



USER MENU
Phone Banking Services Hotline

24 Hours
Phone Banking Services Hotline
2290 8888

24 Hours Phone Banking Services Hotline 2290 8888

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.

Personalized Quick Menu

- <Most Frequently Use Option> [press 1]
- To Standard Menu [press 2]

Standard Menu Services

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, Foreign Currency Exchange and Pay Bill [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]

Investment & Securities Services [press 3]

- Automated Securities Trading Services [press 1]
- Enquire Order Status [press 2]
- Enquire Stock Price [press 3]
- Manned Securities Trading Services [press 4]
- Enquire the Deposit Account Balance and Securities Account Portfolio [press 5]
- Other Services [press 6]
- Enquire Market Information [press 1]
- Enquire Investment Product and Bonds Trading [press 2]
- Subscribe to an IPO [press 3]
- Perform Same Currency Fund Transfer [press 4]

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]

Securities Trading Express Hotline 2290 8833
Provides fast and convenient service for direct trading of securities

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. :

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
- Deposit Rate Enquiry Press 2 - 5 - 2
- Securities Trading Press 3 - 1
- Bill Payment - Using Bank Account Press 2 - 2 - { } - 4
- 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)

DBS/PB/6978/1/2019/MD

^ For daily transaction limits, please visit www.dbs.com/hk/phonebanking for details.



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

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

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]

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，外幣買賣及繳付帳項 [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]

- 自動電話系統股票買賣服務 [按1字]
- 查詢股票買賣情況 [按2字]
- 查詢股價 [按3字]
- 聯絡客戶服務主任買賣股票 [按4字]
- 查詢存款及證券戶口結餘 [按5字]
- 其他服務 [按6字]
- 查詢市場資料 [按1字]
- 查詢投資產品及債券買賣 [按2字]
- 認購新股 [按3字]
- 同一貨幣戶口轉賬 [按4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]

特快證券買賣專線 2290 8833
提供直接落盤股票買賣服務

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
- 查詢存款利率 按 2 - 5 - 2
- 買賣股票 按 3 - 1
- 繳費服務 - 使用銀行戶口 按 2 - 2 - { } - 4
- 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)

^有關每日交易限額，詳情請參閱 www.dbs.com/hk/phonebanking。