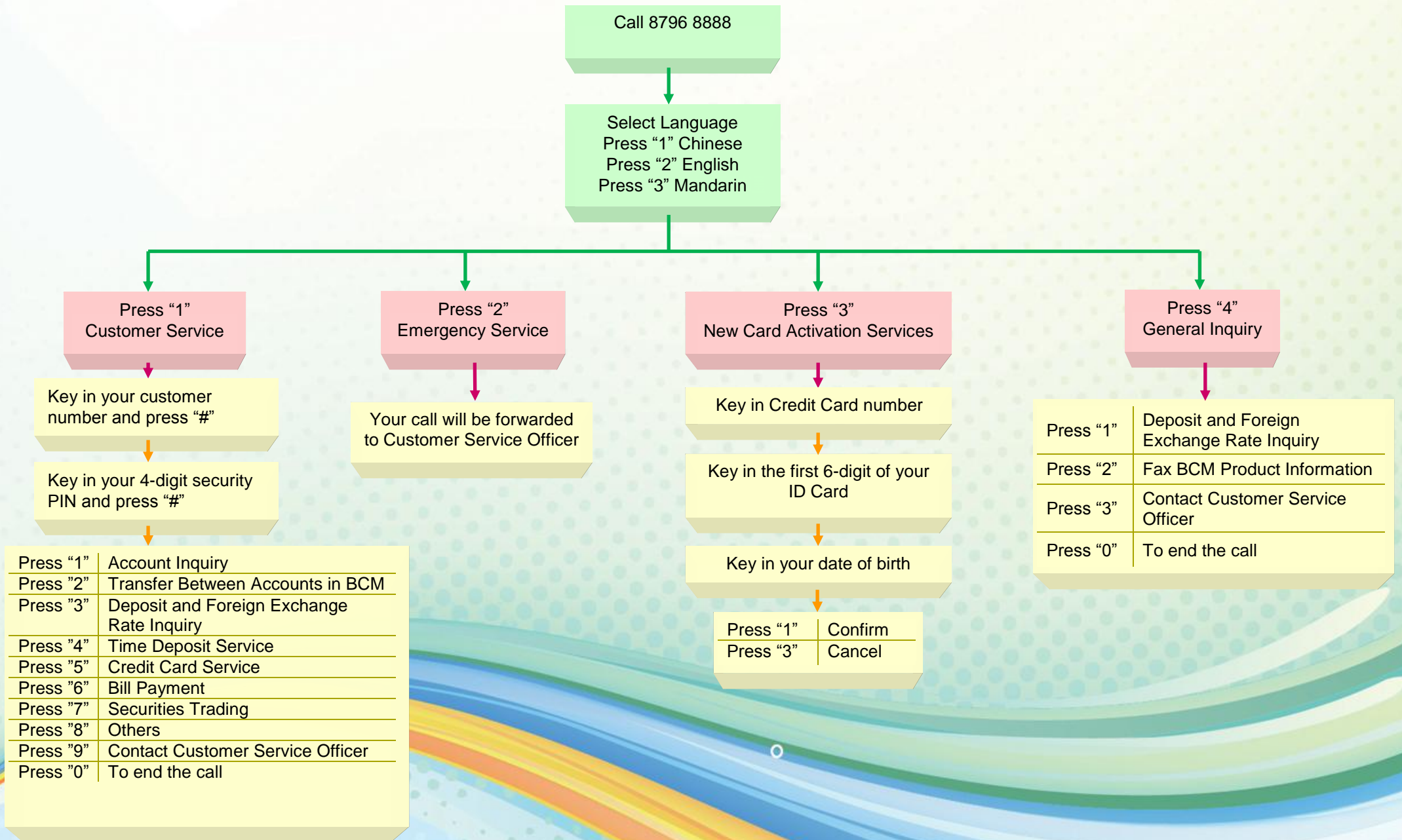


[TeleBCM] Phone Banking Service Quick Guide



Call 8796 8888

Select Language
Press "1" Chinese
Press "2" English
Press "3" Mandarin

Press "1"
Customer Service

Key in your customer number and press "#"

Key in your 4-digit security PIN and press "#"

Press "1"	Account Inquiry
Press "2"	Transfer Between Accounts in BCM
Press "3"	Deposit and Foreign Exchange Rate Inquiry
Press "4"	Time Deposit Service
Press "5"	Credit Card Service
Press "6"	Bill Payment
Press "7"	Securities Trading
Press "8"	Others
Press "9"	Contact Customer Service Officer
Press "0"	To end the call

Press "2"
Emergency Service

Your call will be forwarded to Customer Service Officer

Press "3"
New Card Activation Services

Key in Credit Card number

Key in the first 6-digit of your ID Card

Key in your date of birth

Press "1"	Confirm
Press "3"	Cancel

Press "4"
General Inquiry

Press "1"	Deposit and Foreign Exchange Rate Inquiry
Press "2"	Fax BCM Product Information
Press "3"	Contact Customer Service Officer
Press "0"	To end the call