

台中銀行

TAICHUNG BANK

台中銀行電話銀行語音流程圖

民國 113 年 01 月

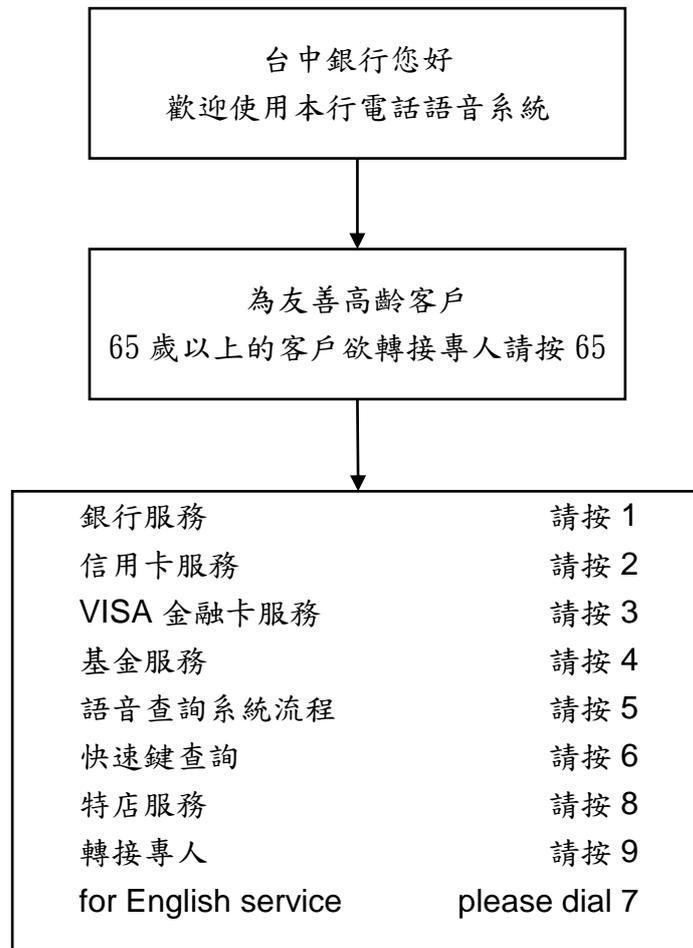
目錄

主選單	1
A 銀行服務.....	2
A1 查詢服務	3
A1.1 台幣存款餘額查詢.....	4
A1.2 利率匯率查詢服務.....	5
A1.2.1 台幣利率查詢.....	6
A1.2.2 外幣匯率查詢.....	7
A1.3 匯入匯款查詢.....	8
A1.4 匯出匯款查詢.....	9
A1.5 放款應繳息查詢.....	10
A2 轉帳服務	11
A2.1 一般轉帳.....	12
A2.2 跨行轉帳.....	13
A2.3 信用卡轉帳繳款.....	14
A2.4 綜合存款交易	15
A2.4.1 綜合存款轉存單(一).....	16
A2.4.1 綜合存款轉存單(二).....	17
A2.4.2 綜合存單到期解約設定.....	18
A2.4.3 綜合存單中途解約設定.....	19
A3 傳真服務	20
A3.1 未登摺交易明細傳真.....	21
A3.2 利率匯率傳真.....	22
A4 掛失及密碼變更服務	23
A4.1 金融卡掛失.....	24
A4.2 印鑑、存摺掛失.....	25
A4.3 語音密碼變更.....	26
A5 業務簡介	27
A6 最新活動說明	28
B 信用卡服務.....	29
B1 信用卡掛失	30
B2 信用卡帳務及可用餘額查詢	31
B2.1 信用卡可用餘額查詢.....	32
B2.2 信用卡本期帳單金額查詢.....	33
B2.3 信用卡最近繳款明細查詢(傳真).....	34
B2.4 信用卡轉帳繳款.....	35
B2.5 信用卡繳款說明.....	36

台中銀行電話銀行語音流程圖

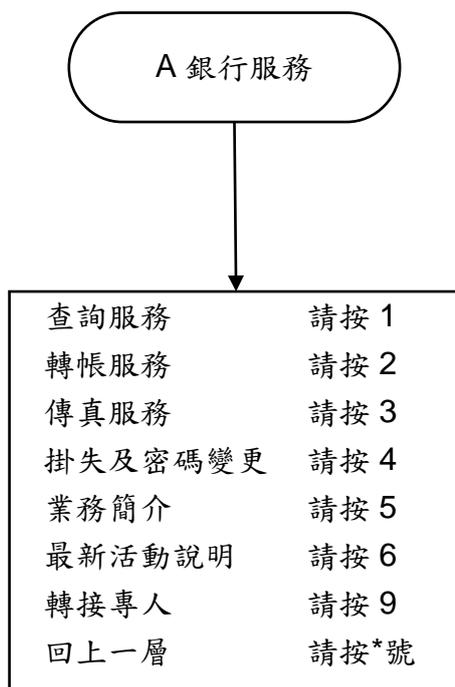
B2.6 信用卡帳單傳真.....	37
B2.7 信用卡補寄帳單.....	38
B3 信用卡開卡及辦卡進度查詢.....	39
B3.1 信用卡開卡.....	40
B3.2 信用卡辦卡進度查詢.....	41
B4 紅利點數郵購服務及索取各項表單.....	42
B4.1 紅利點數查詢.....	43
B4.2 紅利點數郵購訂購.....	44
B4.3 紅利點數郵購訂單查詢.....	45
B4.4 表單索取.....	46
B5 活動說明及登錄.....	47
C VISA 金融卡服務.....	48
C1 VISA 金融卡掛失.....	49
C3 VISA 金融卡未登摺交易明細傳真.....	50
C4 VISA 金融卡最新活動說明.....	51
D 基金服務.....	52
D1 基金收益傳真.....	53
D2 基金淨值傳真.....	54
D3 最新活動說明.....	55
E 語音查詢系統流程.....	56
F 快速鍵查詢.....	57
G 特店服務.....	58
H 轉接專人.....	59
I for English service.....	60

主選單

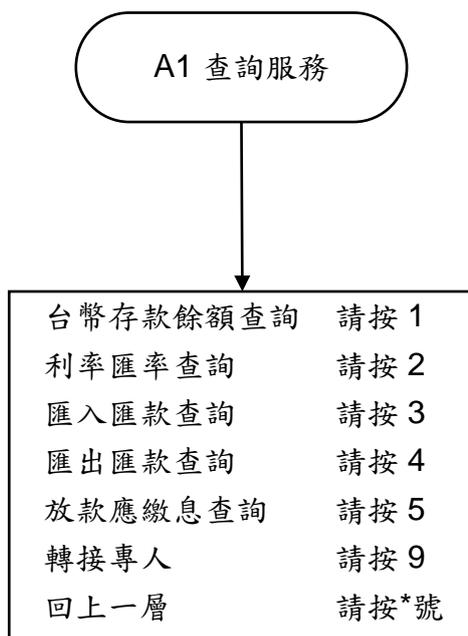


快速鍵 業務流程

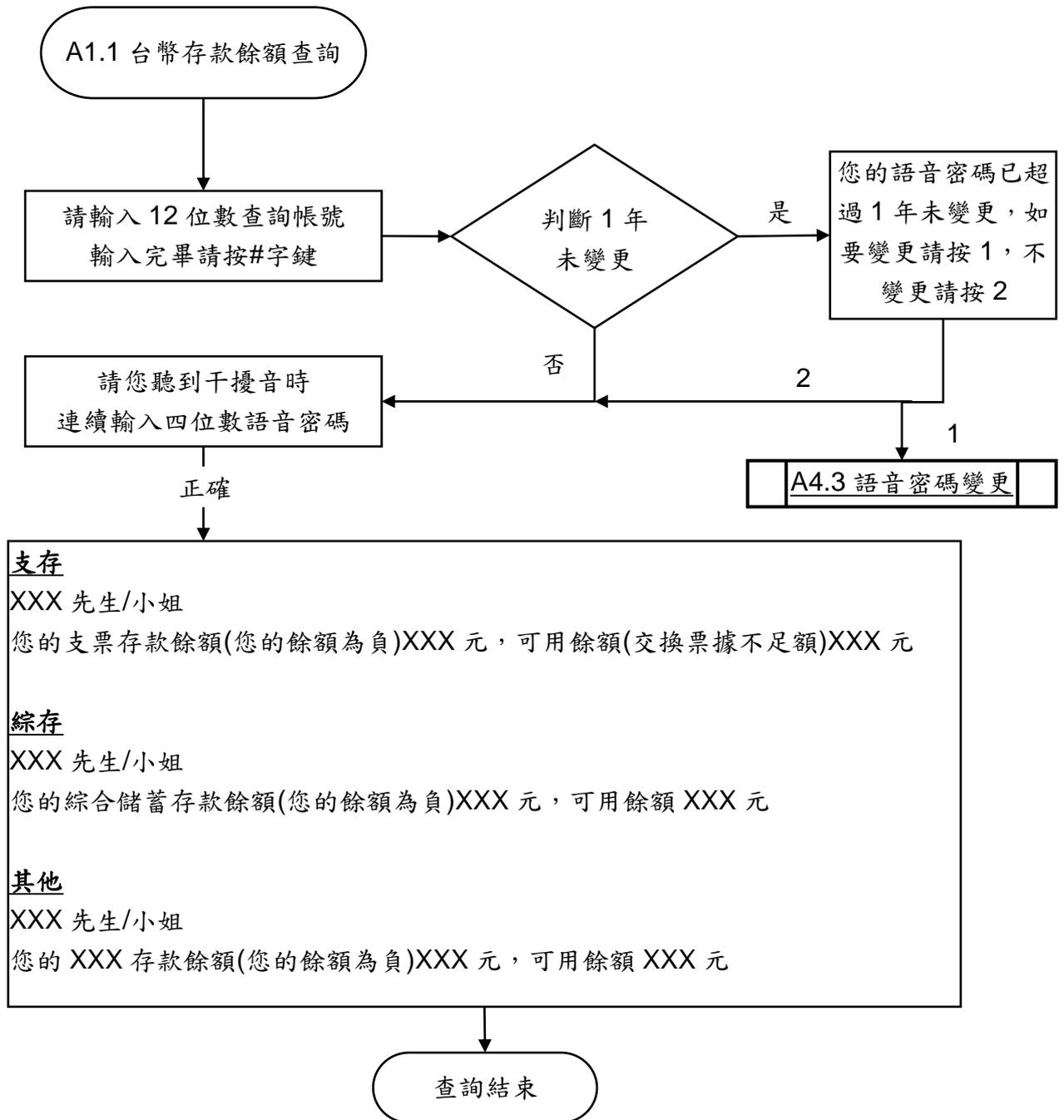
701	自行轉帳
702	跨行轉帳
703	台幣存款餘額查詢
704	信用卡開卡
706	信用卡可用餘額查詢
707	信用卡帳單金額查詢

