

Important notice for registration

1. How long does it take for the bank to confirm the registration for "HKJC FPS Instant EFT"?

Bank normally requires 5 working days to confirm the registration (i.e. Request of Electronic Direct Debit Authorization (eDDA) setup[^]). If such eDDA setup request lasted over 5 working days without response from bank, you are advised to contact your bank to check the setup progress and same personal information is recorded as the Club's one.

[^]If your nominated bank account is Industrial and Commercial Bank of China (Asia) or other bank which needs customer confirmation to eDDA request, you need to login your bank's banking portal and accept related eDDA request or contact your bank.

2. Why can't register "HKJC FPS Instant EFT" successfully?

During the registration process, bank will verify your Name, Identity document number, Mobile number and Nominated Bank Account number in HKJC Betting Account, to make sure all the above personal data are exactly match with bank's record. If any data is not match, the registration will be rejected by bank. Then, you can check the rejection reason with your name, mobile number and nominated bank account number in the relevant page of the Club's application.

If the bank's record is incorrect, please contact your bank to update. Otherwise, please refer to the following instructions to update the Club's record:

- i. Registered Name / Identity document number not match
You can bring your Identity document to Off-course Betting Branches/ Racecourses to update the information. The relevant change will be updated around 1 working day.
- ii. Registered Mobile number not match
You can update your mobile number online at HKJC Customer eCentre (cc.hkjc.com) or you may visit Off-course Betting Branches/ Racecourses to update the information. The relevant change will be updated instantly and you can re-register the service via any supporting channel.
- iii. Registered Nominated Bank Account number not match
You can bring your ATM card that has printed your name to visit Off-course Betting Branches/ Racecourses to update the information. The relevant change will be updated instantly and the system will re-submit the registration automatically.