

Phone Banking Services Customer Identity Authentication Process

Customer Authentication Process for Phone Banking Services



In order to enhance the security of our Phone Banking Services, cardholder is required to use Telephone Banking Identification Number ("TIN") for customer identity authentication when performing account enquires or related transaction via Phone Banking Services. **Please note that each cardholder (including both principal and supplementary cardholders) will only require to use one TIN to operate or access our Phone Banking Services for using all our bank's products applicable to Phone Banking Services.**

If you do not possess or cannot input the correct TIN for identity authentication, you may not be able to perform account enquiries or transactions through Phone Banking Services for all related bank products (including credit card account service and bonus point redemption service).

Application for TIN



Cardholder can apply for TIN by the following ways. The TIN mailer will be sent to you by mail after we have confirmed your TIN application.



1. Application by Phone*

Cardholder can call Fubon Bank Integrated Customer Service Hotline at **2566 8181 (press 1 and 9 after language selection)** to apply for TIN. Cardholder is required to use any of his/her valid credit cards under his/her name which must be registered with a local mobile phone number for application of TIN, otherwise, cardholder will need to visit any of our branches for TIN application.

*If Cardholder has updated correspondence address at our Bank's record in the past 3 months, cardholder is required to apply for TIN at branch.



2. Application at Branch

Cardholder can visit any of our branches for TIN application during the business hours. For the details of our business hours, please visit the Bank's website www.fubonbank.com.hk.

Frequently Asked Questions

Q How can I apply for Telephone Banking Identification Number ("TIN")?

You can apply for TIN via Fubon Bank Integrated Customer Service Hotline at 2566 8181 (Press **1** → **9** after language selection) (for first-time application only) or by visiting any of our branches.

Q Do I need to apply for more TINs if I have more than one Fubon credit card?

You will require just one TIN to access all of your credit card accounts under Fubon Bank for the Phone Banking Services. You do not need to apply for TIN for more than one time.

Q Do I need to apply for a new TIN if I am a Fubon bank account holder and am already using its Phone Banking Services?

If you are a single name account holder of Fubon bank account and possess one TIN only, you can use your existing TIN for the Phone Banking Services and do not need to apply again. If you are a joint name bank account holder or possess more than one TIN, you will be required to apply for a new TIN.

Q I am not sure whether I need to apply for TIN. What can I do?

Please read below flowchart to confirm whether TIN application is required for your case.



Q Can I apply for TIN again if I have already applied for it once?

TIN application via Fubon Bank Integrated Customer Service Hotline is available for the first time application only. If you have forgotten the TIN or need to regenerate TIN, you will need to visit any of our branches to complete the TIN regeneration process.

Q Can supplementary cardholder apply for TIN?

Supplementary cardholder can apply for TIN for account enquiry and related transactions of supplementary card account via customer service representatives.

Q Can I change my TIN?

Yes, you can change your TIN through Phone Banking Services.

Q What can I do if I forgot the TIN?

Please visit any of our branches for TIN regeneration if you forgot the TIN.

Q What can I do if I would like to update my mobile phone number?

You can complete and return to us the "Change of Customer Information and Choice of Receiving Direct Marketing Form", which can be downloaded from our website at <http://www.fubonbank.com.hk>. Once the mobile phone number is updated in the Bank's record, you can apply TIN via Fubon Bank Integrated Customer Service Hotline, or you can visit any of our branches for TIN application.