



## 24-Hour Automated Phone Banking Services User Guide



### 1 Select the language you prefer

- Press 1 for Cantonese
- Press 2 for Putonghua
- Press 3 for English

To use our Toll-free Number Service, key in your first 9-digit IBS Account No., 2-digit User No. and 6-digit Phone Pin

### 2 Select your service and follow instructions

#### Press 1 Rates Enquiries (see table for Currency and Gold Product Codes)

- Press 1 for T/T exchange rates
- Press 2 for deposit rates
- Press 3 for gold prices
- Press 4 for notes exchange rates
- Press 9 for other services

#### Press 2 Account Balance and Total Relationship Balance Enquiries

Key in your first 9-digit IBS Account No., 2-digit User No. and 6-digit Phone PIN

- Press 1 for account balance enquiries
  - Press 1 for Hong Kong Dollar Account balance
  - Press 2 for Foreign Currency Savings Account balance
  - Press 3 for Time Deposits details
  - Press 4 for Securities Account balance
  - Press 5 for Gold Account balance
  - Press 7 for balance of other accounts
  - Press 9 for other services

Press 2 for total relationship balance enquiries

Press 9 for other services

#### Press 3 Fund Transfer, Buying/Selling Foreign Currency Buying/Selling Gold and Other Phone Banking Services

Key in your first 9-digit IBS Account No., 2-digit User No. and 6-digit Phone PIN

- Press 1 for same currency fund transfer
- Press 2 for buying and selling foreign currency
- Press 3 for buying and selling gold\*

- Press 6 for other phone banking services
  - Press 1 to enquire about status of cheque issued / deposited and details of inward remittances
  - Press 2 to request statement and cheque book
  - Press 3 to change Phone PIN
  - Press 4 to enquire about transaction history
  - Press 9 to select other services

Press 9 for other services

Buying / Selling Foreign Currency and Buying / Selling Gold Service Hours  
Mon - Fri 8:00am - 7:00pm Sat 8:00am - 1:00pm

\*Services are not available for Toll-free Number Service

#### Press 4 Lost Card Reporting

Connect to our Customer Service Representatives automatically (24-Hour service)

#### Press 5 Investment Services \*

Press 1 for securities service enquiries  
(Connect to 24-Hour Automated Securities Enquiry Hotline automatically)  
Please key in your 12-digit IBS Account No., 2-digit User No. and 6-digit Phone PIN

- Press 1 for prices of stocks & warrants
- Press 2 indexes enquiry
- Press 3 for securities account portfolio
- Press 5 for details of specific order types and features

Press 2 for investment service enquiries  
(Connect to 24-Hour Automated Investment Hotline automatically)

- Press 1 for FlexiForex Trading enquiries
- Press 4 for market commentary

Press 9 for other services

\*Services are not available for Toll-free Number Service

#### Press 6 Enquiry of Trade Services

Connect to Trade Services Centre automatically

Service Hours: Mon - Thu 9:00am - 5:30pm Fri 9:00am - 6:00pm

#### Press 7 Other SME Services

Enquire about details of other SME Services and obtain information by fax

#### Press 8 To Talk to Our Customer Service Representatives

Connect to our Customer Service Representatives automatically

Service Hours: Mon - Fri 8:30am - 6:00pm Sat 8:30am - 1:00pm

#### Currency and Gold Product Codes

Currency/Deposits	Code	Currency/Deposits	Code	Gold Product	Code
HKD*	10	CHF	19	Statement/Passbook Gold	60
USD	12	EUR	20	99 Gold	61
GBP	13	SGD <sup>†</sup>	24	God of Wealth Ingot	62
AUD	14	TWD <sup>†</sup>	25	Australian Nugget	63
CAD	16	THB	26	American Eagle	64
JPY	17	CNY	27	Maple Leaf	65
NZD	18	ZAR	28		

\* For deposit rates enquiries only

† For notes exchange rates enquiries only

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