

# 恒生 enJoy 卡客戶服務熱線使用指南

## Hang Seng enJoy Card Customer Service Hotline User Guide

24小時客戶服務熱線 24-Hour Customer Service Hotline **2998 8188 / 2998 8888**

### 快速輸入指引

查詢卡戶口結餘

步驟：選擇語言 → **1** → **戶口號碼** → **私人密碼** → **1**

繳付信用卡賬項

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** 報失信用卡 / 消費卡 / 專享卡

按 **1** 一般查詢

按 **2** 報失信用卡 / 消費卡 / 專享卡

按 **1** 查詢信用卡 / 消費卡戶口結餘、繳款資料、銀行戶口結餘、繳付信用卡賬項、轉賬至消費卡戶口、更改信用卡 / 消費卡電話服務密碼及其他有關戶口服務

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、月結單結欠及最低還款額<sup>(1)</sup>

按 **3** 查詢上次還款記錄

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** 繳付信用卡賬項 / 轉賬至消費卡戶口<sup>(2)</sup>

按 **6** 更改信用卡 / 消費卡電話服務密碼<sup>(2)</sup>

按 **7** 申請補發自動櫃員機密碼<sup>(2)</sup>

按 **2** 申請信用卡 / 查詢新卡批核情況及利用圖文傳真索取有關表格

按 **2** 利用圖文傳真索取信用卡申請表格

按 **3** 查詢信用卡申請批核情況

按 **3** 查詢信用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enJoy信用卡會員獎賞計劃及利用圖文傳真索取有關表格<sup>(2)</sup>

按 **1** 查詢enJoy Dollars及恒生Cash Dollars獎賞詳情

按 **2** 利用圖文傳真索取恒生信用卡Cash Dollars獻禮計劃禮品及現金券換領詳情

按 **6** 查詢一般信用卡服務資料

按 **1** 信用卡還款方法<sup>(1)</sup>

按 **2** 現金透支服務詳情<sup>(1)(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>(1)</sup>

按 **8** 與客戶服務員聯絡

<sup>(1)</sup> 不適用於消費卡

<sup>(2)</sup> 不適用於專享卡

### Quick Tips

Card Account Balance

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

Credit Card Payment

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** Credit Card / Spending Card Account Balance, Payment Details, Bank Account Balance Enquiries, Credit Card Payment, Transfer to Spending Card Account, Change of Credit Card / Spending Card Phone PIN 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 and minimum payment amount<sup>(1)</sup>

Press **3** Last payment record enquiries

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

Press **5** Credit card payment / transfer to spending card account<sup>(2)</sup>

Press **6** Change of credit card / spending card phone PIN<sup>(2)</sup>

Press **7** Re-issue of ATM PIN<sup>(2)</sup>

Press **2** Apply For Credit Card, New Card Application Status and Get Related Forms by Fax

Press **2** Get credit card application form by fax

Press **3** Credit card application status enquiries

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

Press **5** Details of Hang Seng enJoy Card Membership Rewards Programme and Get Related Forms by Fax<sup>(2)</sup>

Press **1** Details of enJoy Dollars and Hang Seng Cash Dollars Rewards

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

Press **6** General Credit Card Information Enquiries

Press **1** Credit card payment methods<sup>(1)</sup>

Press **2** Cash advance information<sup>(1)(2)</sup>

Press **3** Get change of address form

Press **4** Get autopay form<sup>(1)</sup>

Press **8** Talk to Customer Service Representative

<sup>(1)</sup> Not applicable to Spending Card

<sup>(2)</sup> Not applicable to Private Label Card



恒生銀行  
HANG SENG BANK