

恒生 alpha card 消費卡客戶服務熱線使用指南

Hang Seng alpha card Spending 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

查詢消費卡戶口結餘

步驟：選擇語言 → 1 → 戶口號碼 → 私人密碼 → 1

轉賬至消費卡

步驟：選擇語言 → 1 → 戶口號碼 → 私人密碼 → 5

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 報失消費卡

按 1 一般查詢

按 2 報失消費卡

按 1 查詢消費卡戶口結餘、銀行戶口結餘、轉賬至消費卡戶口，更改消費卡電話服務密碼及其他有關戶口服務

按 1 消費卡戶口結餘

按 4 查詢銀行戶口結餘（只適用於已聯繫於卡上之戶口）

按 5 轉賬至消費卡戶口

按 6 更改消費卡電話服務密碼

按 7 申請補發自動櫃員機密碼

按 2 申請消費卡、查詢新卡批核情況及利用圖文傳真索取有關表格

按 2 利用圖文傳真索取消費卡申請表格

按 3 查詢消費卡申請批核情況

按 3 查詢消費卡推廣優惠詳情及利用圖文傳真索取有關表格

按 5 查詢恒生消費卡 Cash Dollars 獎賞及利用圖文傳真索取有關表格

按 1 查詢恒生消費卡 Cash Dollars 獎賞詳情

按 2 利用圖文傳真索取恒生消費卡 Cash Dollars 獻禮計劃禮品及現金券換領詳情

按 6 查詢一般消費卡服務資料

按 3 索取更改地址申請表格

按 8 與客戶服務員聯絡

Quick Tips

Spending Card Account Balance

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

Transfer to Spending Card

Steps: Select Language → 1 → Account No. → PIN → 5

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 Spending Card Account Balance, Bank Account Balance Enquiries, Transfer to Spending Card Account, Change of Spending Card Phone PIN and Other Account Related Services

Press 1 Spending card account balance

Press 4 Bank account balance enquiries (only applicable to account(s) linked to your card)

Press 5 Transfer to spending card

Press 6 Change of spending card phone PIN

Press 7 Re-issue of ATM PIN

Press 2 Apply for Spending Card, New Card Application Status and Get Related Forms by Fax

Press 2 Get spending card application form by fax

Press 3 Spending card application status enquiries

Press 3 Details of Promotion Offers and Get Related Forms by Fax

Press 5 Details of Hang Seng Spending Card Cash Dollars Rewards and Get Related Forms by Fax

Press 1 Details of Hang Seng Spending Card Cash Dollars Rewards

Press 2 Get Hang Seng Spending Card Cash Dollars Gift Parade's gift and cash coupon redemption details by fax

Press 6 General Spending Card Information Enquiries

Press 3 Get change of address form

Press 8 Talk to Customer Service Representative



恒生銀行
HANG SENG BANK