

**THE GUIDELINE ON INFORMATION REQUIRED  
FOR DETERMINING AND PAYING COMPENSATION (IS GUIDELINE)**

**Questions and Answers**

The Hong Kong Deposit Protection Board (the Board) issued the IS Guideline<sup>1</sup> specifying the information which Scheme members should submit to the Board when the Deposit Protection Scheme is triggered. This set of questions and answers covers the areas frequently asked by Scheme members and can provide guidance to Scheme members on how they can achieve compliance with the IS Guideline.

**Part (A) – Information relating to individual deposits**

*Name of Depositor (ref: Part (A)(n)(i))*

**Q1. The name of the depositor that appears on the account opening form is not identical to the name that is shown on the identification document. For example, a company which has many branches may include a specific branch name when filling in the name field of the account opening form for ease of the bank's reference. In such a case, what is the name that should be reported to the Board?**

A1. Scheme members should report the name of the depositor as shown on the identification document. Any alternation to the name may affect the Board's ability to correctly identify and pay compensation to the depositor concerned.

*Identification Document Number (ref: Part (A)(n)(iii)-(vii))*

**Q2. Some unincorporated entities such as NGOs or government departments do not have a business registration (BR) number. Moreover, Scheme members may not maintain the BR number for depositors that are banks. Should Scheme members leave the identification document number blank for such depositors?**

A2. If Scheme members do not maintain the BR number of depositors that are unincorporated entities or banks, it would not be necessary to provide the identification document number for such depositors. More specifically, the identity document type indicator in Part (A)(n)(iii) for such depositors should be reported as 'N' (not available).

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<sup>1</sup> The IS Guideline is available at the Board's website ([https://www.dps.org.hk/en/guidelines\\_c.html](https://www.dps.org.hk/en/guidelines_c.html)).

**Q3. A depositor may use different types of identification document and/or correspondence information to open multiple accounts. Should Scheme members provide all the different identification document numbers and correspondence information reported by the depositor to the Board?**

A3. If Scheme members maintain a single consolidated view of all the accounts held by the depositor, e.g. a depositor profile in the customer relationship management system, the most current identification document number and correspondence information of the depositor known to the Scheme members should be reported. Otherwise, Scheme members should report the depositor information according to that maintained as per each deposit account.

*Internet Banking Indicator (ref: Part (A)(n)(ix))*

**Q4. Scheme members may offer a variety of online banking services to customers, such as credit card, account management, securities services and foreign currency exchange. If a depositor only uses a specific type of online banking services, for example securities services, he/she may not have access to view or operate his/her deposit accounts online. In such a case, should the Scheme members report 'Y' in the Internet banking indicator? What value should be reported in the Internet banking indicator if a depositor merely registered for mobile banking?**

A4. The Internet banking indicator of a depositor should be reported as 'Y' only if the depositor is able to view and operate the deposit accounts (such as making enquiries or fund transfer) through the Internet and/or mobile banking.

*Telephone Number and Mobile Phone Number (ref: Part (A)(n)(xiv)(II) and Part (A)(n)(xiv)(III))*

**Q5. Scheme members may not differentiate between mobile phone number and telephone number when maintaining the depositors' contact information. There are also an increasing number of depositors that only have a mobile phone number and may provide the mobile phone number in the telephone number field of the account opening form. Can Scheme members report the mobile phone number as provided by the depositor in the telephone number field of Part (A)?**

A5. Scheme members can report the telephone number and/or mobile phone number of depositors according to the information that is provided to them. For example, if a depositor provides a mobile phone number in the telephone number field of the account opening form, Scheme members may report the same number in the

telephone number field of Part (A). For the avoidance of doubt, the same phone number should not be reported in both the telephone number and mobile phone number fields of a deposit record.

Notwithstanding that, the Board encourages Scheme members to make reasonable efforts in properly classifying the phone numbers using available information. For example, if the phone number provided by a depositor has been registered to receive SMS messages from the Scheme members or for Faster Payment System (FPS), it would be preferable to report this number in the mobile phone number field of Part (A).

**Q6. If Scheme members maintain more than one mobile phone number of a depositor, which mobile phone number should be reported to the Board? Should Scheme members provide all the mobile phone numbers of a depositor kept on record in the mobile phone number field by concatenating the numbers?**

A6. If Scheme members maintain more than one mobile phone number of a depositor, the one registered to receive SMS messages or for FPS would preferably be reported in the mobile phone number field of Part (A). Should Scheme members choose to report an additional mobile phone number to the Board and the depositor does not have a land line number, the additional number can be reported in the telephone number field of Part (A). Nevertheless, there should only be one phone number reported in the telephone number field and the mobile phone number field respectively.

