

Guideline – Authorising another person to manage your Mox account

1. In certain situations, you may want to authorise another person to manage your banking affairs with Mox on your behalf. To do this, you can put in place a power of attorney (“**POA**”) and register it with us.
2. A POA is a legal document that allows you to appoint one or more people (each called an “**Attorney**”) to make financial decisions and/or carry out transactions on your behalf. There are different types of POAs and, depending on the type of POA you wish to put in place, you must satisfy different legal requirements.
3. We do not charge any fees to register your POA with us. However, you will need to arrange and pay for the POA yourself.
4. If you would like to register your POA with Mox, please contact our Customer Care Team at 2888 8228, using our in-app call/live chat function or by emailing us at care@mox.com to book an in-person appointment at our offices. Our staff will let you know the registration procedures and the documents and information you need to provide. The required documents will include an original or certified true copy of your POA, your identification document(s) and proof of address, but may include other documents and information as well.
5. Once you have the required documents and information ready, please come to our offices at your appointed time. We may require you and your Attorney to attend together.
6. During the appointment, our staff will verify the documents and identities of you and your Attorney(s). We have the discretion to decide whether or not to approve the registration of your POA with us or request additional documents or information.
7. After your POA has been registered with us and we have updated our records, we will notify you by email.
8. Once your POA has been registered with us, your Attorney can come to our offices to perform certain banking actions on your behalf. What your Attorney can actually do will be limited to the scope of authorisation specified in your POA and the services that we are able to provide through our offices. If your Attorney would like to take any action with Mox on your behalf, they should contact our Customer Care Team before coming to our offices to confirm that we can facilitate the action.
9. Please note, your Attorney will not be able to access or operate your Mox app.
10. You may revoke your registration of your POA with us at any time by contacting our Customer Care Team at 2888 8228, using our in-app call/live chat function or emailing us at care@mox.com.
11. **Please stay vigilant against financial crime and fraudsters. Your Attorney may be able to access and make transactions (such as withdrawals) on your accounts. Only appoint people you know and trust as your Attorney. We are not responsible for any losses**



resulting from your Attorney's actions (including any misconduct) made within the scope of authorisation specified in your POA.

12. The English version of this guideline prevails if there is any inconsistency between the English and Chinese versions.

The guideline is for general guidance only and does not constitute legal advice. If you have any questions on POAs or would like to put a POA in place, please seek independent legal advice.

Last updated: 16 July 2026

指引 - 授權他人管理您的 Mox 戶口

1. 在某些情況下，您可能希望授權其他人士代表您處理與 Mox 有關的銀行事務。為此，您可以設立授權書（Power of Attorney，「POA」）並向我們辦理登記。
2. 授權書是一份法律文件，讓您委任一名或多名人士（各稱為「授權人」）代表您作出財務決定及 / 或進行交易。授權書有不同類型，而根據您希望設立的授權書類型，您需要符合不同的法律要求。
3. 我們不會就授權書登記收取任何費用。然而，您需要自行安排及支付設立授權書的相關費用。
4. 如您希望向 Mox 登記您的授權書，請致電 2888 8228 聯絡我們的客戶服務團隊、使用 Mox app 的即時短訊或語音通話功能，或電郵至 care@mox.com 預約親身到訪我們的辦公室。我們的職員將告知您登記程序，以及需要提供的文件及資料。所需文件包括授權書正本或經核證真確副本、您的身份證明文件及住址證明，但亦可能需要提供其他文件及資料。
5. 當您備妥所需文件及資料後，請按預約時間親臨我們的辦公室。我們可能要求您與授權人一同出席。
6. 在預約會面期間，我們的職員將核實您及授權人的文件及身份。我們有權酌情決定是否批准您的授權書登記申請，或要求提供額外文件或資料。
7. 在您的授權書完成登記及我們更新紀錄後，我們將以電郵通知您。
8. 在您的授權書成功登記後，您的授權人可親臨我們的辦公室代您辦理部分銀行服務。授權人實際可執行的事項，僅限於授權書所列明的授權範圍，以及我們可於辦公室提供的服務。如授權人希望代表您向 Mox 作出任何指示或辦理任何事項，應先聯絡客戶服務團隊，以確認我們能否協助進行相關操作。
9. 請注意，您的授權人將無法登入或操作您的 Mox app。
10. 您可隨時透過致電 2888 8228、使用應用程式內通話 / 即時聊天功能，或電郵至 care@mox.com 聯絡我們的客戶服務團隊，以撤銷您於本行登記的授權書。
11. **請時刻提防金融罪行及騙徒。您的授權人可能有權查閱您的賬戶及進行交易（例如提款）。請僅委任您認識並信任的人士擔任授權人。對於授權人在授權書授權範圍內作出的任何行為（包括任何不當行為）而導致的損失，我們概不負責。**
12. 本指引的英文與中文版本如有任何不一致，概以英文版本為準。



本指引僅供一般參考之用，並不構成法律意見。如您對授權書有任何疑問或希望設立授權書，請尋求獨立法律意見。

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