

# 恒生信用卡客戶服務熱線使用指南

## Hang Seng Credit Card Customer Service Hotline User Guide

### 24 小時客戶服務熱線 24-Hour Customer Service Hotline 2398 0000

#### 快速輸入指引

查詢信用卡戶口結餘及繳付信用卡賬項<sup>(1)</sup>

步驟：選擇語言 → 1 → 戶口號碼 → 語音驗證/電話理財密碼 → 1

繳付信用卡賬項<sup>(1)(2)</sup>

步驟：選擇語言 → 1 → 戶口號碼 → 語音驗證/電話理財密碼 → 3

#### 步驟一：選擇語言

1 廣東話      2 普通話      3 英語

#### 步驟二：選擇服務

按 4 報失信用卡/消費卡

請注意報失卡服務只提供報失卡查詢。如需其他服務或查詢，請按語音指示操作。

按 1 查詢結餘、繳付卡戶賬項及其他卡戶服務

按 1 查詢信用卡戶口結餘（包括用款情況、可用限額及繳款到期日/消費卡總結餘）

按 2 查詢銀行戶口結餘<sup>(2)</sup>（只適用於已聯繫於卡上之戶口）

按 3 繳付信用卡賬項<sup>(1)(2)</sup>/轉賬至消費卡戶口<sup>(1)</sup>

按 4 查詢恒生信用卡Cash Dollars及Merchant Dollars獎賞詳情

按 5 索取月結單副本或更改自動轉賬還款指示

按 6 更改信用卡/消費卡電話服務密碼、申請補發自動櫃員機密碼或設定海外自動櫃員機每日提款限額

按 2 透過客戶服務員申請及查詢信用卡現金分期<sup>(2)(3)</sup>或簽賬及消費分期<sup>(2)(3)</sup>

按 1 申請或查詢推廣優惠詳情

按 2 查詢申請批核情況

按 3 透過客戶服務員申請及查詢信用卡

按 1 申請或查詢推廣優惠詳情

按 2 查詢申請批核情況

按 5 申請年費豁免

按 8 與客戶服務員聯絡

按 2 查詢月結單或交易內容

按 3 查詢信用卡簽賬優惠、Cash Dollars獎賞及其他推廣詳情

按 4 其他查詢

<sup>(1)</sup>只適用於已聯繫銀行戶口之信用卡/消費卡      <sup>(2)</sup>不適用於人民幣信用卡      <sup>(3)</sup>不適用於alpha card消費卡

#### Quick Tips

Credit Card Account Balance and Credit Card Payment<sup>(1)</sup>

Steps: Select Language → 1 → A/C No. → Voice ID/Phone PIN → 1

Credit Card Payment<sup>(1)(2)</sup>

Steps: Select Language → 1 → A/C No. → Voice ID/Phone PIN → 3

#### Step 1 : Select Language

1 Cantonese      2 Putonghua      3 English

#### Step 2 : Select Service

Press 4 Lost Card Reporting

Please note report lost card service provide lost card reporting enquiry only. If you need other service or enquiry, please select the service required from the menu.

Press 1 For card account balance enquiries, payments and other card account services

Press 1 Credit card account balance enquiry (i.e. outstanding balance, available credit limit and payment due date / Spending Card account balance)

Press 2 Bank account balance enquiries<sup>(2)</sup> (only applicable to account(s) linked to your card)

Press 3 Credit card payment<sup>(1)(2)</sup> / transfer to Spending Card account<sup>(1)</sup>

Press 4 Details of Hang Seng Credit Card Cash Dollars and Merchant Dollars Rewards

Press 5 Statement copy request or change of auto payment instruction

Press 6 Change of credit card / Spending Card phone PIN, re-issue of ATM PIN or setting the overseas ATM daily cash withdrawal limit

Press 2 For Credit Card Cash Instalment<sup>(2)(3)</sup> or Spending Instalment<sup>(2)(3)</sup> application and promotion details through customer service representative

Press 1 Apply or enquire about promotion details

Press 2 Enquire about the application status

Press 3 For Credit Card application and promotion details through customer service representative

Press 1 Apply or enquire about promotion details

Press 2 Enquire about the application status

Press 5 Annual fee waiver application

Press 8 Talk to Customer Service Representative

Press 2 Statement or transaction details enquiry

Press 3 Credit Card spending privileges, Cash Dollars Rewards and other promotion details enquiries

Press 4 Other enquiries

<sup>(1)</sup> Only applicable to credit card / Spending Card linked to bank account      <sup>(2)</sup> Not applicable to RMB Credit Card      <sup>(3)</sup> Not applicable to alpha card Spending Card