

第一商業銀行

電話語音銀行操作說明

114 年 10 月

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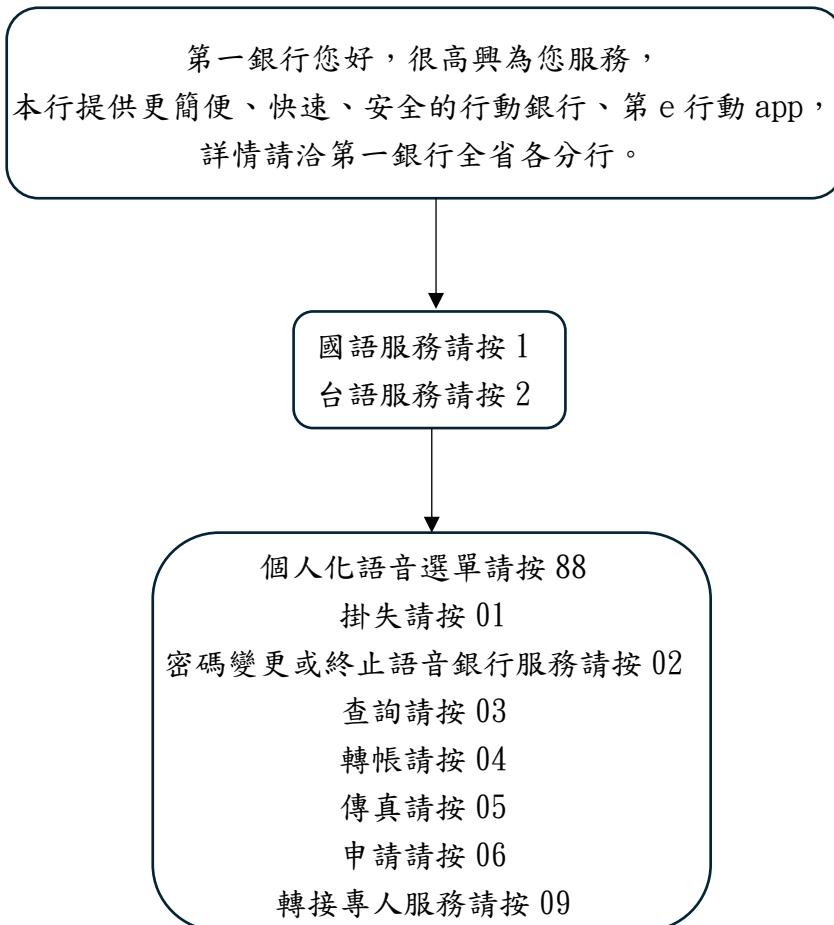
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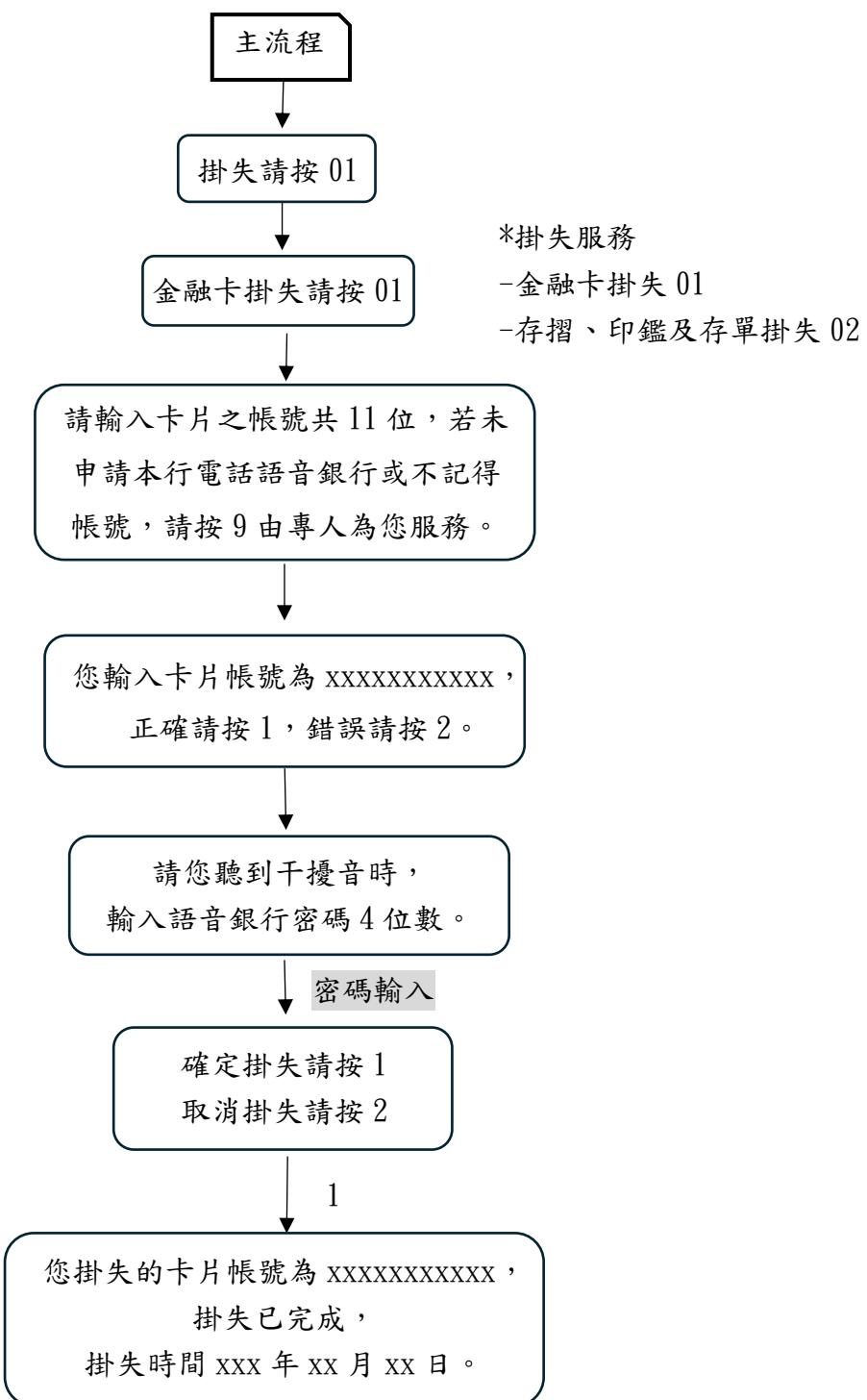
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主流程

