network, the transaction amount will first be converted to USD, and then to the related currency based on the daily exchange rates determined by Mastercard® at the time of the transaction. You may refer to Mastercard®'s website for the applicable exchange rate. Also, customers may sometimes be offered the option to settle foreign currency transactions in Hong Kong dollars at the point of sale overseas. Such an option is a direct arrangement offered by overseas merchants and not by Mastercard®. In such cases, customers are reminded to ask the merchants for the foreign currency exchange rates and the percentage of handling fees to be applied before the transactions are entered into as settling foreign currency transactions in Hong Kong dollars may involve a cost higher than the foreign currency transaction fee.
6. If there are any disputes regarding your WeLab Bank Debit Card transactions, your account will only be credited after your request for a refund has been approved successfully. If your request has been declined, we will charge an HKD100 handling fee. An additional fee may be charged by MasterCard® if the dispute cannot be resolved at the chargeback stage and proceed to arbitration.
7. FPS: Faster Payment System.
8. Funds will be credited to your Core Account on the same day if the remittance instruction from the remitting bank is received before 4 pm on a business day (i.e. Mondays to Fridays; excludes Saturday, Sunday, and public holidays). The charges do not include other bank fees, such as the corresponding bank handling charges. Our charges may be deducted from the remittance, and the actual amount received may be different due to the charges. Remittances from non-local banks in foreign currencies through the RTGS system and also the Telegraphic Transfer (TT) will not be accepted. No outbound remittances through RTGS will be provided and inbound remittances in foreign currencies will not be accepted.
9. As each individual GoSave 2.0 Time Deposit may have different early withdrawal handling charges, the actual applicable % of the handling charge for early full withdrawal will be shown on the WeLab Bank mobile application prior to confirmation and acceptance of the GoSave 2.0 Time Deposit Terms and Conditions.
10. If you have any enquiries regarding our General Service Charges, please contact our Customer Service Hotline at +852 3898 6988 or email us at wecare@welab.bank.
11. In the event of inconsistency between the English and Chinese versions of this General Service Charges, the English version shall prevail.



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	Foreign currency transaction fee ⁵		1.8% of transaction value
	Dispute fee ⁶		HKD100 handling fee
Fund Transfer Services / remittance	FPS ⁷	Transfer to other banks from account in WeLab Bank	Waived
		Transfer from other account to an account in WeLab Bank	
	Hong Kong dollar Real Time Gross Settlement (RTGS) system ⁸		HKD50 per transaction
Time Deposit	Early uplift fee		Waived
Wealth Management Services	Subscription fee		Up to 1.5% of the subscription amount
	Request for paper contract note		HKD20 per each contract note ¹

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