



Security Settings and Device

Personal Banking Enquiry Hotlines

Banking Account Enquiry Hotlines

Items	Enquiry Hotlines	Hotline	Service Hours
Activate your e-Banking PIN	Signature (24-hour Signature manned phone banking hotline)	(852) 2998 8022	24 Hours
Request ATM PIN for debit card	Prestige Banking (24-hour Prestige manned phone banking hotline)	(852) 2998 9188	
Change phone banking PIN	Preferred Banking (24-hour manned phone banking hotline)	(852) 2822 8228	
Support of loss of mobile device	Integrated accounts and deposit accounts (24-hour automated phone banking hotline)	(852) 2912 3456	
Apply for a security device			
Deactivate mobile security key (MSK)			
Register Voice ID	Hang Seng Voice ID Enrollment hotline	(852) 2998 6698	

Credit Card Enquiry Hotlines

Items	Enquiry Hotlines	Hotline	Service Hours
Change Phone Banking PIN	Hang Seng Visa Infinite Card	(852) 2998 8228	24 Hours
Request ATM PIN for credit card	Hang Seng Prestige World Mastercard / Hang Seng World Mastercard®	(852) 2998 8111	
Support of loss of mobile device <i>(Only applicable to Mobile payment service)</i>	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	
Register Voice ID	Hang Seng Voice ID Enrollment hotline	(852) 2998 6698	

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