

DBS Treasures Counter Service Booking – Frequently Asked Questions

星展豐盛理財櫃位預約服務 – 常見問題

1.	<p>What are the operating hours of DBS Treasures Counter Service Booking hotline? You can make a booking during our branch business hours, ie. Mon - Fri: 9:00 AM to 5:00 PM and Sat: 9:00 AM to 1:00 PM (except Public Holidays). <i>Remark: For the latest branch business hours, please visit our website.</i></p> <p>星展豐盛理財櫃位預約服務熱線的服務時間是？ 您可於我們分行的服務時間星期一至星期五上午 9 時至下午 5 時及星期六上午 9 時至下午 1 時致電預約，公眾假期除外。 <i>備註：有關最新的分行服務時間安排，請瀏覽本行網站。</i></p>
2.	<p>What is the earliest advance booking? The earliest booking time is subject to availability. Please call the DBS Treasures Counter Service Booking hotline during business hours for assistance.</p> <p>最早可預約何時的櫃位服務？ 這將視乎分行預約情況而定。請於服務時間致電分行的星展豐盛理財櫃位預約服務熱線查詢。</p>
3.	<p>How can I check the available booking time slots? You can call the booking hotlines of the respective branches to check.</p> <p>如何知道可預約時間？ 您可以致電指定分行的預約熱線查詢可預約的時間。</p>
4.	<p>How many days in advance can I book? You can book counter services up to a week in advance.</p> <p>我可提前多少天預約？ 您最多可預約一個星期內的櫃位服務。</p>
5.	<p>Are there any requirements for making a booking? All DBS Treasures customers are welcome to book counter services in the nine selected branches, including six DBS Treasures Centres.</p> <p>預約櫃位服務有什麼要求嗎？ 所有星展豐盛理財客戶均可預約九間指定分行的櫃位服務（包括六間星展豐盛理財中心）。</p>

6.	<p>What information do I need to provide for making a booking? Please provide your registered phone number in DBS / account number to make a booking.</p> <p>預約需要提供什麼資料？ 請提供您在星展銀行登記的電話號碼/戶口號碼進行預約。</p>
7.	<p>If I want to change/ cancel the booking, what should I do? Please call the booking hotline of the chosen branch at your earliest convenience. Change of booking time is subject to availability.</p> <p>如我想更改/取消預約，該如何？ 請盡早致電有關分行的預約熱線更改/取消預約，能否更改時間將視乎櫃位的預約情況而定。</p>
8.	<p>What if I am late for the booking? Will my booking be cancelled? If you are more than 10 minutes late, the booking will be cancelled. You are still welcome to get a walk-in ticket.</p> <p>如果遲到會怎樣？預約會被取消嗎？ 如您比預約時間遲到 10 分鐘以上，預約將會取消，屆時您可即場取票輪候。</p>
9.	<p>What should I do if a Tropical Cyclone Warning Signal No. 8 (or higher) or a Black Rainstorm Warning Signal is hoisted on the booking date? The booking will be cancelled. Please make another booking on next business day.</p> <p>如預約當天懸掛了八號或以上颱風訊號或黑色暴雨警告，該怎麼辦？ 有關預約將會取消，您可於下一個營業日再致電預約。</p>
10.	<p>Will the Bank keep my phone number for direct marketing use? No. The phone number is used for counter service booking only.</p> <p>銀行會保留我的電話號碼用於直銷推廣嗎？ 不會，電話號碼僅用於預約櫃位服務。</p>