

For account and card inquiries using the IVR service, press (1)

Please enter your IVR PIN no. followed by the number sign (#)

Please enter your four-digit pass code

To pay credit card debts by deducting from your bank account, press (5)

To pay credit card debts by deducting from your bank account, press (5)

Please enter the credit card code or 16-digit credit card no.

Please enter the amount

To confirm, press (1)

(your request has been processed)

Return to the Main Menu

To transfer between your bank accounts, press (4)

Please enter the code of the account you are transferring from

Please enter the code of the account you are transferring to

Please enter the amount

To confirm, press (1)

(your request has been processed)

Return to the Main Menu

To change your secret number, press (3)

Please enter your new 4-digit secret number

To talk to a customer service agent, press (0)

To return to the Main Menu, press (9)

To inquire about your card details, press (2)

To inquire about your credit card payments, press (1)

Please enter the credit card code or 16-digit credit card no. followed by the number sign (#)

To view recent card transactions, press (2)

Please enter the credit card code or 16-digit credit card no. followed by the number sign (#)

To request a statement for card payments, press (3)

Please enter the credit card code or 16-digit credit card no. followed by the number sign (#)

To talk to a customer service agent, press (0)

To return to the Main Menu, press (9)

To inquire about your bank accounts, press (1)

Please enter your bank account code

To inquire about recent account transactions, press (2)

Please enter your bank account code

To request a statement, press (3)

Please enter your bank account code

To request issuance of a cheque book, press (4)

Please enter your bank account code

To talk to a customer service agent, press (0)

To return to the Main Menu, press (9)