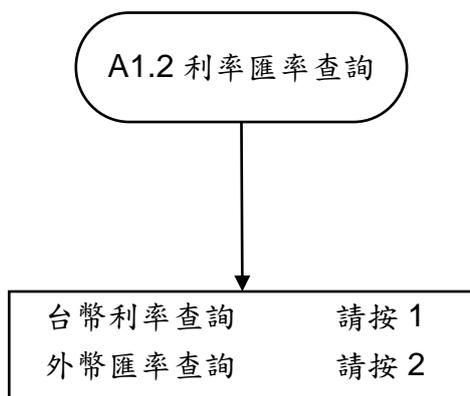


A1 查詢服務

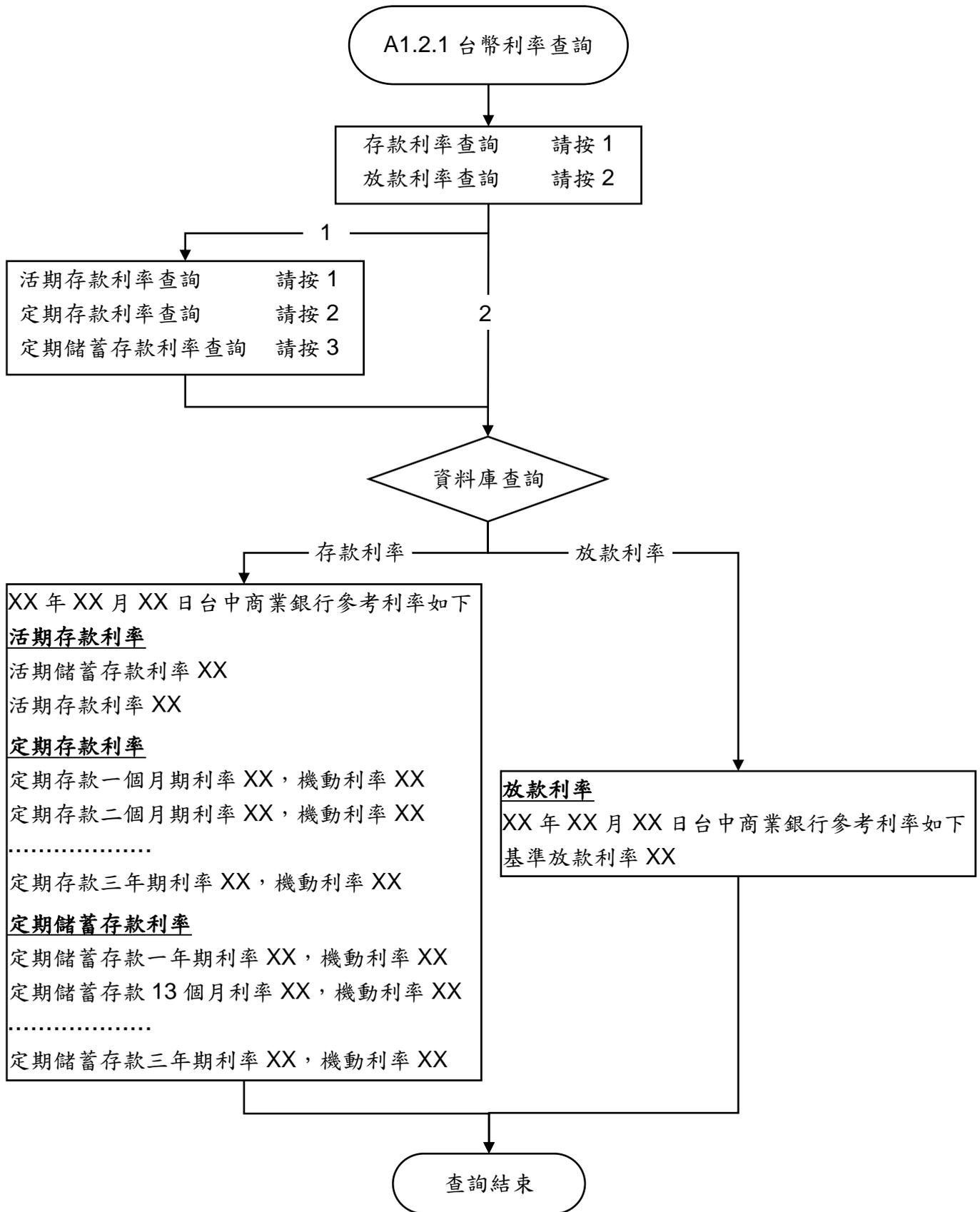


A1.1 台幣存款餘額查詢

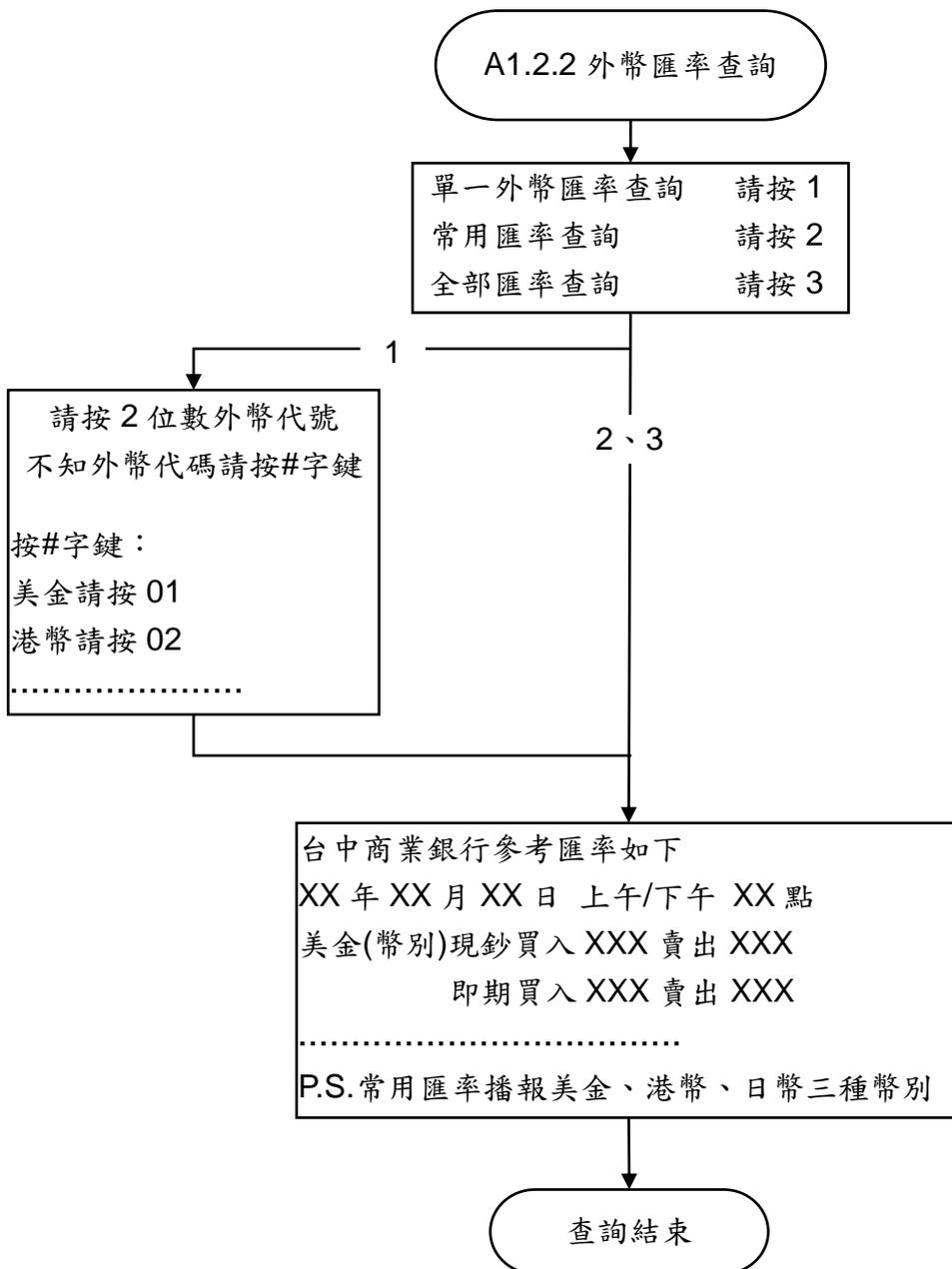




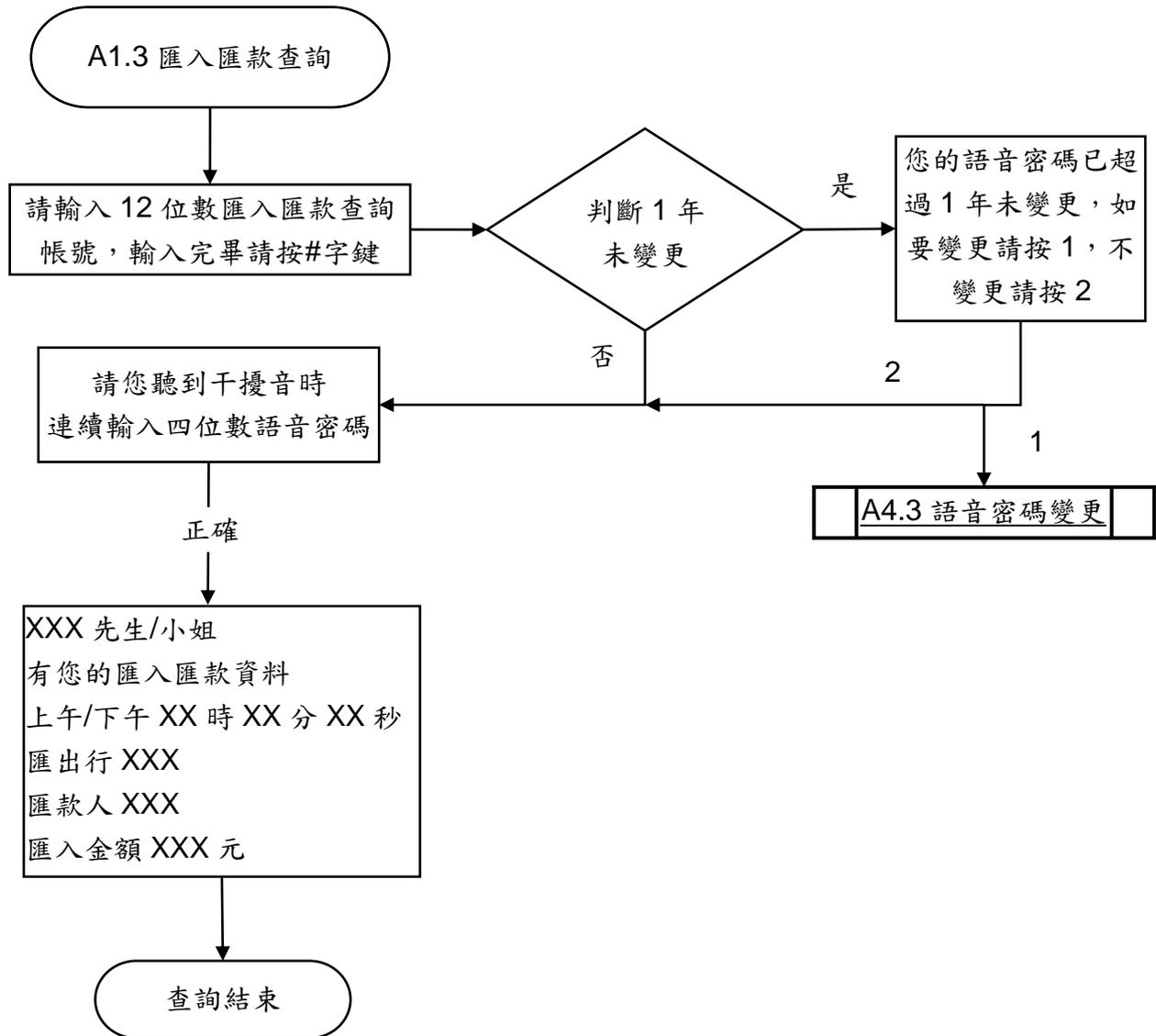
A1.2.1 台幣利率查詢



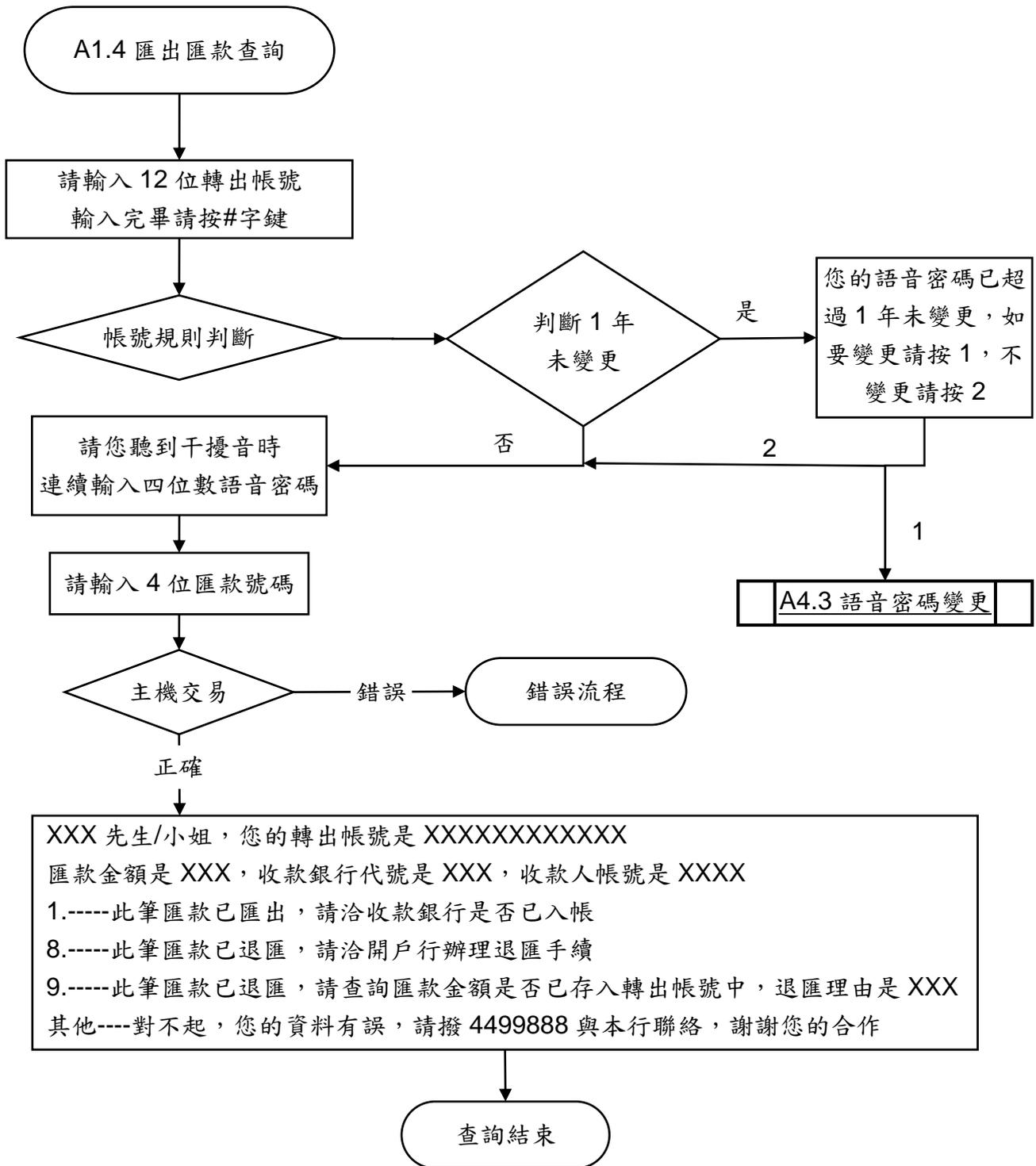
A1.2.2 外幣匯率查詢



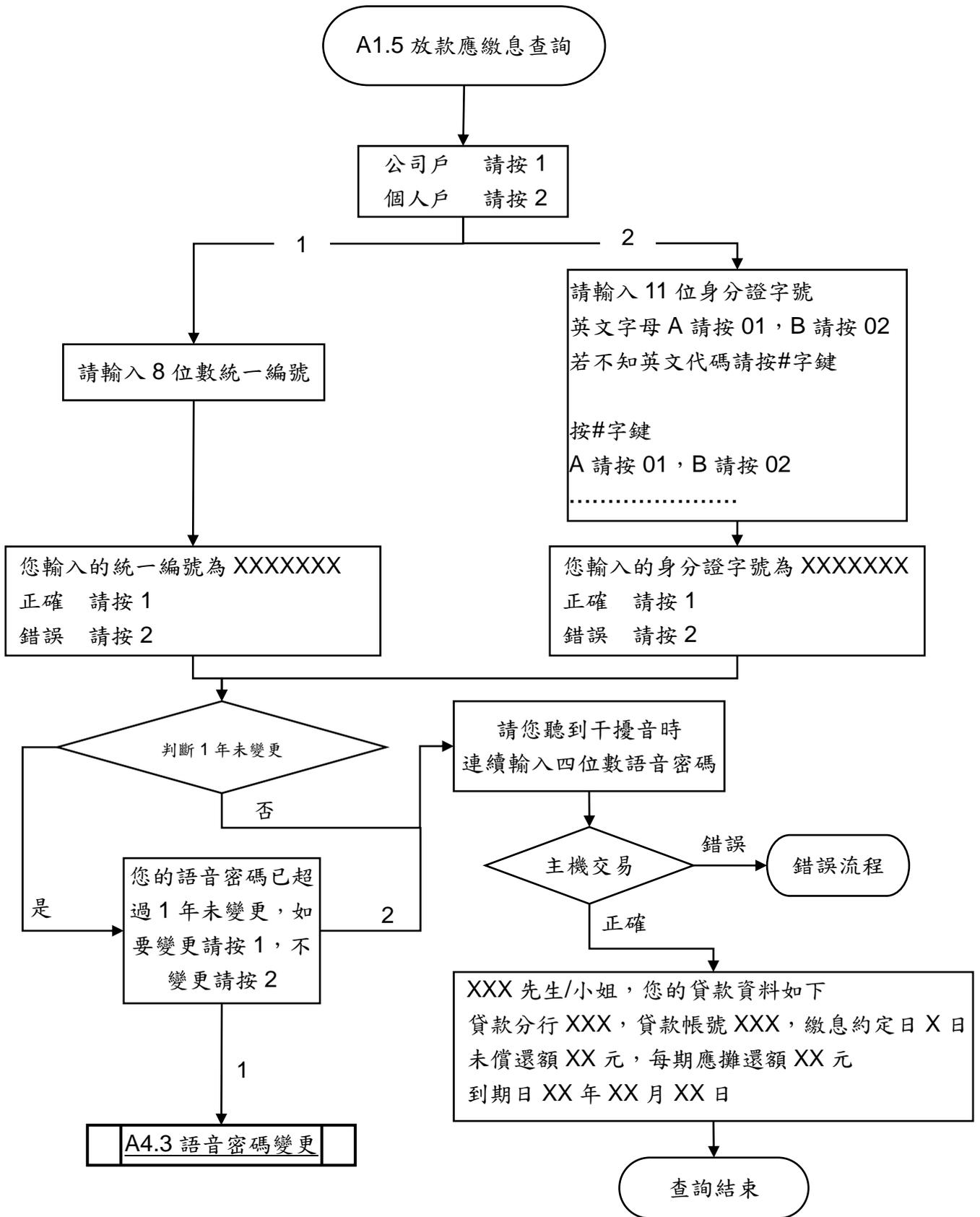
A1.3 匯入匯款查詢



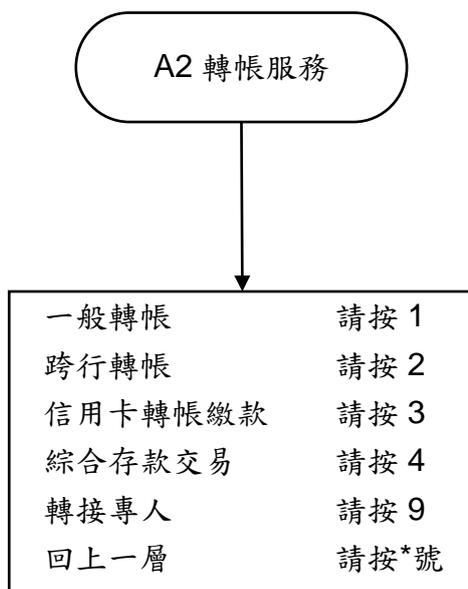
A1.4 匯出匯款查詢



