



24-Hour Phone Banking Services

Personal Banking

800 820 8088

400 888 8083

(86-755) 2589 2333

Employee Banking

400 888 8223

(86-755) 2546 7034

1 Existing Account

2 New Products

1 Personal Loan

2 Mortgage

3 Investment

4 Breeze Banking

5 Small and Medium Enterprises

6 Other products

3 Report Lost and ATM Issues

1 Debit Card

2 Passbook

3 ATM Issues

4 Rate, Branch and Hotline Locator

1 Rate Enquiry

2 Branch Information

3 Hotline Locator

Existing Account

Please Enter Phone Banking ID and 6-digit Telephone Identification Number

1 Balance Enquiry

1 Savings Account

2 Investment

3 Fixed Deposit

4 Mortgage

5 Personal Loan

2 Transaction Enquiry and Related Service

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

3 Phone Banking Setting

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

4 Activate Payroll Debit Card

5 Rate Enquiry and Branch Information

Common Keys

** Repeat Information

*7 Return to Previous Menu

*9 Return to Main Menu

0 Speak to Customer Care Associate

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

24-Hour Priority Banking Phone Banking Services

Priority Banking
400 888 8322
(86-755) 2546 7032

1 Speak to Priority
Customer Care
Associate

2 Private Wealth or
Diamond Debit
Card Customer

3 Self-service



4 Report Lost and
ATM Issues

1 Debit Card

2 Passbook

3 ATM Issues

5 Rate, Branch and
Hotline Locator

1 Rate Enquiry

2 Branch Information

3 Hotline Locator

Self-service

Please Enter Phone Banking ID and 6-digit Telephone Identification Number

1 Balance Enquiry

1 Savings Account

2 Investment

3 Fixed Deposit

4 Mortgage

5 Personal Loan

2 Transaction Enquiry and
Related Service

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

3 Phone Banking Setting

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

4 Activate Payroll Debit Card

5 Rate Enquiry and Branch Information

Common Keys

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