



Personal Details

Personal Banking Enquiry Hotlines

Banking Account Enquiry Hotlines

Items	Enquiry Hotlines	Hotline	Service Hours
Update telephone number (mobile / home / office)	Signature (24-hour Signature manned phone banking hotline)	(852) 2998 8022	24 Hours
	Prestige Banking (24-hour Prestige manned phone banking hotline)	(852) 2998 9188	
Change address (except permanent address), update post office box or e-mail	Preferred Banking (24-hour manned phone banking hotline)	(852) 2822 8228	
	Integrated accounts and deposit accounts (24-hour automated phone banking hotline)	(852) 2912 3456	

Credit Card Enquiry Hotlines

Items	Enquiry Hotlines	Hotline	Service Hours
Update telephone number (mobile / home / office)	Hang Seng Visa Infinite Card	(852) 2998 8228	24 Hours
	Hang Seng Prestige World Mastercard / Hang Seng World Mastercard	(852) 2998 8111	
Change address (except permanent address), update post office box or e-mail	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	

"Voice ID" verification is required to access Phone Banking for the services above.

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