24-hour Phone Banking Service Hotline (852) 218 95588

Step 1：Select Language;Press 1 Cantonese, Press 2 Putonghua, Press 3 English

Step 2：Select Service; Select the following Services

1. Automatic Banking Services

(1) Account Enquiry
- Press 1 - Balance Enquiry
- Press 2 - Account Enquiry
- Press 3 - Cheque Information Enquiry/Stop Cheque
- Press 4 - Cheque Book Request
- Press 6 - Loan Account Enquiry
- Press 7 - Account Transaction History Request
- Press 9 - Contact Customer Service Officer

(2) Fund Transfer or Buy/ Sell Currencies
- Press 1 - Registered Account Transfer
- Press 3 - * Registered 3rd Party Account Transfer
- Press 9 - Contact Customer Service Officer

(4) * Bill Payment, Credit Card Payment and Charities Donation
- Press 1 - Bill Payment
- Press 2 - Credit Card Payment
- Press 3 - Donation

(5) Time Deposit
- Press 1 - Information Enquiry
- Press 2 - Open Time Deposit
- Press 3 - Time Deposit Renewal/ Redemption/ Maturity Instruction Amendment
- Press 5 - Interest Rate Enquiry
- Press 9 - Contact Customer Service Officer

(7) Other Financial Service
- Press 1 - Public Information Enquiry
  - 1.) Deposit Interest Rate Enquiry
  - 2.) Exchange Rate Enquiry
  - 3.) Branch Information Enquiry
  - 4.) Paper Gold Unit Trading Price
- Press 2 - Fax Service
- Press 9 - Contact Customer Service Officer

(8) Customer Service
- Press 1 - Change Phone Banking PIN
- Press 8 - Overseas ATM Withdraw Service Setting
- Press 9 - Contact Customer Service Officer

(9) Contact Customer Service Officer

*** Service for Personal Phone Banking only**

3. Report Lost

(1) Report Lost or Stolen Credit Card

(2) Report Lost or Stolen ATM Card

4. Internet Banking Service Enquiry, Account Opening Witness Service and Small & Medium Entreprise Service

(1) Internet Banking Service Enquiry

(2) Account Opening Witness Service

(3) Small and Medium Entreprise Service

(4) My Life Enquiry

5. Securities, Investment, Insurance and Loan Service

(1) Automated Phone Securities Services
- Press 1 - Stock Trading Services
- Press 2 - Account and Order Status Enquiry
- Press 3 - Index and Stock Price Enquiry
- Press 0 - IPO Application & Odd Lot Selling

(2) Manned Phone Securities Trading Services
- Press 1 - Phone Banking PIN Trading Hotline (Use Phone Banking Account Number and password)
- Press 2 - PIN Trading Hotline (Use Investment or Securities Account Number or WMC Number and PIN)
- Press 3 - Access Code Trading Hotline

(3) **Investment, Insurance and Loan Service Enquiry**
- Press 1 - Investment Service Enquiry
- Press 2 - Insurance Service Enquiry
- Press 3 - Tax, Personal and Mortgage Loan Service

6. Credit Card Service

(1) Card Holder Services
- Press 1 - Account Enquiry or Repayment
- Press 2 - Report Lost
- Press 3 - Limit and Account Management
- Press 4 - Open Card or PIN Setting
- Press 5 - Installments
- Press 8 - Overseas ATM Withdraw Service Setting
- Press 9 - **Contact Customer Service Officer**

(2) Report Lost

(3) Application Status

(4) Promotion Details

(5) Card Activation

(6) Obtain Information by Fax / Other Services

(7) Public Information

(9) Contact Customer Service Officer

7. Other Financial Service

(1) Public Information Enquiry
- Press 1 - Deposit Interest Rate Enquiry
- Press 2 - Exchange Rate Enquiry
- Press 3 - Branch Information Enquiry
- Press 4 - Paper Gold Unit Trading Price

(2) Fax Service

(9) Contact Customer Service Officer

8. Roaming Service

Remarks :

Free Long Distance Call for ICBC (Asia)'s Phone Banking Services on the Mainland:

Step 1 Dial 95588

Step 2 Select 8 for Roaming Service

Step 3 Select 2 for Overseas Roaming

Step 4 Select 1 for Hong Kong China

IVR Services :

- Account & Cheque Status Enquiry
- Same Currency Transfer
- Securities Account and Order Status Enquiry
- Credit Card Account Enquiry
- Change Phone Banking PIN
- Bill Payment & Donation
- Stop Cheque

} 24-hour Services

- Buy/Sell Foreign Currencies	From Monday 8:00 to Saturday 13:00 (Except Dec 25 and Jan 1)
- Open Time Deposit, Renew/ Redeem Time Deposit/Amend Maturity Instruction	Monday - Friday 9:00 - 18:00 (Except public holidays)
- Securities Trading Services	Monday - Friday 9:30 - 16:00 (Except public holidays)

Contact Customer Service Officer :

General Banking Services Enquiry	Monday - Friday 9:00 - 20:00 Saturday 9:00 - 13:00 (Except public holidays)
Investment Services Enquiry	Monday - Friday 9:00 - 18:00 (Except public holidays)
Credit Card Services Enquiry	24-hour Services

Fast Key (After Selecting Language and Listening to Promotional Message)

- Fund Transfer or Buy/Sell Foreign Currencies
  Press 1, ( ), 2 , 1
- Bill Payment
  Press 1, ( ), 4
- Internet Banking Enquiry (24-hour Services)
  Press 4, 1
- Automated Phone Securities Services
  Press 5, 1, ( )

( ) Please input your Phone Banking Account Number and Password, then press #