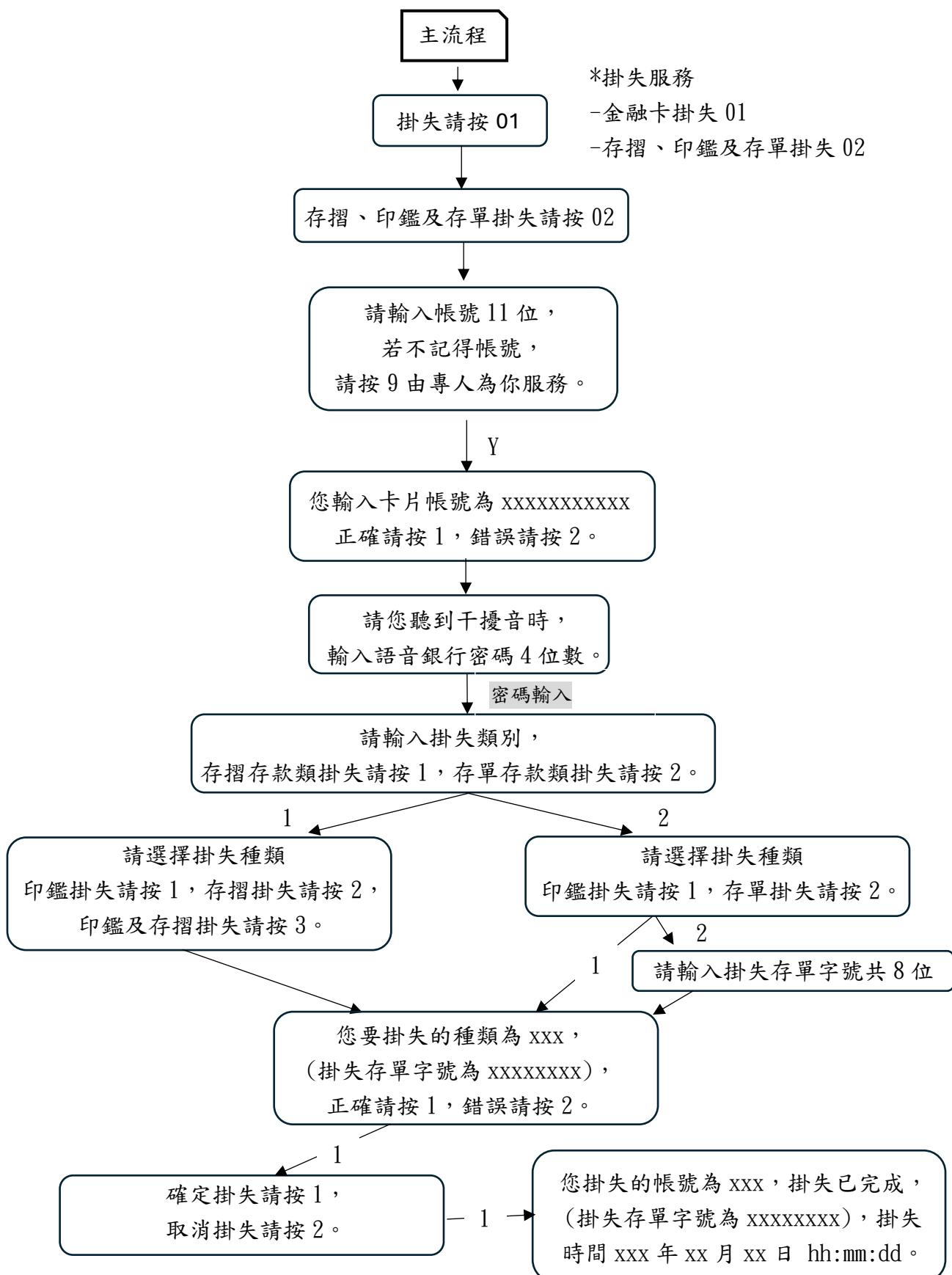


一、掛失類

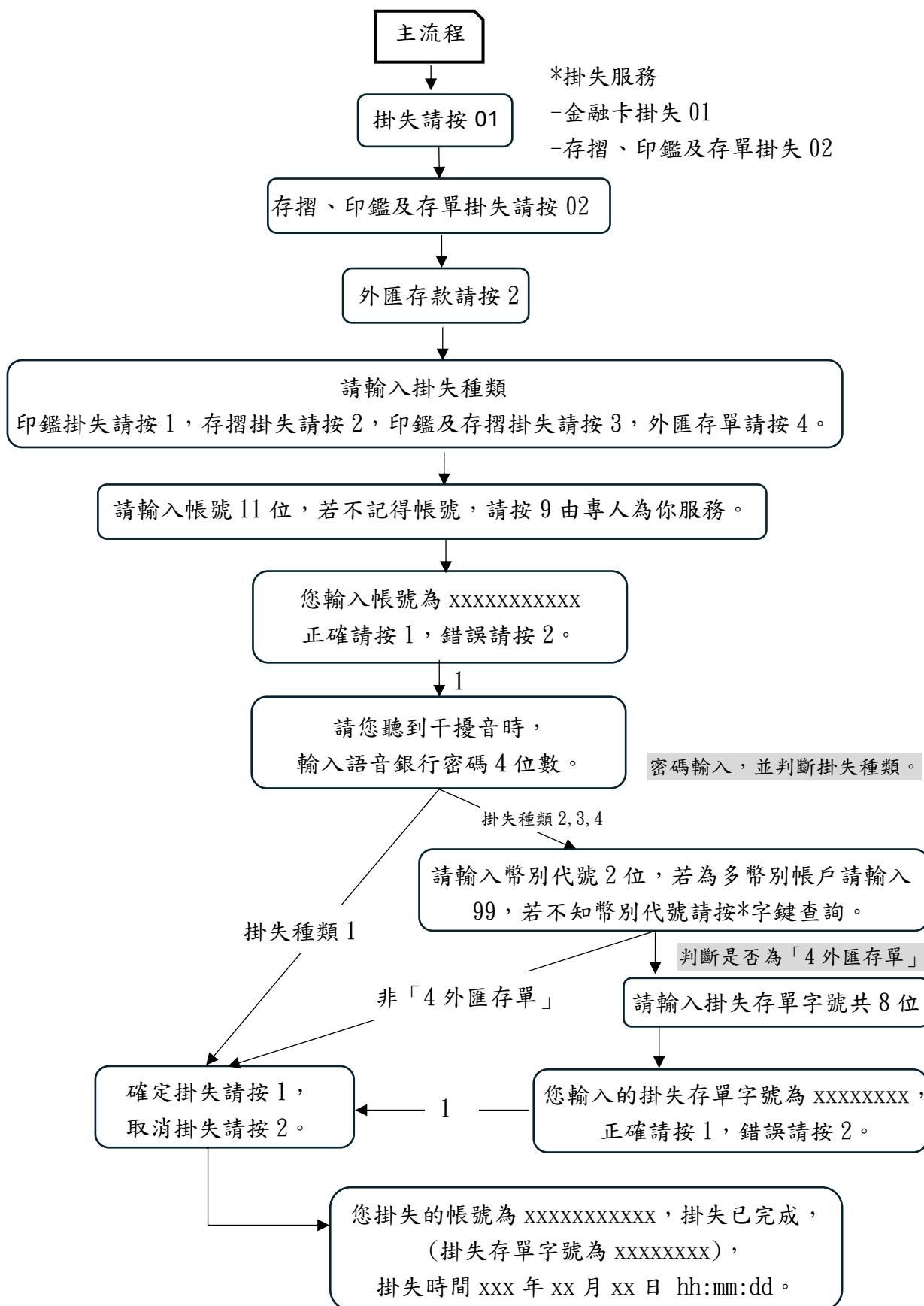
(一)金融卡掛失



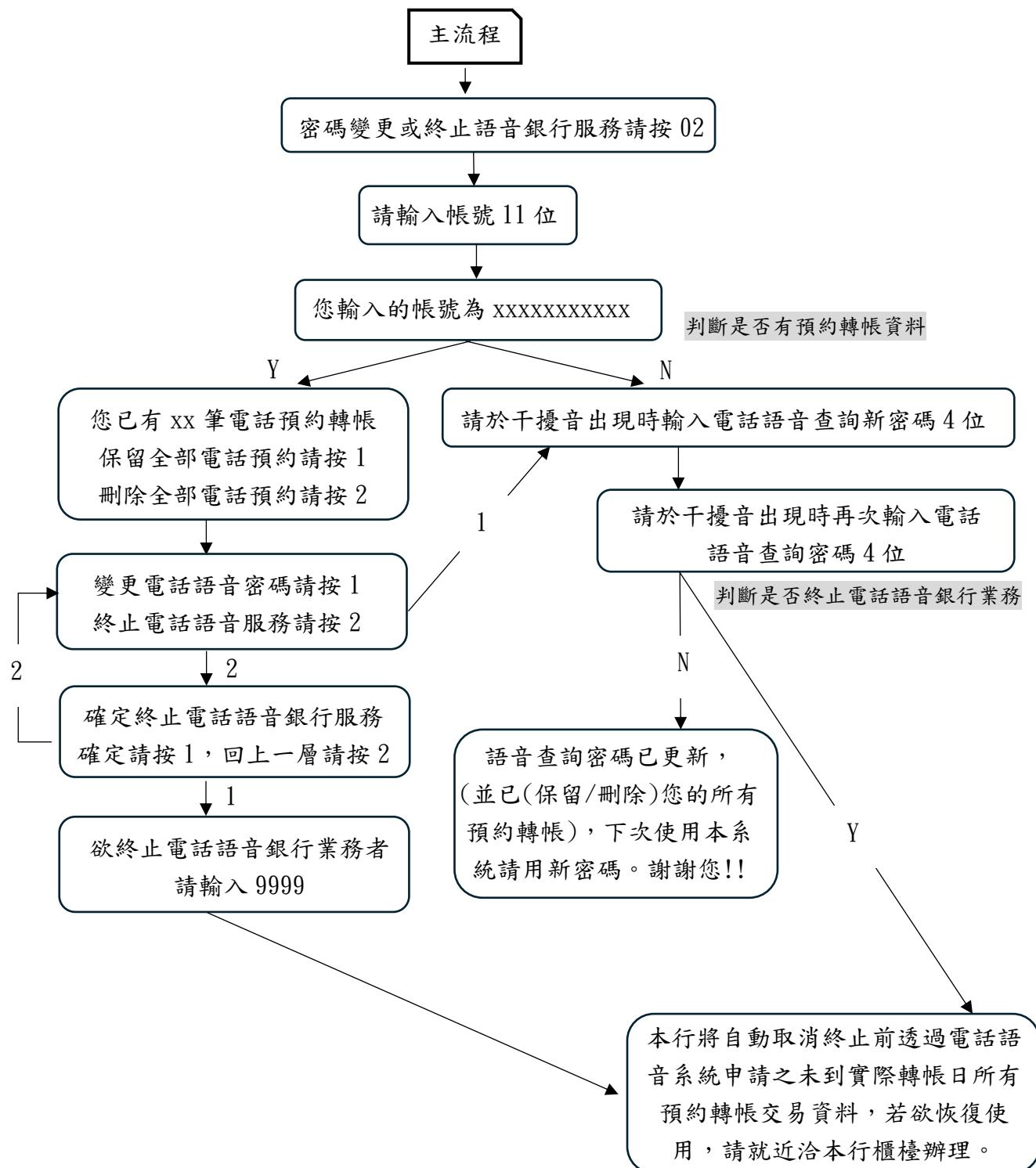
(二)存摺、印鑑及存單掛失(臺幣存款)



(三)存摺、印鑑及存單掛失(外幣存款)

