

中銀信用卡 24 小時白金卡客戶服務熱線 (25815188) 及 24 小時信用卡客戶服務熱線 (28538828) 自動電話服務：

步驟：選擇語言 → 輸入信用卡號碼及電話密碼 / 身份證號碼

【系統即時讀出：】現時戶口結欠、可用簽帳餘額、月結單截數日期、月結單結欠、最低付款額及到期還款日

使用自動電話系統查詢信用卡帳戶資料：

按 **1** 申請年費、利息及手續費豁免、查詢付款紀錄、帳戶結欠

按 **1** 查詢月結單截數後付款紀錄

按 **2** 查詢信用卡年費優惠、利息及手續費

按 **3** 補領月結單

按 **4** 查詢戶口結餘

按 **7** 查詢另一張信用卡

按 **0** 聯絡客戶服務主任

按 **2** 申請現金分期、月結單分期、結餘轉戶或現金存戶服務

按 **1** 申請現金分期

按 **2** 申請月結單分期

按 **3** 申請結餘轉戶

按 **4** 申請現金存戶

按 **3** 簽帳得 FUN 計劃及查詢新卡迎新禮品

【系統即時讀出：】現時可用積分、積分累積期、積分有效期、總可用積分及持卡年期

按 **1** 換領禮品、查詢換領進度及索取換領禮品表格

按 **2** 查詢新卡迎新禮品

按 **3** 查詢飛行里程計劃

按 **4** 申請換領飛行里程

按 **5** 查詢積分錢

按 **7** 查詢另一張信用卡

按 **0** 聯絡客戶服務主任

按 **4** 香港境外自動櫃員機提款功能設定、更改電子月結單設定、申請調整信用額度及其他自助服務

按 **1** 設定為收取紙張月結單

按 **2** 更改信用卡提現功能

按 **3** 海外自動櫃員機提款功能設定或申請調整信用額

按 **5** 申請取消寄發自動櫃員機密碼*

按 **6** 更改聯絡電話號碼*

按 **7** 補發信用卡*

*必須輸入電話密碼

按 **5** 查詢網上服務、八達通自動增值服務及其他信用卡服務

按 **1** 查詢網上服務

按 **2** 網上安全購物服務

按 **3** 八達通自動增值服務

按 **4** 查詢有關電話銀行密碼

按 **0** 聯絡客戶服務主任

按 **6** 索取傳真

BOC Credit Card 24-hour Platinum Card Customer Services Hotline (2581 5188) and 24-hour Credit Card Customer Services Hotline (2853 8828) self-attended telephony service:

Step: Select Language → Enter Credit Card No. and Phone Banking Password / HKID No.

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

Use the self-attended telephony service system to check your account activities:

Press **1** Annual Fee Waiver, Interest & Handling Fee Waiver Application, Payment Record & Account Balance Enquiry

Press **1** Repayment Record Enquiry

Press **2** Credit Card Annual Fee - Interest and Handling Fee Enquiry

Press **3** Statement Request

Press **4** Account Balance Enquiry

Press **7** Enquire about Another Card

Press **0** Enquiries through Customer Service Officer

Press **2** Cash Installment, Statement Installment, Balance Transfer or Cash Before Card Service Application

Press **1** Cash Installment Application

Press **2** Statement installment Application

Press **3** Balance Transfer Application

Press **4** Cash Before Card Service Application

Press **3** Gift Point Redemption Program and Welcome Gift Status Enquiry

【Instant Broadcast On :】Available Gift Points, Gift Points Accumulated Date, Redemption Expiry Date, Total Available Gift Points & Year of Card Holding

Press **1** Gift Redemption, Redemption Status Enquiry and Request a Redemption Form

Press **2** Welcome Gift Status

Press **3** Mileage Program

Press **4** Convert Gift Points to Air Mileages

Press **5** Enquire Instant Rewards

Press **7** Enquire about Another Card

Press **0** Enquiries through Customer Service Officer

Press **4** ATM Cash Withdrawal Functions Outside Hong Kong, to Change E-Statement Setting, to Apply for Credit Limit Adjustment or Other Services

Press **1** Change to Paper Statement

Press **2** Change Credit Card Cash Advance Function

Press **3** Change overseas ATM Cash Withdrawal Function or Adjust Credit Card Limit

Press **5** Cancel the Reissue of a Credit Card ATM Password*

Press **6** Change Contact Phone Number*

Press **7** Apply for a Replacement Card*

*Input of Phone Banking Password is necessary

Press **5** Online Service, Octopus Card Automatic Add-Value Service and Other Credit Card Services

Press **1** Online Service Enquiry

Press **2** Internet Secure Shopping Service

Press **3** Octopus Card Automatic Add-value Service

Press **4** Phone Banking Password Enquiry

Press **0** Enquiries through Customer Service Officer

Press **6** Fax Request