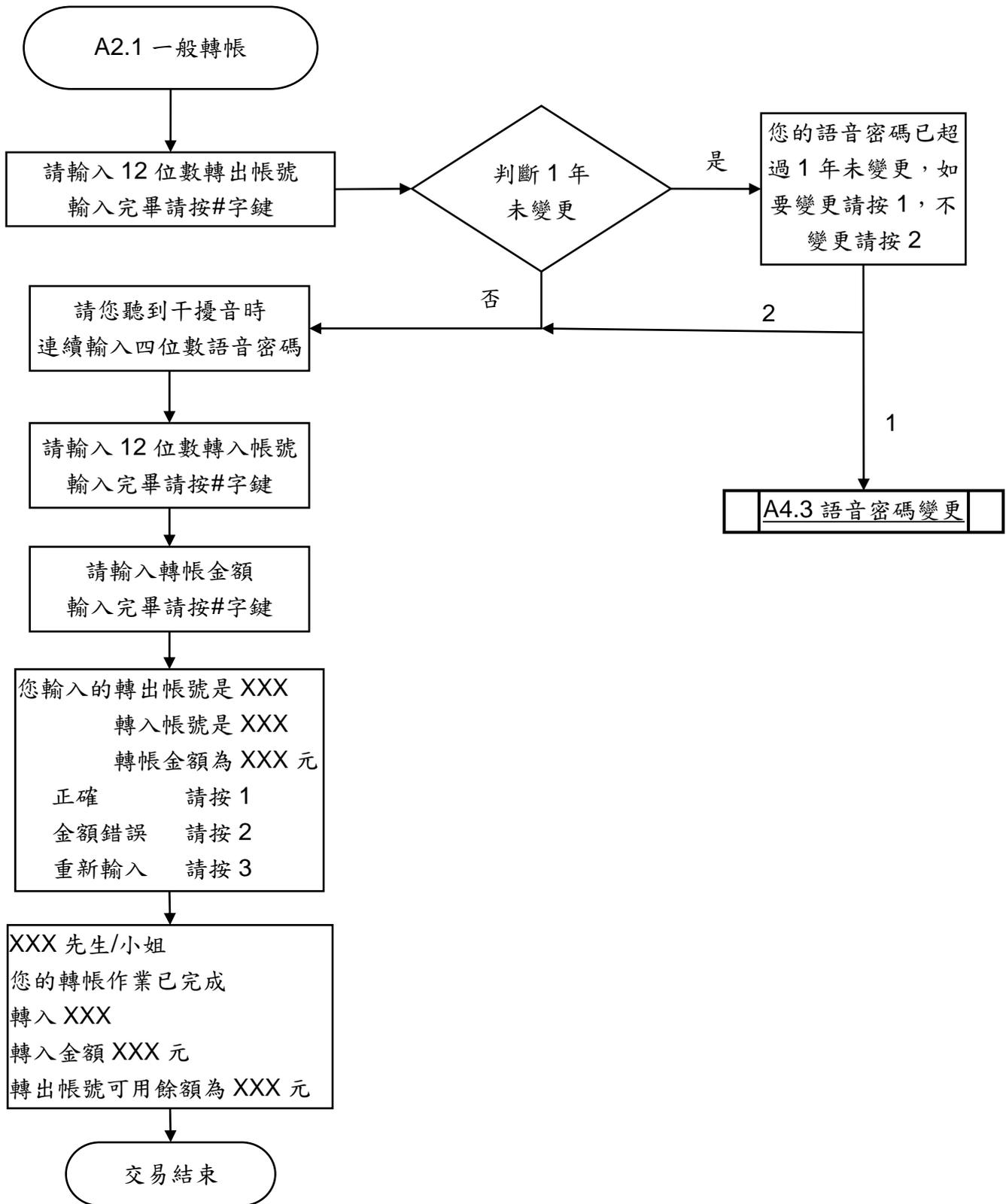
A1.5放款應繳息查詢



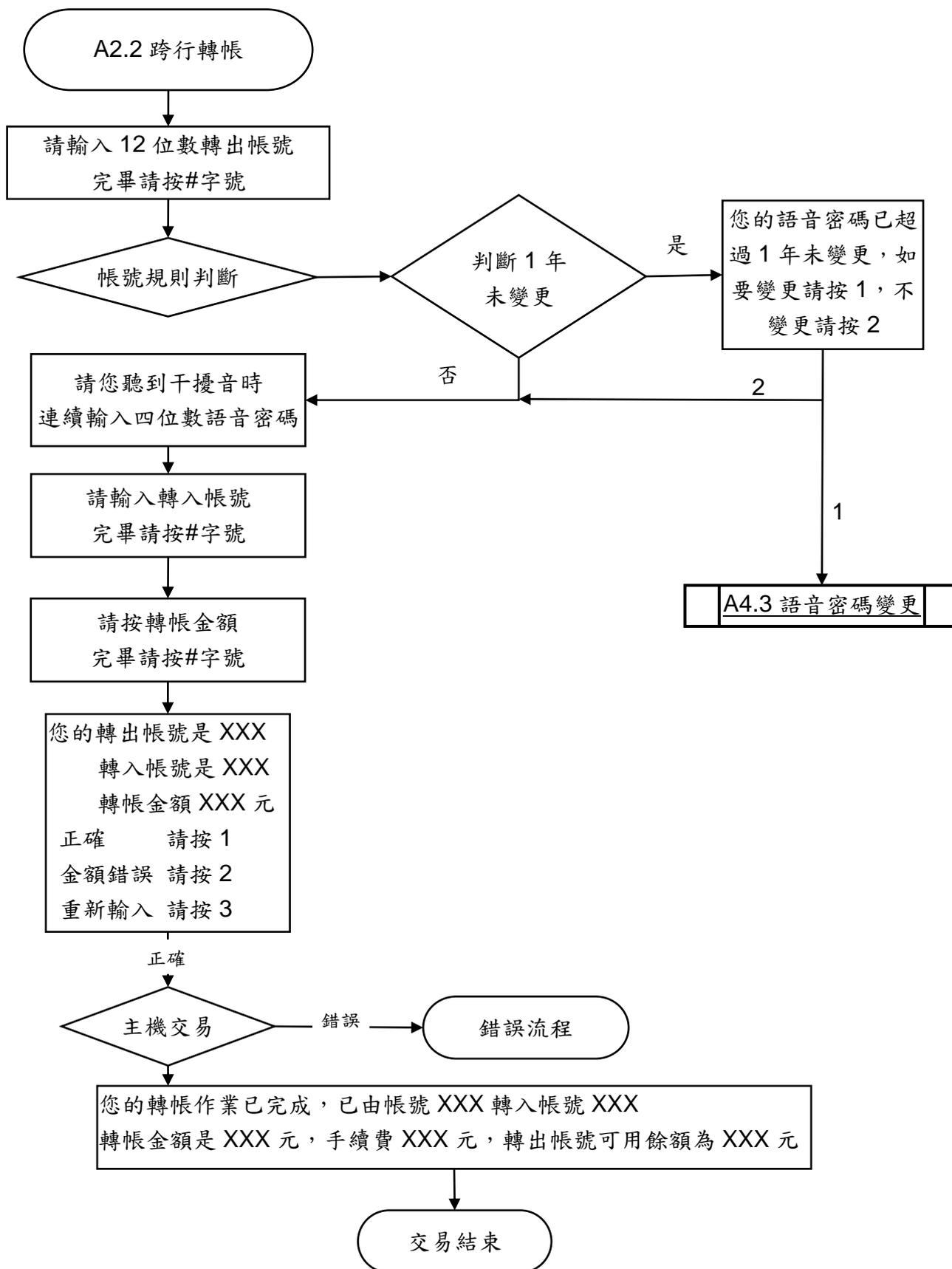
A2轉帳服務



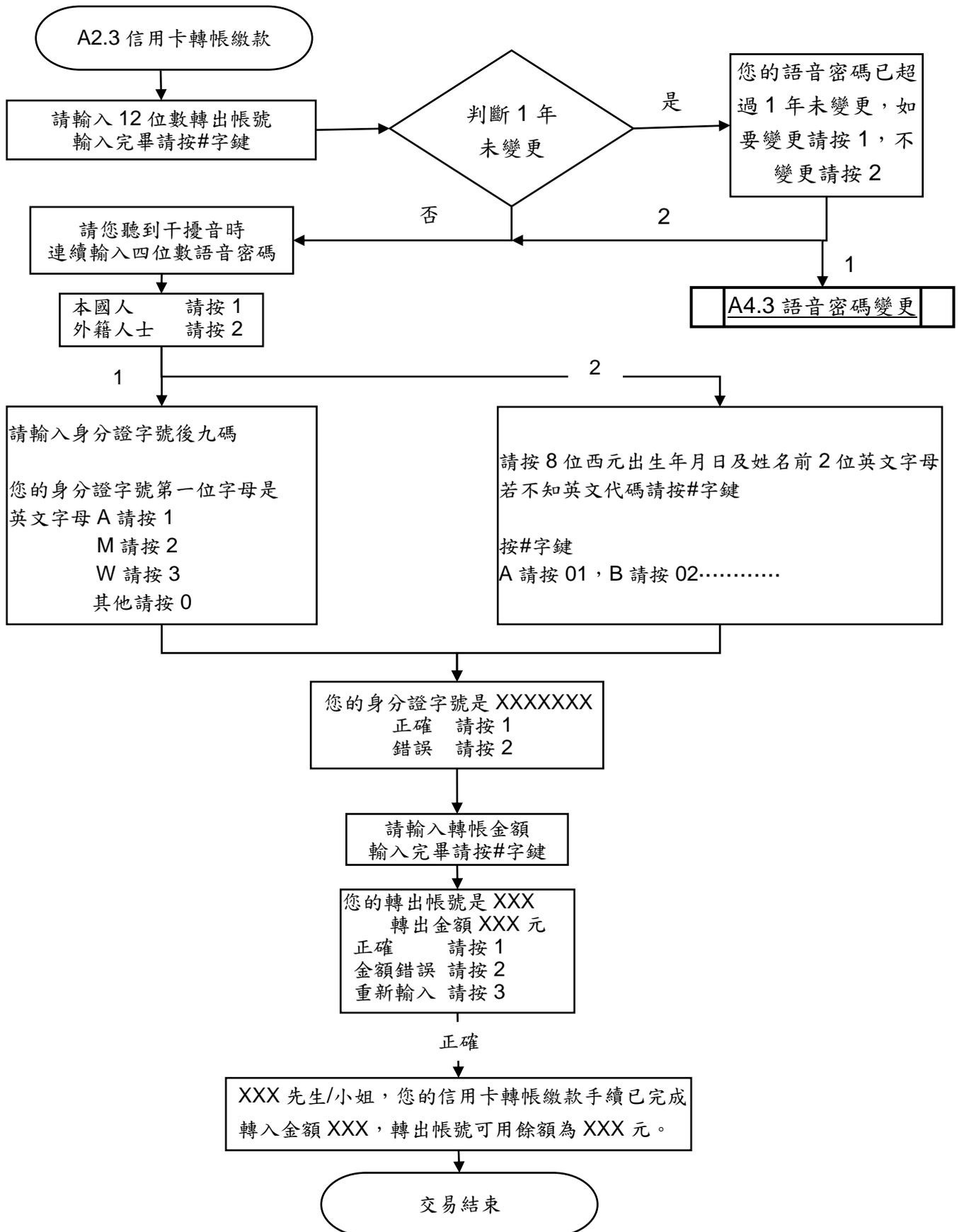
A2.1 一般轉帳



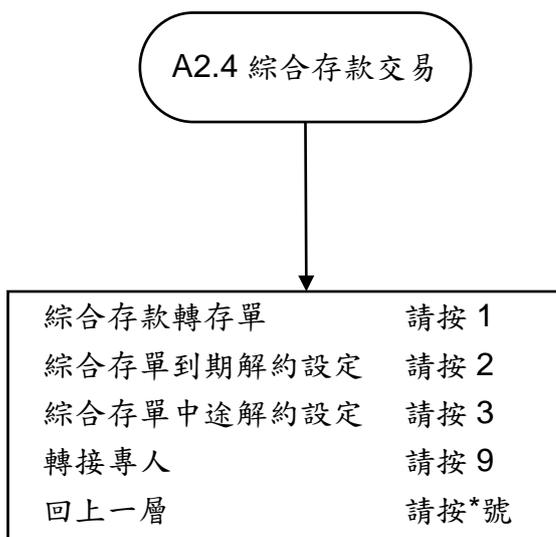
A2.2 跨行轉帳



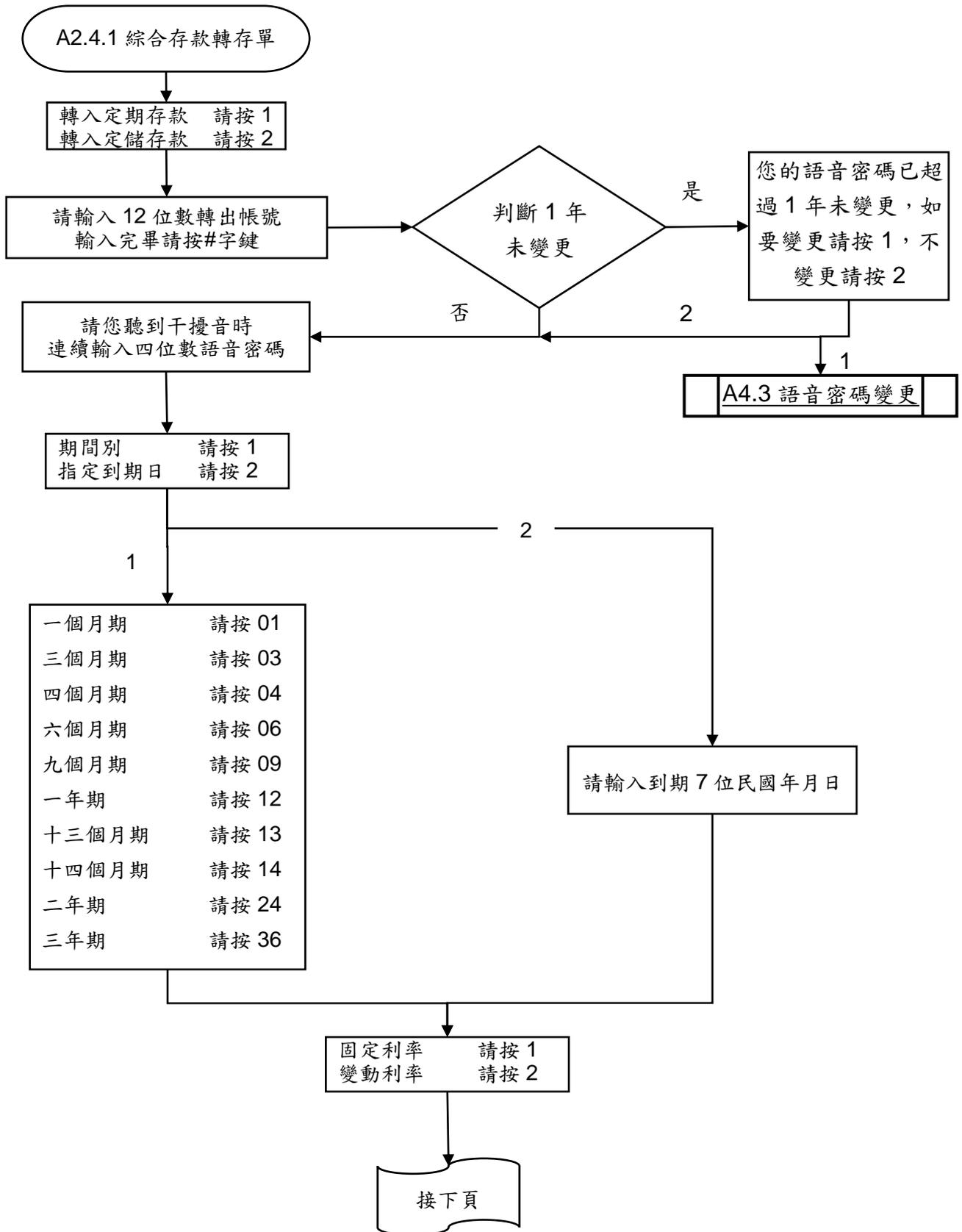
A2.3 信用卡轉帳繳款



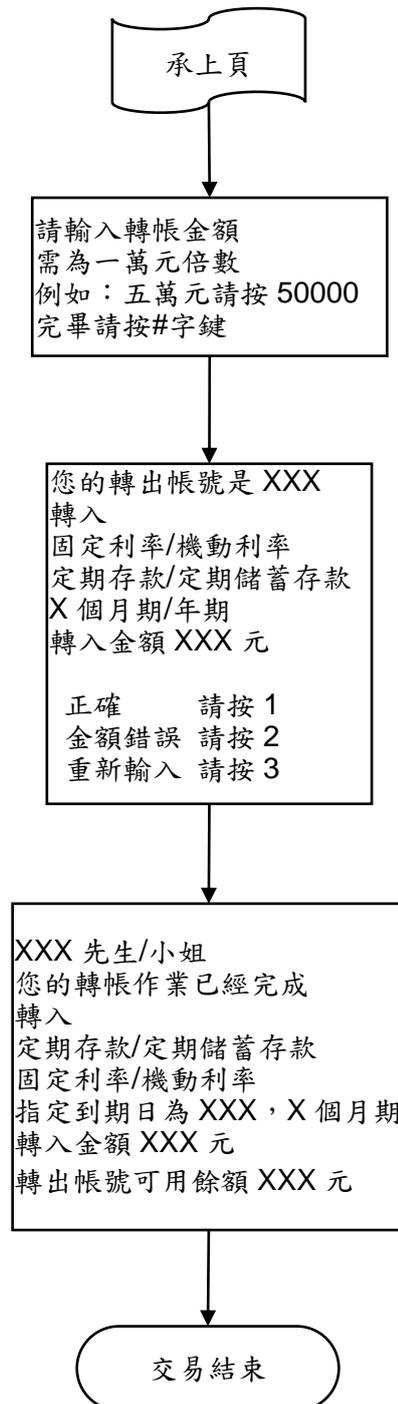
A2.4綜合存款交易



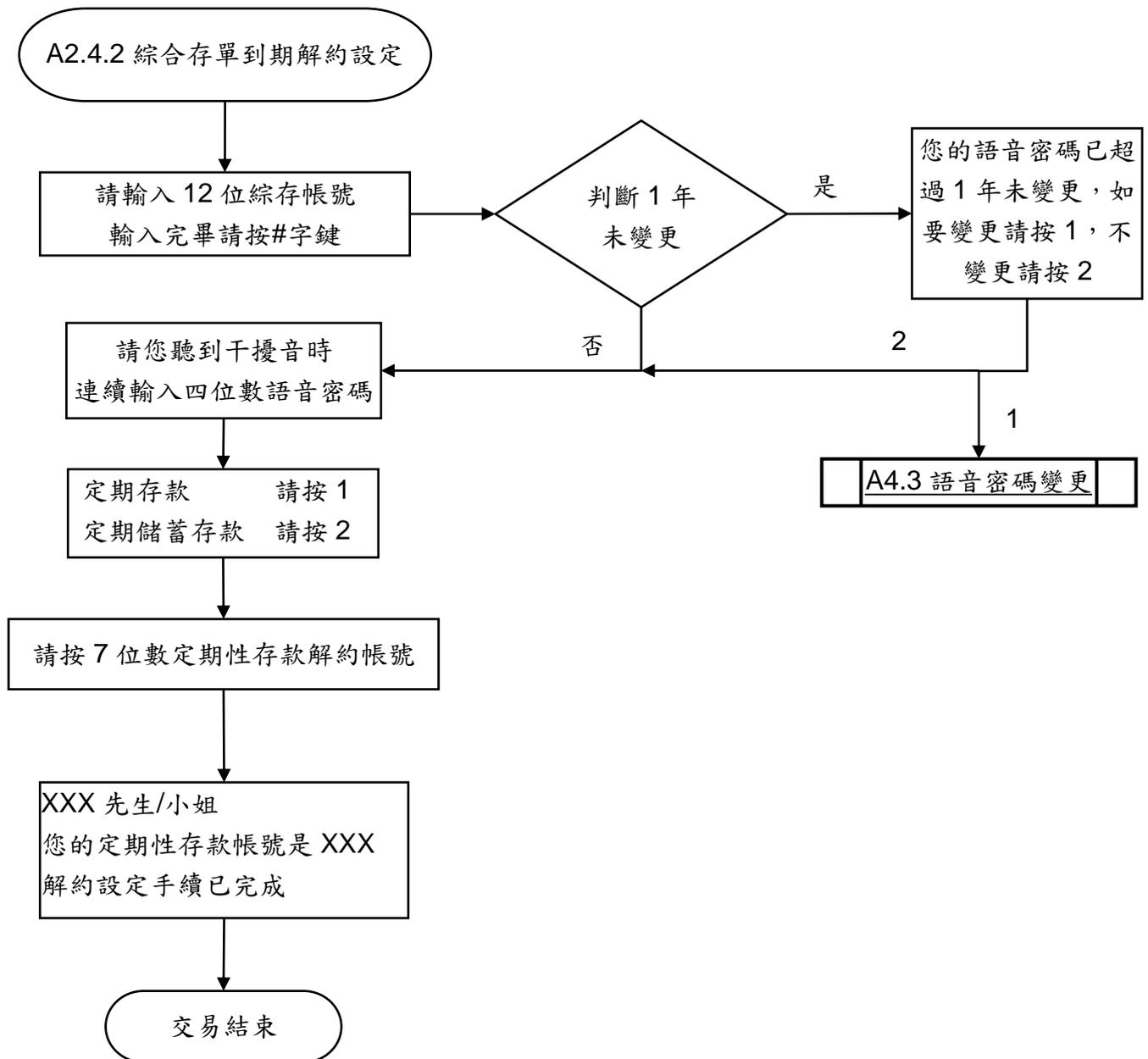
A2.4.1綜合存款轉存單(一)