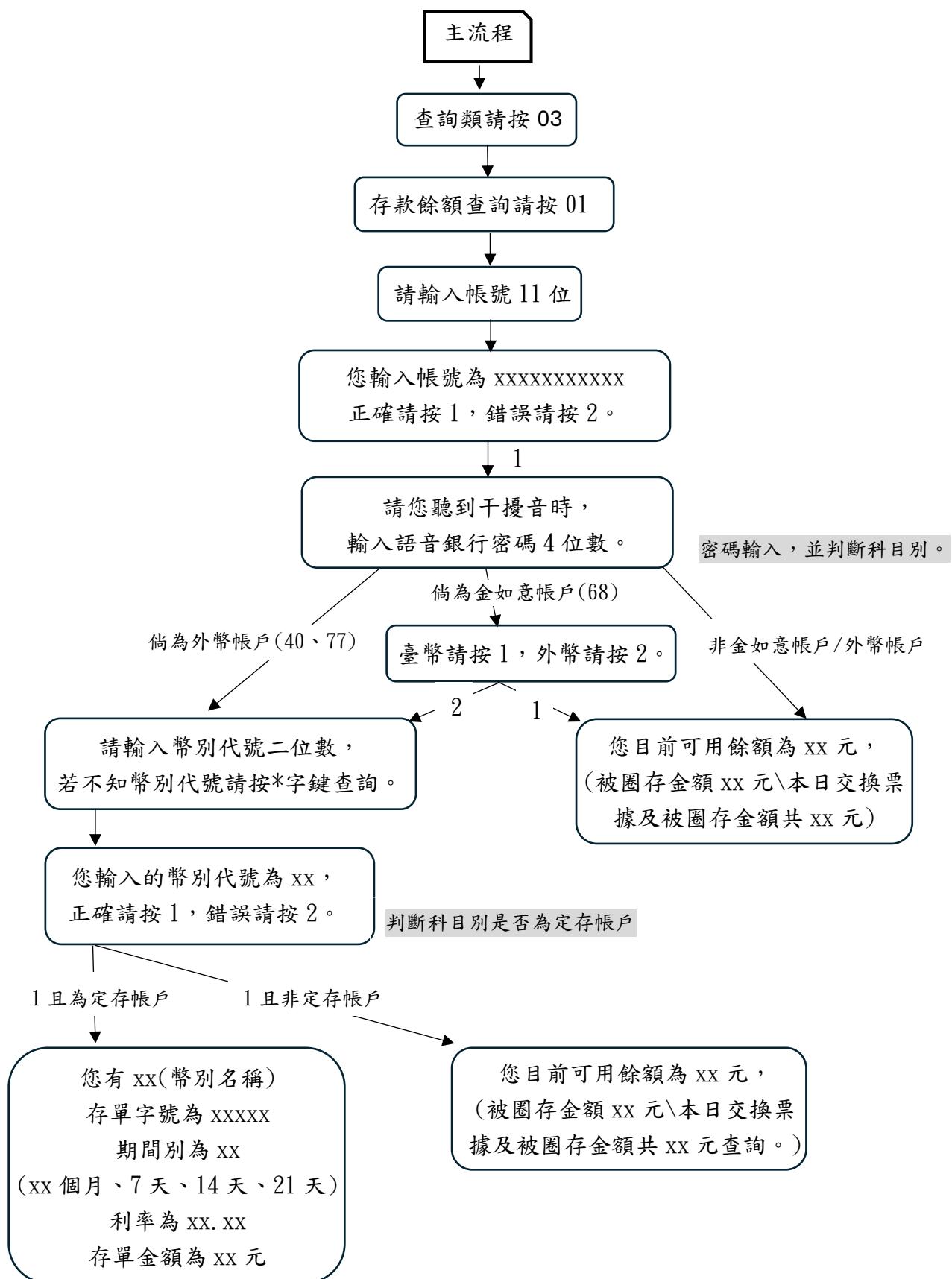


二、密碼變更或終止語音銀行服務

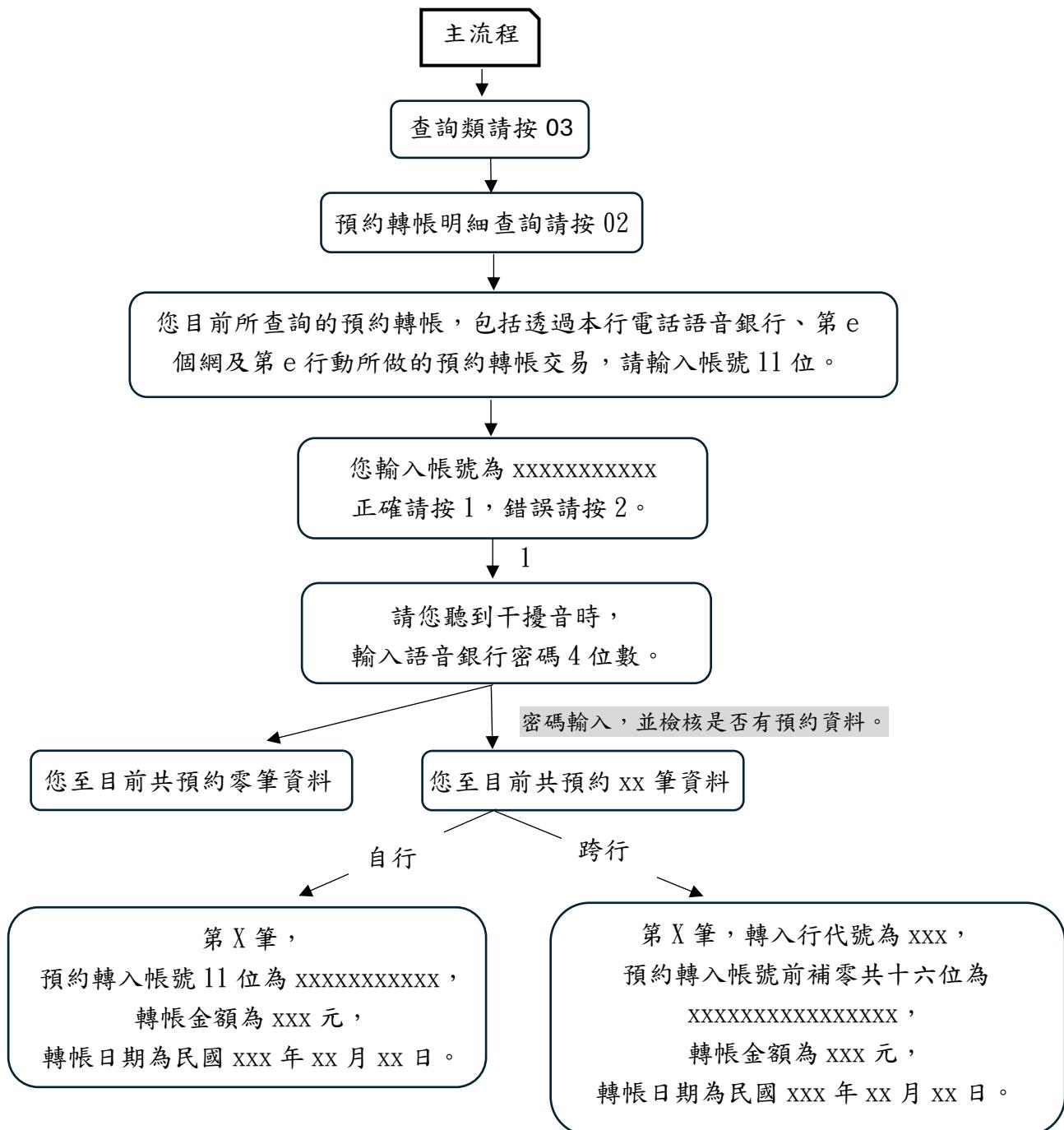


三、查詢類

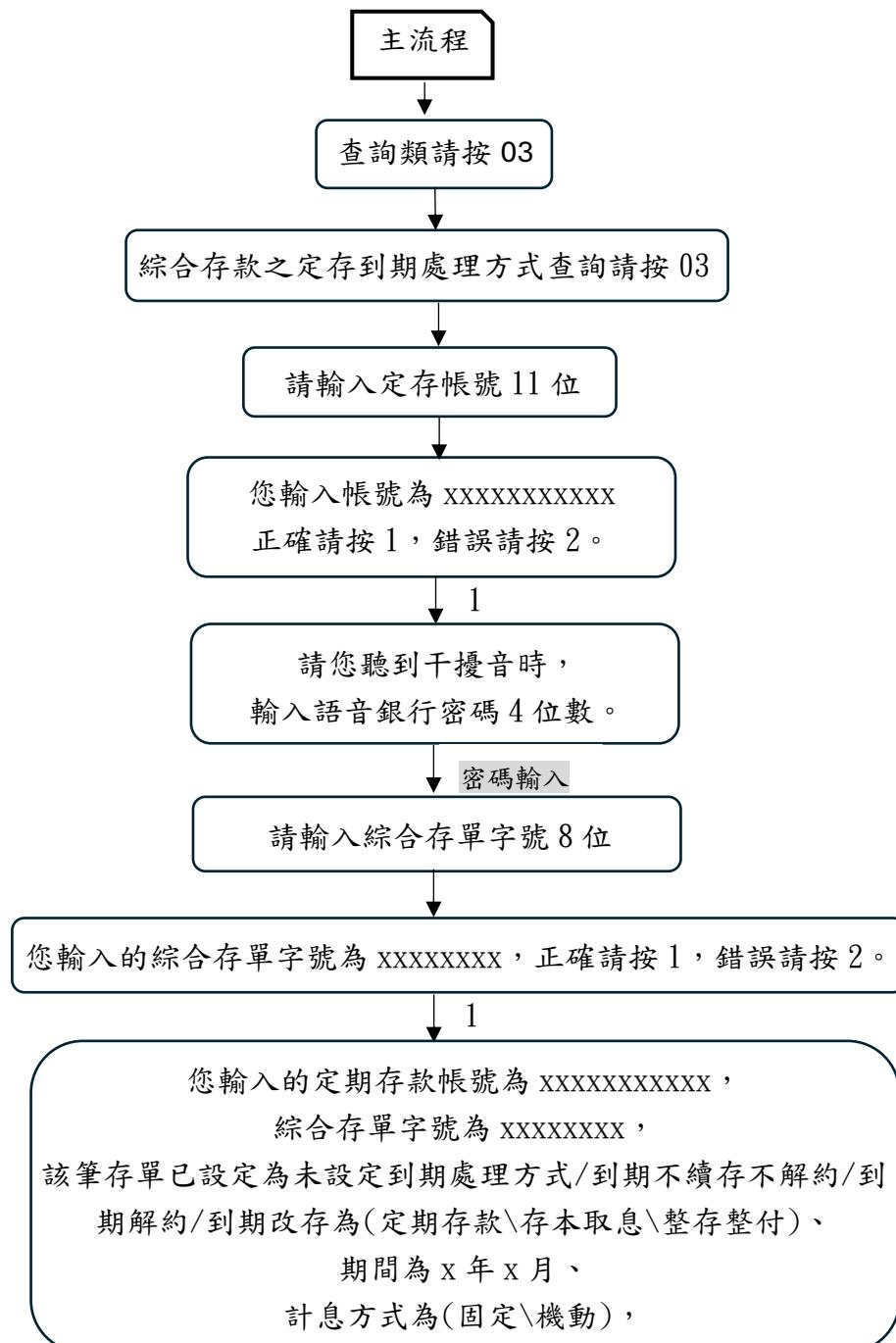
(一) 臺/外幣存款餘額查詢



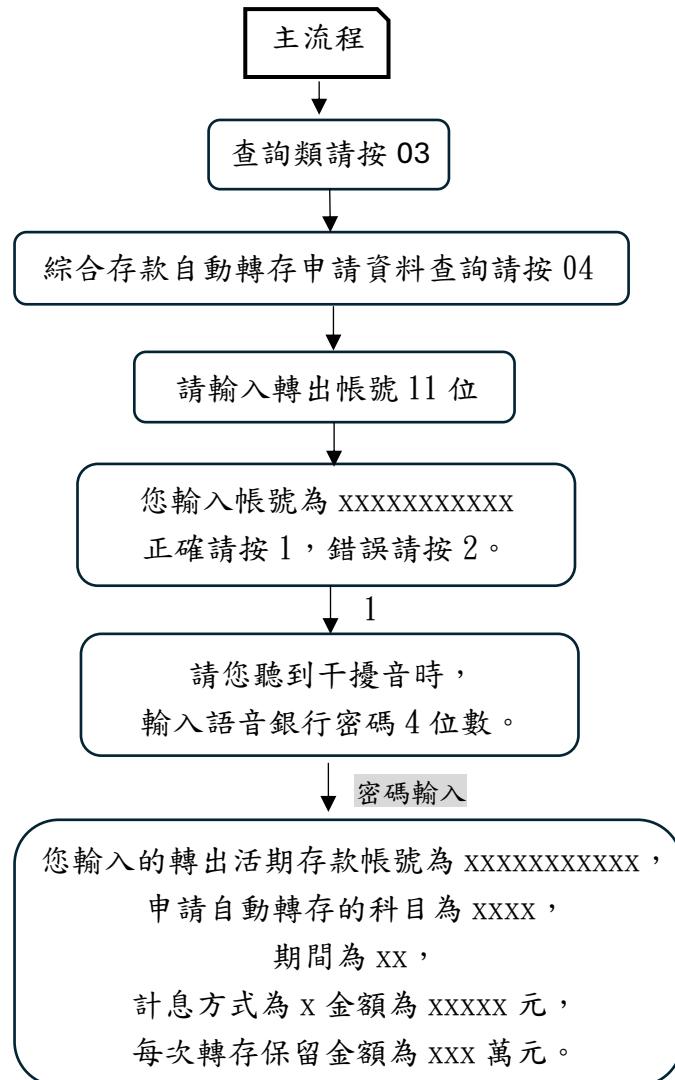
(二) 臺幣預約轉帳明細查詢



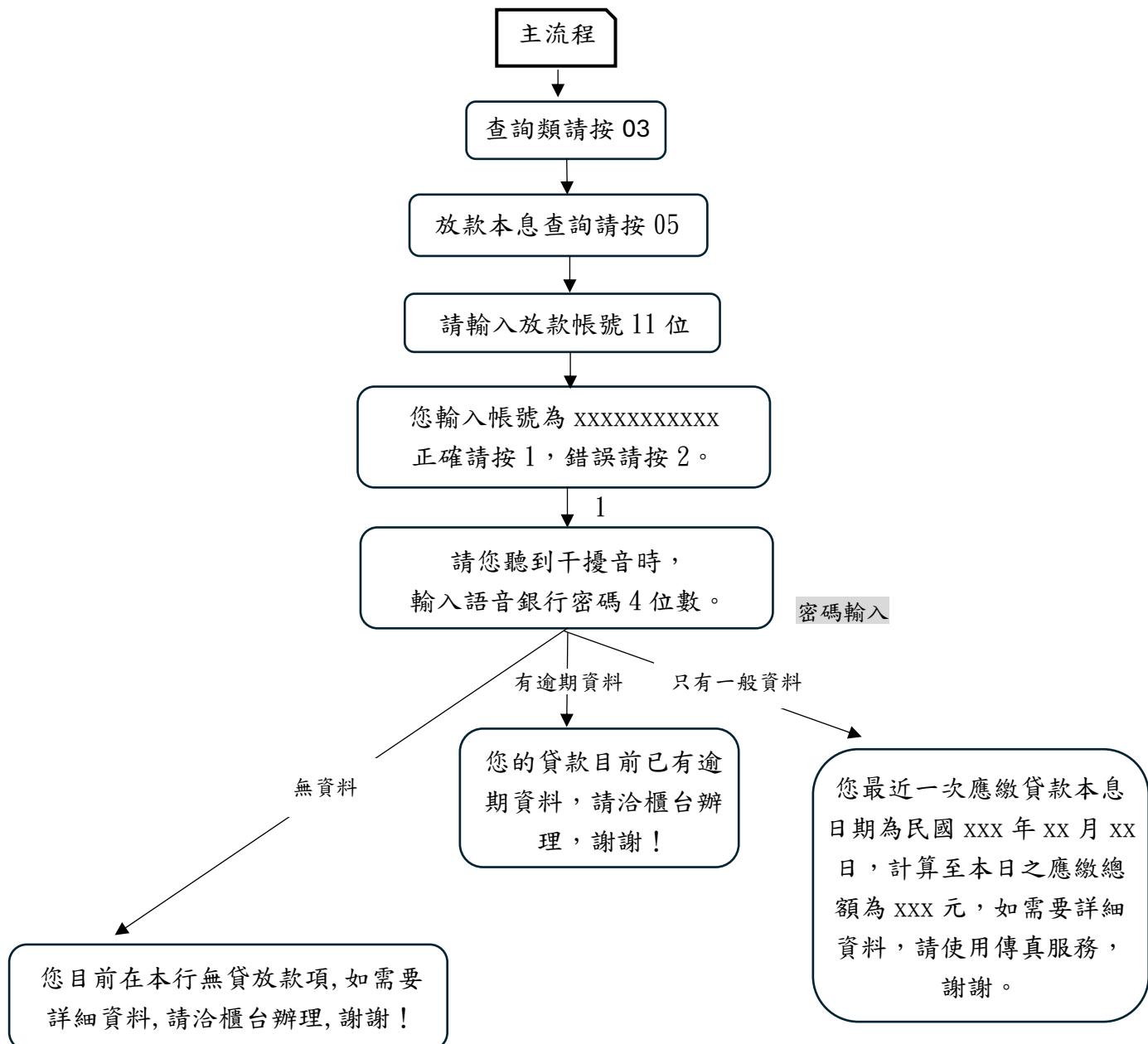
(三)臺幣綜合存款之定存到期處理方式查詢



