中銀信用卡(國際)有限公司
BOC Credit Card (International) Ltd.
中國銀行(香港)有限公司附屬機構
Subsidiary of Bank of China (Hong Kong) Limited

BOC Credit Card 24-hour Customer Services Hotline Operation Guide 2853 8828

1. Cantonese
2. Mandarin
3. English

* Prepaid Card Cardholder
(Enter Prepaid Card No. and Card Expiry Date)

【Instant Broadcast On：】
Available Balance

8 Repeat Information
1 Enquire another Prepaid Card
2 Prepaid Card Promotion Details
0 Contact CSR

1 BOC Credit Card Cardholder
(Enter Credit Card No. and Phone Password / ID No.)

1 Balance Enquiry, Credit Card Annual Fee, Payment Record or Payment Method

【Instant Broadcast On：】
Account Balance, Available Purchase Limit, Statement Date, Statement Balance, Minimum Payment & Statement Due Date

8 Repeat Information
1 Enquire Payment Record
2 Statement Request
  1. Current Statement
  2. Last Statement
  3. Current & Last Statement
  4. Others Statement
3 Payment Method Enquiry
4 Enquire Outstanding Installment Amount
5 Credit Card Annual Fee
7 Enquire Another Card
9 Return to Main Menu
0 Contact CSR

2 Apply for Cash Installment, Statement installment, Balance Transfer or Cash Before Card Service

1 Apply for Cash Installments
2 Apply for Statement Installments
3 Apply for Balance Transfer
4 Apply for Cash Before Card

3 Gift Point Redemption Program and Welcome Gift Status Enquiry

[Instant Broadcast On：]
Available Gift Point, Gift Point Accumulated Date, Redemption Expiry Date & Total Available Gift Point

8 Repeat Information
1 Gift Redemption, Redemption Status Enquiry and Request Redemption Form
  1. Gift Redemption
  2. Redemption Status Enquiry
  3. Request Redemption Form
2 Welcome Gift Status
3 Mileage Program
4 Redeem Gift Points to Exchange Air Mileage
7 Enquire Another Card
9 Return to Main Menu
0 Contact CSR

4 Change ATM Language, Change Cash Advance Function, Adjust Credit Card Limit, Enable or Disable Interactive Voice Response Enquiry Function and Other Self Services

1 Change ATM Language Option
2 Change Credit Card Cash Advance Function
3 Adjust Credit Card Limit
4 Enable or Disable Interactive Voice Response Enquiry Function
5 Disable Reissue Credit Card ATM Password*
6 Change Phone Number*
7 Apply a Replacement Card*

*Phone Banking Password is necessary.

5 Enquiry and Fax Request on Instant Rewards Program

1 Enquire Rewards Record
2 Instant Rewards Program Promotion Details
3 Request Fax of Instant Rewards Program Promotion Details
0 Contact CSR

6 Online Service, Octopus Card Automatic Add-Value Service, Phone Banking Password and Other Credit Card Services

1 Online Service Enquiry
2 Internet Shopping Service
3 Octopus Card Automatic Add-value Service
4 Global Emergency
5 Channel for Sharing Comments
6 Phone Banking Password Enquiry
0 Contact CSR

7 Fax Request

01 Cardholder Information Amendment Form
02 Mileage Program Enrollment Form
03 Gift Redemption Form and Gift Information
04 Octopus Card Automatic Add-Value Service Form
05 Credit Card Application Form
06 BOC Credit Card and Express Cash Card Direct Debit Authorization Form
07 BOC CUP Dual Currency Card Direct Debit Authorization Form
08 Request Refund Form
09 Customer Service Hotline Operation Guide
10 Credit Card Fee Schedule
11 Customer Opinion Form
12 Credit Card Balance Transfer and Cash Before Card Application Form
13 Express Cash Card Balance Transfer and Cash Before Card Application form

Non - BOC Credit Card Cardholder

1 Credit Card Application Status, Application Procedure and Fax Request

  1 Credit Card Application Status
  2 Credit Card Application Requirement and Procedure
  3 Request Credit Card Application Form
  0 Contact CSR

2 Apply for Cash Installment, Statement Installment, Balance Transfer or Cash Before Card Service

3 Online Service, Octopus Card Automatic Add-Value Service, Phone Banking Password and Other Credit Card Services

4 Credit Card Annual Fee

5 Change Card Collection Location

7 Fax Request