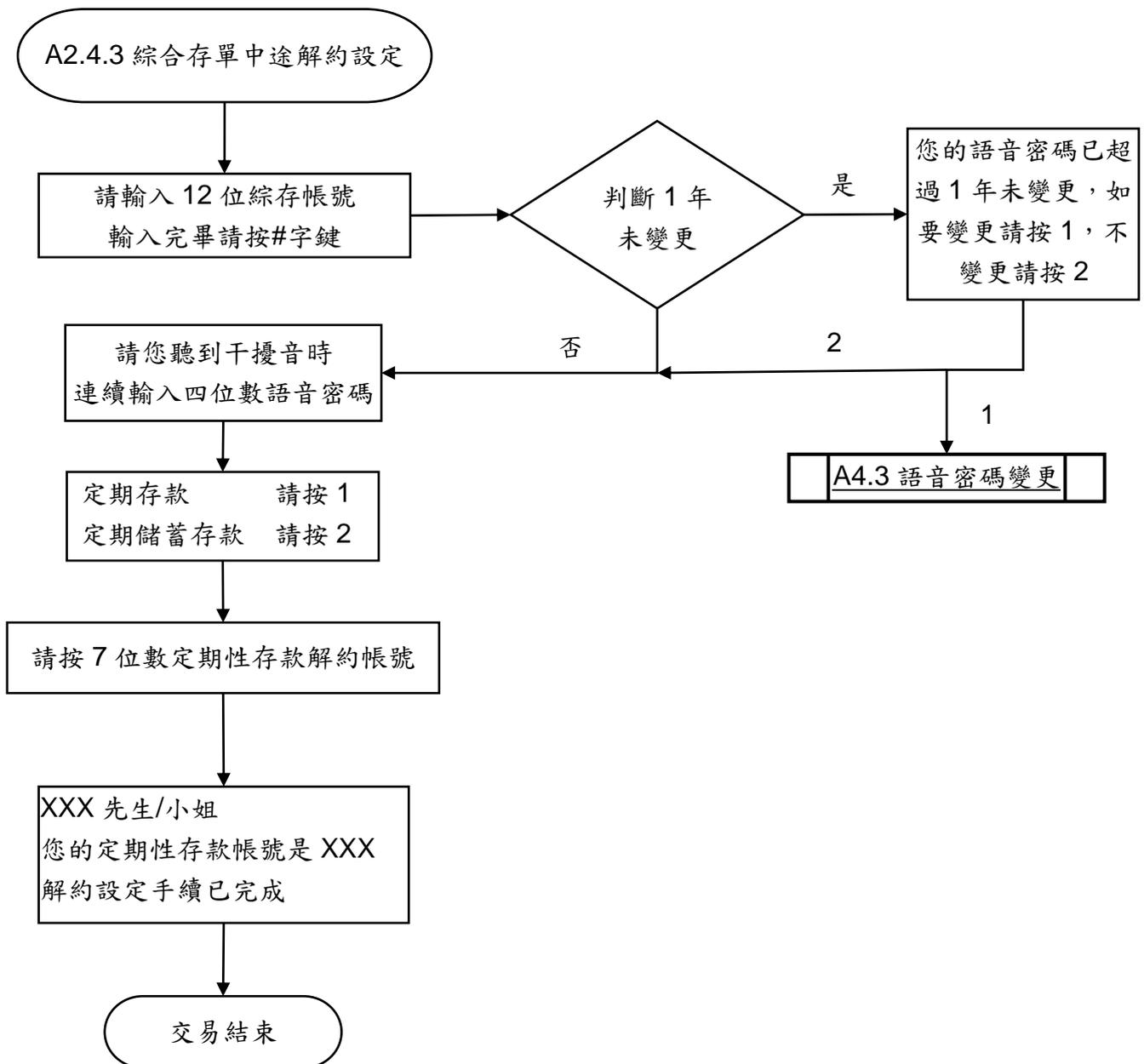
A2.4.1綜合存款轉存單(二)



