

Customer Service and General Banking Hotline User Guide (Tel: 2287 6767)

Choice of language

- 1** Cantonese **2** Putonghua **3** English

Choice of Service

- 1 Rate & General Services Enquiries**
 - 1 Foreign Exchange Rate Enquiry
 - 2 Fixed Deposit Interest Rate Enquiry
 - 3 Branch Addresses Enquiry
 - 4 Fees & Charges Schedule Enquiry
 - 6 Product Information Enquiry #
- 2 Savings & Current Account Services, Fund Transfer, Fixed Deposit Services or Other Account General Enquiries**
 - 1 Savings & Current Account Services *
 - 1 Account Balance Enquiry
 - 2 Cheque Status Enquiry #
 - 3 Month-to-Date Average Balance Enquiry & Number of Cheques Issued ^
 - 2 Fund Transfer Services *
 - 1 Hong Kong Dollar and Foreign Currency Fund Transfer
 - 2 Foreign Exchange #
 - 3 Fixed Deposit Services **
 - 1 Account Opening
 - 2 Fixed Deposit Account Enquiry
 - 3 Change of Maturity Instruction
 - 4 Loan, Credit Card, Deposit, Mortgage, Investment and Insurance Account Enquiries #
- 4 inMotion and Internet Banking Services Enquiries #**
- 5 Promotion Enquiries #**
- 6 Other Services***
 - 1 Stop Cheque Payment #
 - 2 Cheque Book Request
 - 4 Account Registration & Deletion for Phonebanking Service #
 - 5 Change Phonebanking Password
- 7 Reporting Lost of ATM Card, Internet Banking / Phone Banking Password or Bogus Call Enquiry**
- 8 Securities Trading Services**

* Customers must input their Phonebanking master account number and Phonebanking PIN

Service available at specific time only

^ Applicable to NOW account only