

# 恒生 World MasterCard 客戶服務熱線使用指南

## Hang Seng World MasterCard Customer Service Hotline User Guide

### 24 小時客戶服務專線 24-Hour Customer Service Hotline 2998 8111

#### 快速輸入指引

與客戶服務員聯絡

步驟：選擇語言 → 8 → 2

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

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

按 1 一般查詢

按 2 報失信用卡

按 8 與客戶服務員聯絡

按 1 申請年費豁免

按 2 聯絡客戶服務員

#### 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

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

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（只適用於已聯繫於卡上之戶口）

按 6 繳付信用卡賬項

按 7 更改信用卡電話服務密碼、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、結餘轉賬、簽賬及消費分期計劃或查詢申請批准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准情況

按 3 其他查詢

按 5 查詢恒生信用卡會員獎賞計劃

按 1 查詢恒生信用卡 Cash Dollars 及 Merchant Dollars 獎賞詳情

按 2 查詢恒生信用卡 Cash Dollars 獻禮計劃換領方法

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