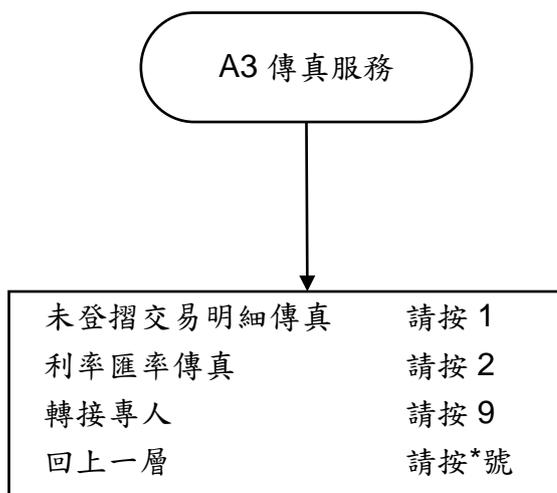
A2.4.2綜合存單到期解約設定



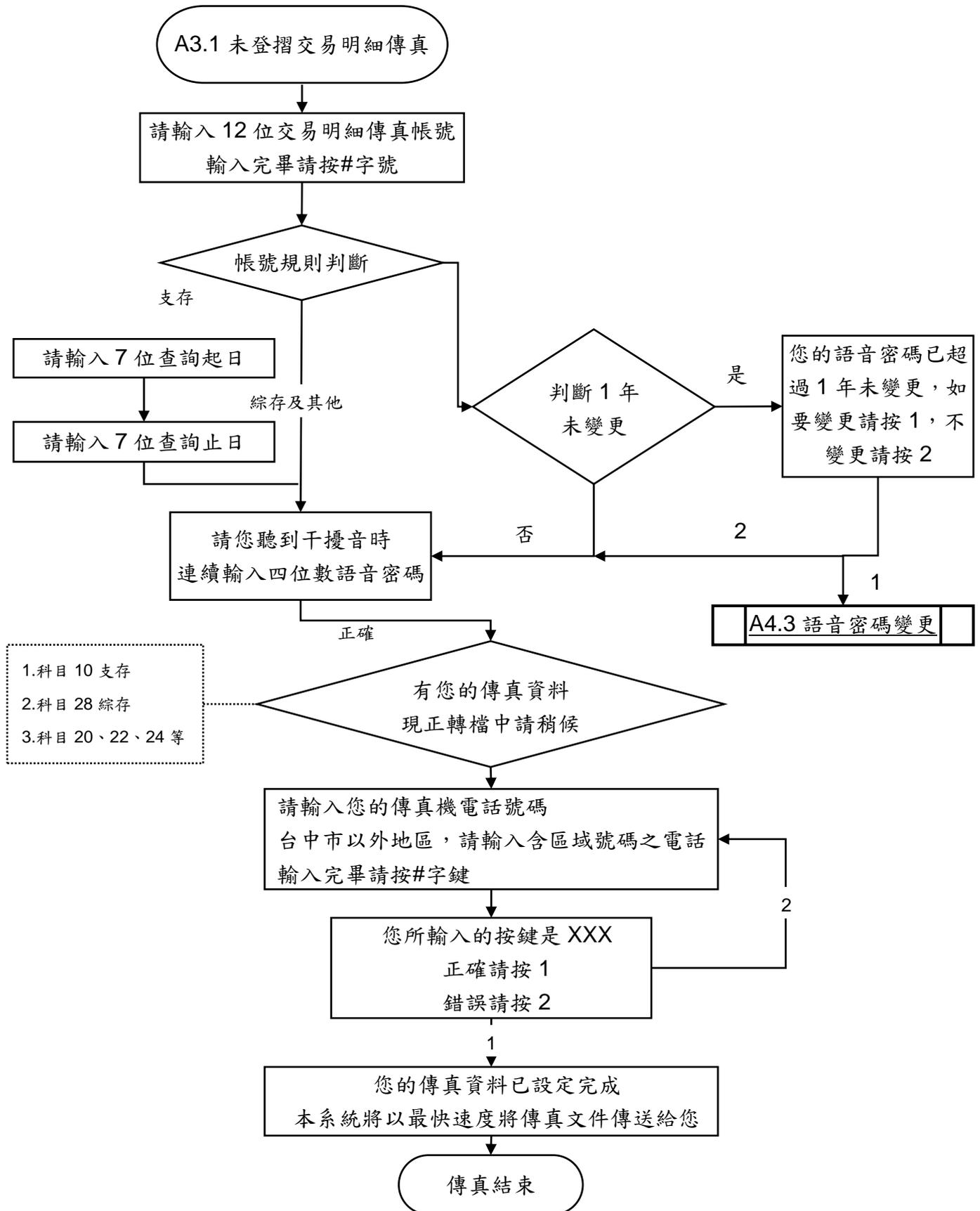
A2.4.3綜合存單中途解約設定



A3傳真服務

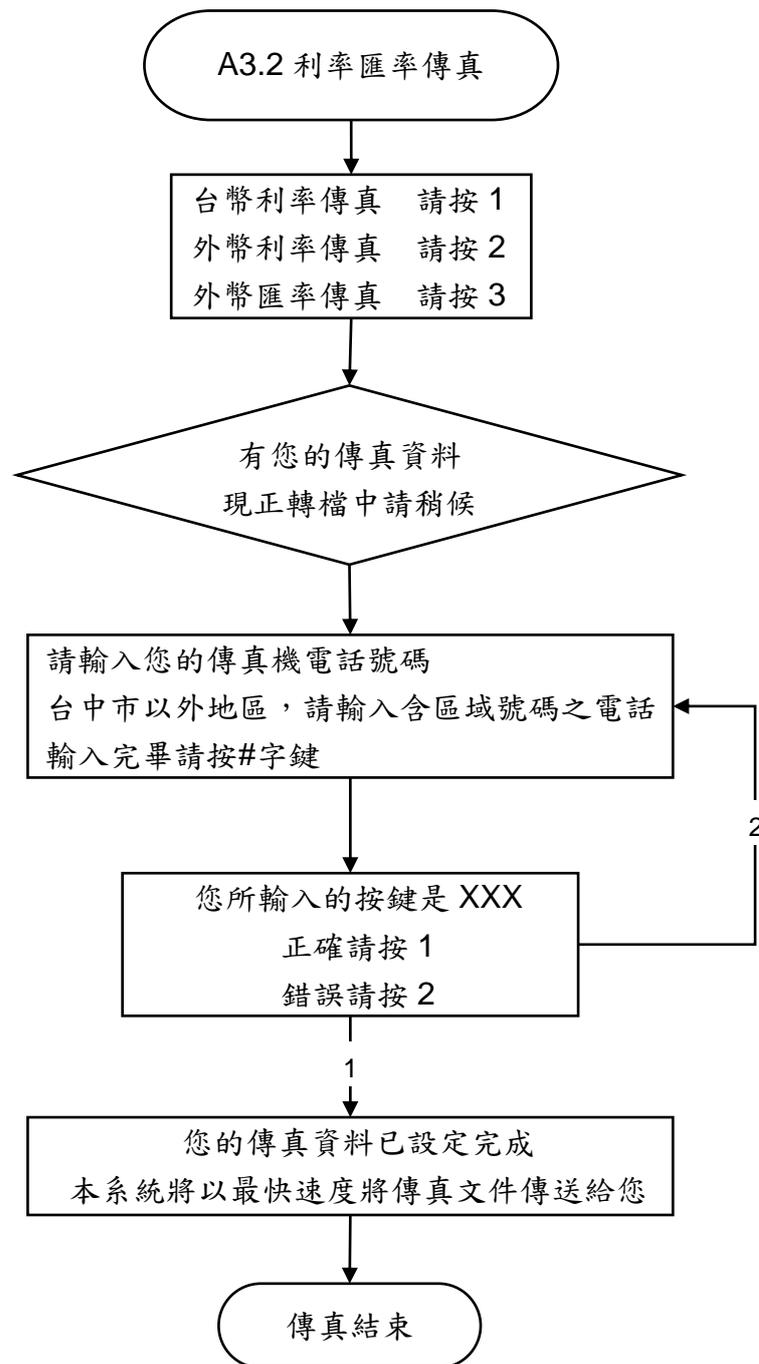


A3.1 未登摺交易明細傳真

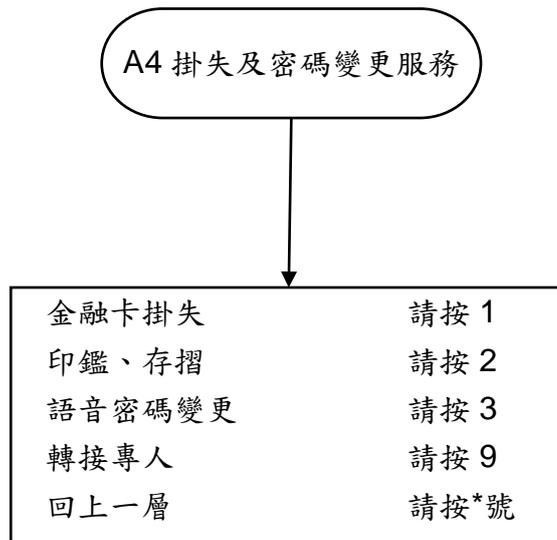


- 1. 科目 10 支存
- 2. 科目 28 綜存
- 3. 科目 20、22、24 等

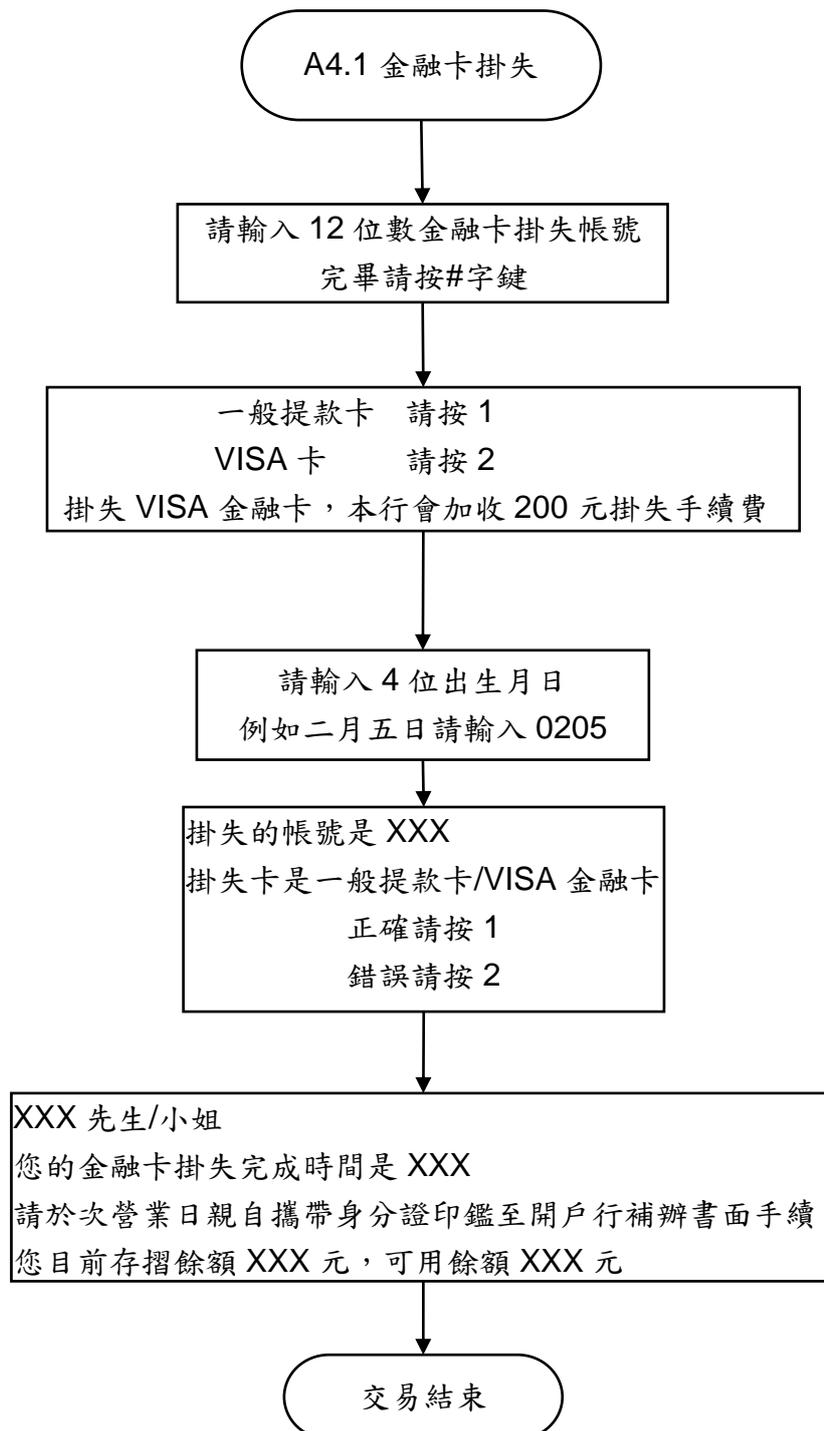
A3.2利率匯率傳真



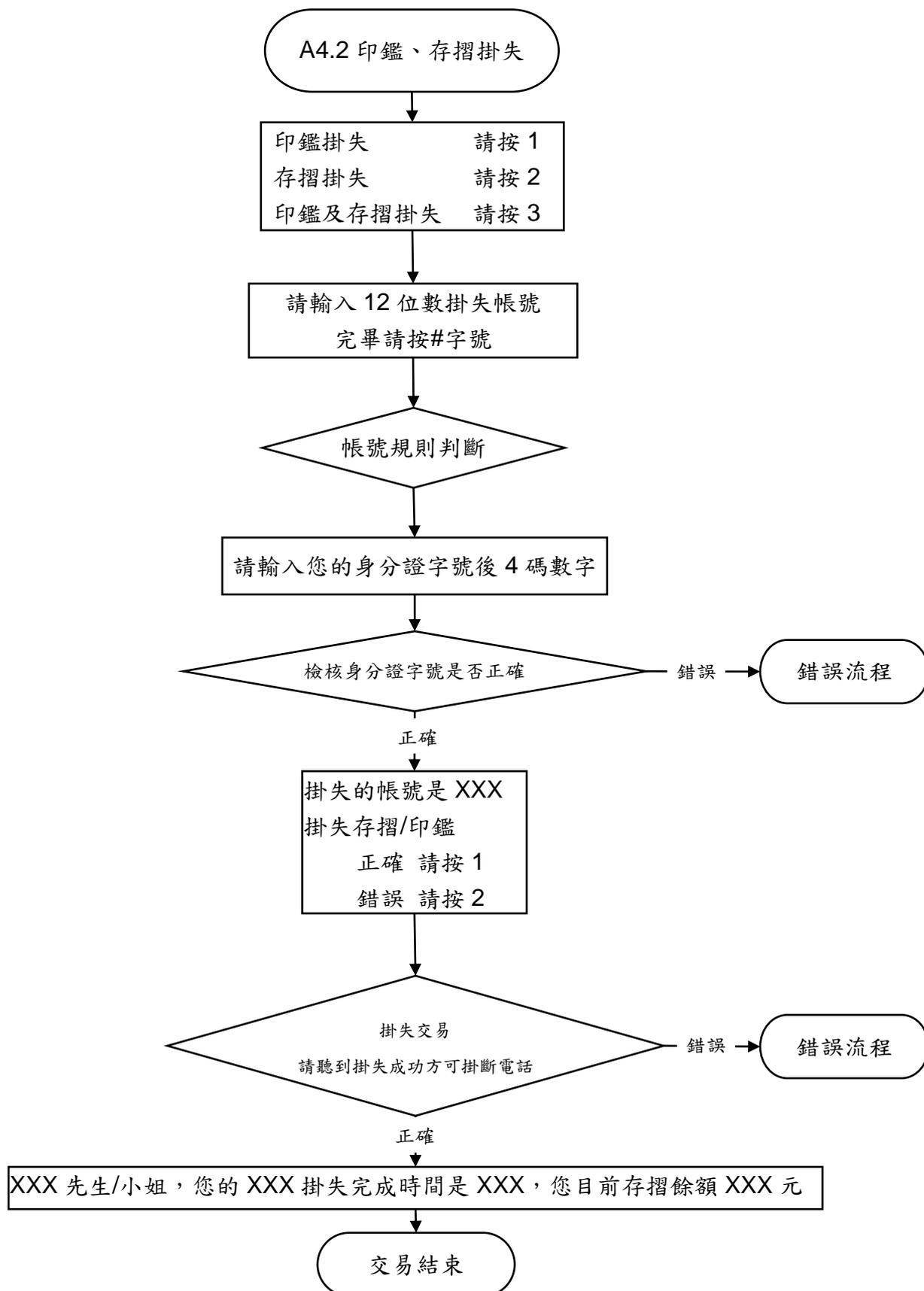
A4掛失及密碼變更服務



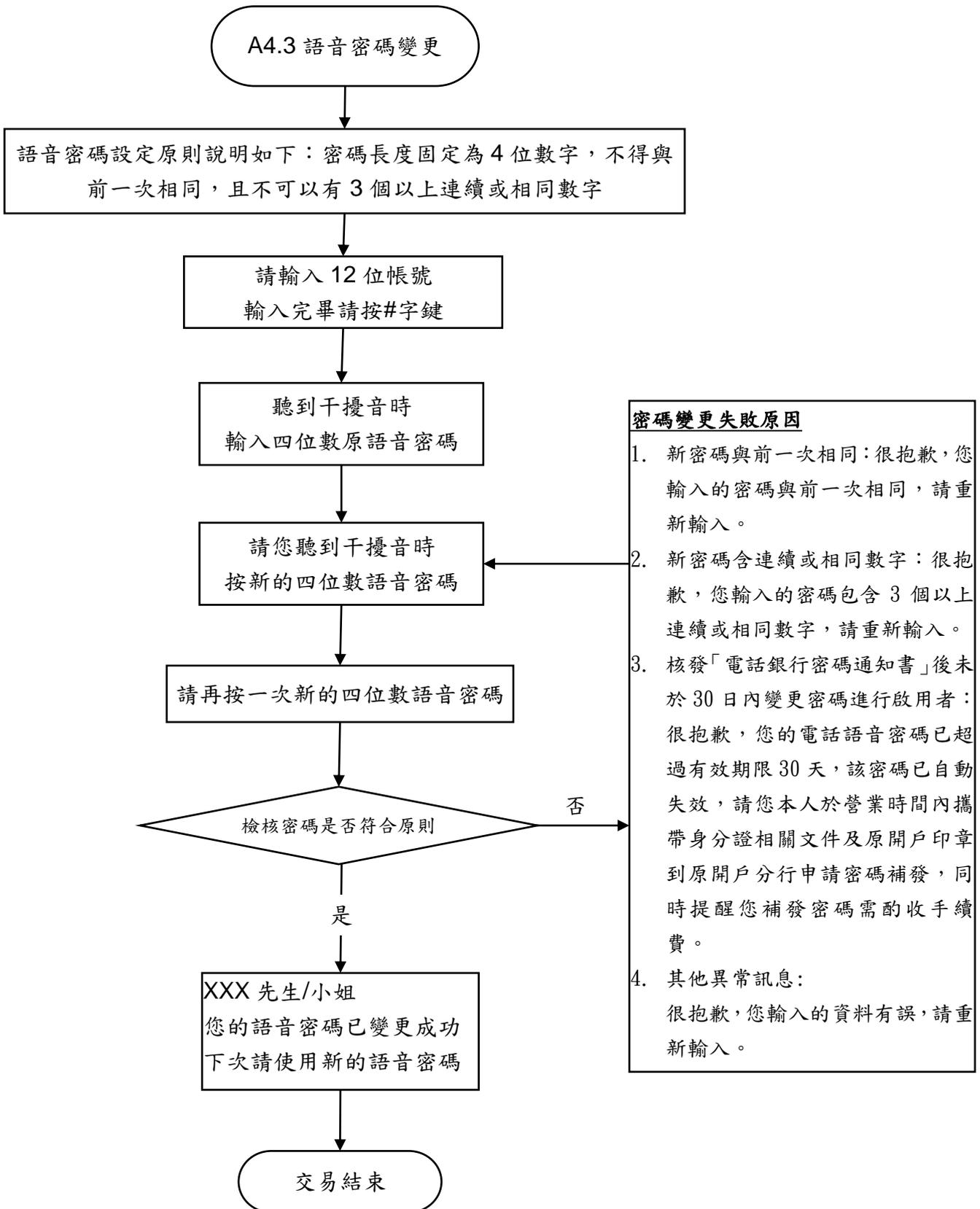
A4.1 金融卡掛失

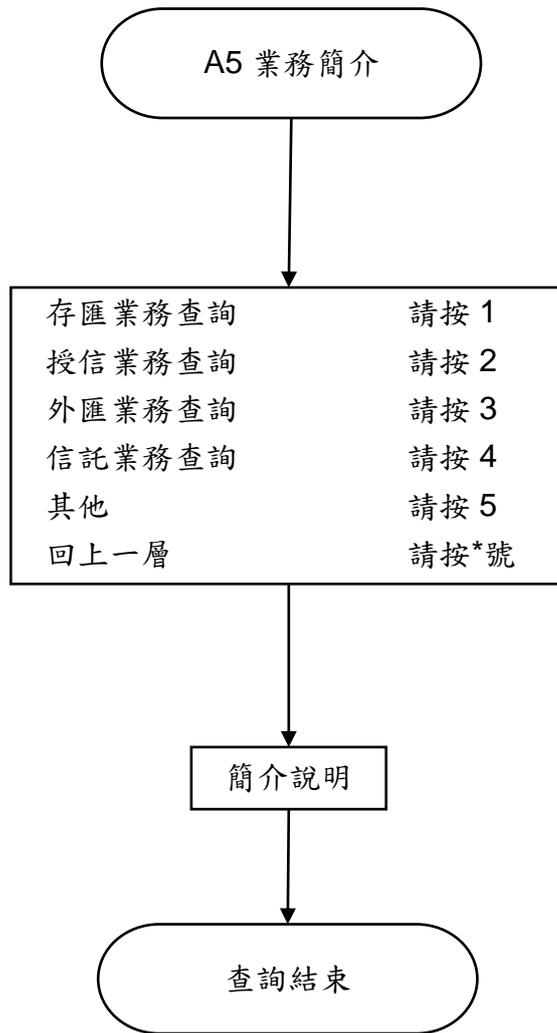


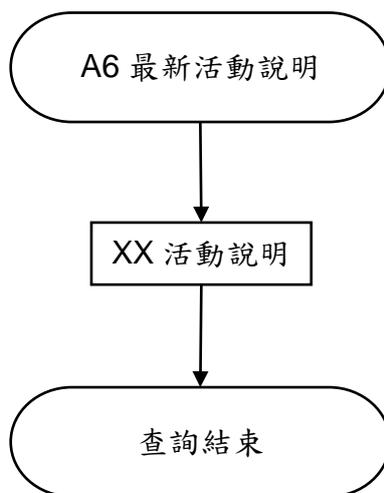
A4.2 印鑑、存摺掛失



