

PhoneDirect Pocket Guide 800-820-8878

Please select language

- Chinese 1
- English 2

Phone Banking Service 1 - PBN or debit card number # - PIN

- Mini Statement
(To interrupt and proceed to the menu, press *)

- Account Balance and Recent Transactions 1
 - Current and Savings Account Balances 1 • 1
 - Details of your Recent Transactions 1 • 2
 - Loan account enquiries 1 • 3

- Transfers 2
 - To transfer funds between your accounts 2 • 1
 - For all other payments 2 • 2
 - For pre-designated payments to other local bank 2 • 2 • 1

- Rate Enquiries 3
 - Time deposit interest rate enquiries 3 • 1
 - Exchange rate enquiries 3 • 2

- Time Deposits Services 4
 - To open a new Time Deposit account 4 • 1
 - To enquire on your existing Time Deposit account 4 • 2
 - To renew an existing Time Deposit, or change the maturity 4 • 3
 - Listen to specific Time Deposit Interest Rate 4 • 4
 - Request a faxed copy of out Time Deposit Interest Rates 4 • 5

- Other Bank Account Services 5
 - To change phonebanking PIN 5 • 1
 - To stop a cheque 5 • 2
 - To request a new cheque book 5 • 3
 - To find out the status of a cheque 5 • 4
 - To request a statement 5 • 5

Services

Quick Keys

- PBN: 10-digit Phone Banking Number
- PIN: 6-digit Personal Identification Number
- "." Wait for the voice message
(If you do not input any PBN of debit card number and press # directly, you also can access phone banking service, but only for Rate Enquiries service)

To speak to a customer service representative 0

To repeat the options #

To return to Bank Account Services menu 9

Help Menu *

Personal Products and Services 2

- Marketing and Product Information Enquiries 2 • 1
- Internet Banking Enquiries 2 • 2
- ATM or Express Banking Enquiries 2 • 3
- To speak to a customer service representative 2 • 0

Report Lost / Stolen Card 3

Suggestion or Complaint 9

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