

尊敬的客户，

为了带给您更加优质便利的金融服务体验，我行近期将升级电话银行自助语音系统，敬请留意以下电话银行使用指南。

如您在体验电话银行自助语音系统时有任何宝贵意见，请联系电话银行客户服务主任咨询反馈，我们将竭诚为您服务，谢谢。

## 优先理财电话银行使用指南

<p><b>24小时优先理财电话银行服务</b></p> <p><b>1 联系优先理财客户服务主任</b></p> <p>优先理财服务热线 400 888 8322 (86-755) 2546 7032</p> <p><b>2 私人财富管理或钻石借记卡客户</b></p> <p><b>3 自助服务</b></p> <p>注：请勿将密码信息记录在此卡片，以防帐户信息非法泄露</p>	<p> 渣打银行 Here for good</p> <p><b>4 挂失及自动柜员机服务</b></p> <ul style="list-style-type: none"><li>1 借记卡</li><li>2 存折</li><li>3 自动柜员机服务</li></ul> <p><b>5 利率、汇率、分支行及客户服务热线查询</b></p> <ul style="list-style-type: none"><li>1 利率及汇率信息</li><li>2 分支行信息</li><li>3 客户服务热线信息</li></ul> <p><b>自助服务-请输入电话银行用户号码和6位数字电话银行密码</b></p> <p><b>1 余额查询</b></p> <ul style="list-style-type: none"><li>1 活期储蓄账户</li><li>2 投资账户</li><li>3 定期存款账户</li><li>4 房屋贷款</li><li>5 现贷派无担保个人贷款</li></ul> <p><b>2 交易查询及相关服务</b></p> <ul style="list-style-type: none"><li>1 听取最后十项交易记录</li><li>2 以传真形式索取交易记录</li><li>3 转账到您的其他相同币种账户</li><li>4 开立新的人民币活期储蓄存款账户</li><li>5 更改定期存款到期指示</li></ul> <p><b>3 电话银行设置</b></p> <ul style="list-style-type: none"><li>1 更改电话银行密码</li><li>2 设置或更改余额快捷查询账户</li><li>3 设置或更改转账出账账户</li><li>4 更改电话银行用户号码</li></ul> <p><b>4 激活工资账户借记卡</b></p> <p><b>5 利率、汇率及分支行信息</b></p> <p><b>常用按键</b></p> <ul style="list-style-type: none"><li>** 重复信息</li><li>*7 返回上一层目录</li><li>*9 返回主菜单</li><li>0 联系客户服务主任</li></ul>
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## 个人银行服务热线及企业员工服务热线电话银行使用指南

 <p>Standard Chartered 渣打银行 Here for good</p>	
<p><b>24小时电话银行服务</b></p>	
<p><b>个人银行服务热线</b></p> <p>800 820 8088 400 888 8083 (86-755) 2589 2333</p>	<p><b>1 现有客户</b></p>
	<p><b>2 新产品咨询</b></p> <p>1 现贷派无担保个人贷款 2 房屋贷款 3 理财产品 4 逸账户 5 中小企业服务 6 其他产品</p>
<p><b>企业员工服务热线</b></p> <p>400 888 8223 (86-755) 2546 7034</p>	<p><b>3 挂失及自动柜员机服务</b></p> <p>1 借记卡 2 存折 3 自动柜员机服务</p>
	<p><b>4 利率、汇率、分支行及客户服务热线查询</b></p> <p>1 利率及汇率信息 2 分支行信息 3 客户服务热线息</p>
<p>注：请勿将密码信息记录在此卡片，以防帐户信息非法泄露</p>	
<p><b>现有客户-请输入电话银行用户号码和6位数字电话银行密码</b></p>	
<p><b>1 余额查询</b></p> <p>1 活期储蓄账户 2 投资账户 3 定期存款账户 4 房屋贷款 5 现贷派无担保个人贷款</p>	<p><b>3 电话银行设置</b></p> <p>1 更改电话银行密码 2 设置或更改余额快捷查询账户 3 设置或更改转账出账账户 4 更改电话银行用户号码</p>
<p><b>2 交易查询及相关服务</b></p> <p>1 听取最后十项交易记录 2 以传真形式索取交易记录 3 转账到您的其他相同币种账户 4 开立新的人民币活期储蓄存款账户 5 更改定期存款到期指示</p>	<p><b>4 激活工资账户借记卡</b></p> <p><b>5 利率、汇率、分支行及客户服务热线查询</b></p>
<p><b>常用按键</b></p> <p>** 重复信息      *7 返回上一层目录 *9 返回主菜单      0 联系客户服务主任</p>	

