

恒生白金卡客戶服務熱線使用指南

Hang Seng Platinum Card Customer Service Hotline User Guide

24小時客戶服務熱線 24-Hour Customer Service Hotline **2998 8222**

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⁽¹⁾

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

按 **1** 一般查詢

按 **2** 報失信用卡

按 **1** 查詢信用卡戶口結餘、繳款資料、銀行戶口結餘⁽¹⁾、繳付信用卡賬項⁽¹⁾、更改信用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

按 **2** 繳款到期日、月結單結欠及最低還款額

按 **3** 查詢上次還款紀錄

按 **4** 銀行戶口結餘⁽¹⁾ (只適用於已聯繫於卡上之戶口)

按 **5** 繳付信用卡賬項⁽¹⁾

按 **6** 更改信用卡電話服務密碼

按 **7** 申請補發自動櫃員機密碼

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** 查詢恒生信用卡會員獎賞計劃及利用圖文傳真索取有關表格⁽²⁾

按 **1** 查詢恒生信用卡 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

按 **2** 現金透支服務詳情

按 **3** 索取更改地址申請表格

按 **4** 索取直接付款授權書

按 **8** 與客戶服務員聯絡

⁽¹⁾ 不適用於人民幣信用卡

⁽²⁾ 不適用於恒生日航卡

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** → **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 Account Balance, Payment Details, Bank Account Balance Enquiries⁽¹⁾, Credit Card Payment⁽¹⁾, Change of Credit Card Phone PIN and Other Account Related Services

Press **1** Credit card account outstanding balance and available credit limit

Press **2** Next payment due date, statement balance and minimum payment amount

Press **3** Last payment record enquiries

Press **4** Bank account balance enquiries⁽¹⁾ (only applicable to account(s) linked to your card)

Press **5** Credit card payment⁽¹⁾

Press **6** Change of credit card phone PIN

Press **7** Re-issue of ATM PIN

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 Credit Card Membership Rewards Programme and Get Related Forms by Fax⁽²⁾

Press **1** Details of Hang Seng Credit Card 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** Payment methods

Press **2** Cash advance information

Press **3** Get change of address form

Press **4** Get autopay form

Press **8** Talk to Customer Service Representative

⁽¹⁾ Not applicable to RMB Credit Card

⁽²⁾ Not applicable to JAL Hang Seng Card



恒生銀行
HANG SENG BANK