上海商業銀行
SHANGHAI COMMERCIAL BANK

Phonebanking Service User Guide (852) 2818 0282

Please Select Language 1 Cantonese 2 Mandarin 3 English

Main Menu

1 Account Services
2 Interest Rate, Exchange Rate & Gold Price Enquiry
3 Credit Card Services
4 Loans, Securities & Wealth Management Enquiry
5 Branch Location and Telephone Number Enquiry
7 Report Loss of ATM Card /
Activate the overseas ATM Cash withdrawal function
8 Talk to Customer Service Officer
9 Verify Staff Identity / Hotline Verification

1 Account Services
- 1 Account Balance Enquiry
- 2 Account Transfer & Credit Card Payment
- 3 Cheque Status Enquiry
- 4 Change of Maturity Instruction of Fixed Deposit
- 5 Request for Cheque Book
- 6 Change Password
- 7 Transaction History enquiry / Request for Statement
- 8 Talk to Customer Service Officer
- 9 Cancel & Return to Main Menu

- 2 Interest Rate, Exchange Rate & Gold Price Enquiry
  - 1 Savings & Time Deposit Interest Rates
  - 2 Loans & Overdraft Interest Rates
  - 3 Foreign Currency Exchange Rates
  - 4 Physical Gold Prices
  - 9 Cancel & Return to Previous Menu

- 3 Credit Card Services
  - 4 Confirm receipt of new Credit Card
  - 1 Credit Card Fees & Charges Waiver
  - 3 Account Enquiry, including Outstanding Balance, Bonus Point & Change of Password
    - 1 Credit Card Outstanding & Available Balance Enquiry
    - 2 Statement Related Information
    - 3 Last Payment Enquiry
    - 4 Bonus Point Related Information
    - 7 Change Password
    - 8 Talk to Customer Service Officer
    - 9 Cancel & Return to Previous Menu
  - 2 Application Status Enquiry
  - 5 Purchase Instalment Program or Cash Instalment Program Details
  - 6 Form Request, Information on Cardholder Benefit, Services, Fees & Charges, Payment Method
  - 7 Report Loss of Credit Card
  - 8 Talk to Customer Service Officer
  - 9 Verify Staff Identity / Hotline Verification

- 4 Loans, Securities & Wealth Management Enquiry
  - 1 Loans
  - 2 Securities
  - 3 Wealth Management
  - 9 Cancel & Return to Previous Menu

5 Branch Location and Telephone Number

- 1 Hong Kong Island
- 2 Kowloon
- 3 New Territories
- 4 Sai Kung & Outlying Islands
- 5 Overseas Branches and China Representative office
- 9 Cancel & Return to Previous Menu

The operating hours of the following services are:

Customer Service Officer	Monday – Friday 9:00a.m. to 7:00p.m. Saturday 9:00a.m. to 1:00p.m.
Foreign Exchange Transaction	Monday – Friday 9:00a.m. to 7:30p.m. Saturday 9:00a.m. to 4:00p.m.
Change of Maturity Instruction of Fixed Deposit	Monday – Friday 9:00a.m. to 7:00p.m. Saturday 9:00a.m. to 1:00p.m.
Fund transfer between accounts - Daily Cut-off Time	Monday – Friday 7:30p.m. Saturday 4:30p.m. Transfer made thereafter will be posted on the following working day.

The above cut-off time is for reference only

Transaction Limit:

Type of Fund Transfer / Currency Exchange	**Maximum Daily Withdrawal / Exchange Limit per Debiting Account**
Same Party Account Transfer	HK$1,000,000 or its equivalent
Third Party Account Transfer	HK$50,000 or its equivalent
Currency Exchange Limit	HK$500,000 or its equivalent (HK$50,000 for currency exchange to third party account)
The daily transaction limits are calculated from midnight 00:00a.m. All bank accounts operated through Phonebanking must be pre-registered. A maximum of 15 bank accounts (including same party and third party account) can be registered.	