

# 恒生 Visa Infinite 卡客户服务热线使用指南

## Hang Seng Visa Infinite Card Customer Service Hotline User Guide

### 24小时客户服务专线 24-Hour Customer Service Hotline **2998 8228**

#### 快速输入指引

与客户服务员联络

步骤：选择语言 → **8** → **2**

查询信用卡户口结馀

步骤：选择语言 → **1** → **户口号码** → **私人密码** → **1**

缴付信用卡账项

步骤：选择语言 → **1** → **户口号码** → **私人密码** → **6**

#### 步骤一：选择语言

**1** 广东话      **2** 普通话      **3** 英语

#### 步骤二：选择服务

按 **4** 报失信用卡

按 **1** 一般查询

按 **2** 报失信用卡

按 **8** 与客户服务员联络

按 **1** 申请年费豁免

按 **2** 联络客户服务员

按 **9** 有关私人礼宾及紧急支援服务

按 **1** 查询结馀、缴付卡户账项、申请年费豁免及其他卡户服务

按 **1** 信用卡户口用款情况及可用限额

按 **2** 缴款到期日、月结单结欠、最低还款额及查询上次还款记录

按 **3** 索取月结单副本或更改自动转账还款指示

按 **4** 申请年费豁免

按 **5** 查询银行户口结馀（只适用于已联系于卡上之户口）

按 **6** 缴付信用卡账项

按 **7** 更改信用卡电话服务密码、申请补发自动柜员机密码或设定海外自动柜员机每日提款限额

按 **2** 申请恒生信用卡免息现金分期、结馀转账、签账及消费分期计划或查询申请批核情况及推广优惠详情

按 **1** 申请恒生信用卡免息现金分期、结馀转账、或签账及消费分期计划

按 **2** 查询恒生信用卡免息现金分期、结馀转账、或签账及消费分期计划申请批核情况

按 **3** 其他查询

按 **5** 查询恒生信用卡会员奖赏计划

按 **1** 查询恒生信用卡 +FUN Dollars 及 Merchant Dollars 奖赏详情

按 **2** 查询恒生信用卡 +FUN Dollars 献礼计划换领方法

#### Quick Tips

Talk to Customer Service Representative

Steps: Select Language → **8** → **2**

Credit Card Account Balance

Steps: Select Language → **1** → **Account No.** → **PIN** → **1**

Credit Card Payment

Steps: Select Language → **1** → **Account No.** → **PIN** → **6**

#### Step 1: Select Language

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

#### Step 2: Select Service

Press **4** Lost Card Reporting

Press **1** General enquiries

Press **2** Lost card reporting

Press **8** Talk to Customer Service Representative

Press **1** Annual fee waiver application

Press **2** To talk with our customer service representative

Press **9** Personal Concierge and Emergency Assistance Service

Press **1** For card account balance enquiries and payments, annual fee waiver application and other account related services

Press **1** Credit card account outstanding balance and available credit limit

Press **2** Next payment due date, statement balance, minimum payment amount and payment record

Press **3** Statement copy request or change of auto payment instruction

Press **4** Annual fee waiver application

Press **5** Bank account balance enquiries (only applicable to account(s) linked to your card)

Press **6** Credit card payment

Press **7** Change of credit card phone PIN, re-issue of ATM PIN or setting the overseas ATM daily cash withdrawal limit

Press **2** Apply for Hang Seng Credit Card Interest-free Cash Instalment Plan, Balance Transfer Instalment Plan, Interest-free Spending Instalment Plan or to enquire application status and promotion details

Press **1** Apply for Hang Seng Credit Card Interest-free Cash Instalment Plan, Balance Transfer Instalment Plan or Interest-free Spending Instalment Plan

Press **2** Enquire the application status of Hang Seng Credit Card Interest-free Cash Instalment Plan, Balance Transfer Instalment Plan or Interest-free Spending Instalment Plan

Press **3** Other enquiries

Press **5** Details of Hang Seng Credit Card Membership Rewards Programme

Press **1** Details of Hang Seng Credit Card +FUN Dollars and Merchant Dollars Rewards

Press **2** Redemption method of Hang Seng Credit Card +FUN Dollars Gift Parade



恒生銀行  
HANG SENG BANK