

**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
- 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
  - ⑥ Release of Suspended Internet Banking due to Invalid Inputs of Password
- 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