



Security Settings and Device

Personal Banking Enquiry Hotlines

Banking Account Enquiry Hotlines

Items	Enquiry Hotlines	Hotline	Service Hours
Activate e-Banking password requested online	Signature (24-hour Signature manned phone banking hotline)	(852) 2998 8022	24 Hours
Reset ATM Card PIN	Prestige Banking (24-hour Prestige manned phone banking hotline)	(852) 2998 9188	
Reset phone banking PIN for Integrated Account	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
Reset ATM Credit Card PIN	Hang Seng Visa Infinite Card	(852) 2998 8228	24 Hours
Reset phone banking 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	

"Voice ID" or "Phone Banking PIN" verification is required to access Phone Banking for "Reset ATM Credit Card PIN" and "Reset phone banking PIN for Credit Card".

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