



BOC Credit Card Self-service Guideline

Self-service	<u>IVRs</u> 📞 (24 hr hotline 2853-8828) select language then press 1 -> insert credit card no. -> Phone Banking Password / ID no. + 3 digit CVV (on the back of the card)	<u>Online Banking</u>  BOCHK Website	<u>Mobile Banking</u>  BOCHK Mobile Banking	<u>BoC Pay</u>  BoC Pay Mobile App
1. Card Activation	Card Activation Hotline: 2104-9222	Credit Card → Card Activation	Menu → Credit Card → Activate My Card	The upper left corner 「☰」 icon → Credit Card → Activate My Credit Card
2. Annual Fee / Financial Charges Waiver	Annual Fee: press 1 → 2 → 1 Financial Charges: press 1 → 2 → 2	📞 You can apply via IVRs	📞 You can apply via IVRs	📞 You can apply via IVRs
3. Balance	System instant broadcast	Credit Card → Overview	Menu → Credit Card → Overview	🔗 You can check via Online/Mobile Banking/IVRs
4. Transaction Record	🔗 You can check via Online / Mobile Banking / BoC Pay	Credit Card → Transaction Record	Menu → Credit Card → Overview → Recent Transaction → View All	The upper left corner 「☰」 icon → My Account → Transaction Records
5. Gift Point Balance Enquiry & Redemption (Mileage & Cash Rebate)	Cash Rebate: press 3 → 1 → 1 Mileage: press 3 → 4 → select the air mileage scheme	Credit Card → Gift Point → Gift Redemption	Menu → Credit Card → Redeem Gift Points → Redeem now	The upper left corner 「☰」 icon → Gift eVoucher
6. e-Statement setting	To receive e-Statement: press 4 → 1 → 1 To receive paper Statement: press 4 → 1 → 2	e-Statement/e-Advice → e-Statement/e-Advice Maintenance	Menu → My e-Statement/e- Advice → The upper right corner 「⚙️」 icon	🔗 You can set via Online/Mobile Banking/IVRs
7. Apply/Update Octopus Automatic Add-Value Service	🔗 You can apply via Online / Mobile Banking	Credit Card → Value Add Service(s) → Octopus Automatic Add-value Service	Menu → Credit Card → Octopus Automatic Add Value Service	🔗 You can apply via Online/Mobile Banking
8. Block/Unblock Credit Card	🔗 You can apply via Online / Mobile Banking	Setting → Block/Unblock Credit Card	Menu → Settings → Block/Unblock Credit Card	🔗 You can apply via Online/Mobile Banking
9. Set up Credit Card Monthly Online and Card-Not-Present Spending Limit	🔗 You can apply via Online / Mobile Banking	Setting → Set up Credit Card Monthly Online and Card-Not-Present Spending Limit	Menu → Settings → Set up Credit Card Monthly Online and Card- Not-Present Spending Limit	🔗 You can apply via Online/Mobile Banking
10. Credit Card Transaction Dispute	🔗 You can apply via Online / Mobile Banking	Credit Card → Credit Card Transaction Dispute	Menu → Settings → Transaction Dispute Form/FAQ	Credit Card → Credit Card Transaction Dispute