

# 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小時客戶服務專線 24-Hour Customer Service Hotline **2398 0000**

## 快速輸入指引

查詢信用卡戶口結餘

步驟：選擇語言 → **1** → **戶口號碼** → **私人密碼** → **1**

繳付信用卡賬項<sup>(1)</sup>

步驟：選擇語言 → **1** → **戶口號碼** → **私人密碼** → **6**

## 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

按 **1** 一般查詢

按 **2** 報失信用卡 / 消費卡

按 **1** 查詢結餘、繳付卡戶賬項、申請年費豁免及其他卡戶服務

按 **1** 信用卡戶口用款情況及可用限額 / 消費卡總結餘

按 **2** 繳款到期日、月結單結欠、最低還款額及查詢上次還款記錄<sup>(2)</sup>

按 **3** 索取月結單副本或更改自動轉賬還款指示

按 **4** 申請年費豁免

按 **5** 查詢銀行戶口結餘<sup>(1)</sup> (只適用於已聯繫於卡上之戶口)

按 **6** 繳付信用卡賬項<sup>(1)</sup> / 轉賬至消費卡戶口

按 **7** 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** 申請恒生信用卡免息現金分期<sup>(1)(2)</sup>、結餘轉賬<sup>(1)(2)</sup>、簽賬及消費分期計劃<sup>(1)(2)</sup>或查詢申請批核情況及推廣優惠詳情

按 **1** 申請恒生信用卡免息現金分期、結餘轉賬、或簽賬及消費分期計劃

按 **2** 查詢恒生信用卡免息現金分期、結餘轉賬、或簽賬及消費分期計劃申請批核情況

按 **3** 其他查詢

按 **3** 申請恒生信用卡或查詢信用卡申請批核情況

按 **1** 申請恒生信用卡

按 **2** 查詢信用卡批核情況

按 **5** 查詢恒生信用卡 / 消費卡會員獎賞計劃

按 **1** 查詢恒生信用卡 / 消費卡 +FUN Dollars 及 Merchant Dollars 獎賞詳情

按 **2** 查詢恒生信用卡 / 消費卡 +FUN Dollars 獻禮計劃換領方法

按 **6** 查詢一般信用卡服務資料

按 **1** 信用卡還款方法<sup>(2)</sup>

按 **2** 現金透支服務詳情<sup>(2)</sup>

按 **3** 索取更改地址申請表格

按 **4** 索取直接付款授權書<sup>(2)</sup>

按 **8** 與客戶服務員聯絡

按 **1** 申請年費豁免

按 **2** 查詢月結單或交易內容

按 **3** 查詢信用卡簽賬優惠、+FUN Dollars 獎賞及其他推廣詳情

按 **4** 其他查詢

<sup>(1)</sup> 不適用於人民幣信用卡

<sup>(2)</sup> 不適用於 alpha card 消費卡

## Quick Tips

Credit Card Account Balance

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

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

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 **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 / spending card current balance

Press **2** Next payment due date, statement balance, minimum payment amount and payment record<sup>(2)</sup>

Press **3** Statement copy request or change of auto payment instruction

Press **4** Annual fee waiver application

Press **5** Bank account balance enquiries<sup>(1)</sup> (only applicable to account(s) linked to your card)

Press **6** Credit card payment<sup>(1)</sup> / transfer to spending card account

Press **7** Change of credit card / spending 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<sup>(1)(2)</sup>, Balance Transfer Instalment Plan<sup>(1)(2)</sup>, Interest-free Spending Instalment Plan<sup>(1)(2)</sup> 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 **3** Apply for Hang Seng Credit Card or to enquire credit card application status

Press **1** Apply for Hang Seng Credit Card

Press **2** Enquire credit card application status

Press **5** Details of Hang Seng Credit Card / Spending Card Membership Rewards Programme

Press **1** Details of Hang Seng Credit Card / Spending Card +FUN Dollars and Merchant Dollars Rewards

Press **2** Redemption method of Hang Seng Credit Card / Spending Card +FUN Dollars Gift Parade

Press **6** General Credit Card Information Enquiries

Press **1** Credit card payment methods<sup>(2)</sup>

Press **2** Cash advance information<sup>(2)</sup>

Press **3** Get change of address form

Press **4** Get autopay form<sup>(2)</sup>

Press **8** Talk to Customer Service Representative

Press **1** Annual fee waiver application

Press **2** Statement or transaction details enquiry

Press **3** Credit card spending privileges and other promotion details enquiries

Press **4** Other enquiries

<sup>(1)</sup> Not applicable to RMB Credit Card

<sup>(2)</sup> Not applicable to alpha card Spending Card



恒生銀行  
HANG SENG BANK

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