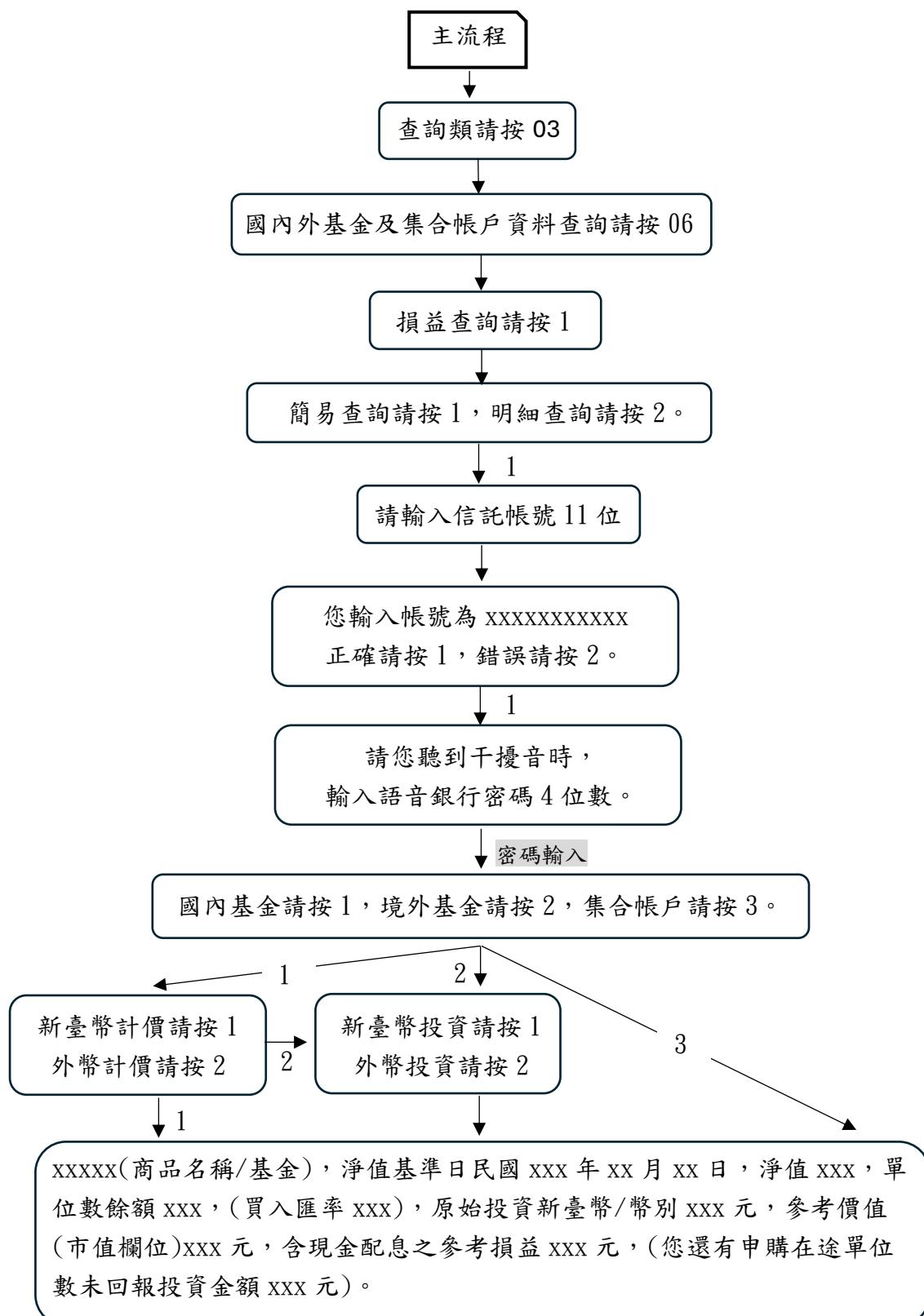
(四) 臺幣綜合存款自動轉存申請資料查詢



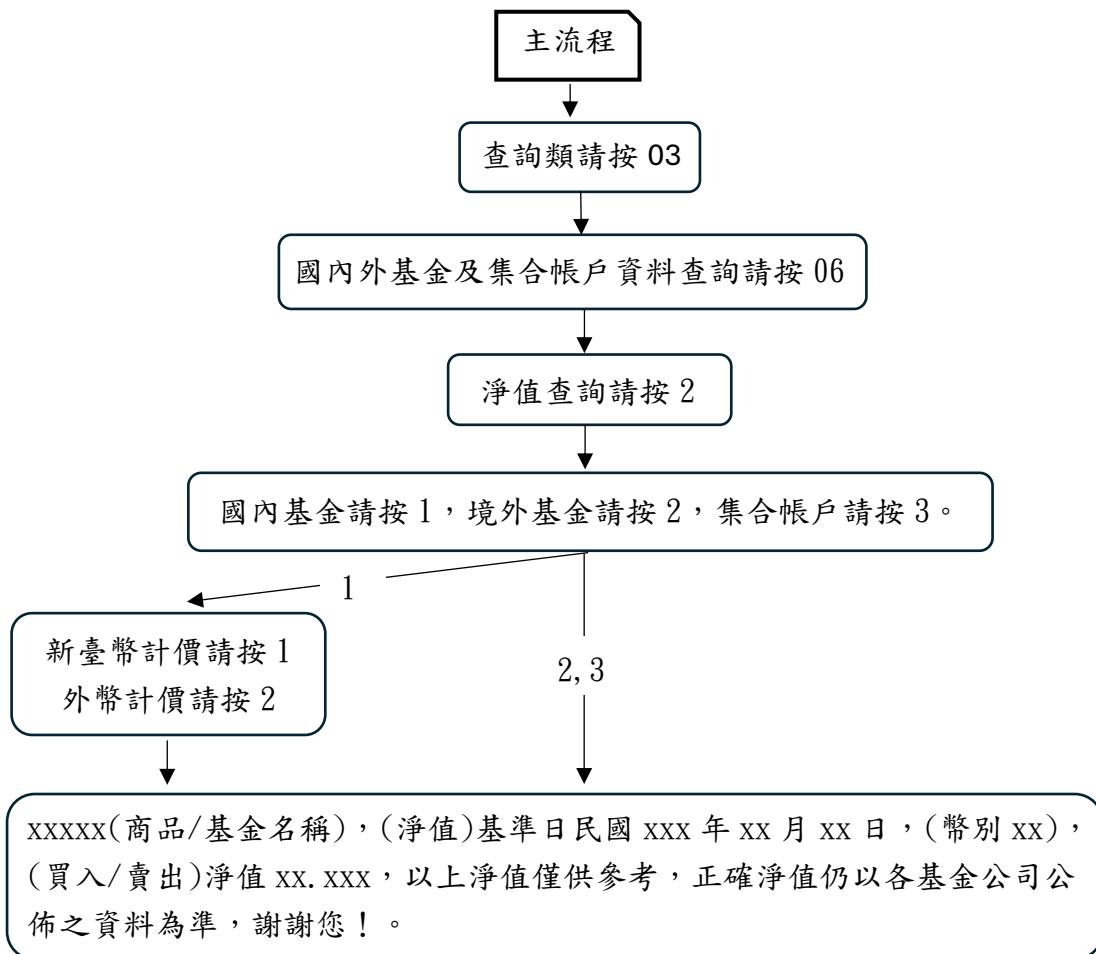
(五)放款本息查詢



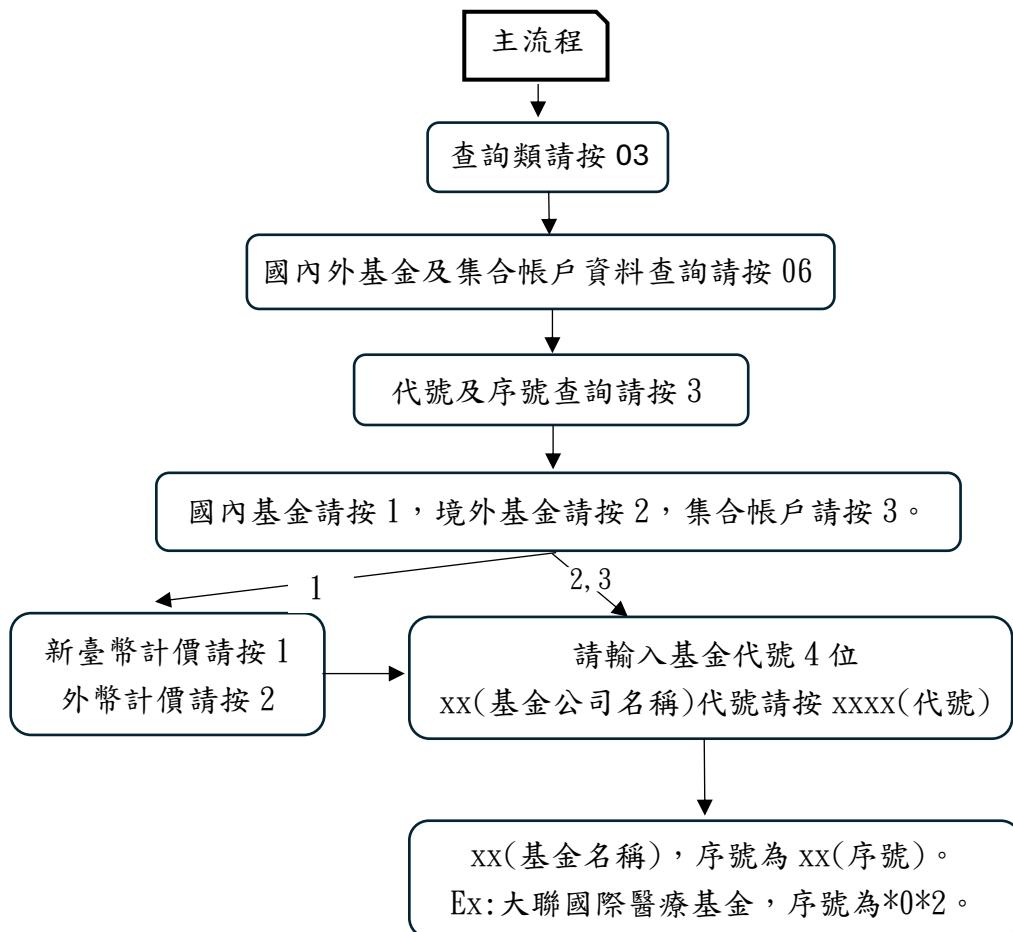
(六)國內外基金及集合帳戶基金損益查詢



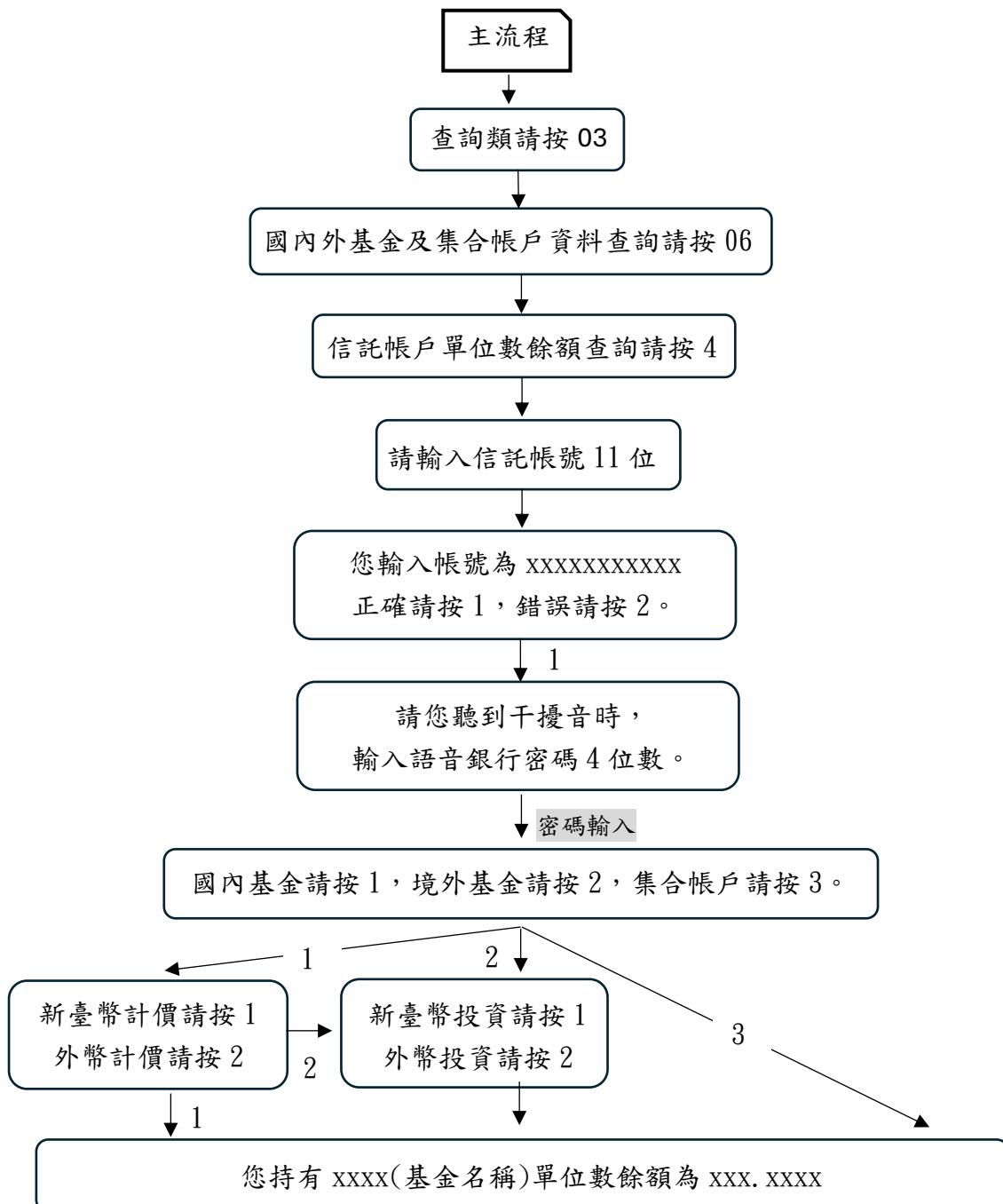
(七)國內外基金及集合帳戶淨值查詢



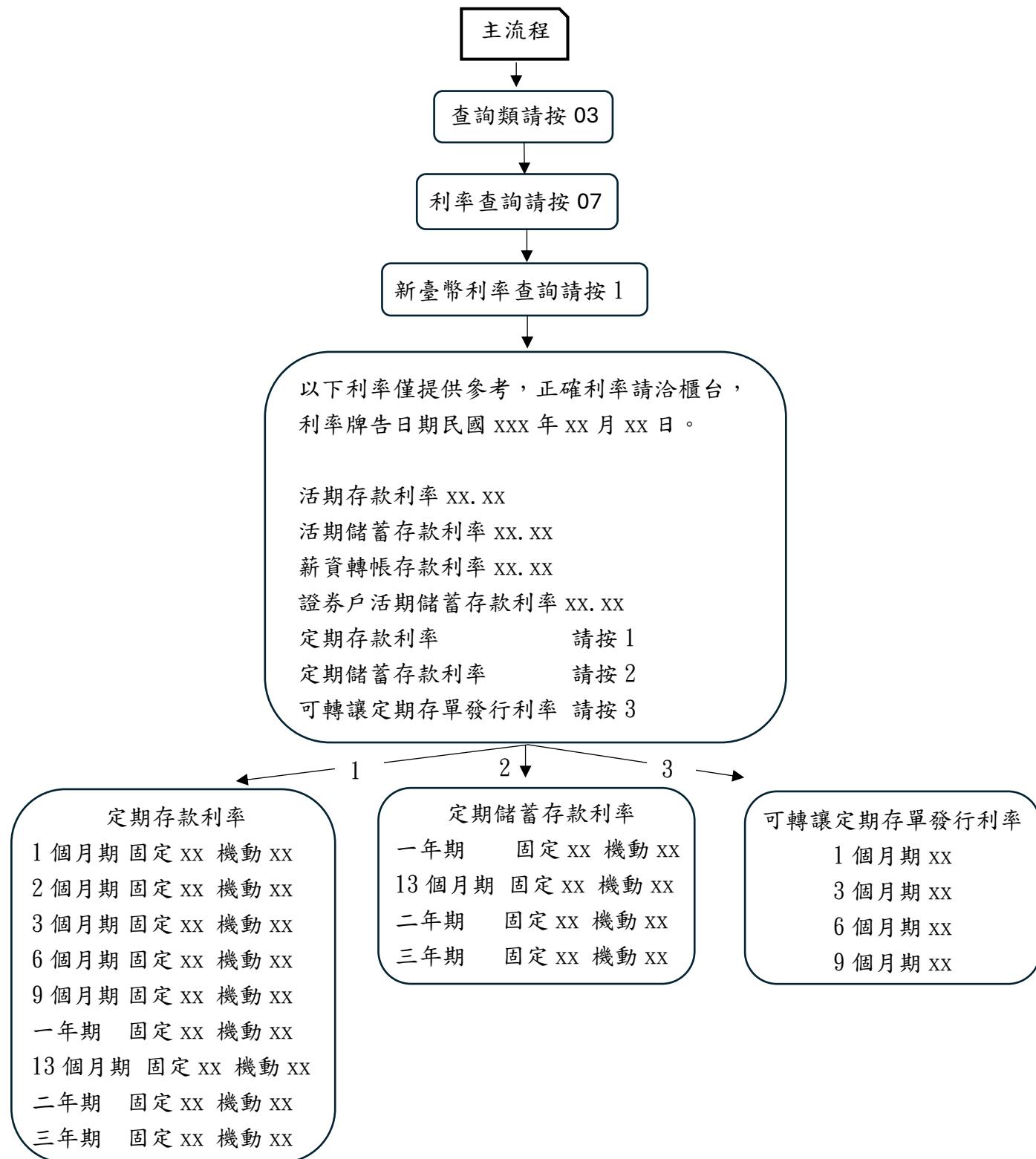
