



Live more,
Bank less

USER MENU

Phone Banking Services Hotline

24 Hours
Phone Banking
Services Hotline
2290 8888

24 Hours Phone Banking Services Hotline 2290 8888

Personalized Quick Menu

<Most Frequently Use Option> [press 1]

To Standard Menu [press 2]

Credit Card Services [press 1]

Apply for Fees & Charges Waivers [press 1]

Enquire Account Information [press 2]

Report Loss of Credit Card and Enquire Suspicious Transaction [press 3]

Confirm Receipt of your Credit Card [press 4]

DBS Internet Banking, Mobile App and Phone Banking Services [press 5]

Other Services [press 6]

Enquire Credit Card Application Status, Application Criteria and Offer [press 1]

Change Credit Limit [press 2]

Register Flexi-shopping Interest-free Payment Instalment [press 3]

Enquire Credit Card Programs [press 4]

Banking Services [press 2]

Enquire Account Balance, Transaction History and Request Statement [press 1]

Perform Fund Transfer and Foreign Currency Exchange [press 2]

Cheque Related Services [press 3]

Report Loss of Card and Enquire Suspicious Transaction [press 4]

Enquire Rate, Bank Product and Promotion and Branch Location [press 5]

Other Services [press 6]

DBS Internet Banking, Mobile App and Phone Banking Services [press 1]

Time Deposit [press 2]

Credit Card and Cashline Card Services [press 3]

Standard Menu Services

Investment & Securities Services [press 3]

Personal Loan, Cashline & Mortgage Loan Services [press 4]

Personal Loan Services [press 1]

Mortgage Loan Services [press 2]

Report Loss of Cashline Card and Enquire Suspicious Transaction [press 3]

Confirm Receipt of Cashline Card [press 4]

Enquire Cashline Card Account [press 5]

**Credit Card Low Interest
Cash Conversion Hotline
2290 8222**

Insurance Services [press 5]

Life Protection and Financial Planning [press 1]

Travel Insurance, Home Insurance or Other General Insurance [press 2]

DBS Internet Banking, Mobile App and Phone Banking Services [press 6]

Card Service Enquiry [press 1]

Banking Service Enquiry [press 2]

Account Numbers Reminder

Phone Banking Services Account No. :

Savings Account No. :

Current Account No. :

Credit Card Account No. :

Step 1: Please select language; Press 1 Cantonese, Press 2 Putonghua, Press 3 English

After selecting the preferred language, the setting will be automatically saved in the Personalized Quick Menu. It could be changed in the Phone Banking System later.

Quick Keys (After Language Selection; Press 1 Cantonese, Press 2 Putonghua, Press 3 English)

- Credit Card Balance Enquiry Press 1 - 2
- Bank Account Balance Enquiry Press 2 - 1
- Fund Transfer Press 2 - 2
- Foreign Currency Exchange Press 2 - 2 - () - 2
- Exchange Rate Enquiry Press 2 - 5 - 1
- Change Phone Banking PIN Press 2 - 6 - 1 - 3 - 2
- Personalized Quick Menu Language Setting Press 6 - 1 - 4 - 3

() Please enter your Credit Card Account No. or Phone Banking Services Account No. & PIN (where applicable)



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使用指南

電話理財服務熱線

24小時
電話理財服務熱線
2290 8888

24小時電話理財服務熱線 2290 8888

個人化特快目錄之服務

<常用選項> [按1字]

回標準目錄 [按2字]

步驟1：請選擇語言；廣東話按1字，普通話按2字，英語按3字

個人化特快目錄語言在第一次使用後將會自動選擇，如要更改可以從電話理財系統中設定

標準目錄服務

信用卡 [按1字]

申請豁免費用 [按1字]

賬戶查詢 [按2字]

報失卡及查詢可疑交易 [按3字]

確認收妥信用卡 [按4字]

星展網上理財，手機應用程式及電話理財服務 [按5字]

其他服務 [按6字]

查詢信用卡批核情況或申請詳情及優惠 [按1字]

更改信用額 [按2字]

登記Flexi shopping免息分期付款 [按3字]

查詢信用卡活動計劃 [按4字]

銀行服務 [按2字]

查詢戶口結餘，交易記錄及索取月結單 [按1字]

戶口轉賬及外幣買賣 [按2字]

支票有關服務 [按3字]

報失卡及查詢可疑交易 [按4字]

查詢利率和匯率，銀行服務簡介及優惠及分行網絡 [按5字]

其他服務 [按6字]

星展網上理財，手機應用程式及電話理財服務 [按1字]

定期存款 [按2字]

信用卡及Cashline卡服務 [按3字]

投資及證券服務 [按3字]

私人貸款，Cashline及樓宇按揭服務 [按4字]

私人貸款 [按1字]

按揭貸款 [按2字]

報失Cashline卡及查詢可疑交易 [按3字]

確認收妥新Cashline卡 [按4字]

查詢Cashline卡戶口資料 [按5字]

信用卡低息套現熱線
2290 8222

保險服務 [按5字]

查詢或安排人壽保險及財務策劃服務 [按1字]

查詢或申請旅遊保險、家居保險或其他保險 [按2字]

星展網上理財，手機應用程式及電話理財服務 [按6字]

信用卡服務有關查詢 [按1字]

銀行服務有關查詢 [按2字]

戶口號碼備忘錄

電話理財戶口號碼：

儲蓄戶口號碼：

往來戶口號碼：

信用卡戶口號碼：

快捷按鍵 (選擇語言後；廣東話按1字，普通話按2字，英語按3字)

• 查詢信用卡賬戶結餘
按 1-2

• 查詢銀行戶口結餘
按 2-1

• 戶口轉賬
按 2-2

• 外幣買賣
按 2-2-()-2

• 查詢外幣匯率
按 2-5-1

• 更改銀行戶口電話理財私人密碼
按 2-6-1-3-2

• 更改電話理財預設語言
按 6-1-4-3

() 請輸入你的信用卡戶口號碼或電話理財戶口號碼及私人密碼 (如適用)