

恒生中国借记卡使用安全提示

尊敬的客户：

恒生（中国）特别提醒您，为了您的用卡安全和信息保护，避免银行卡被他人盗用，请注意以下用卡事项：

1. 请妥善保管好您的密码，并定期更改您的密码，切勿选用身份证号码、生日、电话号码或常用的数字组合（例如：888888、123456或000000）作为您的密码。
2. 在使用境内外自动柜员机或POS机输入密码时，应尽量遮盖键盘。
3. 在使用境内外其他银行自动柜员机时，如果发现有任何可疑之处或出现任何其它问题，应立即取消操作并通知自动柜员机所属银行工作人员，切勿将银行卡留在自动柜员机内。
4. 在境内外商场刷卡消费时，不要让银行卡离开视线范围，留意收银员的刷卡次数，发生异常交易情况，要妥善保管交易单据。
5. 在收到短信提示或银行对账单后应及时核对用卡情况，如有疑问，应及时拨打我行客户服务热线查询，切勿继续使用借记卡。
6. 为了保障您的在线消费安全，进行在线支付时，请注意对输入的卡号、密码的保护，使用完毕请及时清空浏览器及电脑上的记录。

为提高用卡和交易安全性，恒生（中国）现已全面推出芯片借记卡。较之磁条卡，芯片卡信息不易被复制，可大大降低被伪造和盗刷的风险，使持卡人用卡更加放心。若您持有磁条卡，可前往我行柜台或致电电话理财中心办理更换芯片卡手续。

如有任何疑问，请致电我行客户服务热线8008 30 8008或4008 30 8008。

恒生银行（中国）有限公司

2020年1月3日



Hang Seng Bank (China) Debit Card User Security Tips

Dear Customer,

To have better protection of your card security and avoid debit card is counterfeited, Hang Seng Bank (China) gentle reminds debit card user security tips as below:

1. Memorise your PIN, keep it confidential and change your PIN regularly. Please do not use your ID card number, birthday, telephone number or commonly used sequences (eg 888888, 123456, 000000, etc.) as your PIN.
2. Cover the local/overseas ATM / POS keypad while entering your PIN.
3. Remember to take your card back after the transaction. If you see anything suspicious or have any other questions when using other banks' ATMs, cancel the transaction immediately and report the issue to the bank that operates the ATM.
4. Make sure the counts of card swapping/insertion on local/overseas POS machine and no suspicious activities when using POS machine, keep the transaction receipt for your own records.
5. If you see any suspicious card transaction on SMS or your bank statement, please inform our Call Centre immediately and do not use the card.
6. When making online purchases, please protect your card number and PIN by cleaning browsing records and cookies after finishing the transaction process

In order to enhance the security level of debit card transactions, Hang Seng Bank (China) has now issued the Chip Debit Card. Compared with magnetic stripe cards, chip cards are not easy to be copied, which can largely reduce the risk of forgery and fraud, giving cardholders a peace of mind.

If you currently have the magnetic stripe card, please apply for chip card replacement at one of our branches/sub-branches or by contacting our Call Centre.

For any enquiries, please contact our 24-Hour Customer Service Hotline 8008 30 8008 / 4008 30 8008.

Hang Seng Bank (China) Limited

03 Jan 2020