(八)國內外基金及集合帳戶代號及序號查詢



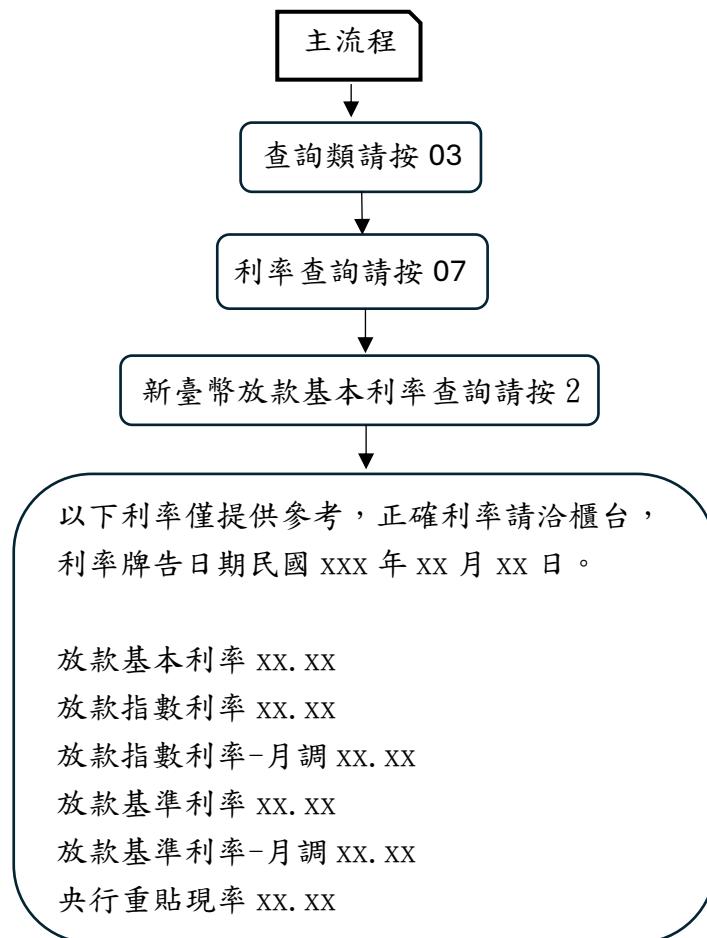
(九)信託帳戶單位數餘額查詢



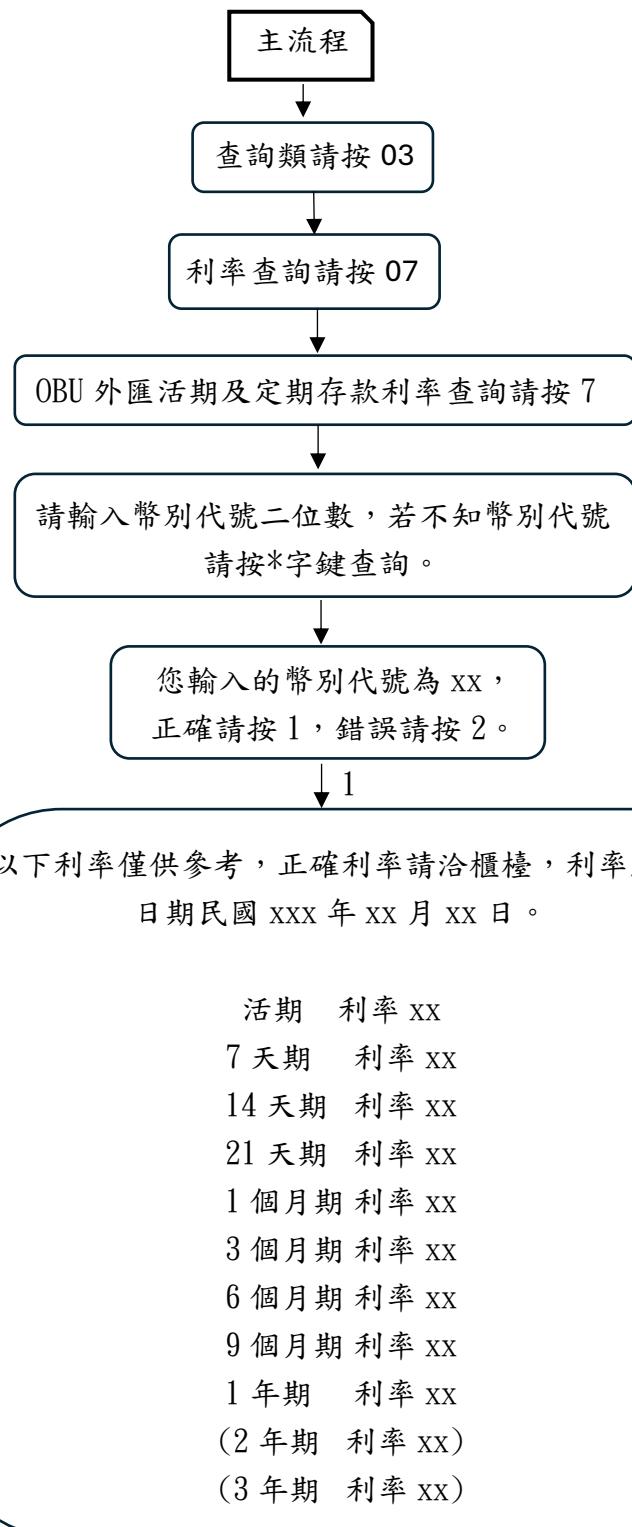
(十)新臺幣存款利率查詢



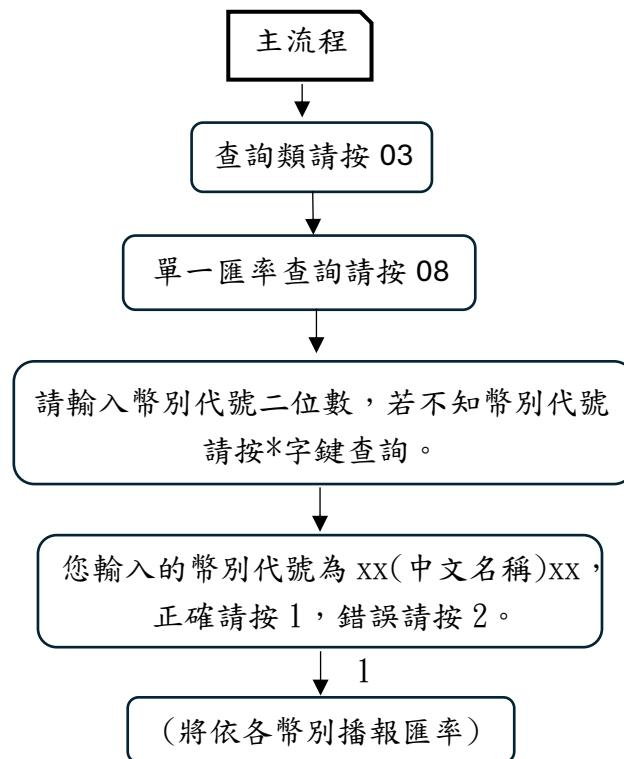
(十一)新臺幣放款基本利率查詢



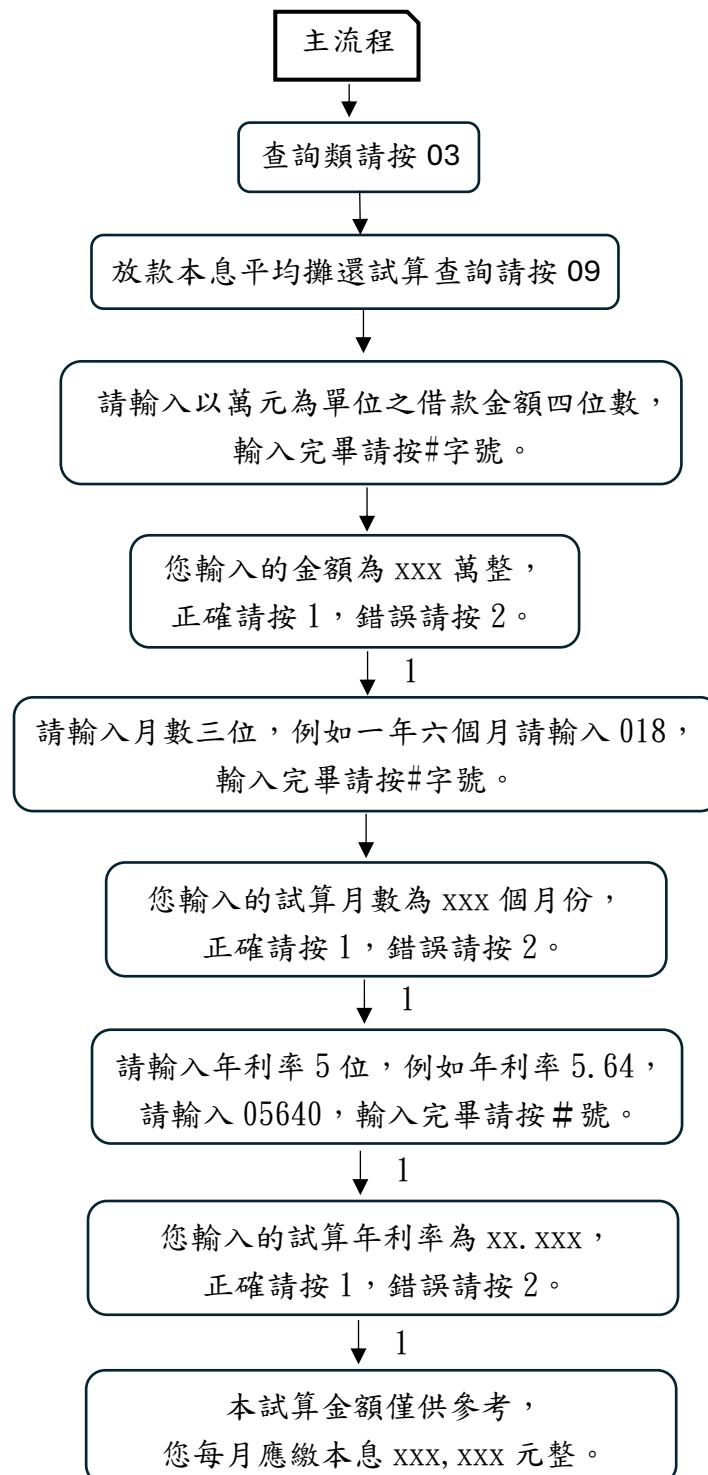
(十二) OBU 外幣活期及定期存款利率查詢



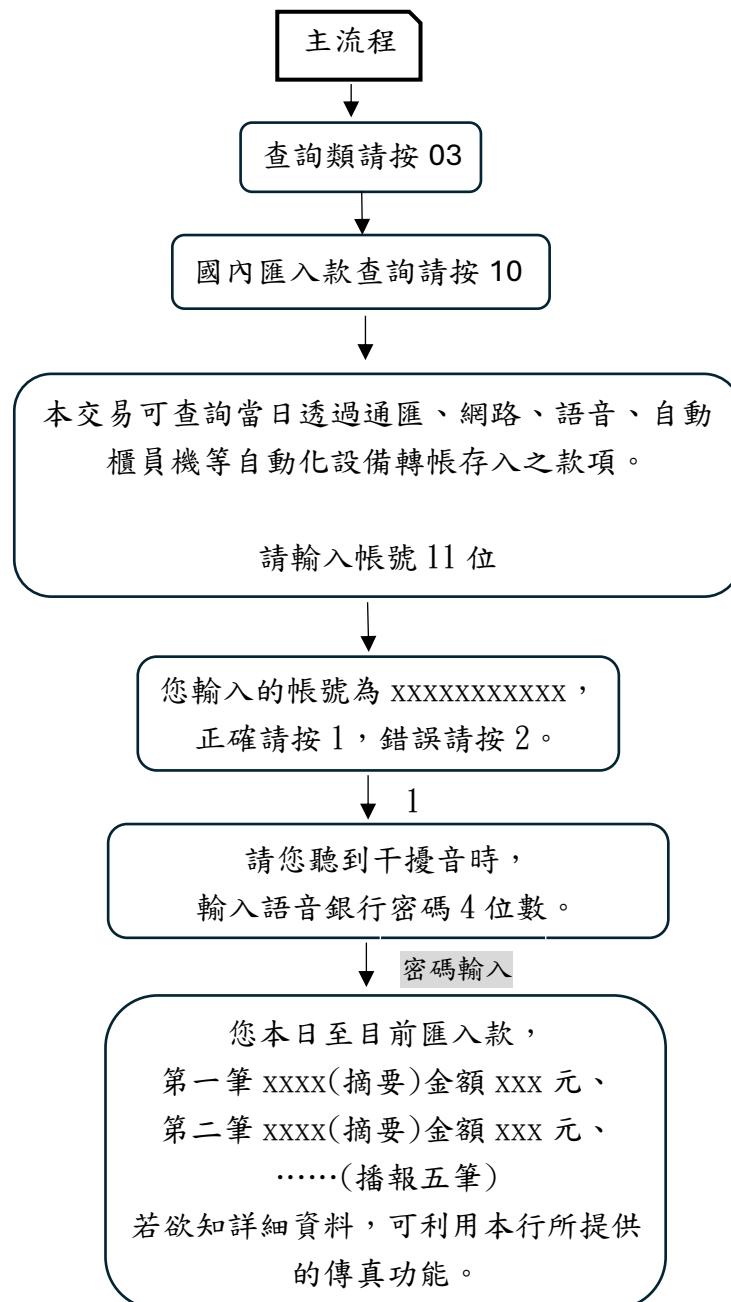
