

電話銀行服務 Phone Banking Services

	廣東話	普通話	English
戶口服務 Account Services	(852) 2684 1866	(852) 2684 1868	(852) 2684 1869
股票交易 Stock Trading	(852) 2655 2866	(852) 2655 2868	(852) 2655 2869

戶口服務

輸入電話銀行號碼及密碼

- ① 查詢賬戶餘額
- ② 轉賬、中銀信用卡繳費及中銀信用卡現金存戶
 - ① 港幣轉賬
 - ② 外幣或人民幣轉賬
 - ③ 中銀信用卡繳費
 - ④ 中銀信用卡現金存戶
- ③ 外幣或人民幣買賣，貴金屬買賣
 - ① 外幣或人民幣買賣
 - ② 貴金屬買賣
- ④ 查詢財經資料
- ⑤ 支票服務、申請領取綜合月結單或更改網上銀行設定
 - ① 申請支票簿或支票賬戶月結單
 - ② 止付支票
 - ③ 申請綜合月結單
 - ④ 查詢支票狀態
 - ⑤ 暫停或取消啟動網上銀行
 - ⑥ 解除因輸入密碼錯誤而被凍結的網上銀行
 - ⑦ 報失、報銷或重設保安編碼器
- ⑥ 更改密碼
- ⑦ 查詢代碼及賬戶代碼
- ⑧ 定期存款服務
 - ① 開立定期存款
 - ② 更改到期指示
 - ③ 查詢存款資料
 - ④ 定期銷單

股票交易

輸入電話銀行號碼及密碼

- ① 買入股票
- ② 沽出股票
- ③ 更改買賣指示
- ④ 取消買賣指示
- ⑤ 查詢買賣指示
- ⑥ 查詢證券組合及結算戶餘額
- ⑧ 以黃表公開認購新股或申請公司行動
- ⑨ 市價盤買賣
- # 收聽免責聲明、系統維護時間表或注意事項

Account Services

Enter Phone Banking Number and Password

- ① Account Balance Enquiry
- ② Fund Transfer, BOC Credit Card Payment, Cash Advance with BOC Credit Card
 - ① Hong Kong Dollar Transfer
 - ② Foreign Currency or RMB Transfer
 - ③ BOC Credit Card Payment
 - ④ Cash Advance with BOC Credit Card
- ③ Foreign Currency or RMB Exchange and Notional Precious Metal Trading
 - ① Foreign Currency or RMB Exchange
 - ② Notional Precious Metal Trading
- ④ Financial Information Enquiry
- ⑤ Cheque Service, Request for Consolidated Monthly Statement, or Change of the Setting of Internet Banking
 - ① Request for Cheque Books or Current Account Monthly Statement
 - ② Stop Cheque Payment
 - ③ Request for Consolidated Monthly Statement
 - ④ Cheque Status Enquiry
 - ⑤ Suspension or de-activation of Internet Banking Release of
 - ⑥ Suspended Internet Banking due to Invalid Inputs of Password
 - ⑦ Report Loss of, Report Damage of or Reset the Security Device
- ⑥ Change Password
- ⑦ Codes and Account Codes Enquiry
- ⑧ Fixed Deposit
 - ① Placement of a Fixed Deposit
 - ② Amendment of Maturity Instruction
 - ③ Fixed Deposit Details
 - ④ Fixed Deposit Withdrawal Instruction

Stock Trading

Enter Phone Banking Number and Password

- ① Place Buy Order
- ② Place Sell Order
- ③ Amend Order
- ④ Cancel Order
- ⑤ Enquire the Order Status
- ⑥ Enquire the Portfolio and the Available Balance
- ⑧ IPO shares subscription using yellow form or Apply for corporate action
- ⑨ Place Market Order
- # Enquire the Disclaimer Clause, System Maintenance Schedule, or Help Menu