

# 恒生信用卡客戶服務熱線使用指南

## Hang Seng Credit Card Customer Service Hotline User Guide

### 24小時客戶服務熱線 24-Hour Customer Service Hotline 2398 0000

#### 快速輸入指引

查詢信用卡戶口結餘

步驟：選擇語言 → 1 → 戶口號碼 → 私人密碼 → 1

繳付信用卡賬項<sup>(1)</sup>

步驟：選擇語言 → 1 → 戶口號碼 → 私人密碼 → 6

#### 步驟一：選擇語言

1 廣東話      2 普通話      3 英語

#### 步驟二：選擇服務

按 4 報失信用卡 / 消費卡

按 1 一般查詢

按 2 報失信用卡 / 消費卡

按 1 查詢結餘、繳付卡戶賬項、申請年費豁免及其他卡戶服務

按 1 信用卡戶口用款情況及可用限額 / 消費卡總結餘

按 2 繳款到期日、月結單結欠、最低還款額及查詢上次還款記錄<sup>(2)</sup>

按 3 索取月結單副本或更改自動轉賬還款指示

按 4 申請年費豁免

按 5 查詢銀行戶口結餘<sup>(1)</sup> (只適用於已聯繫於卡上之戶口)

按 6 繳付信用卡賬項<sup>(1)</sup> / 轉賬至消費卡戶口

按 7 更改信用卡 / 消費卡電話服務密碼、申請補發自動櫃員機密碼或設定海外自動櫃員機每日提款限額

按 2 申請恒生信用卡免息現金分期<sup>(1)(2)</sup>、結餘轉賬<sup>(1)(2)</sup>、簽賬及消費分期計劃<sup>(1)(2)</sup>或查詢申請批核情況及推廣優惠詳情

按 1 申請恒生信用卡免息現金分期、結餘轉賬、或簽賬及消費分期計劃

按 2 查詢恒生信用卡免息現金分期、結餘轉賬、或簽賬及消費分期計劃申請批核情況

按 3 其他查詢

按 3 申請恒生信用卡或查詢信用卡申請批核情況

按 1 申請恒生信用卡

按 2 查詢信用卡批核情況

按 5 查詢恒生信用卡 / 消費卡會員獎賞計劃

按 1 查詢恒生信用卡 / 消費卡 Cash Dollars 及 Merchant Dollars 獎賞詳情

按 2 查詢恒生信用卡 / 消費卡 Cash Dollars 獻禮計劃換領方法

按 6 查詢一般信用卡服務資料

按 1 信用卡還款方法<sup>(2)</sup>

按 2 現金透支服務詳情<sup>(2)</sup>

按 3 索取更改地址申請表格

按 4 索取直接付款授權書<sup>(2)</sup>

按 8 與客戶服務員聯絡

按 1 申請年費豁免

按 2 查詢月結單或交易內容

按 3 查詢信用卡簽賬優惠、Cash Dollars 獎賞及其他推廣詳情

按 4 其他查詢

<sup>(1)</sup> 不適用於人民幣信用卡

<sup>(2)</sup> 不適用於 alpha card 消費卡

#### Quick Tips

Credit Card Account Balance

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

Credit Card Payment<sup>(1)</sup>

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<sup>(2)</sup>

Press 3 Statement copy request or change of auto payment instruction

Press 4 Annual fee waiver application

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

Press 6 Credit card payment<sup>(1)</sup> / 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<sup>(1)(2)</sup>, Balance Transfer Instalment Plan<sup>(1)(2)</sup>, Interest-free Spending Instalment Plan<sup>(1)(2)</sup> 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<sup>(2)</sup>

Press 2 Cash advance information<sup>(2)</sup>

Press 3 Get change of address form

Press 4 Get autopay form<sup>(2)</sup>

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

<sup>(1)</sup> Not applicable to RMB Credit Card

<sup>(2)</sup> Not applicable to alpha card Spending Card



恒生銀行  
HANG SENG BANK