

# 恒生 World MasterCard 客户服务热线使用指南

## Hang Seng World MasterCard Customer Service Hotline User Guide

### 24 小时客户服务专线 24-Hour Customer Service Hotline 2998 8111

#### 快速输入指引

与客户服务员联络

步骤：选择语言 → 8 → 2

查询信用卡户口结馀

步骤：选择语言 → 1 → 户口号码 → 私人密码 → 1

缴付信用卡账项

步骤：选择语言 → 1 → 户口号码 → 私人密码 → 6

#### 步骤一：选择语言

1 广东话      2 普通话      3 英语

#### 步骤二：选择服务

按 4 报失信用卡

按 1 一般查询

按 2 报失信用卡

按 8 与客户服务员联络

按 1 申请年费豁免

按 2 联络客户服务员

#### Quick Tips

Talk to Customer Service Representative

Steps : Select Language → 8 → 2

Credit Card Account Balance

Steps : Select Language → 1 → Account No. → PIN → 1

Credit Card Payment

Steps : Select Language → 1 → Account No. → PIN → 6

#### Step 1 : Select Language

1 Cantonese      2 Putonghua      3 English

#### Step 2 : Select Service

Press 4 Lost Card Reporting

Press 1 General enquiries

Press 2 Lost card reporting

Press 8 Talk to Customer Service Representative

Press 1 Annual fee waiver application

Press 2 To talk with our customer service representative

按 1 查询结馀、缴付卡户账项、申请年费豁免及其他卡户服务

按 1 信用卡户口用款情况及可用限额

按 2 缴款到期日、月结单结欠、最低还款额及查询上次还款记录

按 3 索取月结单副本或更改自动转账还款指示

按 4 申请年费豁免

按 5 查询银行户口结馀（只适用于已联系于卡上之户口）

按 6 缴付信用卡账项

按 7 更改信用卡电话服务密码、申请补发自动柜员机密码或设定海外自动柜员机每日提款限额

按 2 申请恒生信用卡免息现金分期、结馀转账、签账及消费分期计划或查询申请批核情况及推广优惠详情

按 1 申请恒生信用卡免息现金分期、结馀转账、或签账及消费分期计划

按 2 查询恒生信用卡免息现金分期、结馀转账、或签账及消费分期计划申请批核情况

按 3 其他查询

按 5 查询恒生信用卡会员奖赏计划

按 1 查询恒生信用卡 Cash Dollars 及 Merchant Dollars 奖赏详情

按 2 查询恒生信用卡 Cash Dollars 献礼计划换领方法

Press 1 For card account balance enquiries and payments, annual fee waiver application and other account related services

Press 1 Credit card account outstanding balance and available credit limit

Press 2 Next payment due date, statement balance, minimum payment amount and payment record

Press 3 Statement copy request or change of auto payment instruction

Press 4 Annual fee waiver application

Press 5 Bank account balance enquiries (only applicable to account(s) linked to your card)

Press 6 Credit card payment

Press 7 Change of credit card phone PIN, re-issue of ATM PIN or setting the overseas ATM daily cash withdrawal limit

Press 2 Apply for Hang Seng Credit Card Interest-free Cash Instalment Plan, Balance Transfer Instalment Plan, Interest-free Spending Instalment Plan or to enquire application status and promotion details

Press 1 Apply for Hang Seng Credit Card Interest-free Cash Instalment Plan, Balance Transfer Instalment Plan or Interest-free Spending Instalment Plan

Press 2 Enquire the application status of Hang Seng Credit Card Interest-free Cash Instalment Plan, Balance Transfer Instalment Plan or Interest-free Spending Instalment Plan

Press 3 Other enquiries

Press 5 Details of Hang Seng Credit Card Membership Rewards Programme

Press 1 Details of Hang Seng Credit Card Cash Dollars and Merchant Dollars Rewards

Press 2 Redemption method of Hang Seng Credit Card Cash Dollars Gift Parade



恒生銀行  
HANG SENG BANK