(十三)外幣匯率查詢



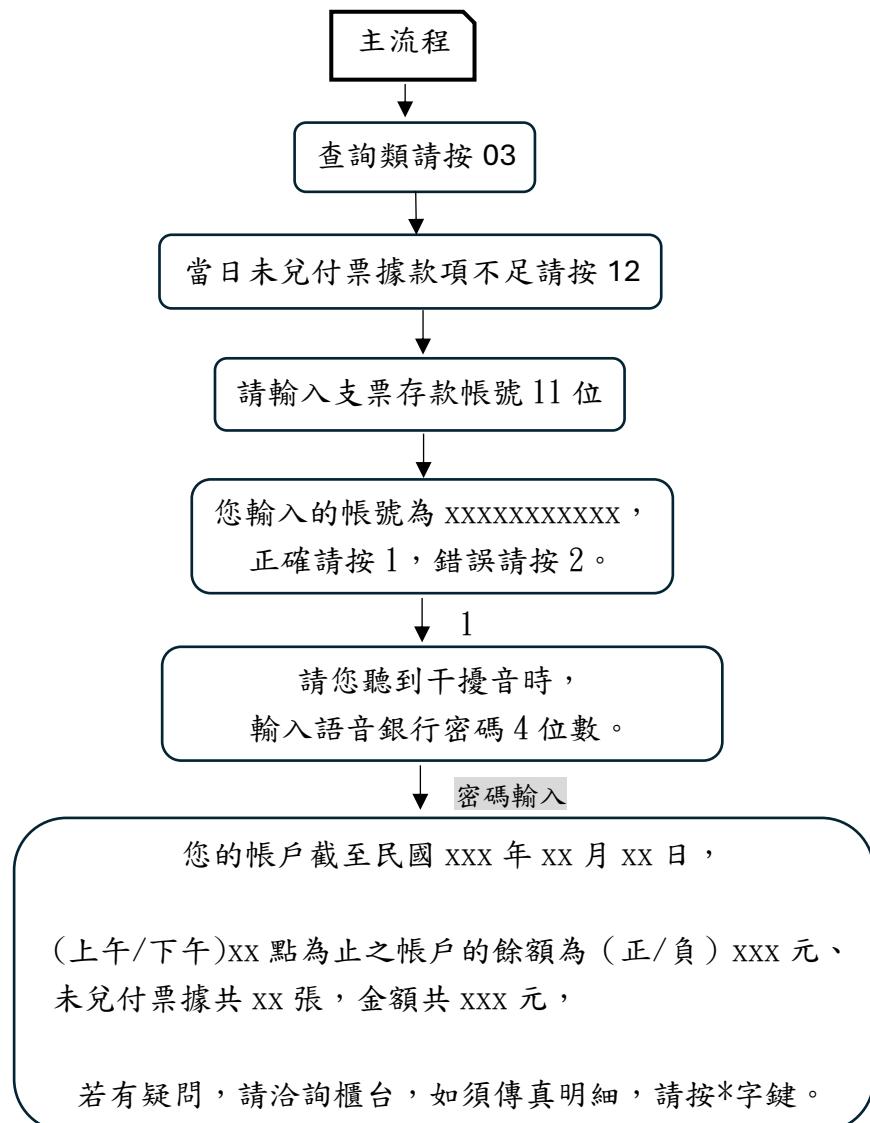
(十四)放款本息平均攤還試算查詢



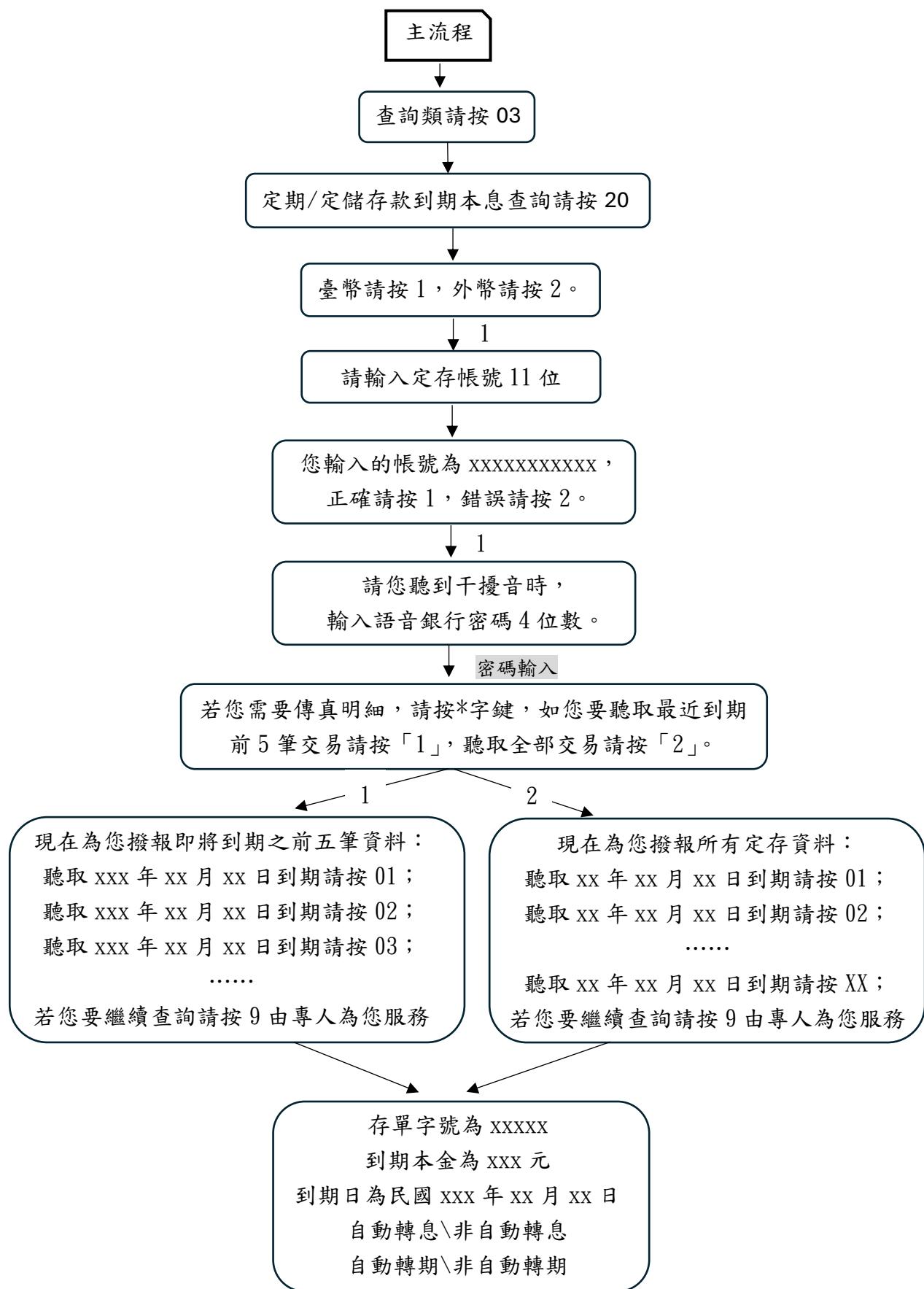
(十五) 臺幣匯入款查詢



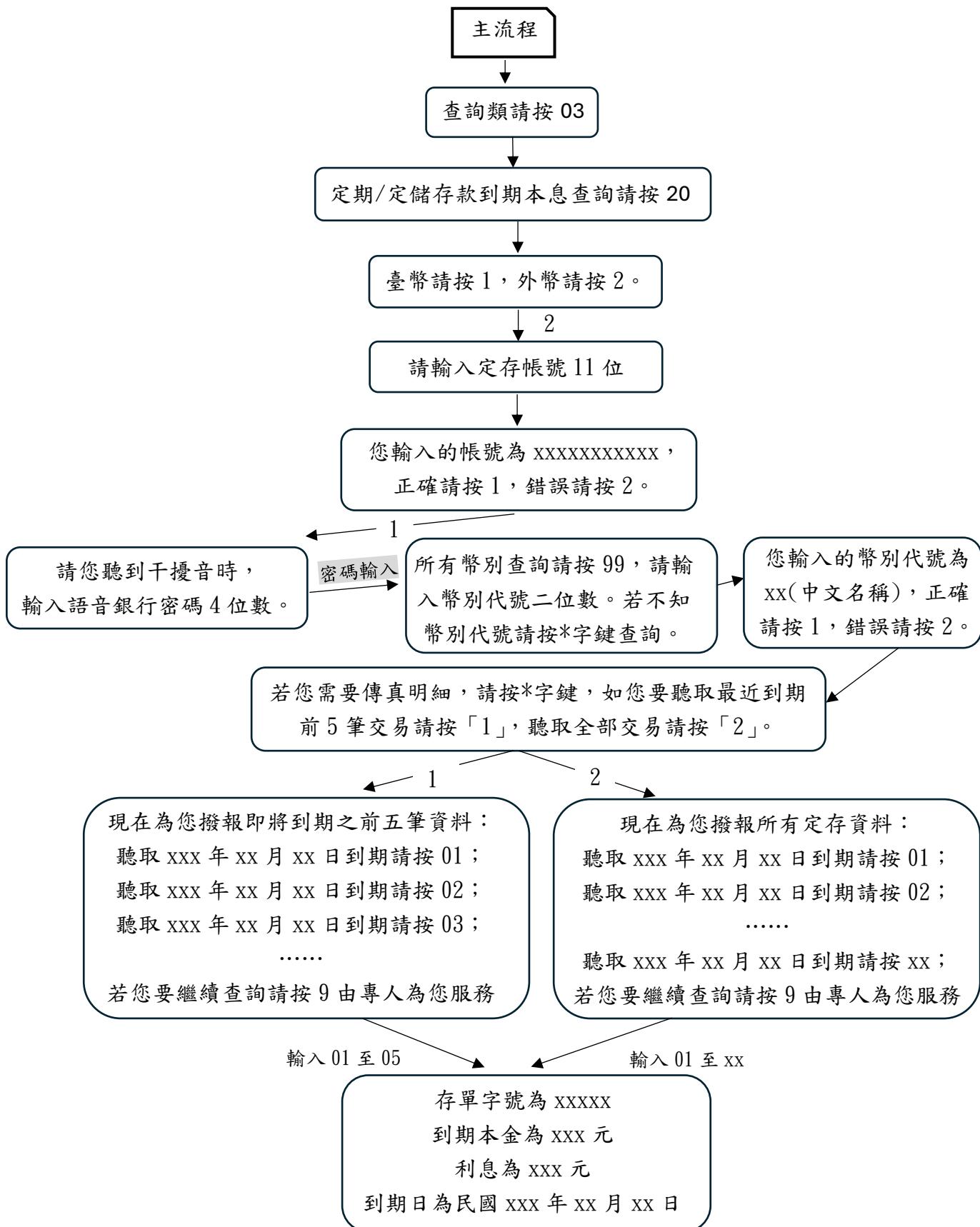
(十六)當日未兌付票據款項不足查詢



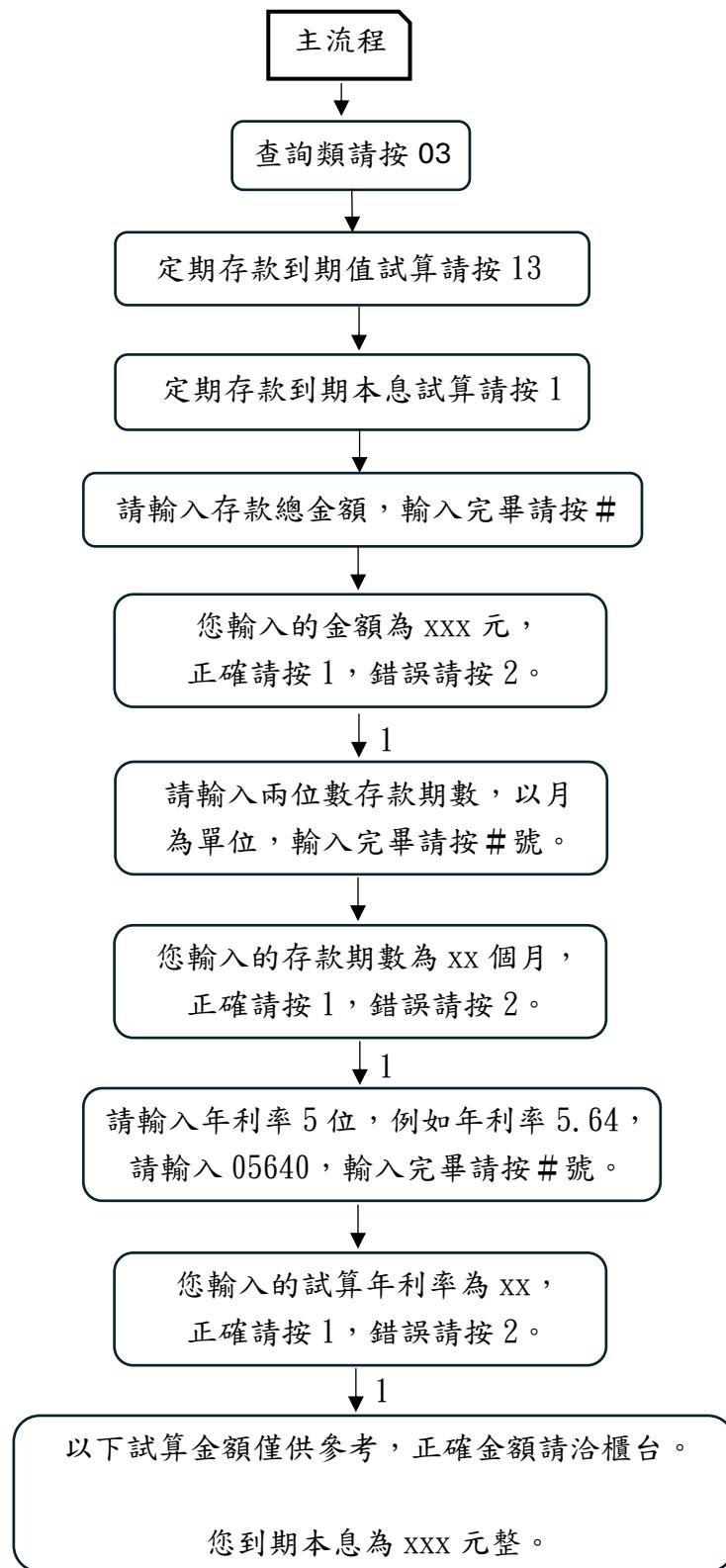
(十七)臺幣定期/定儲存款到期本息查詢



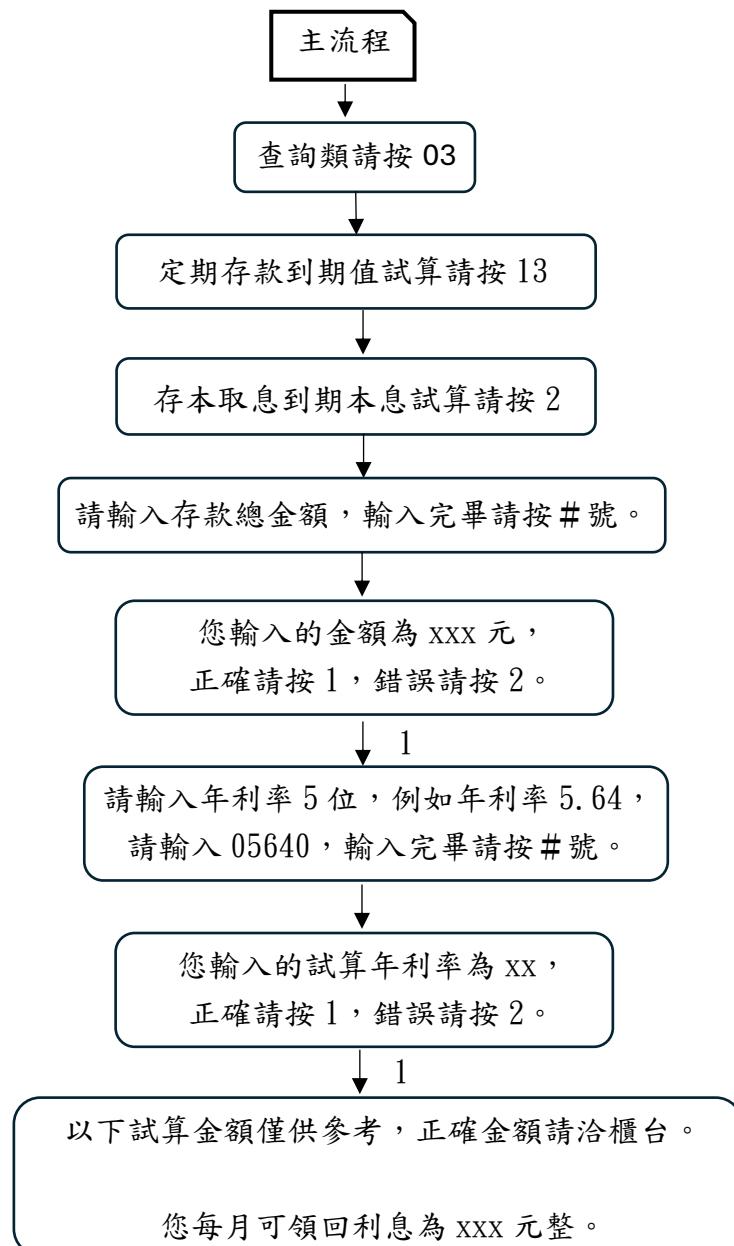
