

晶片提款卡

認識你的

晶片提款卡

晶片卡和磁帶卡有什麼分別？

為什麼要發行晶片卡？

晶片卡支援自動櫃員機服務及繳費靈嗎？

晶片卡的晶片容易受損？

Q 晶片提款卡和磁帶提款卡有什麼分別？

A 晶片提款卡與磁帶提款卡的主要分別是晶片提款卡有一張微型晶片嵌入於卡之正面。而晶片提款卡背面仍保留磁帶。晶片提款卡的運作和磁帶提款卡一樣。

Q 為什麼要發行晶片提款卡？

A 晶片提款卡的高科技設計更安全地儲存及處理資料，亦可有效地防止提款卡上之資料被複製成偽卡而招至損失。

Q 更換晶片提款卡之後，提款卡的年費會否增加？

A 您的晶片提款卡年費將與現時持有的提款卡一樣，維持不變。

Q 晶片提款卡可支援自動櫃員機服務及繳費靈等功能嗎？

A 晶片提款卡跟磁帶提款卡在功能上並無分別，能夠全面支援自動櫃員機服務及繳費靈等功能，現有的自動櫃員機(包括未採用晶片技術的櫃員機)及繳費靈終端機均可支援晶片提款卡。客戶現有的私人密碼亦繼續適用。

Q 若我更換了晶片提款卡，我需要將繳費靈內已登記的賬單轉到新的提款卡嗎？

A 客戶須帶同新卡，到任何一部繳費靈終端機選擇「開立/更新戶口」功能，及選擇相同銀行戶口，系統便會自動更新閣下的資料。詳情可致電繳費靈熱線2311 9876查詢。

Q 晶片提款卡可於商戶刷卡消費嗎？

A 客戶可憑該晶片提款卡繼續於貼有EPS或UnionPay標誌(如適用)的商戶刷卡消費。

Q 當我啟用全新晶片提款卡後，現時持有的提款卡可否繼續使用？

A 全新晶片提款卡一經啟用，您現時持有的提款卡即會失效。新卡啟用後，請立即將舊卡剪毀。

Q 如何避免晶片提款卡的晶片受損？如提款卡上的晶片受損，應怎麼辦？

A 注意請勿刻意嘗試取下晶片，亦需避免晶片與其他物品(如硬幣或鑰匙)接觸，可避免晶片受損。如晶片受損，可聯絡大新銀行安排補發新卡。

Q 我原有的提款卡已登記「香港賽馬會現金券」購買服務，更換了晶片提款卡後，我須再次登記嗎？

A 客戶不需要再次登記「香港賽馬會現金券」購買服務。

Q 若我更換了晶片提款卡，我需要為我的「香港賽馬會電子轉帳服務」戶口作出更新嗎？

A 客戶需要到香港賽馬會更新您的「香港賽馬會電子轉帳服務」戶口。

Q 當我更換了晶片提款卡後，我需要更新我的「SMS用咭提示」服務嗎？

A 更換了晶片提款卡後，客戶需要通知Star Mobile DNA作出更新。詳情可致電Star Mobile DNA熱線6052 0629查詢。

GENERAL USAGE

Q What is the difference between chip ATM card and magnetic stripe ATM card?

A Chip ATM cards are cards with an embedded microchip on the face of the card. Chip ATM cards would still have a magnetic stripe at the back of the card. The operation of chip ATM cards and that of magnetic stripe ATM cards are the same.

Q Why do we move to chip ATM card?

A Chip ATM cards are more secure in terms of storing and processing information and will protect you from getting your card copied to make counterfeit cards.

Q Will there be any increase on the card annual fee after card replacement?

A The annual fee of the chip ATM card will be the same as your existing ATM card.

Q My magnetic stripe ATM card has ATM and PPS functions, are the functions still supported on the chip ATM card?

A Yes, you can continue to use these functions with your chip ATM card. The existing ATMs (including those ATMs which have not adopted the "chip-based technology") and the PPS Registration Terminal also support the chip ATM card. Your existing PIN will also remain the same.

Q Can I transfer the registered bills from my old card to the new chip ATM card?

A You can bring along your new chip ATM card to the PPS Registration Terminal and perform the "Open/Update Account" function with the same PPS withdrawal bank account. The system will then be updated with the details of your replaced ATM card. You may also contact PPS hotline at 2311 9876.

Q Can I make purchases with the new chip ATM Card at merchant outlets?

A Yes, you can make purchases with the chip ATM card at merchant outlets marked with EPS Logo or UnionPay logo (if applicable).

Q Can I keep using the current ATM Card after activating the new chip ATM card?

A Once the new chip ATM card is activated, the current ATM card will become invalid. Please destroy the current card after the new card is activated.

Q How do I avoid damage to the chip card? What should I do if the chip is damaged?

A Please do not detach the chip from the card, and avoid putting it together with keys or coins which may scratch the card. If the chip is damaged, please contact Dah Sing Bank to arrange for card replacement.

Q I have registered "Hong Kong Jockey Club Cash Voucher Purchase Facility" with the magnetic stripe ATM card. After I switch to the chip ATM card, do I need to register again?

A No, you do not have to register the service again after the magnetic stripe ATM card is replaced.

Q After card replacement, do I need to renew my HKJC EFT (Electronic Funds Transfer) Service?

A Yes, you have to go to the Hong Kong Jockey Club to renew the HKJC EFT Service.

Q I have registered the "SMS alert service" with my magnetic stripe ATM card, do I need to renew my profile after I switch to chip ATM card?

A Yes, you have to contact Star Mobile DNA to renew your customer profile. For details, please contact Star Mobile DNA hotline at 6052 0629.