

Useful Keywords

| No | Enquiry | Keyword |
|----|---|-------------------------------|
| 1 | I want to transfer money | Funds transfer |
| 2 | I want to check my balance | Account balance |
| 3 | I want to know my banking transaction history | Banking transaction |
| 4 | I want to request a cheque book | Request cheque book |
| 5 | I forgot my online banking username | Online banking username |
| 6 | I want to reset mobile banking password | Reset mobile banking password |
| 7 | I want to reset online banking password | Reset online banking password |
| 8 | I want to report a lost card | Lost card |
| 9 | I want to open an overseas account | Open overseas account |
| 10 | I want to make a bill payment via phone banking | Bill payment by phone |
| 11 | I want to enquire about exchange rate | Exchange rate |
| 12 | I want to reset my phone banking password | Reset phone banking password |
| 13 | I want to waive my credit card annual fee | Credit card annual fee waiver |
| 14 | I want to check credit card balance | Credit card balance |
| 15 | I want to enquire about credit card promotions | Credit card promotion |
| 16 | I want to make a credit card settlement | Credit card settlement |
| 17 | I want to check credit card transaction | Credit card transaction |
| 18 | I want to enquire about unit trust | Unit trust |
| 19 | I want to buy/sell stock | Stock trading |
| 20 | I want to enquire about stock prices | Check stock price |