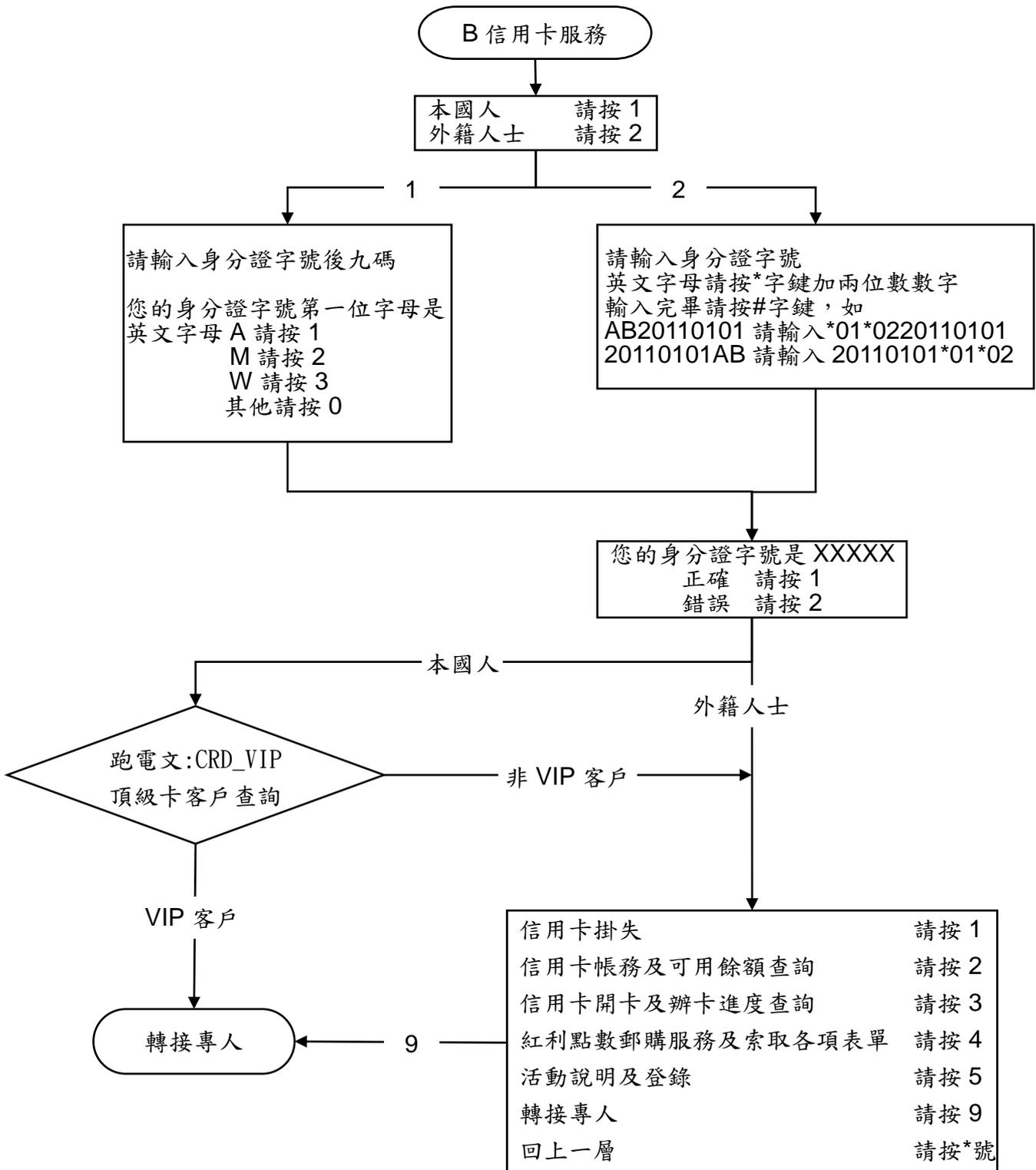
A4.3 語音密碼變更



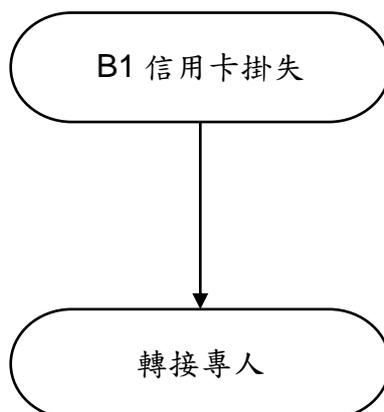




B 信用卡服務



B1信用卡掛失

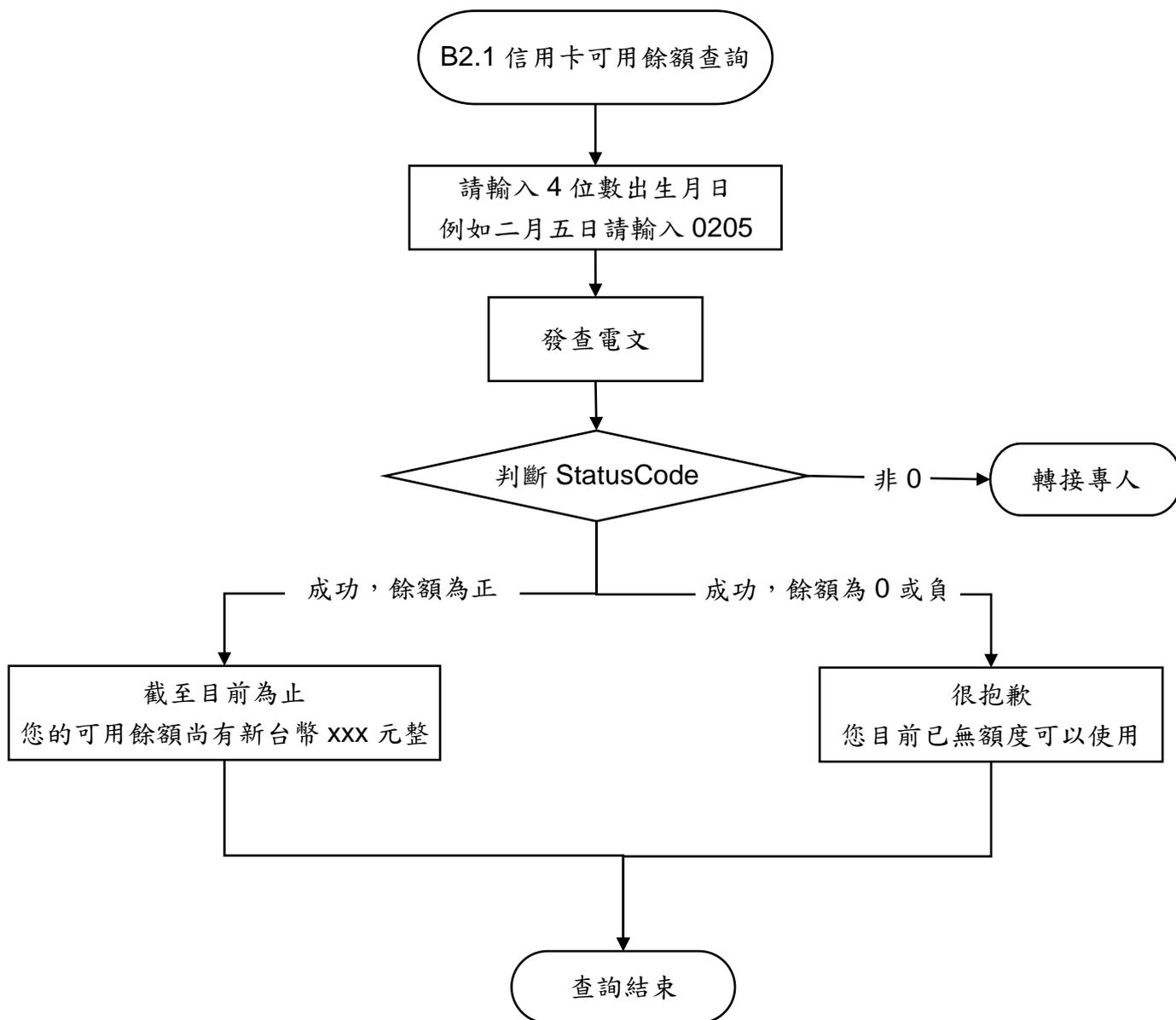


B2信用卡帳務及可用餘額查詢

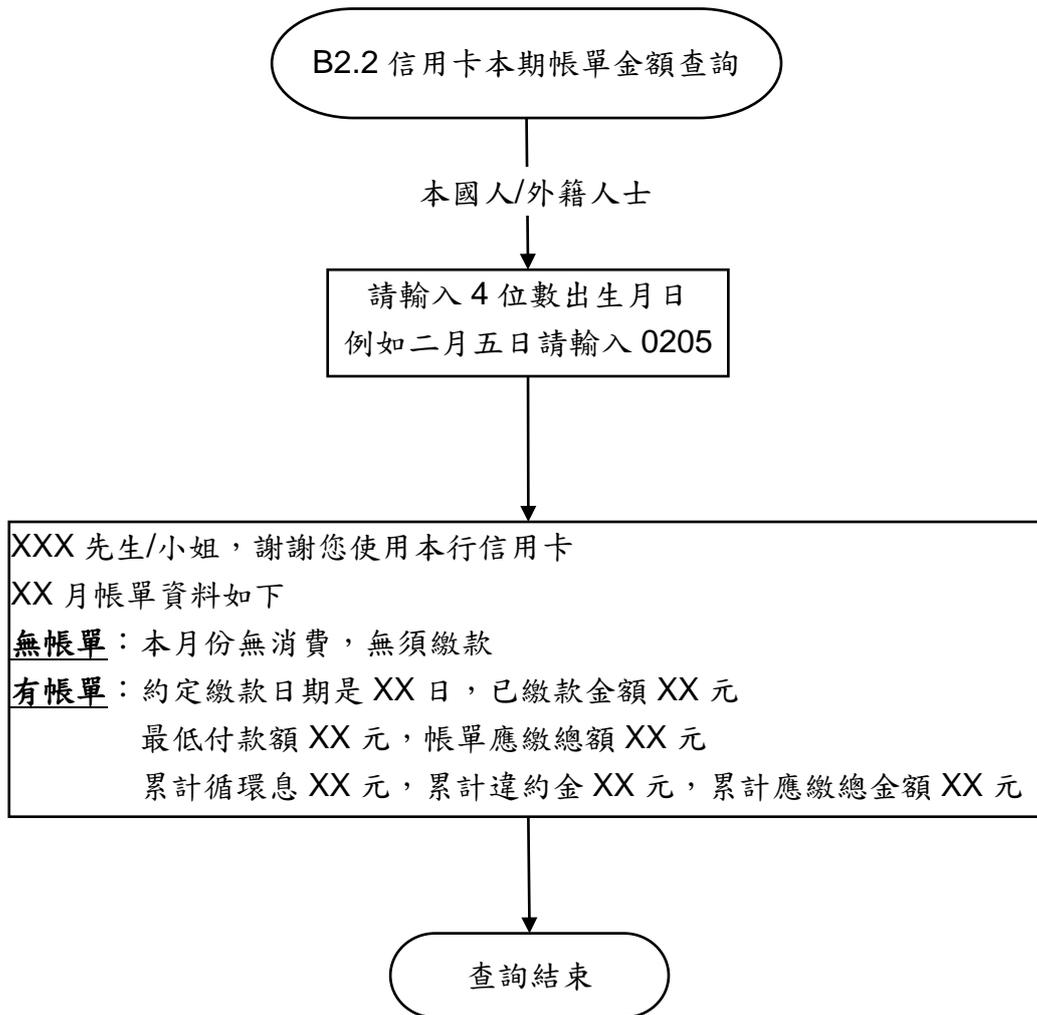
B2 信用卡帳務及可用餘額查詢

信用卡可用餘額查詢	請按 1
信用卡本期帳單金額查詢	請按 2
信用卡最近繳款明細查詢	請按 3
信用卡轉帳繳款	請按 4
信用卡繳款說明	請按 5
傳真信用卡帳單	請按 6
補寄信用卡帳單	請按 7
轉接專人	請按 9
回上一層	請按*號

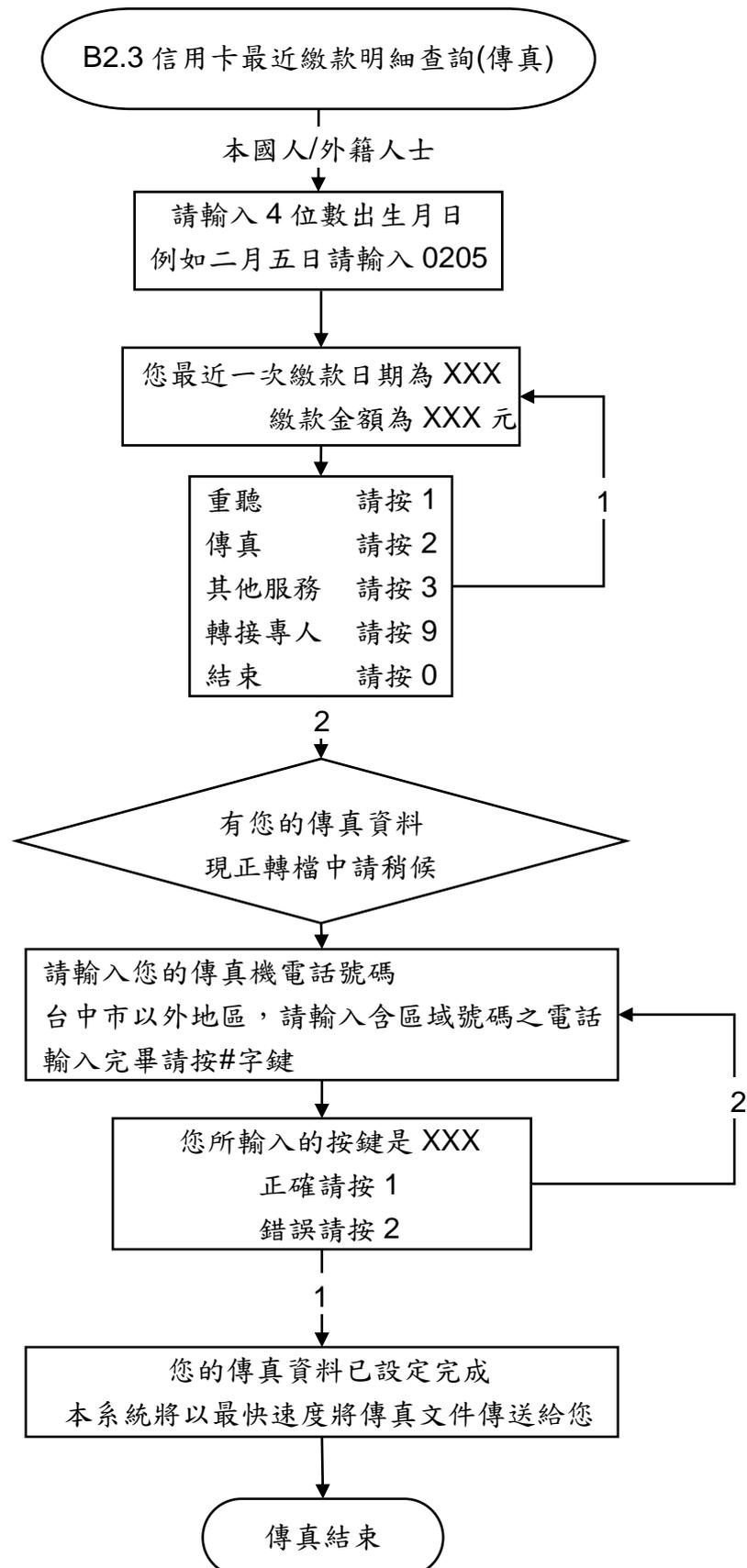
B2.1 信用卡可用餘額查詢



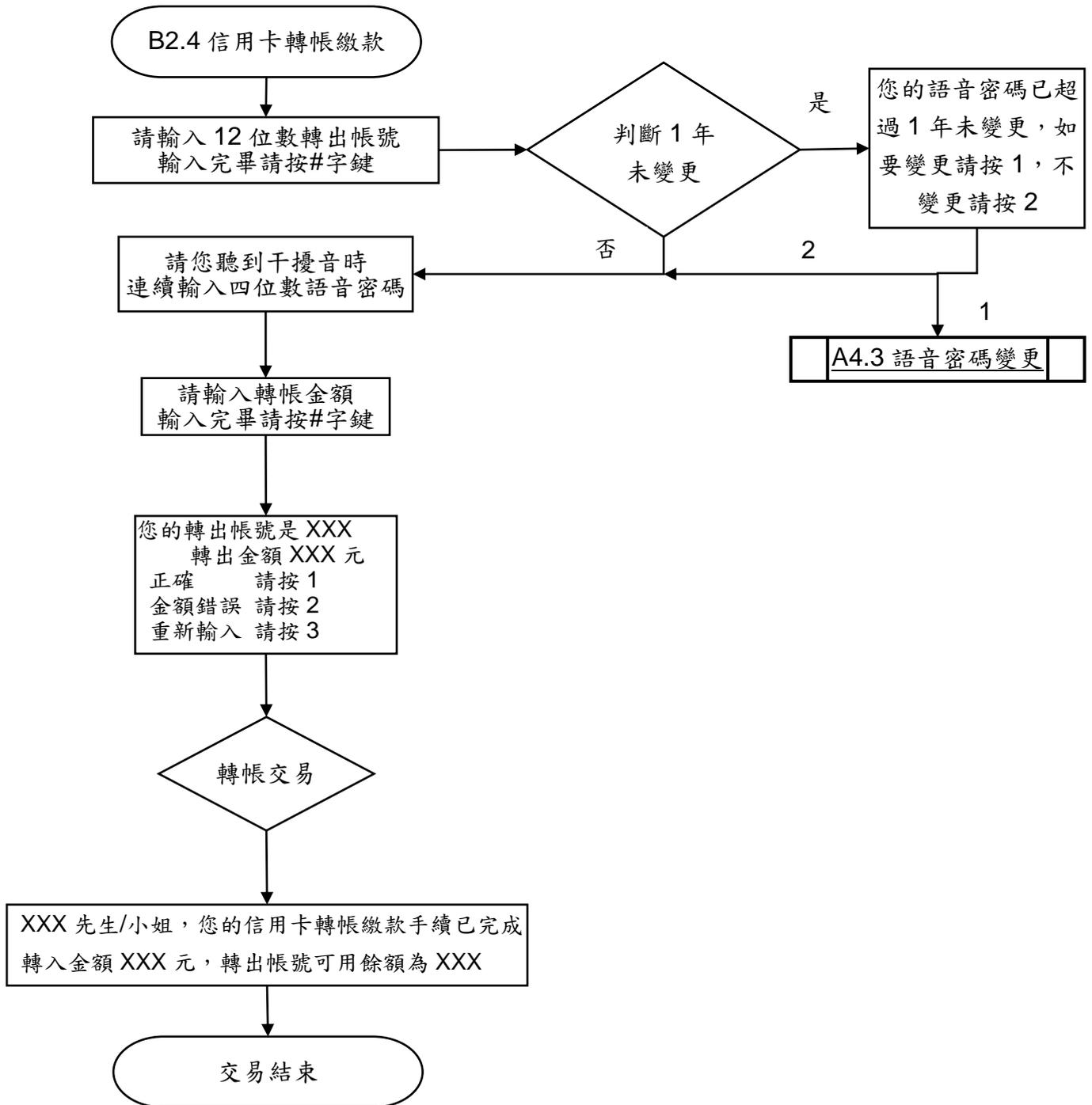
B2.2 信用卡本期帳單金額查詢

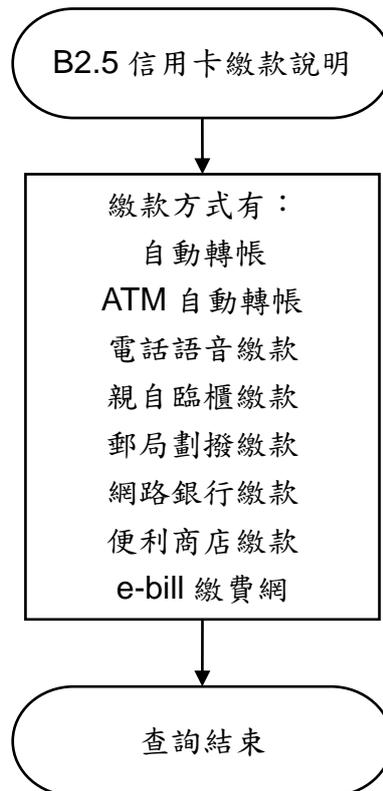


B2.3 信用卡最近繳款明細查詢(傳真)

