

## 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.

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, you can update your records online via "HKJC Account Opening" app. Please visit our website <https://m.hkjc.com> for details, or 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](http://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.

3. Why does the "HKJC FPS Instant EFT" service adopted the dual FPS partner banks mechanism?

In order to provide a stable and convenient "HKJC FPS Instant EFT", the Club has adopted dual FPS partner banks mechanism. The dual FPS partner banks mechanism is provided by Standard Chartered Bank and Bank of China (Hong Kong). Due to the increase of corresponding service providers, unavailable service to customer caused by bank maintenance & emergency situation will be reduced, and customer can enjoy more stable service.