

Premium Service
0809-000-889

Welcome to DBS
0800-808-889
(02) 6612-9889

Treasures Service
0809-002-889
(02) 6612-9888

- 1.IVR Service
- 0. Customer Service Representative
- 2.English Service

- 7.Credit Card Service
- 1.Retail Customer
- 2.OBU
- 3. Credit Card Lost Reporting
- 4. ATM Card, Cash Card, Passbook or Seal Lost Reporting
- 5.IVR Service
- 6.English Service

- 1. Corporate Customer
- * Credit Card Lost Reporting
- 2. Credit Card Service
- 3. Retail Customer
- 4. ATM Card, Cash Card, Passbook or Seal Lost Reporting
- 5. IVR PIN Change
- 6. Real Estate Trust Inquiry
- 7. English Service

1. Account Balances and Transaction Details via Fax

- 1. Account Balance Enquiry
 - 1.1 TWD Account
 - 1.2 Foreign Currency Account
- 2. Time Deposit Enquiry
 - 2.1 TWD Time Deposit
 - 2.2 Foreign Currency Time Deposit
- 3. Transaction details for local currency accounts via Fax
 - 3.1 Current Day Transaction Details
 - 3.2 Current Month Transaction Details
 - 3.3 Previous Month Transaction Details
 - 3.4 Specified Transaction Period
- 4. Transaction details for foreign currency accounts via Fax
 - 4.1 Current Day Transaction Details
 - 4.2 Current Month Transaction Details
 - 4.3 Previous Month Transaction Details
 - 4.4 Specified Transaction Period
- 9. Return to Main Menu
- 0. Transfer to a Customer Service Representative

2. Current Day or Postdated Fund Transfer and TD Placement

- 1. TWD Current Day Intrabank Fund Transfer
 - 1.1 Own Account Fund Transfer
 - 1.2 Third Party Fund Transfer
- 2. TWD Current Day Interbank Fund Transfer
- 3. TWD Postdated Intrabank Fund Transfer and Postdated Transaction Details via FAX
 - 3.1. To Activate a Postdated Transaction
 - 3.2. Fax Postdated Transaction Details
 - 3.3. To Cancel a Postdated Transaction
- 4. TWD TD Placements
 - 9. Return to Main Menu
 - 0. Transfer to a Customer Service Representative
- 4. Loan Service
 - 1. Next Payment detail
 - 1.1 Next payment date, principal amount, interest, total payment amount due, total unpaid amount due
 - 1.2 Current interest rate
 - 1.3 Loan account outstanding balance
 - 2. Total unpaid amount due
 - 3. The past two months interest rate
 - 3.1 Current month interest rate
 - 3.2 Last month interest rate
 - 4. Fax the loan statement of pass three months
 - 5. Loan Payment maturity date
 - 6. Car loan contract
 - 9. Return to Main Menu
 - 0. Transfer to a Customer Service Representative

3. Foreign exchange reference rate inquiry or blank application form and other fax services

- 1. Foreign exchange reference rates
 - 1.1 Spot exchange rates
 - 1.2 Cash exchange rate
 - 1.3 Spot reference rate table via fax
- 2. Blank application forms via fax
 - 2.1 NTD withdrawal and outward application form
 - 2.2 Outward remittance application form
 - 2.3 Fund transfer application form
 - 2.4 Time deposit application form
 - 2.5 IDEAL application form
 - 2.6 IDEAL maintenance form
 - 2.7 E-Statement service application form
 - 2.8 Phone banking service application form
- 3. Telephone Banking User Guide via Fax
- 4. Branch Addresses and Phone Numbers via Fax
 - 9. Return to Main Menu
 - 0. Transfer to a Customer Service Representative
- 5. Foreign Exchange Foreign Currency Time deposit and Inward/Outward Remittance
- 6. Trade Service
- 7. Internet Banking Service
- 8. IVR PIN Change
- 0. Transfer to a Customer Service Representative

#. Apply for credit card / Card application progress inquiry/ Activate the card

- 1. Apply for credit card
- 2. Card application progress inquiry
- 3. Activate the card
- 9. Return to main menu
- 0. Transfer to customer service representative
- *. Expenses related inquiry
 - 1. Inquiry for annual fee
 - 2. Inquire for late charges
 - 3. Inquire for other expenses
 - 9. Return to main menu
 - 0. Contact our customer service representative
- 1. Account Inquire
 - 1. For available credit limit, last statement amount and paid amount
 - 2. Credit Card Statement Payment Method
 - 3. Statement Inquiry
 - 9. Return to main menu
 - 0. Contact our customer service representative
- 2. Cash Advance, Installment, and Personal Loan
 - 1. Cash advance limit inquiry and instruction
 - 2. Installment
 - 3. Personal loan
 - 9. Return to main menu
 - 0. Contact our customer service representative

