

Select Language

- 1 Cantonese      2 English      3 Mandarin

Select Services

- 1 Enquiry and Operate Existing Account**
- 1 Credit Card / Private Label Card / Cash Card Services**
- 1 Enquiry on Card Account Balance, Bonus Point Balance, Credit Card Payment and Auto Transfer**
- 1 Balance Enquiry
  - 2 Credit Card "Cash Reward" or "Bonus Point Scheme" Record Enquiry (for Credit Cardholders only)
  - 3 **1 Card Payment**
    - 2 Statement Balance & Payment Due Date Enquiry
    - 3 Last Payment Date & Amount Enquiry
    - 4 Change of Autopay Instruction
- 2 Confirm Receipt of New Cards<sup>▲</sup>**
- I Latest Credit Card Offers<sup>#</sup>
  - II Credit Card Installment Plans and Balance Transfer Program<sup>#</sup>
- 3 Credit Card Application Status Enquiry<sup>▲</sup>**
- 4 Credit Card Overseas Withdrawal Transaction Setting**
- 1 Enquire Existing Setting
  - 2 Activate or Change Setting
  - 3 Deactivate Existing Setting
- 2 Bank Account and Debit Card / ATM Card Related Service**
- 1 Account Balance Enquiry**
- 2 Fund Transfer** (prior registration at branch is required for fund transfer to Dah Sing Bank third party account)
- 3 Fixed Deposit**
- 1 Open Fixed Deposit
  - 2 Place or Change Maturity Instruction
  - 3 Uplift of Matured Fixed Deposit
  - 4 Enquire Minimum Deposit Amount and Deposit Terms
- 4 Foreign Exchange**
- 1 Buy or Sell Foreign Currency
  - 2 Place Standing Order for Buying or Selling Foreign Currency
  - 3 Cancel Not Yet Executed Standing Order
  - 4 Enquire Not Yet Executed Standing Order
- 5 Cheque Book Request**
- 6 Debit Card / ATM Card Overseas Withdrawal Transaction Setting**
- 1 Dah Sing Multi-Currency Mastercard<sup>®</sup> Debit Card
    - 1 Enquire Existing Setting
    - 2 Activate or Change Setting
    - 3 Deactivate Existing Setting
  - 2 Dah Sing ATM Card
    - 1 Enquire Existing Setting
    - 2 Activate or Change Setting
    - 3 Deactivate Existing Setting
- 7 Acknowledge Receipt of new Debit Card / ATM Card<sup>▲</sup>**
- 1 Dah Sing Multi-Currency Mastercard<sup>®</sup> Debit Card
    - 1 Dah Sing e-Banking Service<sup>#</sup>
    - 2 Dah Sing ATM Card
      - 1 Dah Sing e-Banking Service<sup>#</sup>
- 3 Payment Services by Bank Account**
- 1 Make Payment
  - 2 Registration of Payment Services
  - 3 Cancel Payment Registration
  - 4 Enquire Payment Registration
- 4 Rates Enquiry<sup>▲</sup>**
- 1 Foreign Exchange Rates
    - I Latest Investment Service Offer<sup>#</sup>
  - 2 Deposit Interest Rates
  - 3 Best Lending Rates
- 5 Change of Phone Banking PIN**
- 6 Lost Card Reports<sup>▲</sup>**

- 2 Application of Credit Card & Banking Services<sup>▲</sup>**
- 1 Personal Loan
  - 2 Credit Card Cash-In Plan / "Smart Choice" Balance Transfer Program
  - 3 Credit Card "Happy Installment" Plan
  - 5 General Insurance
  - 6 Other Products & Services

- 3 Enquiry of Latest Product Offers & Information<sup>▲</sup>**
- 1 Personal Loan
  - 2 Credit Card Cash-In Plan / "Smart Choice" Balance Transfer Program
  - 3 Credit Card "Happy Installment" Plan
  - 4 Unit Trust & Other Investment Services
  - 5 Life Insurance & General Insurance
  - 6 Other Products & Services

- 4 Request Product Information, Application Forms and Branch Network Information by SMS or Fax<sup>▲</sup>**
- 1 Credit Card and Cash Card Service
  - 2 General Banking Service
  - 3 e-Banking / Phone Banking
  - 5 Branch network of Dah Sing Bank, Limited

- 5 Apply for Paper Statement Fee Waiver<sup>▲</sup>**
- 1 Apply for Credit Card Paper Statement Fee Waiver
  - 2 Apply for Deposit Account Paper Statement Fee Waiver

- 6 Apply for Credit Card Annual Fee Waiver<sup>▲</sup>**

- 7 Branch Location and Phone Number Enquiry<sup>▲</sup>**

- Reminder**
- <sup>#</sup> After completed the enquiry / card activation, customer can select to retrieve the information by SMS.
- <sup>▲</sup> Customer is not required to enter "Phone Banking" User ID and PIN
1. The "Phone Banking" User ID is 16-digit Dah Sing Bank Credit Card / Private Label Card / Cash Card or 14/15-digit ATM Card number or 14/15-digit account number of i-Account printed on debit card. If you want to use other Dah Sing Card number as your Phone Banking Service User ID, please contact any Dah Sing Bank Branch for arrangement.
  2. Upon completion of transaction, please take down the reference number for future verification.
  3. Service hours for Customer Service Representatives:
 

Monday to Friday	: 9:00 a.m - 10:00 p.m.
Saturday	: 9:00 a.m - 5:30 p.m.
  4. Service hours for Fixed Deposit Services:
 

Monday to Friday	: 9:00 a.m - 6:00 p.m.
Saturday	: 9:00 a.m - 1:00 p.m.
  5. Service hours for Buy / Sell Foreign Currency:
 

Monday to Friday	: 8:30 a.m - 6:00 p.m.
Saturday	: 9:00 a.m - 1:00 p.m.
  6. Service hours for Credit Card Annual Fee Waiver Application:
 

Monday to Sunday	: 9:00 a.m - 7:00 a.m.
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