

# **NCB Phone Banking service Guide (English version)**

## Telephone Banking Service

### Self-service Phone Banking - Quick Guide

Customers with Phone Banking account call our Personal Customer Hotline at (852) 2616 6628 # Select Language # Press 2 to access Self-service Phone Banking, enter your Phone Banking number and PIN, and choose from the following services after successful login.

Navigation Instruction	Services Offered
Press 1	Check Account Balance
	Press 1: HKD Savings or Cheque Accounts
	Press 2: Foreign Currency or CNY Accounts
Press 2	Transfers between general accounts and foreign currency exchange (Only supports transfers between the Bank accounts and CIN accounts and third-party accounts registered with the bank)
Press 3	Time Deposit Services (Only available for deposit and withdraw in lump sum)
	Press 1: Open Time Deposit
	Press 2: Change Maturity Instructions
	Press 3: Inquire Deposit Details (Balance and Statements for Time Deposit Accounts)
Press 4	Cheque Services
	Press 1: Stop Payment of Cheques
	Press 2: Apply for a Checkbook
Press 5	Change Telephone Banking Password

## NCB Phone Banking service Guide (English version)

Self-service Report Lost or Found Security Device - Quick Guide

Call the Bank's Personal Customer Hotline (852) 2616 6628 # Select Language # Press 5-2, enter your telephone banking number and PIN to report loss of Security Device.

For enquiry of any operation, please call our Personal Customer Hotline (852) 2616 6628 # Select Language # Press 5-1 to contact our Customer Service Representatives.

