

# CHONG HING BANK Telephone Banking Services

Operation Guide

# 3768 6688

 創興銀行有限公司  
Chong Hing Bank Limited

24 Hours Telephone Banking Services Hotline 3768 6688  
Please select language : 1. Cantonese 2. English 3. Putonghua

Please Select Services

## 1. Banking Services

### 1. Account Related Services

1. Account Balance Enquiry
2. Transaction History Enquiry
3. Account Transfer
4. Cheque Book Request
5. Statement Request
6. Fixed Deposit Services
7. Bill Payment Service
8. Industry Scheme Contribution Service

### 2. Interest Rates, Foreign Currency Exchange Rates & Gold Coin Pricing Enquiry

1. Interest Rates
2. Foreign Currency Exchange Rates
3. Gold Coin Pricing

### 3. Stock Selling Enquiry

## 2. Credit Card Services

### 1. Account Related Services

1. Available Credit Limit Enquiry
2. Latest Statement Information Enquiry
3. Credit Card Payment
4. Statement Application

### 2. Application Status Enquiry

### 3. Card Acknowledgement

## 3. Pre-paid Card Services

### 1. China Unionpay Gift Card

1. Product Information
2. Account Balance Enquiry

### 2. Visa Gift Card

1. Product Information
2. Account Balance Enquiry

## 7. Fax-on-demand

### 8. Password Change for Telephone Banking Services

### # To Repeat The Above Options

### \* Report Lost of Credit Card or ATM Card

**Quick Tips for commonly used services (Please press the following keys after selecting language)**

- Bank Account Balance Enquiry  
Press 1 - 1 - ( ) - 1
  - Credit Card Account Balance Enquiry  
Press 2 - 1 - ( ) - 1
  - Account Transfer  
Press 1 - 1 - ( ) - 3
  - Interest Rates Enquiry  
Press 1 - 2 - 1
  - Foreign Currency Exchange Rates Enquiry  
Press 1 - 2 - 2
  - Bill Payment Service  
Press 1 - 1 - ( ) - 7
- ( ) Enter Telephone Banking Services Customer No. & Pin

### Currency Code

11 Australian Dollar	18 Swiss Franc
12 Canadian Dollar	19 Euro
13 Renminbi	20 Singapore Dollar
14 Pound Sterling	21 Korean Won
15 Japanese Yen	22 Philippine Peso
16 New Zealand Dollar	23 Thai Baht
17 US Dollar	24 New Taiwan Dollar

### Account Numbers Reminder

Telephone Banking Services Customer No. :

Master Link No. :

HKD Savings Account No. :

HKD Current Account No. :

Multi-currency Savings Account No. :