## 中小企业电话银行使用指南



Standard Chartered  
渣打银行  
Here for good

### 电话银行服务

**中小企业服务热线**  
800 988 0018  
400 888 8393  
(86-755) 2589 0833

**人工服务时间**  
星期一至星期五  
上午8:30至下午6:00  
(节假日除外)

注: 请勿将密码信息记录在此卡片, 以防帐户信息非法泄露

#### 1 现有客户

- 1 利率、汇率、分支行及客户服务热线查询
  - 1 利率及汇率信息
    - 1.1 汇率查询
    - 1.2 定期存款利率查询
    - 1.3 活期存款利率查询
  - 2 分支行信息
  - 3 客户服务热线信息
- 2 新产品及贸易咨询
  - 1 产品信息
  - 2 贸易咨询

#### 2 电话银行设置

- 1 更改电话银行密码
- 2 设置或更改余额快捷查询账户

#### 3 交易查询

- 1 听取最后十项交易记录
- 2 以传真形式索取交易记录

#### 4 现金交易查询

#### 5 网上银行

#### 6 贸易项目咨询

#### 7 利率、汇率及分支行信息

#### 8 余额查询

- 1 余额查询
- 2 定期存款查询
- 3 贷款服务

#### 9 电话银行设置

- 1 更改电话银行密码
- 2 设置或更改余额快捷查询账户

#### 10 常用按键

** 重复信息	*7 返回上一层目录
*9 返回主菜单	0 联系客户服务主任

### 现有客户-请输入电话银行用户号码和6位数字电话银行密码


渣打银行（中国）有限公司

Dear Valued Customer,


In order to provide better customer service experience, our IVR of phone banking will be upgraded shortly. Please refer to the enclosed phone banking service guide for more information.

If you have any queries, please feel free to contact our Customer Care Associate. Thank you.

### Priority Banking Service Guide

<b>24-Hour Priority Banking Phone Banking Services</b>	 Standard Chartered Here for good	
<b>Priority Banking</b> 400 888 8322 (86-755) 2546 7032	<b>1</b> Speak to Priority Customer Care Associate	<b>4</b> Report Lost and ATM Issues
	<b>2</b> Private Wealth or Diamond Debit Card Customer	<b>1</b> Debit Card <b>2</b> Passbook <b>3</b> ATM Issues
	<b>3</b> Self-service	<b>5</b> Rate, Branch and Hotline Locator <b>1</b> Rate Enquiry <b>2</b> Branch Information <b>3</b> Hotline Locator
Note: This card is not designed for recording Phone Banking password. Please protect your account information from illegal access.		
<b>Self-service</b> Please Enter Phone Banking ID and 6-digit Telephone Identification Number		
<b>1</b> Balance Enquiry <b>1</b> Savings Account <b>2</b> Investment <b>3</b> Fixed Deposit <b>4</b> Mortgage <b>5</b> Personal Loan	<b>3</b> Phone Banking Setting <b>1</b> Change Telephone Identification Number <b>2</b> Set or Change Default Balance Flash Account <b>3</b> Set or Change Default Debit Account <b>4</b> Change Phone Banking ID	
<b>2</b> Transaction Enquiry and Related Service <b>1</b> Listen to Last 10 Transactions <b>2</b> Get Transaction History via Fax <b>3</b> Fund Transfer to Own Account in Same Currency <b>4</b> Open New RMB Savings Account <b>5</b> Change Fixed Deposit Maturity Instruction	<b>4</b> Activate Payroll Debit Card <b>5</b> Rate Enquiry and Branch Information	
<b>Common Keys</b>		
<b>**</b> Repeat Information	<b>*7</b> Return to Previous Menu	
<b>*9</b> Return to Main Menu	<b>0</b> Speak to Customer Care Associate	

