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Main Menu

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Credit Card

- 1 Account Related Services, Redeem Bonus Point and Change Telephone Identification Number
 - 1 Enquire Account Balance
 - 2 Enquire Bonus Points and Gift Redemption
 - 1 Enquire Bonus Points Balance
 - 2 Redeem Gift
 - 3 Enquire Gift Details
 - 3 Manage Permanent Credit Limit or Card-not-present Limit
 - 1 Reduce Permanent Credit Limit
 - 2 Adjust Card-not-present Limit®
 - 3 Disable Card-not-present Transaction
 - 4 Enable Card-not-present Transaction and Set Card-not-present Transaction Limit®
 - 4 Regenerate Latest 3 Months' Statements
 - 5 Activate Overseas Cash Withdrawal Function * #
 - 1 Self Service Activate
 - 0 Contact Customer Service Officer
 - 6 Change Telephone Identification Number * #
 - 0 Contact Customer Services Officer #

Available Services to Supplementary Cardholder
- 2 Enquire Application Status
- 3 Confirm Receipt of New Card
- 4 Apply Credit Card Annual Fee Waiver for Current Year, talk to Customer Service Officer for general enquiry or obtain information by fax
 - 1 Apply Credit Card Annual Fee Waiver for Current Year
 - 3 Request Application Forms / Other Information by Fax
 - 0 Contact Customer Services Officer
- 5 Apply Fubon Credit Card
- 6 Report Lost Card, Report Unauthorized Transaction, Temporary Card Suspension or Card Reactivation
 - 1 Report Lost Card / Report Unauthorized Transaction
 - 2 Temporary Card Suspension
 - 3 Card Reactivation®
- 7 Register Lucky Draw or Other Promotional Program
 - 1 Lucky Draw Registration
 - 2 Other Promotional Program Registration
- 9 Apply Telephone Banking Identification Number

Personal Loan Services

- 1 Account Related Services
 - 1 Enquire Revolving Loan Account
 - 1 Enquire Account Balance
 - 2 Regenerate Latest 3 Months' Statements
 - 3 Change Telephone Banking Identification Number*
 - 0 Contact Customer Services Officer
 - 2 Enquire Fixed Term Personal Loan Account
 - 1 Change Telephone Banking Identification Number*
 - 0 Contact Customer Services Officer
- 2 Apply Personal Loan
- 3 Confirm Receipt of New Card
- 4 Talk to Customer Service Officer for general enquiry or Obtain information by fax
 - 1 Obtain Application Forms by Fax
 - 2 Enquire Product Details
 - 3 Request Other Information by Fax
 - 0 Contact Customer Services Officer
- 5 Enquire Application Status
- 6 Report Lost Revolving Loan Card

Deposit and Other Banking Services

- 1 Account Related Services
 - 1 HKD Current /Statement Saving Account
 - 1 Enquire Account Balance and Transaction Details*
 - 1 Enquire Account Balance
 - 2 Transaction Details Enquiry
 - 2 Fund Transfer*
 - 3 HK Dollar Fixed Deposit Account Services*
 - 1 Enquire Fixed Deposit Account Services
 - 2 Change Fixed Deposit Renewal Instruction
 - 3 Place New Fixed Deposit
 - 5 Cheque Book or Statement Request and Enquire Cheque Status*
 - 6 Credit Card Related Services*
 - 7 Activate Overseas Cash Withdrawal Function*
 - 9 Change Telephone Identification Number*
 - 0 Contact Customer Services Officer
- 2 Foreign Currency Current /Statement Saving Account
 - 1 Change Telephone Banking Identification Number*
 - 0 Contact Customer Services Officer
- 3 Multi- Currency Savings Account /Fixed Deposit Account
 - 1 Change Telephone Banking Identification Number*
 - 0 Contact Customer Services Officer
- 2 Enquire Foreign Exchange Rates and Deposit Rates
 - 1 Enquire Foreign Exchange Rates
 - a. HK Dollar As Base Currency

01 US Dollar	06 Pound Sterling
02 Canadian Dollar	07 Japanese Yen
03 Australian Dollar	08 Swiss Franc
04 New Zealand Dollar	09 Singaporean Dollar
05 Euro	10 Renminbi
 - b. US Dollar As Base Currency

02 Canadian Dollar	06 Pound Sterling
03 Australian Dollar	07 Japanese Yen
04 New Zealand Dollar	08 Swiss Franc
05 Euro	09 Singaporean Dollar
 - 2 Enquire Deposit Rates
 - 1 Fixed Deposit
 - 4 Savings Deposit
- 3 Talk to Customer Service Officer for general enquiry or obtain information by fax
 - 4 Enquire branch information
 - 0 Contact Customer Services Officer

For Apply Cash or Purchase Installment Plan

- 1 Interest-free Cash Installment Plan
- 2 Any-can-do Purchase Installment Plan

Credit Card Merchant Service

- 1 New Merchant
- 2 Existing Merchant
 - 1 Stationery Ordering
 - 2 Terminal Maintenance Services
 - 3 Business Inquiries
 - 1 Change Telephone Banking Identification Number*
 - 0 Contact Customer Services Officer
- 3 Talk to Customer Service Officer for general enquiry or obtain information by fax
 - 1 Enquire branch information
 - 0 Contact Customer Services Officer

Mortgage Loan Service

- 1 Account Related Services
 - 1 Change Telephone Banking Identification Number*
 - 0 Contact Customer Services Officer
- 2 Talk to Customer Service Officer for general enquiry or obtain information by fax
 - 1 Enquire branch information
 - 0 Contact Customer Services Officer

* Customer must input the correct TIN to perform the above transactions

® Customer must input the correct TIN and security question answer to perform the above transactions