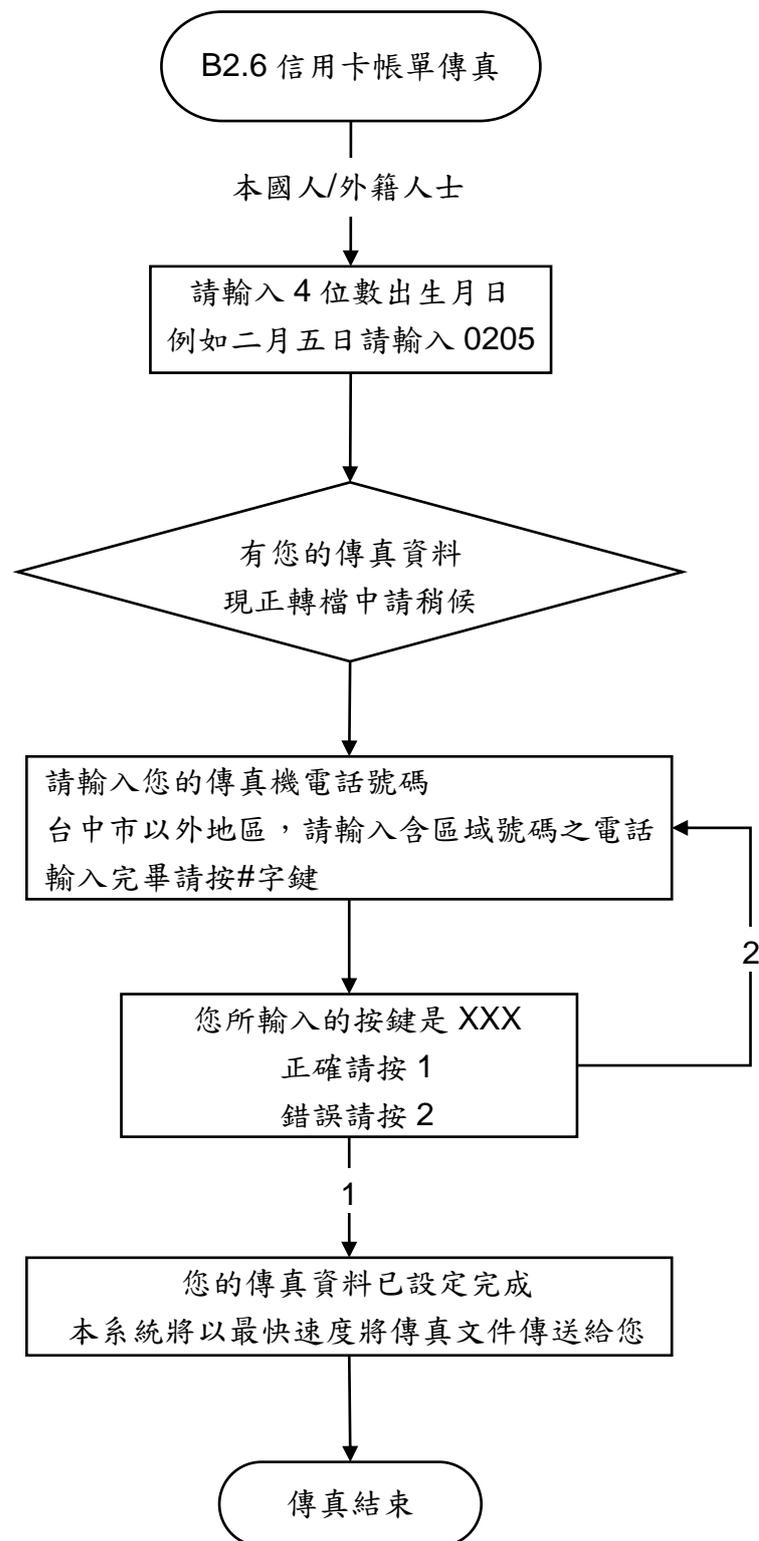


B2.4 信用卡轉帳繳款

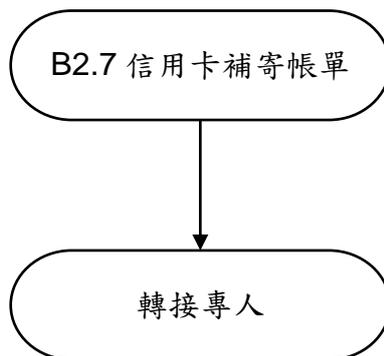




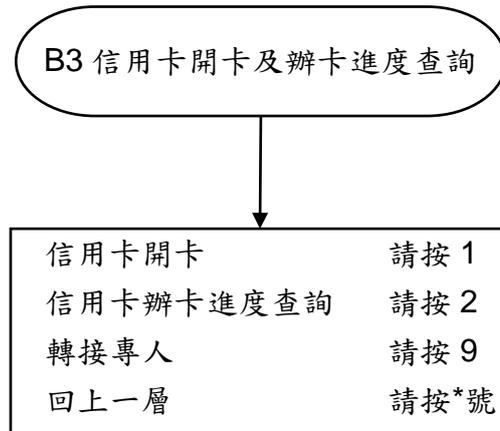
B2.6 信用卡帳單傳真



B2.7 信用卡補寄帳單



B3信用卡開卡及辦卡進度查詢

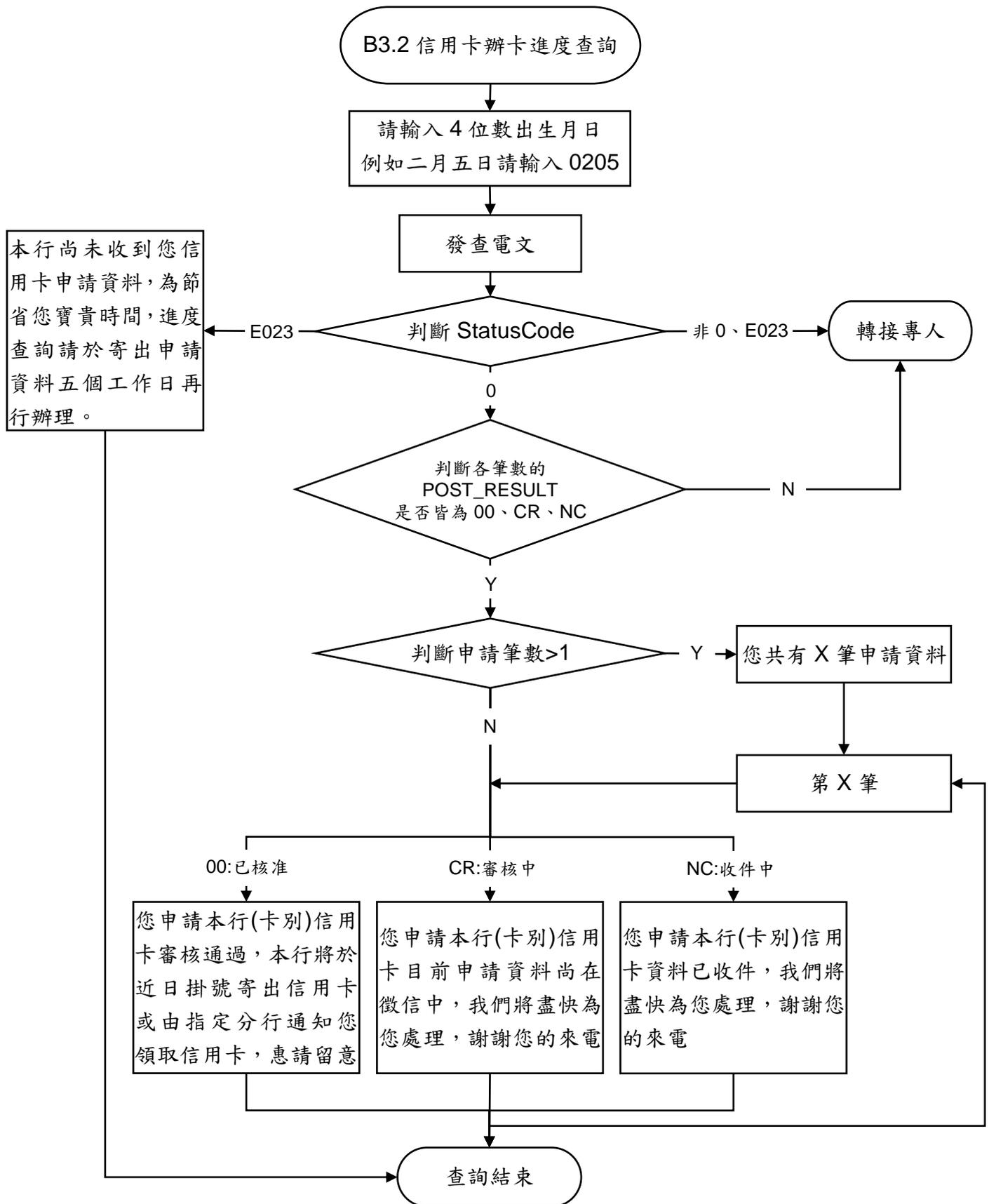


B3.1 信用卡開卡

B3.1 信用卡開卡

信用卡開卡請改撥 4121366 並於接通後按 100#依語音指示操作，開卡完成後即可立即使用，若您現在使用的電話號碼為 6 碼請改撥 411366，並於接通後按 100#，若您使用行動電話請改撥 024121366 並於接通後按 100#。
轉接專人請按 9。

B3.2 信用卡辦卡進度查詢

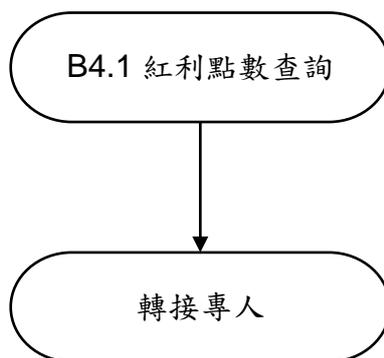


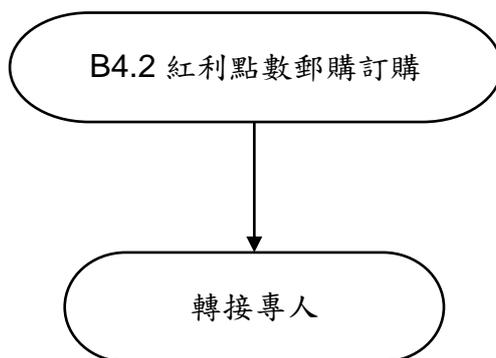
B4紅利點數郵購服務及索取各項表單

B4 紅利點數郵購服務及索取各項表單

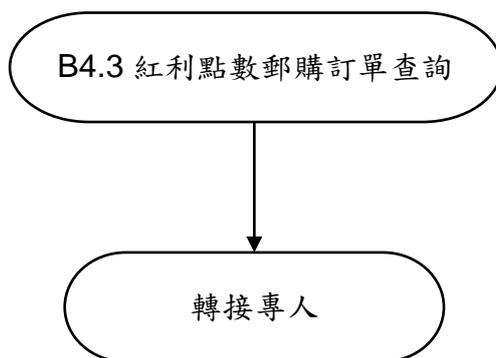
紅利點數查詢	請按 1
紅利點數郵購訂購	請按 2
紅利點數郵購訂單查詢	請按 3
表單索取	請按 4
轉接專人	請按 9
回上一層	請按*號

