

恒生 enJoy 卡 客户服务热线使用指南 Hang Seng enJoy Card Customer Service Hotline User Guide

24 小时客户服务热线 24-hour Customer Service Hotline **2998 8188/2998 8888**

快速输入指引

查询信用卡户口结馀

步骤：选择语言 → **1** → **户口号码** → **私人密码** → **1**

缴付信用卡账项

步骤：选择语言 → **1** → **户口号码** → **私人密码** → **6**

步骤一：选择语言

1 广东话 **2** 普通话 **3** 英语

步骤二：选择服务

按 **4** 报失信用卡 / 消费卡

按 **1** 一般查询

按 **2** 报失信用卡 / 消费卡

按 **1** 查询结馀、缴付卡户账项及其他卡户服务

按 **1** 信用卡户口用款情况及可用限额 / 消费卡总结馀

按 **2** 缴款到期日、月结单结欠、最低还款额及查询上次还款记录⁽¹⁾

按 **3** 索取月结单副本或更改自动转账还款指示

按 **5** 查询银行户口结馀（只适用于已联系于卡上之户口）

按 **6** 缴付信用卡账项 / 转账至消费卡户口⁽²⁾

按 **7** 更改信用卡 / 消费卡电话服务密码⁽²⁾、申请补发自动柜员机密码⁽²⁾或设定海外自动柜员机每日提款限额

按 **2** 申请恒生信用卡免息现金分期⁽¹⁾⁽²⁾、结馀转账⁽¹⁾⁽²⁾、签账及消费分期计划⁽¹⁾⁽²⁾或查询申请批核情况及推广优惠详情

按 **1** 申请恒生信用卡免息现金分期、结馀转账、或签账及消费分期计划

按 **2** 查询恒生信用卡免息现金分期、结馀转账、或签账及消费分期计划申请批核情况

按 **3** 其他查询

按 **3** 申请恒生信用卡或查询信用卡申请批核情况

按 **1** 申请恒生信用卡

按 **2** 查询信用卡批核情况

按 **6** 查询一般信用卡服务资料

按 **1** 信用卡还款方法⁽¹⁾

按 **2** 现金透支服务详情⁽¹⁾⁽²⁾

按 **3** 索取更改地址申请表格

按 **4** 索取直接付款授权书⁽¹⁾

按 **8** 与客户服务员联络

按 **2** 查询月结单或交易内容

按 **3** 查询信用卡签账优惠及其他推广详情

按 **4** 其他查询

⁽¹⁾ 不适用于消费卡

⁽²⁾ 不适用于专享卡

Quick Tips

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 **1** For card account balance enquiries and payments 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⁽¹⁾

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

Press **5** Bank account balance enquiries (only applicable to account(s) linked to your card)

Press **6** Credit card payment / transfer to spending card account⁽²⁾

Press **7** Change of credit card / spending card phone PIN⁽²⁾, re-issue of ATM PIN⁽²⁾ or setting the overseas ATM daily cash withdrawal limit

Press **2** Apply for Hang Seng Credit Card Interest-free Cash Instalment Plan⁽¹⁾⁽²⁾, Balance Transfer Instalment Plan⁽¹⁾⁽²⁾, Interest-free Spending Instalment Plan⁽¹⁾⁽²⁾ 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 **6** General Credit Card Information Enquiries

Press **1** Credit card payment methods⁽¹⁾

Press **2** Cash advance information⁽¹⁾⁽²⁾

Press **3** Get change of address form

Press **4** Get autopay form⁽¹⁾

Press **8** Talk to Customer Service Representative

Press **2** Statement or transaction details enquiry

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

Press **4** Other enquiries

⁽¹⁾ Not applicable to Spending Card

⁽²⁾ Not applicable to Private Label Card



恒生銀行
HANG SENG BANK