

恒生信用卡客户服务热线使用指南

Hang Seng Credit Card Customer Service Hotline User Guide

24小时客户服务热线 24-Hour Customer Service Hotline 2398 0000

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⁽¹⁾

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、缴付信用卡账项、申请年费豁免及其他卡户服务

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⁽²⁾

按 3 索取月结单副本或更改自动转账还款指示

按 4 申请年费豁免

按 5 查询银行户口结馀⁽¹⁾ (只适用于已联系于卡上之户口)

按 6 缴付信用卡账项⁽¹⁾/转账至消费卡户口

按 7 更改信用卡/消费卡电话服务密码、申请补办自动柜员机密码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 5 查询恒生信用卡/消费卡会员奖赏计划

按 1 查询恒生信用卡/消费卡 Cash Dollars 及 Merchant Dollars 奖赏详情

按 2 查询恒生信用卡/消费卡 Cash Dollars 献礼计划换领方法

按 6 查询一般信用卡服务资料

按 1 信用卡还款方法⁽²⁾

按 2 现金透支服务详情⁽²⁾

按 3 索取更改地址申请表

按 4 索取直接付款授权书⁽²⁾

按 8 与客户服务员联络

按 1 申请年费豁免

按 2 查询月结单或交易内容

按 3 查询信用卡签账优惠、Cash Dollars 奖赏及其他推广详情

按 4 其他查询

⁽¹⁾ 不适用于人民币信用卡

⁽²⁾ 不适用于 alpha card 消费卡

Quick Tips

Credit Card Account Balance

Steps: Select Language → 1 → Account No. → PIN → 1

Credit Card Payment⁽¹⁾

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, annual fee waiver application and other account related services

Press 1 Credit card account outstanding balance and available credit limit / Spending Card account balance

Press 2 Next payment due date, statement balance, minimum payment amount and payment record⁽²⁾

Press 3 Statement copy request or change of auto payment instruction

Press 4 Annual fee waiver application

Press 5 Bank account balance enquiries⁽¹⁾ (only applicable to account(s) linked to your card)

Press 6 Credit card payment⁽¹⁾ / transfer to Spending Card account

Press 7 Change of credit card / Spending 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⁽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 5 Details of Hang Seng Credit Card / Spending Card Membership Rewards Programme

Press 1 Details of Hang Seng Credit Card / Spending Card Cash Dollars and Merchant Dollars Rewards

Press 2 Redemption method of Hang Seng Credit Card / Spending Card Cash Dollars Gift Parade

Press 6 General Credit Card Information Enquiries

Press 1 Payment methods⁽²⁾

Press 2 Cash advance information⁽²⁾

Press 3 Get change of address form

Press 4 Get autopay form⁽²⁾

Press 8 Talk to Customer Service Representative

Press 1 Annual fee waiver application

Press 2 Statement or transaction details enquiry

Press 3 Credit card spending privileges, Cash Dollars Rewards and other promotion details enquiries

Press 4 Other enquiries

⁽¹⁾ Not applicable to RMB Credit Card

⁽²⁾ Not applicable to alpha card Spending Card



恒生銀行
HANG SENG BANK