(十八)外幣定期/定儲存款到期本息查詢



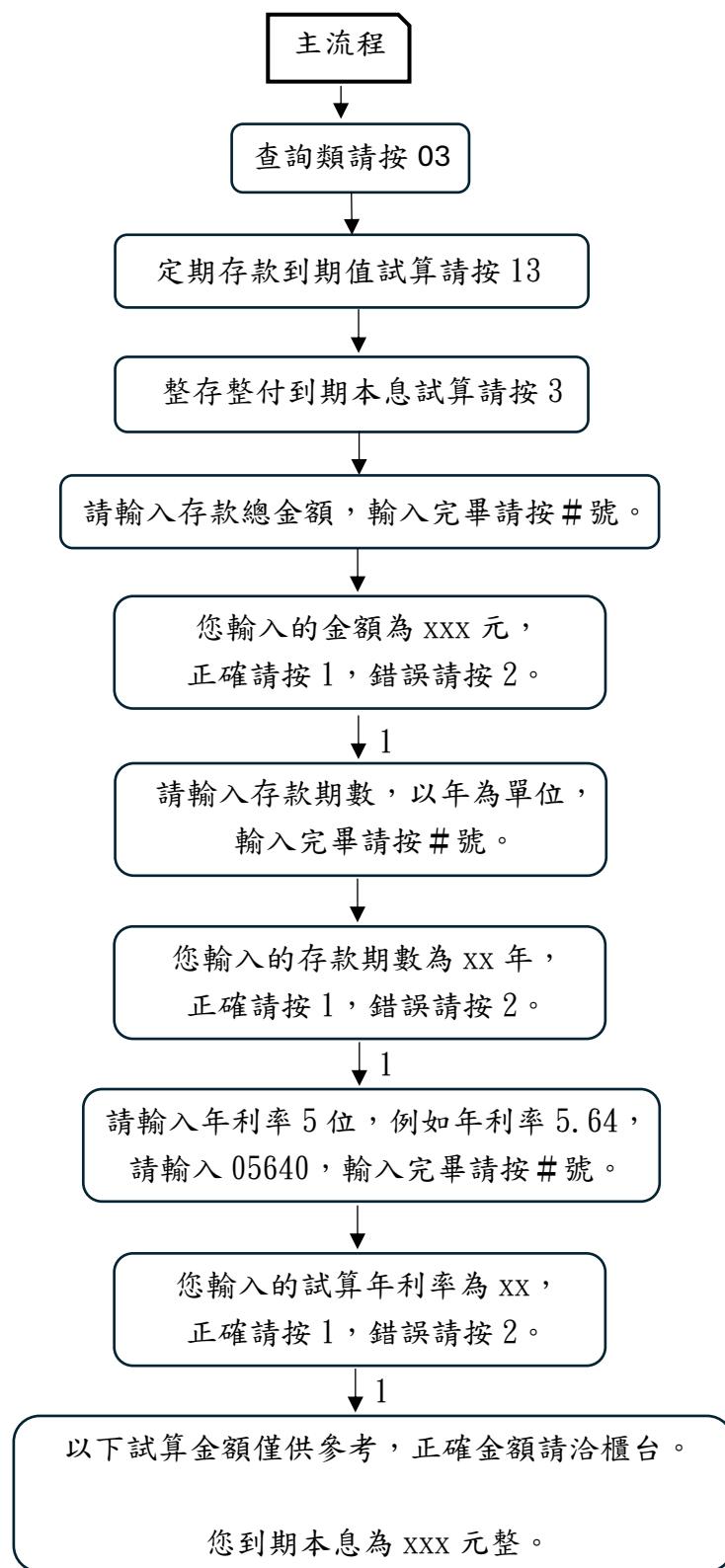
(十九)定期存款到期本息試算



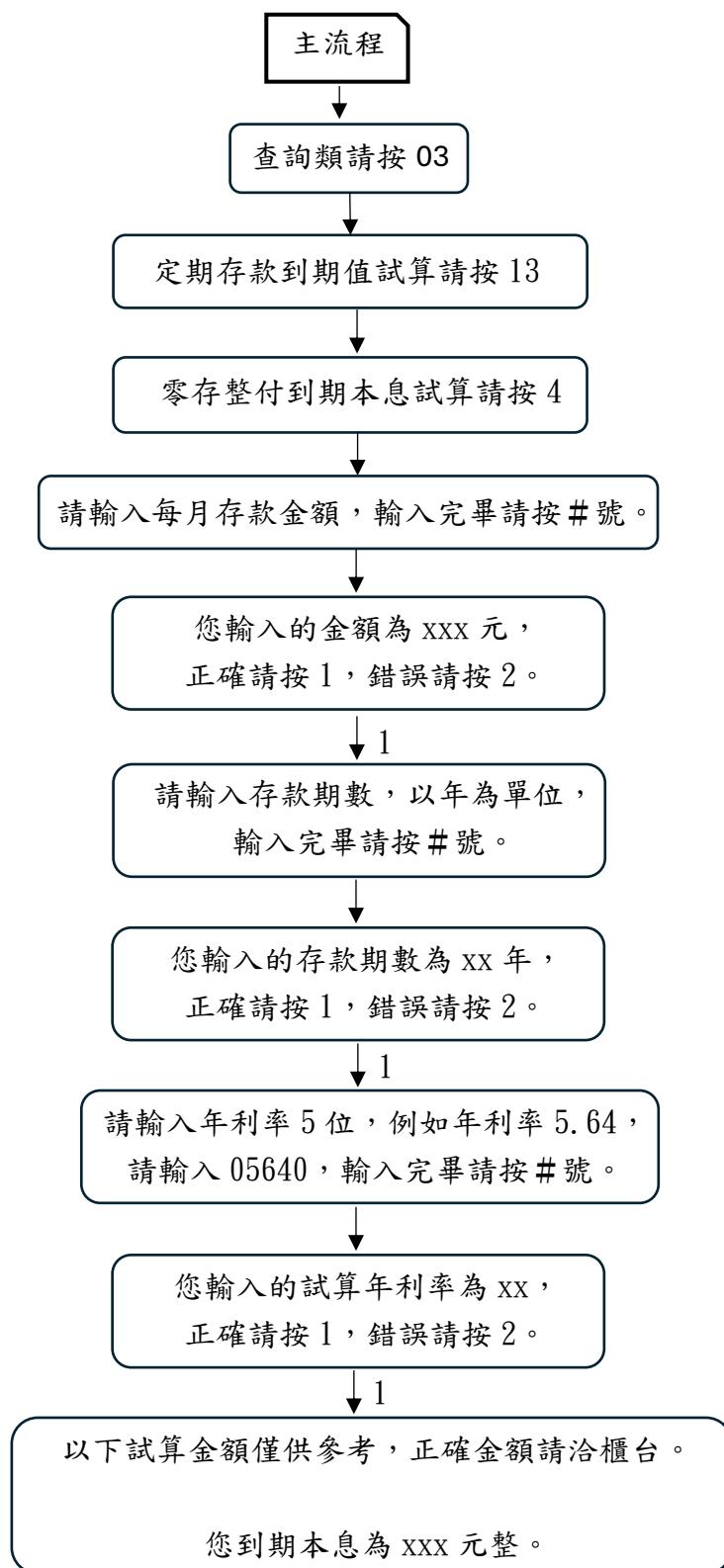
(二十)存本取息到期本息試算



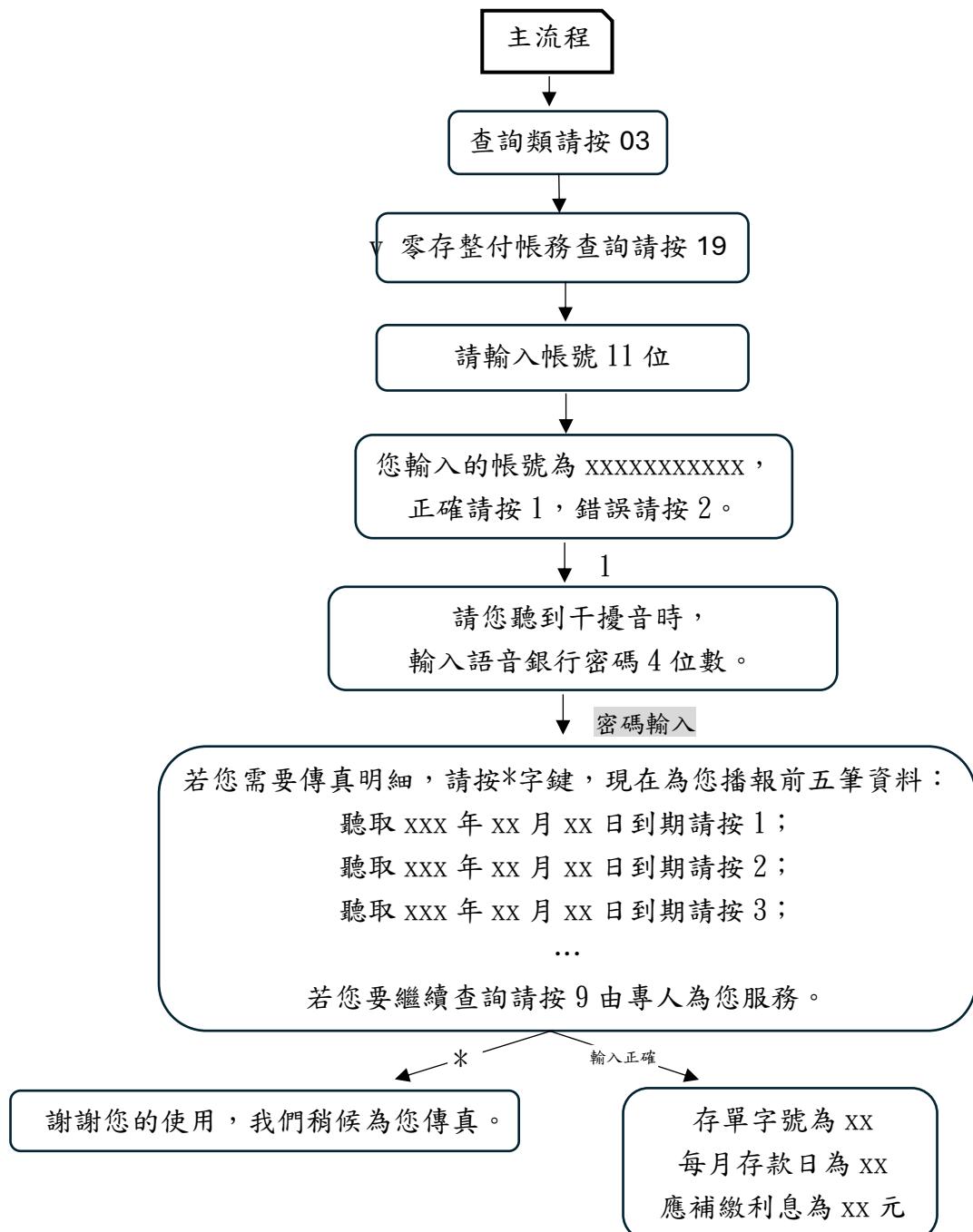
(二十一)整存整付到期本息試算



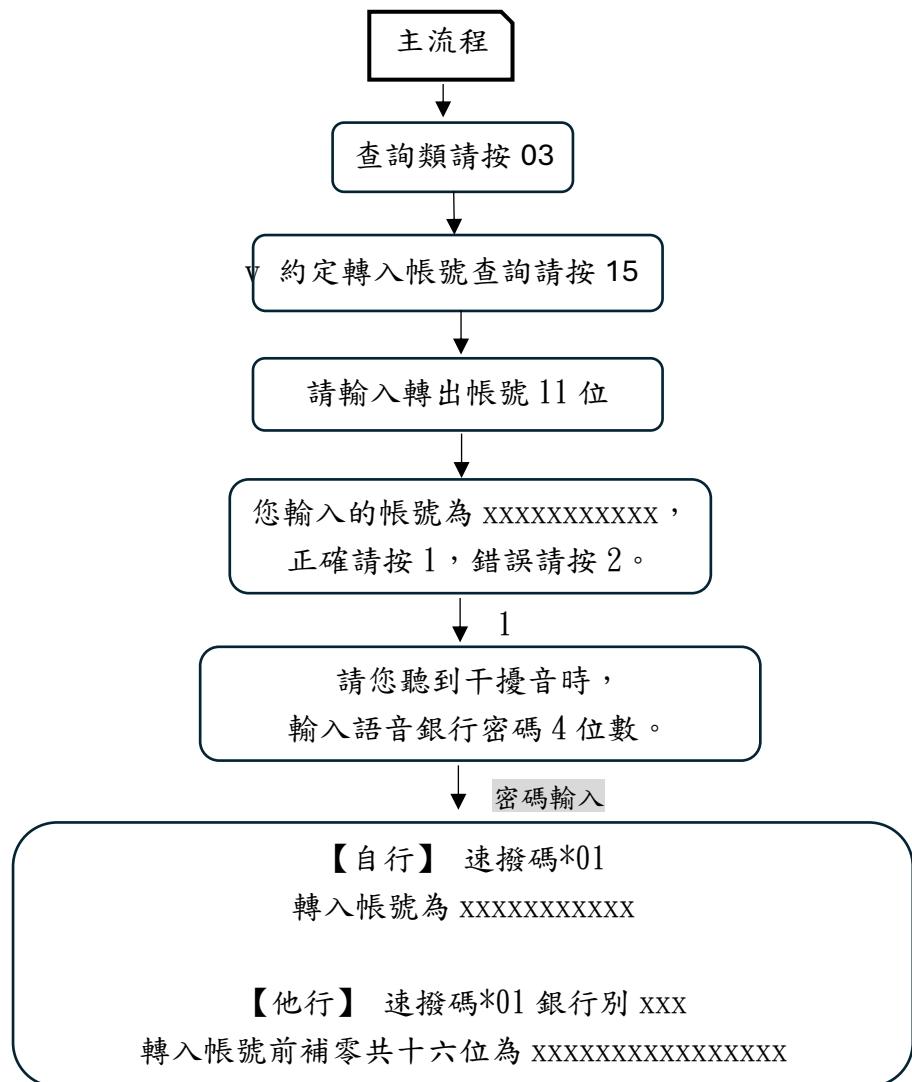
(二十二)零存整付到期本息試算



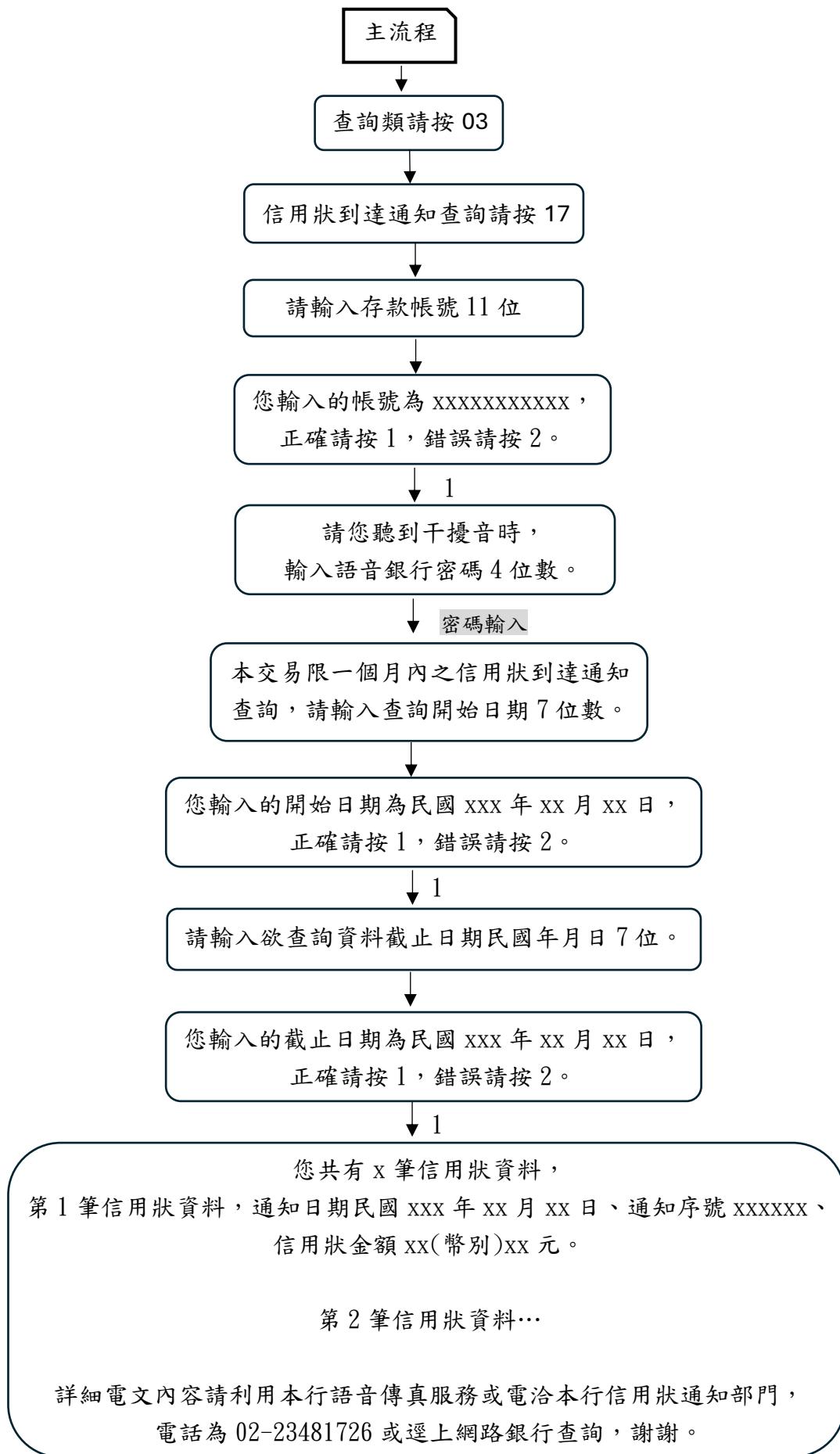
