

Discontinuation of Hang Seng Voice ID Service

We regularly review and enhance our service offerings to provide quality banking services to our customers. Starting from 18 August 2024, we will discontinue Voice ID authentication on Phone Banking service. We apologise for any inconvenience this may cause.

What you need to know:

- If you are using Voice ID to log on to Hang Seng Phone Banking, you can use the service until 17 August 2024.
- From 18 August 2024, you can log on to Hang Seng Phone Banking with your 6-digit Phone Banking PIN.
- If you have forgotten your Phone Banking PIN, you can reset it by calling our hotlines or via any of our ATMs in Hong Kong.

How to reset Phone Banking PIN instantly:

1. Call our customer service hotline (852) 2822 0228
2. Via any of our ATMs in Hong Kong with your ATM card
 - Select Other services > Reset Phone Banking PIN > Input new 6-digit Phone Banking PIN

We are committed to providing our customers with comprehensive and convenient banking services. In addition to Phone Banking, you can also access the following channels for services and transactions.

- Hang Seng e-Banking
- Hang Seng Mobile App
- Customer Services Hotlines
- Automated Teller Machines (ATMs)
- Visit Branch

Thank you for banking with us.

Hang Seng Bank Limited