

# Welab Bank Limited - General Service Charges

Effective from: 30 November 2021

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 <sup>1</sup>
	Bank reference letter		HKD200 per letter
	Personal data access request		HKD300 per request <sup>2</sup>
	Core Account overdrawn fee <sup>3</sup>		Waived
WeLab Debit Card	Cash withdrawal via ATMs on local "JETCO" network <sup>4</sup>		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"> <li>First 4 replacements: waived</li> <li>From 5<sup>th</sup> replacement onwards: HKD 50 / replacement</li> </ul>
	Foreign currency transaction fee <sup>5</sup>		1.8% of transaction value
	Dispute fee <sup>6</sup>		HKD100 handling fee
Fund Transfer Services / remittance	FPS <sup>7</sup>	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 <sup>8</sup>		HKD50 per transaction
Time Deposit	Early uplift fee		Waived

## Remarks:

- Fee waived for customers aged 65 or above, or recipients of government disability allowances, allowance for elderlies, or Comprehensive Social Security Assistance.
- We reserve the right to charge any additional costs incurred and shall process your request only upon your acceptance of such additional costs.
- 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.
- For withdrawals conducted via the local "JETCO" network, if the withdrawal currency is Renminbi, the withdrawn amount will be converted at exchange rates determined by the "JETCO" member bank which is displayed on the ATM screen at the time of the withdrawal.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.
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 a HKD100 handling fee. Additional fee maybe charged by MasterCard if the dispute cannot be resolved at 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 4pm on a business day (i.e. Mondays to Fridays; excludes Saturday, Sunday and public holidays). The charges do not include other bank fee, 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. If you have any enquiries regarding our General Service Charges, please contact our Customer Service Hotline at 3898 6988 or email us at [wecare@welab.bank](mailto:wecare@welab.bank).
10. In the event of inconsistency between the English and Chinese versions of this General Service Charges, the English version shall prevail.