# Personal Banking & Employee Banking Phone Banking Service Guide

<p><b>24-Hour Phone Banking Services</b></p>		 <p>Standard Chartered Here for good</p>	
<p><b>Personal Banking</b> 800 820 8088 400 888 8083 (86-755) 2589 2333</p>	<p><b>1 Existing Account</b></p>	<p><b>3 Report Lost and ATM Issues</b></p>	
	<p><b>2 New Products</b></p>	<p>1 Debit Card 2 Passbook 3 ATM Issues</p>	
	<p>1 Personal Loan 2 Mortgage 3 Investment 4 Breeze Banking</p>	<p><b>4 Rate, Branch and Hotline Locator</b></p>	
<p><b>Employee Banking</b> 400 888 8223 (86-755) 2546 7034</p>	<p>5 Small and Medium Enterprises 6 Other products</p>	<p>1 Rate Enquiry 2 Branch Information 3 Hotline Locator</p>	
<p>Note: This card is not designed for recording Phone Banking password. Please protect your account information from illegal access.</p>			

<p><b>Existing Account</b> Please Enter Phone Banking ID and 6-digit Telephone Identification Number</p>	
<p><b>1 Balance Enquiry</b></p>	<p>1 Savings Account 2 Investment 3 Fixed Deposit 4 Mortgage 5 Personal Loan</p>
<p><b>2 Transaction Enquiry and Related Service</b></p>	<p>1 Listen to Last 10 Transactions 2 Get Transaction History via Fax 3 Fund Transfer to Own Account in Same Currency 4 Open New RMB Savings Account 5 Change Fixed Deposit Maturity Instruction</p>
<p><b>3 Phone Banking Setting</b></p>	<p>1 Change Telephone Identification Number 2 Set or Change Default Balance Flash Account 3 Set or Change Default Debit Account 4 Change Phone Banking ID</p>
<p><b>4 Activate Payroll Debit Card</b></p>	
<p><b>5 Rate, Branch and Hotline Locator</b></p>	
<p><b>Common Keys</b></p>	
<p>** Return to Previous Menu</p>	<p>*7 Repeat Information</p>
<p>*9 Return to Main Menu</p>	<p>0 Speak to Customer Care Associate</p>


# SME Phone Banking Service Guide

**Phone Banking Services**

**SME Banking**  
800 988 0018  
400 888 8393  
(86-755) 2589 0833

**Service Hour:**  
Monday to Friday  
8:30 AM to 6:00 PM  
*(Public Holiday Excluded)*

Note: This card is not designed for recording Phone Banking password.  
Please protect your account information from illegal access.



<p><b>1 Existing Account</b></p> <p><b>2 New Product and Trade</b></p> <p>1 Product Information 2 Trade Enquiry</p>	<p><b>3 Rate, Branch and Hotline Locator</b></p> <p>1 Rate Enquiry</p> <p>1.1 Exchange Rate 1.2 Fixed Deposit Rate 1.3 Savings Account Rate</p> <p>2 Branch Information 3 Hotline Locator</p>	<p><b>Existing Account</b> Please Enter Phone Banking ID and 6-digit Telephone Identification Number</p> <p><b>1 Balance Enquiry</b></p> <p>1 Balance Enquiry 2 Fixed Deposit 3 Loan Services</p> <p><b>2 Transaction Enquiry</b></p> <p>1 Listen to Last 10 Transactions 2 Get Transaction History via Fax</p> <p><b>3 Phone Banking Setting</b></p> <p>1 Change Telephone Identification Number 2 Set or Change Default Balance Flash Account</p>				
		<p><b>4 Cash Transaction Enquiry</b></p> <p><b>5 Online Banking</b></p> <p><b>6 Trade Enquiry</b></p> <p><b>7 Rate Enquiry and Branch Information</b></p> <p><b>Common Keys</b></p> <table border="0" style="width: 100%;"> <tr> <td>** Repeat Information</td> <td>*7 Return to Previous Menu</td> </tr> <tr> <td>*9 Return to Main Menu</td> <td>0 Speak to Customer Care Associate</td> </tr> </table>	** Repeat Information	*7 Return to Previous Menu	*9 Return to Main Menu	0 Speak to Customer Care Associate
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Standard Chartered Bank (China) Limited