3. Credit Limit Adjustment

- 4. Reward Points inquiry and redeem
 - 1 Redeem Gift
 - 2 Redeem from Mileage Points
 - 3 Redeem Cash Rebate
 - 9. Return to main menu
 - 0. Contact our customer service representative
- 5. Consumption confirmation SMS Inquiry
- 6. Deliver by fax
- 7. The latest campaign information
- 8. IVR PIN Change
- 9. To return to the main menu
- 0. Contact a customer service representative

1. Loan Inquiry

- 1. Inquiry for payment date, total demand amount
- 2. Inquiry for Loan interest rate
- 3. Inquiry for Principal balance
- 4. Payment instruction of Interbank remittance
- 9. Return to Main Menu
- 0. Transfer to a Customer Service Representative
- 6. Cash Card Services
 - 1. Account Enquiry
 - 1.1 Balance Enquiry
 - 1.2 Minimum Payment Enquiry
 - 1.3 Cash Card Limit Enquiry
 - 2. Transaction Details via Fax
 - 2.1 Current Day Transaction Details
 - 2.2 Current Month Transaction Details
 - 2.3 Previous Month Transaction Details
 - 2.4 Specified Transaction Period
 - 9. Return to Main Menu
 - 0. Transfer to a Customer Service Representative
- 7. Latest Announcement and New Promotion

2. Funds or any TXN

- 1. TWD Account Balance Enquiry
- 2. FCY Account Balance Enquiry
- 3. TWD Time Deposit Enquiry
- 4. FCY Time Deposit Enquiry
- 5. Transaction details for local currency accounts via Fax
 - 5.1 Current Day Transaction Details
 - 5.2 Current Month Transaction Details
 - 5.3 Previous Month Transaction Details
 - 5.4 Specified Transaction Period
- 6. Transaction details for foreign currency accounts via Fax
 - 6.1 Current Day Transaction Details
 - 6.2 Current Month Transaction Details
 - 6.3 Previous Month Transaction Details
 - 6.4 Specified Transaction Period
- 7. Fax Postdated Transaction Details
 - 9. Return to Main Menu
 - 0. Transfer to a Customer Service Representative
- 9. To return to the main menu

3. Account Balances and Transaction Details via Fax

- 1. TWD Account Balance Enquiry
- 2. FCY Account Balance Enquiry
- 3. TWD Time Deposit Enquiry
- 4. FCY Time Deposit Enquiry
- 5. Transaction details for local currency accounts via Fax
 - 5.1 Current Day Transaction Details
 - 5.2 Current Month Transaction Details
 - 5.3 Previous Month Transaction Details
 - 5.4 Specified Transaction Period
- 6. Transaction details for foreign currency accounts via Fax
 - 6.1 Current Day Transaction Details
 - 6.2 Current Month Transaction Details
 - 6.3 Previous Month Transaction Details
 - 6.4 Specified Transaction Period
- 7. Fax Postdated Transaction Details
 - 9. Return to Main Menu
 - 0. Transfer to a Customer Service Representative
- 9. To return to the main menu

4. Current Day or Postdated Fund Transfer and TD Placement

- 1. TWD Current Day Intrabank Fund Transfer
 - 1.1 Own Account Fund Transfer
 - 1.2 Third Party Fund Transfer
- 2. TWD Postdated Intrabank Fund Transfer
 - 2.1. To Activate a Postdated Transaction
 - 2.2. To Cancel a Postdated Transaction
- 3. TWD Time Deposit Placements
 - 3.1 Time Deposits
 - 3.2 Time Savings Deposits with Monthly Pay Interest
 - 3.3 Reinvestment Deposit
- 4. TWD Current Day Interbank Fund Transfer
 - 9. Return to Main Menu
 - 0. Transfer to a customer service representative
- 5. Fax for reference interest rate, foreign exchange rate and other banking service information
 - 1. Foreign exchange rate for reference
 - 1.1 Spot exchange rate
 - 1.2 Cash exchange rate
 - 2. Interest rate or foreign exchange rate for reference via Fax
 - 2.1 TWD Interest Rate
 - 2.2 FCY Interest Rates
 - 2.3 Foreign exchange rate for reference
 - 3. For instruction of inward telegraphic transfer
 - 4. For instruction of loan account transaction details or regular payment
 - 4.1 For instruction of loan account transaction details for last 3 month
 - 4.2 For instruction of loan settlement or early repayment
 - 4.3 For instruction of regular repayment
 - 5. Instruction for credit card payment via Fax
 - 6. Telephone Banking User Guide via Fax
 - 7. Branch Addresses and Phone Numbers via Fax
 - 8. Other banking service instruction and application forms via Fax
 - 9. Return to Main Menu
 - 0. Transfer to a Customer Service Representative