**Q7. Should the depositor's telephone number and mobile phone number include the country calling code?**

A7. A complete overseas telephone number or mobile phone number<sup>2</sup> should consist of the country calling code (which has 1 to 3 digits) followed by the area code (if any) and the phone number. The country calling code should be prepended to all overseas phone numbers in Part (A) without any separator or space in between. For example, a China mobile phone number '18123456789' should be reported as '8618123456789'. Scheme members are also recommended, as a matter of good practice, to prepend the country calling code '852' to Hong Kong phone numbers.

**Q8. If a depositor does not specify the country calling code of the telephone number or mobile phone number at the time of account opening or during subsequent**

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<sup>2</sup> The format of telephone number and mobile phone number is alpha numeric, including all alphabets and numeric digits but excluding any brackets or hyphens or other non-alpha-numeric characters.

**updates of the phone number, what country calling code should be reported in Part (A)?**

- A8. Scheme members should make reasonable efforts in classifying overseas and local phone numbers using their currently adopted methods. If a phone number is classified as an overseas phone number or if it cannot be classified, Scheme members should report the phone number as provided by the depositor which may or may not include the country calling code. Meanwhile, if a phone number is classified as a local phone number<sup>3</sup>, Scheme members are recommended to prepend the country calling code of '852' to the phone number as a matter of good practice.
- Q9. **The telephone system used by Scheme members may require dialling internal prefix codes (for example, '0', '9' or '00') when making outbound calls to depositors. Hence, the prefix codes are maintained as part of the depositors' phone numbers in the banking system. Can Scheme members include the prefix codes when reporting the phone numbers in Part (A)?**
- A9. The internal prefix codes used by Scheme members should not be included when reporting the telephone number and mobile phone number of the depositors.

*Depositor Information of Joint Account (ref: Part (A)(n))*

- Q10. **Scheme members usually maintain only one correspondence address of a joint deposit account, which is either the designated correspondence address or the primary account holder's address. However, Scheme members may also maintain the correspondence address(es) of the non-primary account holder(s) on their records which are provided by the depositor(s) when opening other deposit accounts solely held by them. Should the correspondence address(es) of the non-primary account holder(s) maintained in their solely held deposit accounts be reported in the joint deposit account record?**
- A10. No, Scheme members only need to report the correspondence address that is provided by the depositor(s) of the joint account.
- Q11. **The contact information of non-primary account holder(s) of a joint deposit account is set as optional information in the IS Guideline. Can Scheme members choose not to report it even though such information is maintained?**

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<sup>3</sup> For example, if Scheme members have successfully contacted the depositor by dialling the phone number locally, or the length and format of the phone number appears to be a legitimate local phone number.

A11. According to paragraph 10 of the IS Guideline, if the contact information of non-primary account holder(s) is currently maintained by Scheme members in electronic form, such information should be provided in Part (A).

*Zero, Negative Balance or Dormant Accounts*

**Q12. Should Scheme members report all deposit accounts maintained in their Hong Kong office including those with zero or negative balances?**

A12. Scheme members should only report deposit accounts with a positive balance maintained in their Hong Kong office. Deposit accounts with zero or negative balances (i.e. the value of principal balances plus accrued interest is zero or negative) should be excluded from Part (A).

**Q13. Should Scheme members report the unclaimed deposit accounts which have remained dormant for a very long time in Part (A)?**

A13. The unclaimed deposit accounts with a positive balance should be reported, including any depositor information maintained by Scheme members.

*Format of CSV file*

**Q14. Scheme members with no more than 1,000 deposit accounts may submit Part (A) data in CSV file format. Should the column headers be provided in the first line of the CSV data file? Are the header and trailer records required in the CSV data file?**

A14. The column headers should not be provided in the CSV data file(s). The first line and the last line of the CSV data file should be the header and trailer records as specified in Annex 1 of the Explanatory Note to the IS Guideline.

**Part (B) – Information relating to each type of deposits**

**Q15. Under what circumstances should special field values be used? Should special field values be used to indicate that Scheme members do not possess the information required?**

A15. In general, if a Scheme member does not possess the information required in a field, or it knows that the information on hand is outdated, or the information is not applicable to a depositor or deposit, the field should be left blank in Part (A) data file(s). The use of special field values should be reserved for exceptional occasions,

for example, when no indicator value specified in the IS Guideline fits a unique scenario, or if the information is too long to fit in a data field of Part (A).

Hong Kong Deposit Protection Board  
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