



# Transfer and Payment Service Settings

## Personal Banking Enquiry Hotlines

### Banking Account Enquiry Hotlines

Items	Enquiry Hotlines	Hotline	Service Hours
Update daily transfer limit for Registered or Non-registered payee(s)	Signature (24-hour Signature manned phone banking hotline)	(852) 2998 8022	24 Hours
Update overseas ATM withdrawal limit	Prestige Banking (24-hour Prestige manned phone banking hotline)	(852) 2998 9188	
Add or delete Payee	Preferred Banking (24-hour manned phone banking hotline)	(852) 2822 8228	
Order cheque book	Integrated accounts and deposit accounts (24-hour automated phone banking hotline)	(852) 2912 3456	
Delete Direct Debit Authorisation			

*"Voice ID" verification is required to access Phone Banking for "Update daily transfer limit for Registered or Non-registered payee(s)" and "Add or delete payee" services.*

### Credit Card Enquiry Hotlines

Items	Enquiry Hotlines	Hotline	Service Hours
Update overseas ATM withdrawal limit	Hang Seng Visa Infinite Card	(852) 2998 8228	24 Hours
	Hang Seng Prestige World Mastercard / Hang Seng World Mastercard	(852) 2998 8111	
	The Hong Kong Jockey Club Membership Card / The Racing Club Membership Card	(852) 2998 8833	
	Hang Seng Platinum Card / Hang Seng Credit Card & Spending Card / Hang Seng enJoy Visa Platinum Card & Spending Card / Hang Seng enJoy Visa Card	(852) 2998 8222	

*Please follow the instructions at the interactive voice response system to reach the customer service representative for assistance if needed.*