

中銀信用卡 24 小時客戶服務熱線 (28538828)、白金卡客戶服務熱線 (25815188) 及尊尚客戶服務熱線(29282388) 自動電話服務：

步驟：

- (1) 選擇語言
- (2) 輸入信用卡號碼
- (3) 輸入電話密碼；或身份證號碼及信用卡檢驗碼

【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** 電子月結單設定
- 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 **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 Customer Services Hotline (2853 8828)、Platinum Card Customer Services Hotline (2581 5188) and Elite Customer Services Hotline (2928 2388) self-attended telephony service:

Step:

- (1) Select Language
- (2) Enter Credit Card No. and
- (3) Phone Banking Password; OR HKID No. and Card Verification Value

【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** Instant Rewards Enquiry
- 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** E-statement Setting
- 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 **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