

Chapter 5 User Guide for Phone Banking Services

5.1 What is Phone Banking?

Phone Banking allows you to manage your financial needs without having to visit a branch in person. It is particularly suitable for customers who are not accustomed to using mobile or online banking.

Phone Banking provides automated banking services. If you require assistance from the Bank staff, please call (852) 2616 6628.

5.2 How to Use?



Step 1
Language selection:

1 Cantonese **2** Mandarin **3** English

Step 2

1 Latest business and promotion enquiry

Monday to Friday (09:00-17:00)
Saturday (09:00-13:00)
Excluding public holidays

2 Automatic Phone Banking

 7X24hours
 password verification

1 Balance enquiry
2 General fund transfer and foreign currency trading
3 Time deposit service
4 Check service
5 Change Phone Banking Password

3 Investment Services

Monday to Friday (09:00-17:00)
Saturday (09:00-13:00)
Excluding public holidays

4 Deposit account, personal loan, mortgage and insurance service enquiry

Monday to Friday (09:00-17:00)
Saturday (09:00-13:00)
Excluding public holidays

5 Internet banking and mobile banking service

 7X24 Hours

0 Electronic service security inquiry
1 Internet or mobile banking operation enquiry
2 Report lost security device


6 Cross-border banking services

Monday to Friday (09:00-17:00)
Saturday (09:00-13:00)
Excluding public holidays

7 Credit card

 7X24 Hours

9 Verify identity verification

 7X24 Hours

0 Report ATM card lost

 7X24 Hours