B4.1紅利點數查詢

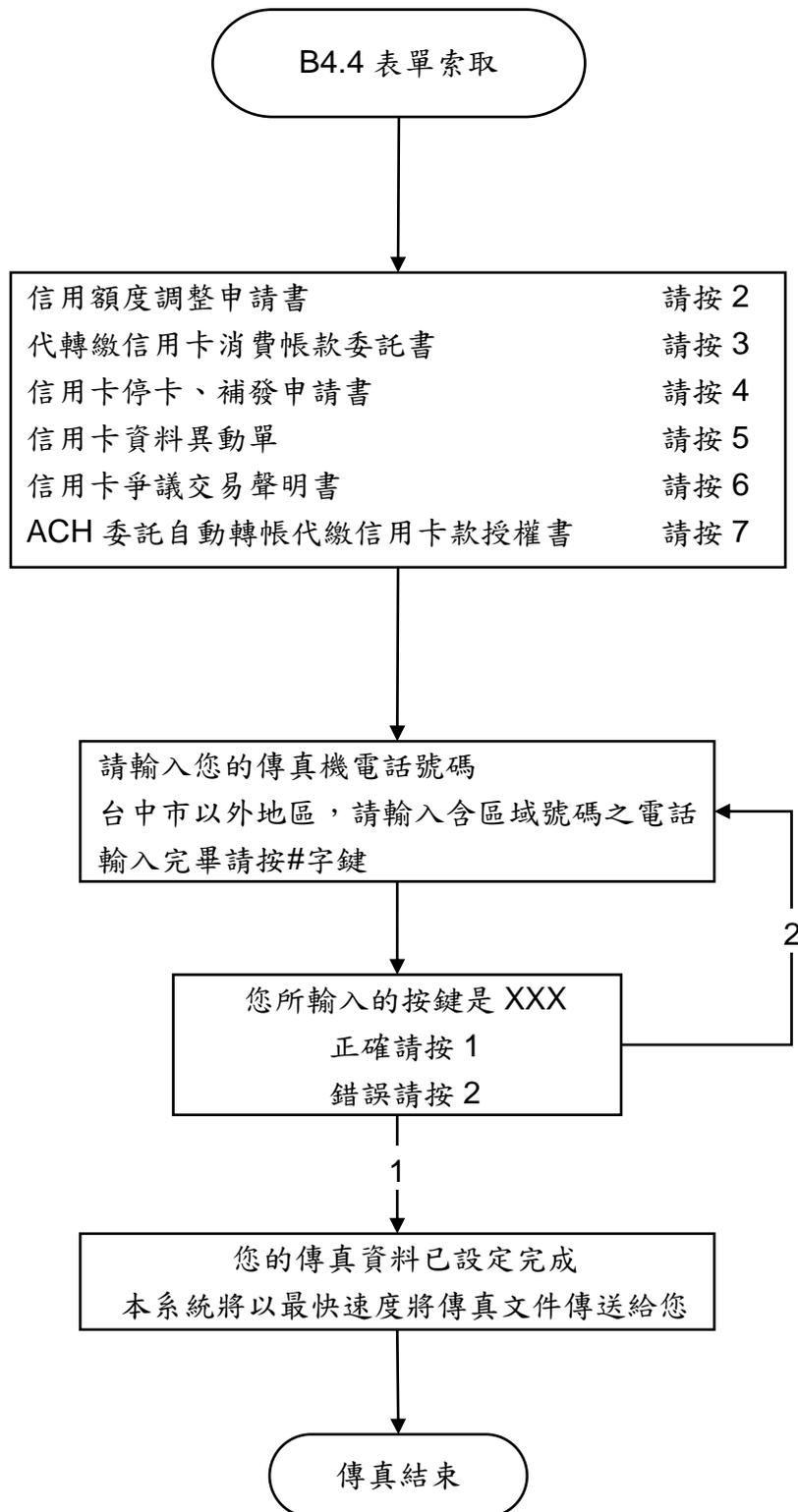


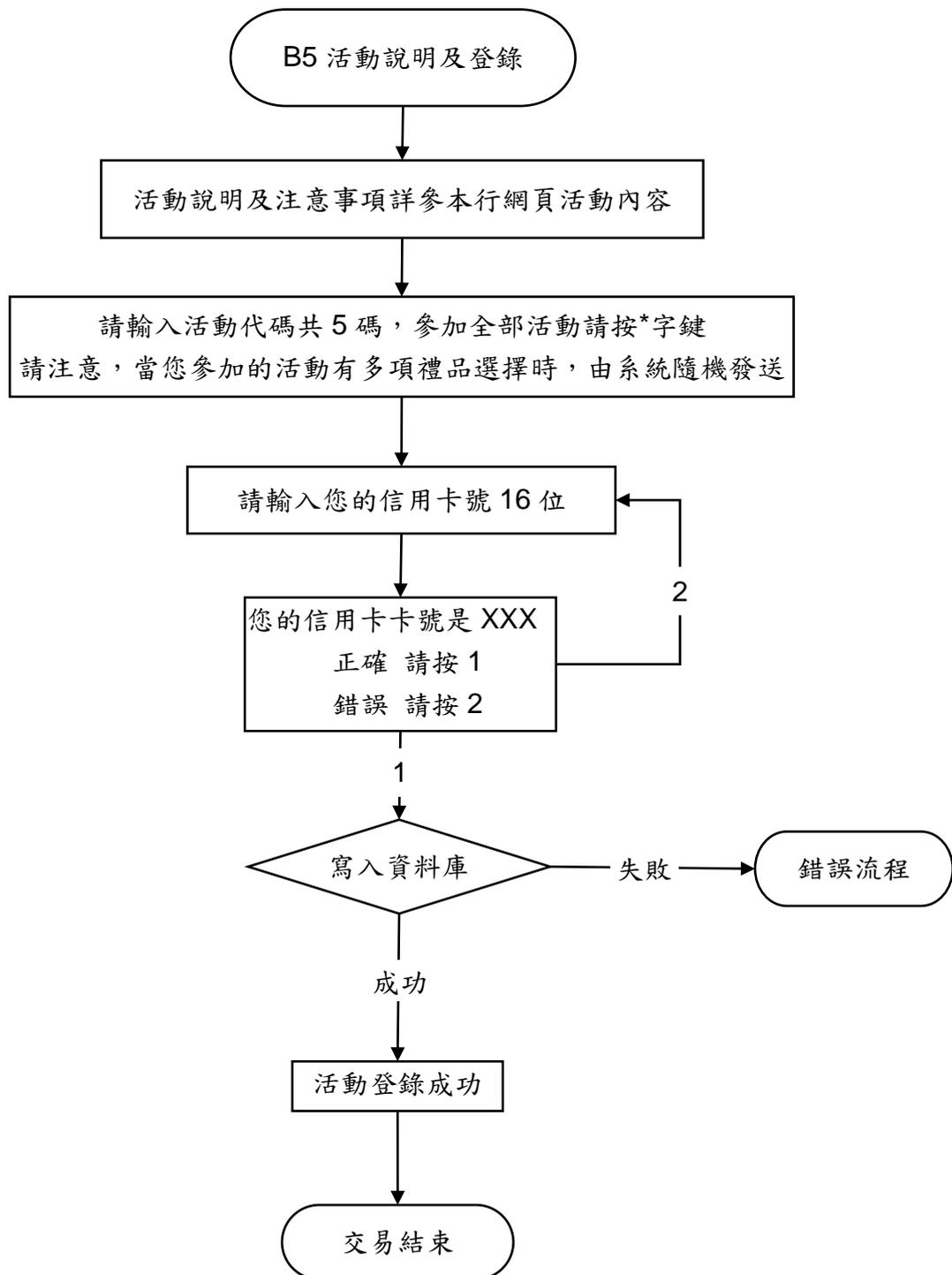


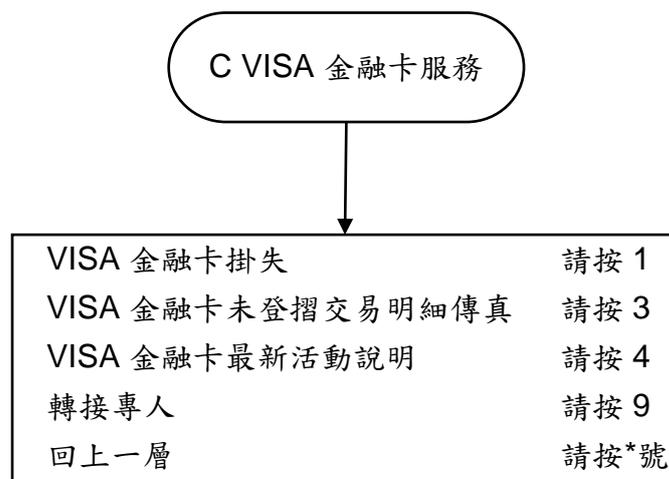
B4.3紅利點數郵購訂單查詢



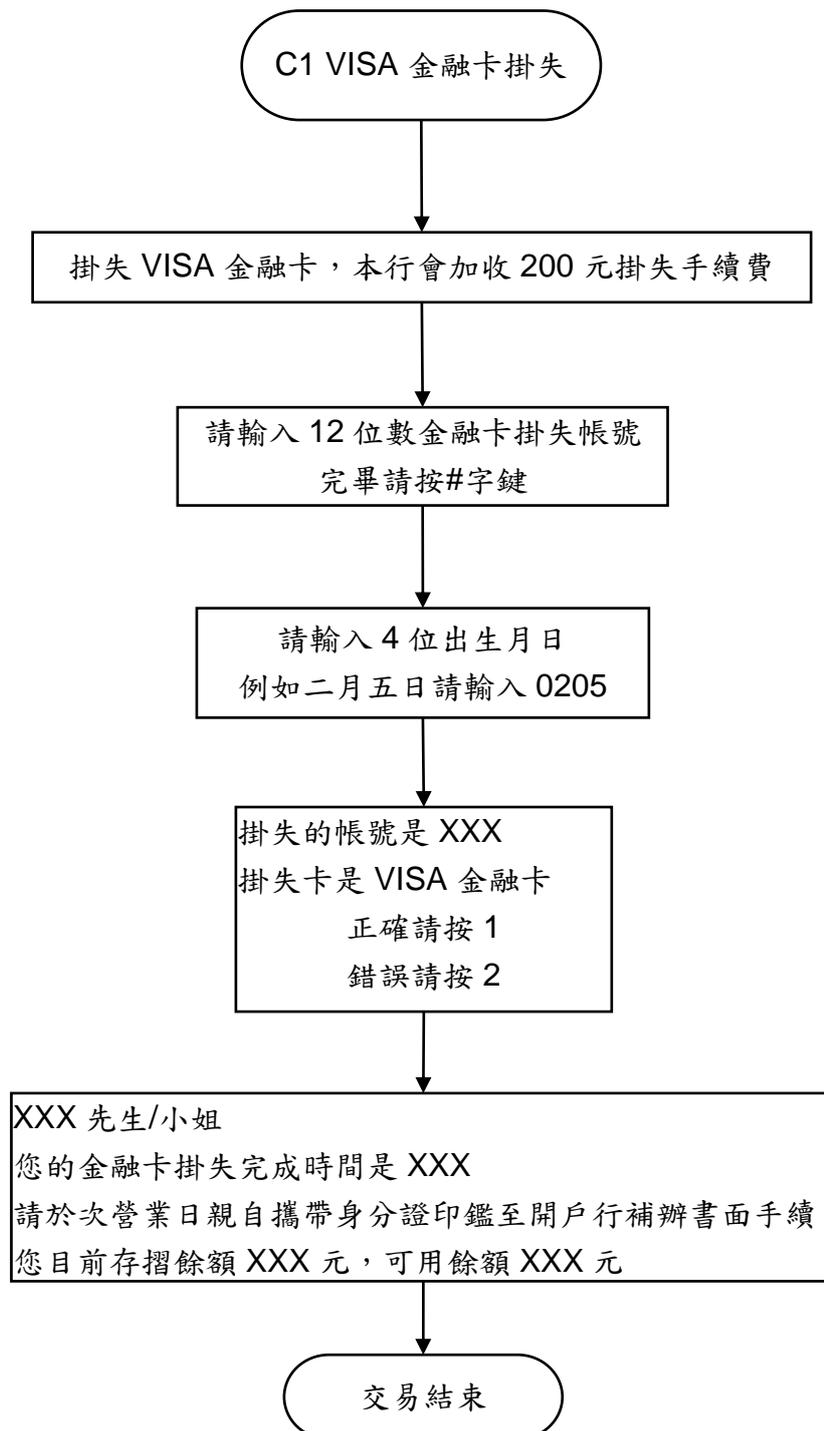
B4.4 索取表單

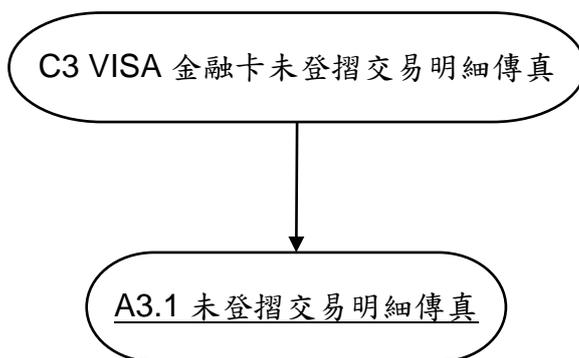


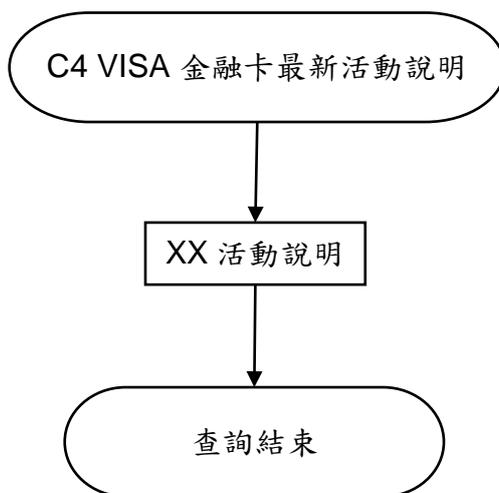




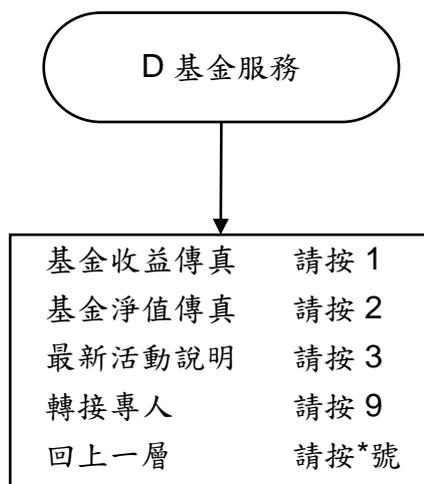
C1 VISA 金融卡掛失



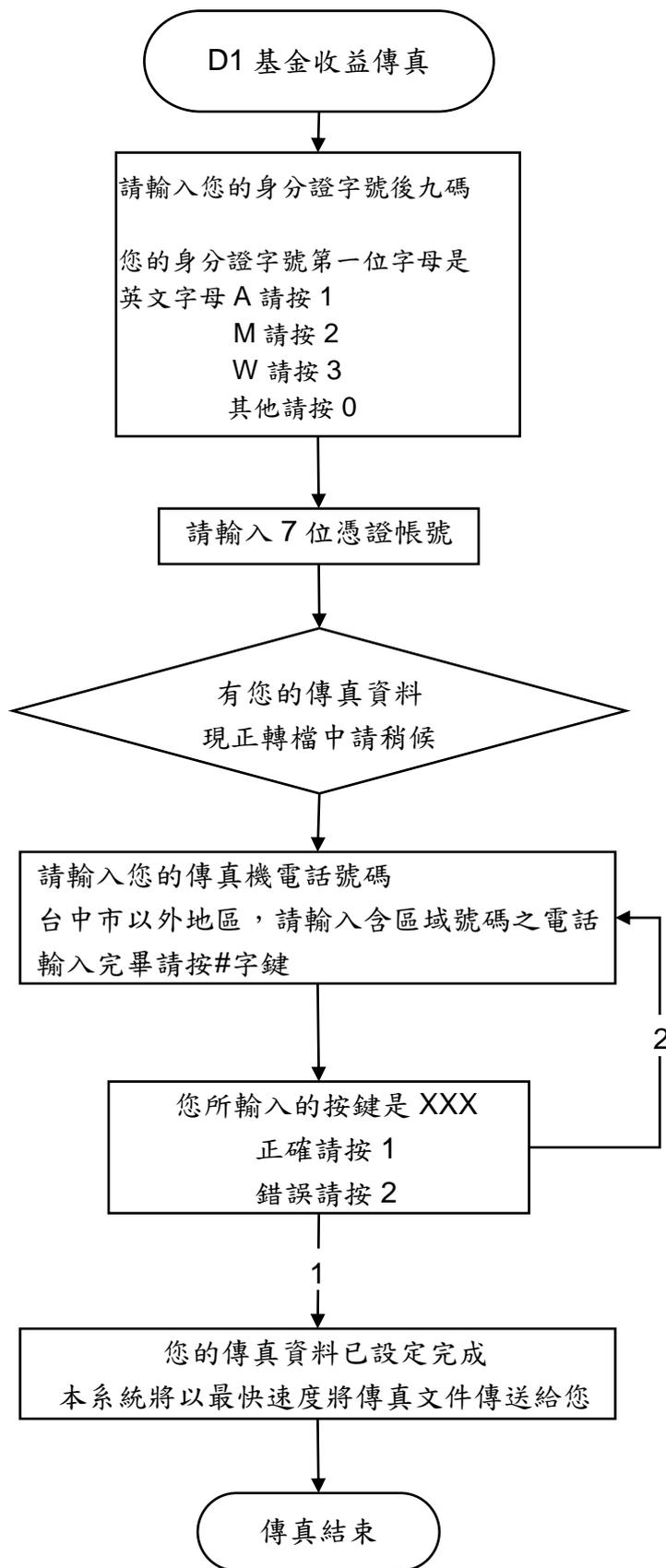




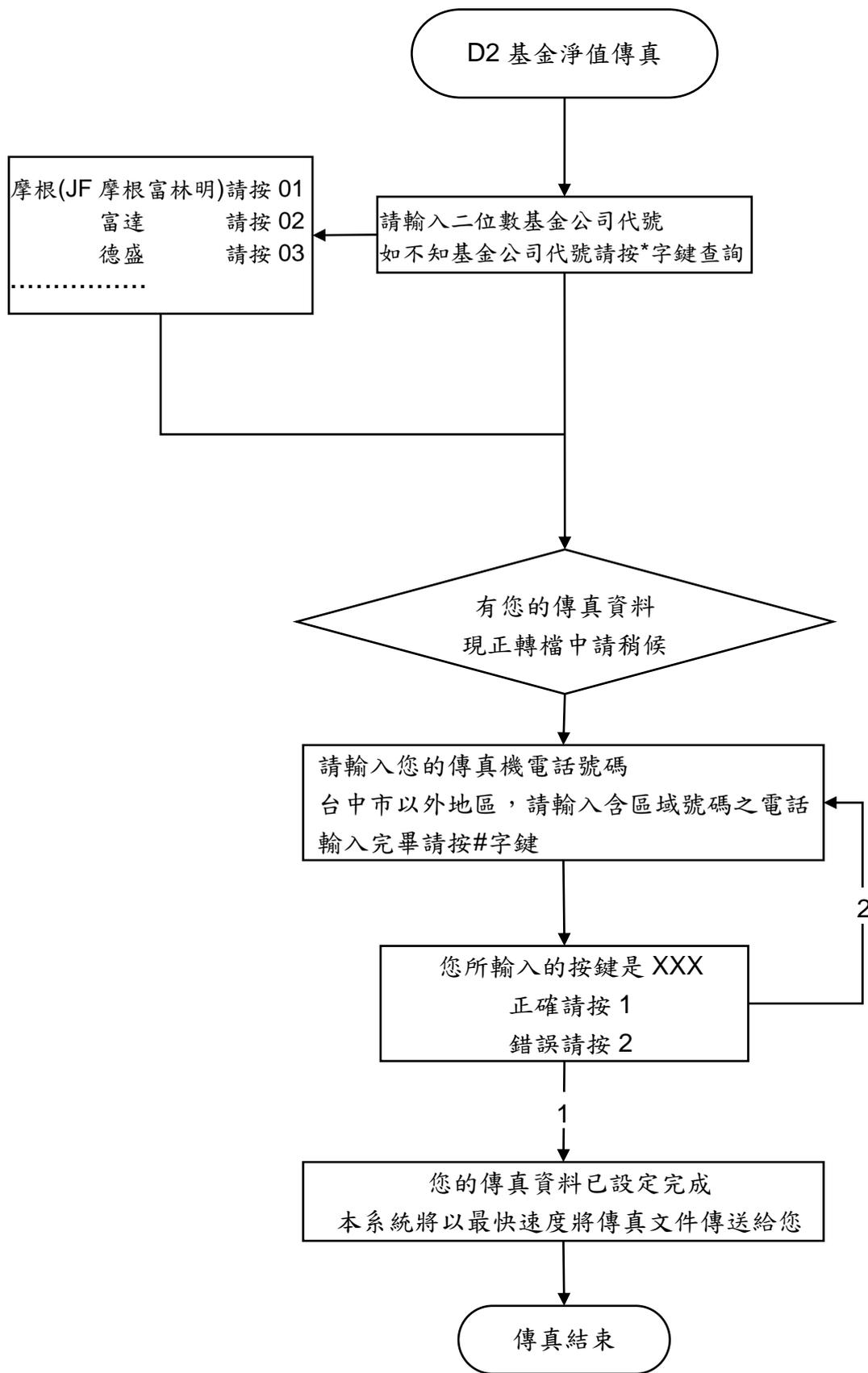
D 基金服務

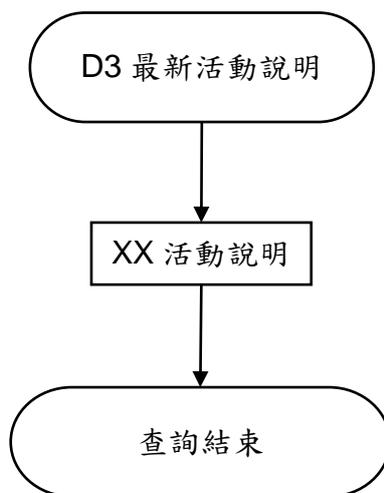


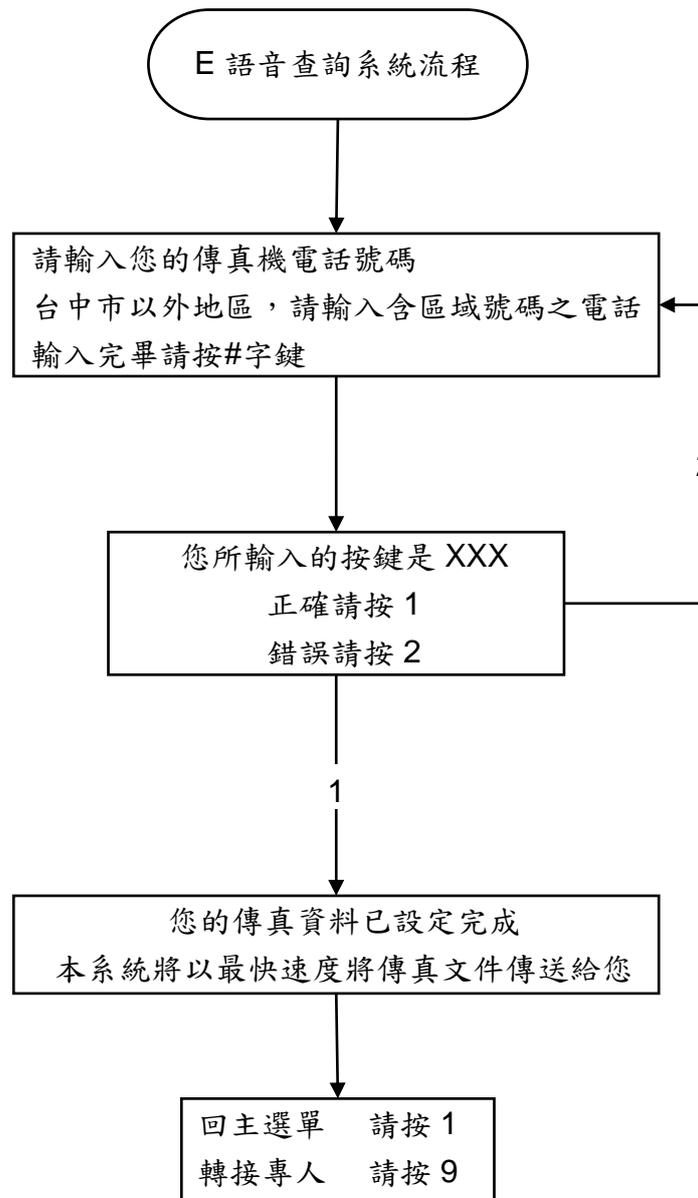
D1基金收益傳真



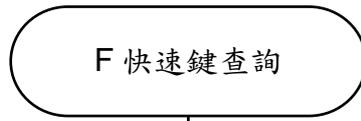
D2基金淨值傳真





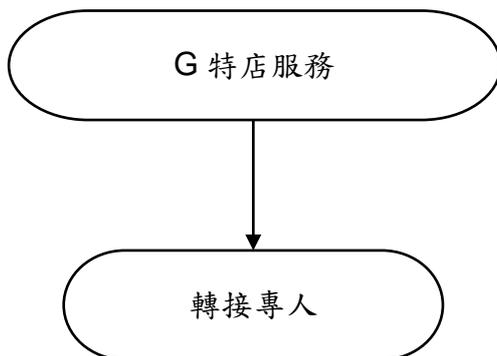


F 快速鍵查詢



自行轉帳	請按 701
跨行轉帳	請按 702
台幣存款餘額查詢	請按 703
信用卡開卡	請按 704
信用卡可用餘額查詢	請按 706
信用卡帳單金額查詢	請按 707

G特店服務



H轉接專人

