



Transfer and Payment Service Settings

Personal Banking Enquiry Hotlines

Banking Account Enquiry Hotlines

Items	Enquiry Hotlines	Hotline	Service Hours
Update daily transfer limit for Registered or Non-registered payee(s)	Signature (24-hour Signature manned phone banking hotline)	(852) 2998 8022	24 Hours
Update overseas ATM withdrawal limit	Prestige Banking (24-hour Prestige manned phone banking hotline)	(852) 2998 9188	
Add or delete Payee	Preferred Banking (24-hour manned phone banking hotline)	(852) 2822 8228	
Delete Direct Debit Authorisation	Integrated accounts and deposit accounts (24-hour automated phone banking hotline)	(852) 2912 3456	
Order cheque book			

"Voice ID" verification is required to access Phone Banking for "Update daily transfer limit for Registered or Non-registered payee(s)" and "Add or delete payee" services.

Credit Card Enquiry Hotlines

Items	Enquiry Hotlines	Hotline	Service Hours
Update overseas ATM withdrawal limit	Hang Seng Visa Infinite Card	(852) 2998 8228	24 Hours
	Hang Seng Prestige World Mastercard / Hang Seng World Mastercard	(852) 2998 8111	
	The Hong Kong Jockey Club Membership Card / The Racing Club Membership Card	(852) 2998 8833	
	Hang Seng Platinum Card / Hang Seng Credit Card & Spending Card / Hang Seng enJoy Visa Platinum Card & Spending Card / Hang Seng enJoy Visa Card	(852) 2998 8222	

Please follow the instructions at the interactive voice response system to reach the customer service representative for assistance if needed.