(二十三) 臺幣零存整付帳務查詢



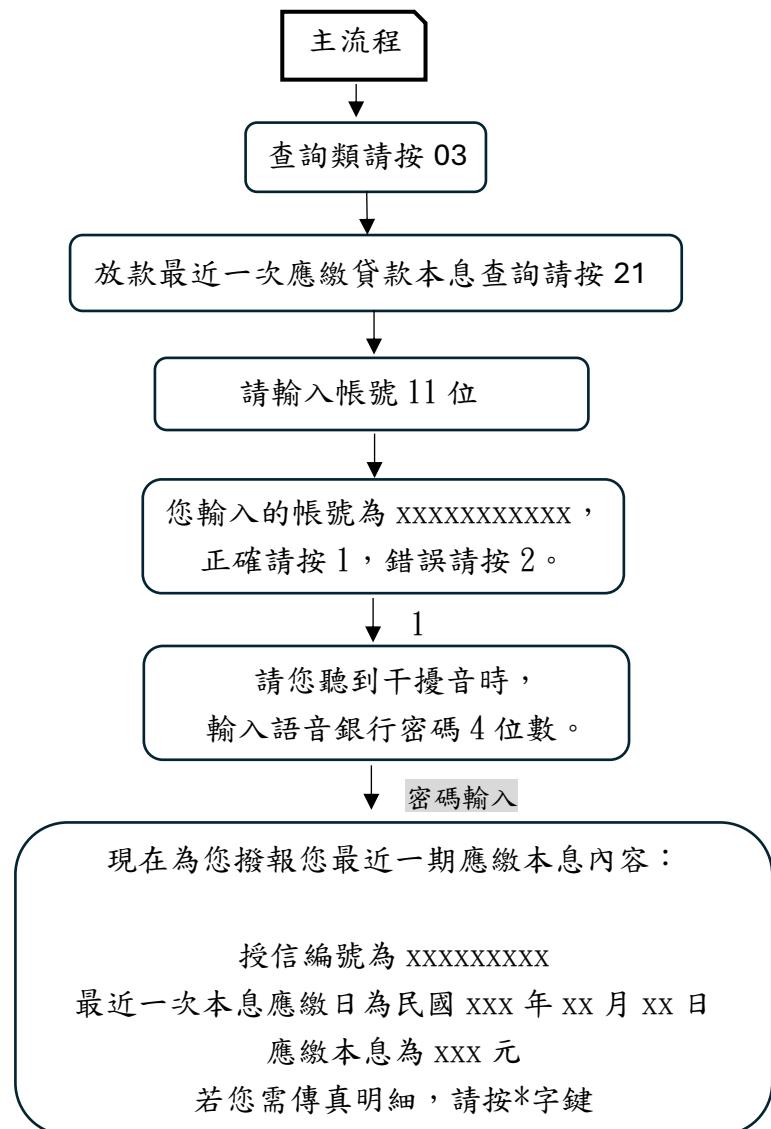
(二十四) 臺幣約定轉入帳號查詢(含速撥碼)



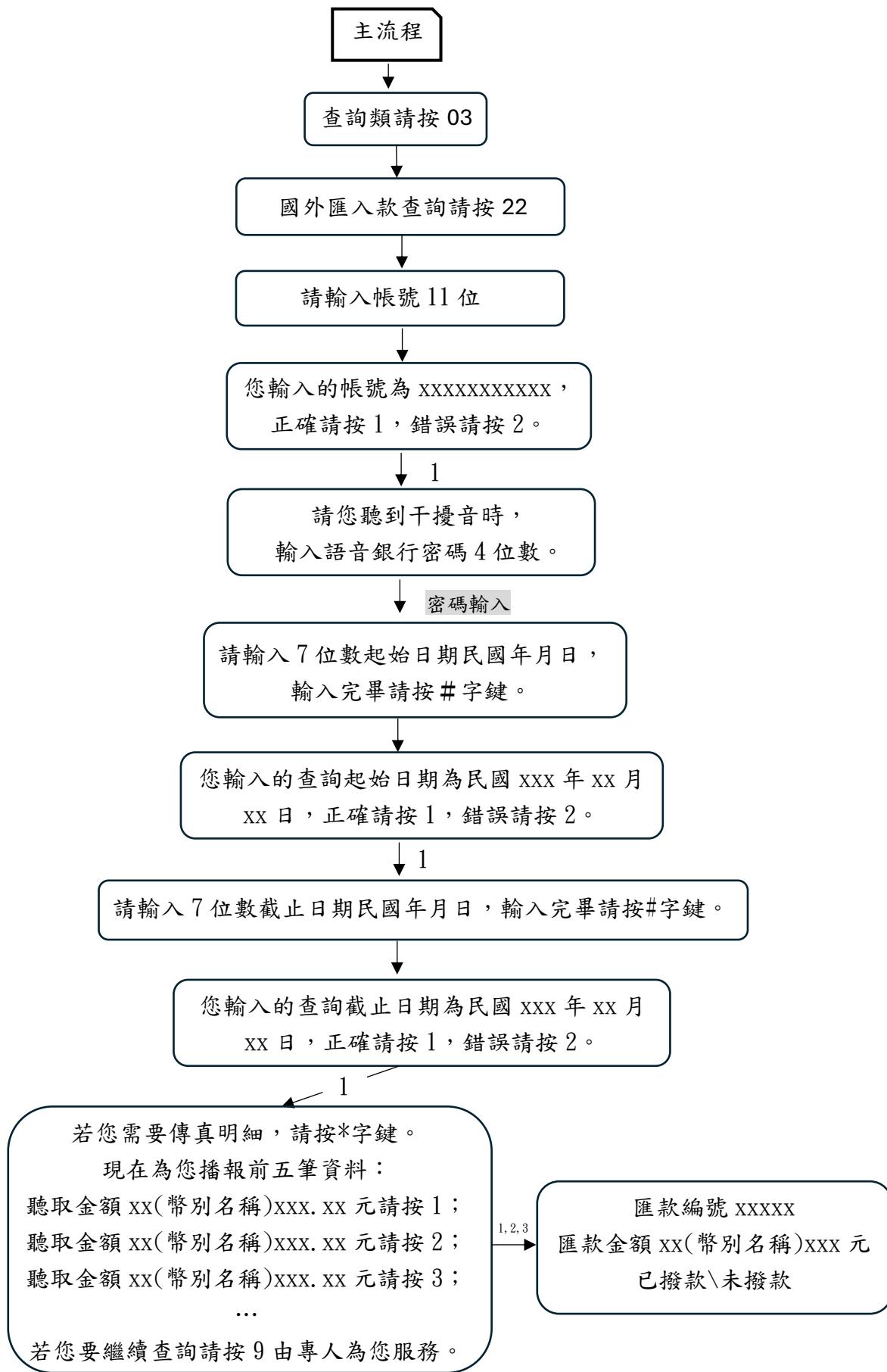
(二十五)國外信用狀到達通知查詢



(二十六)放款最近一次應繳貸款查詢

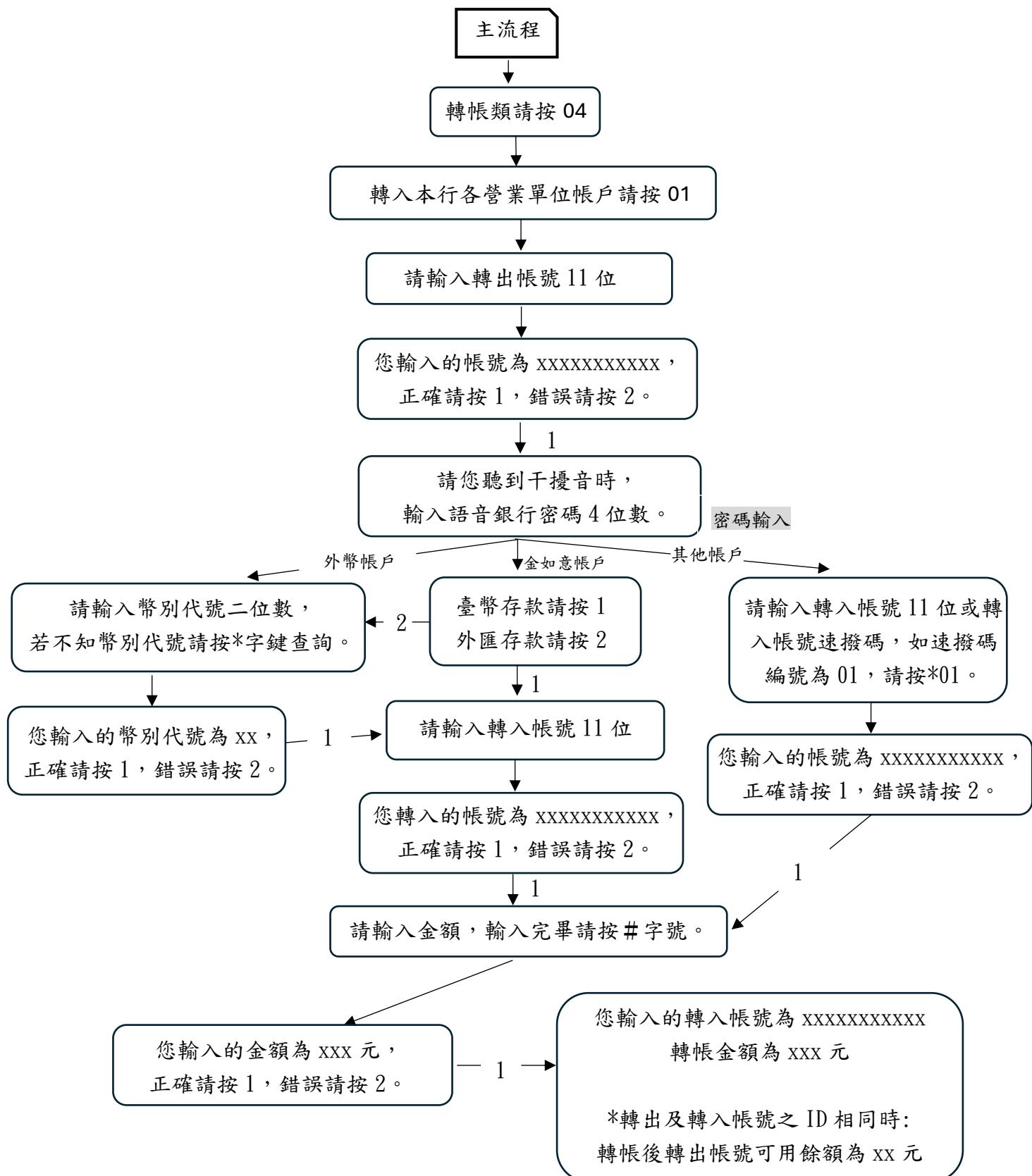


(二十七)外幣匯入款查詢

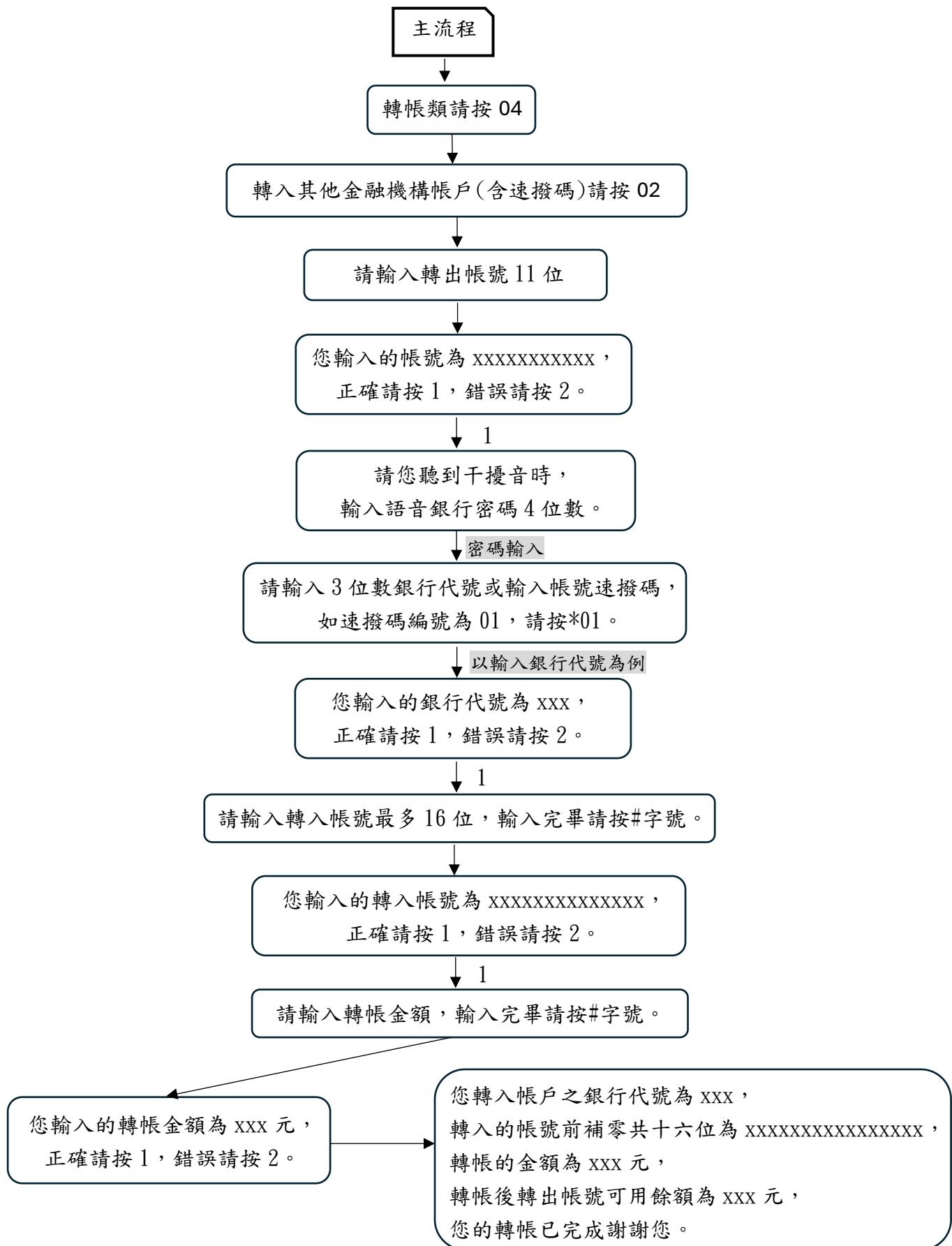


四、轉帳類

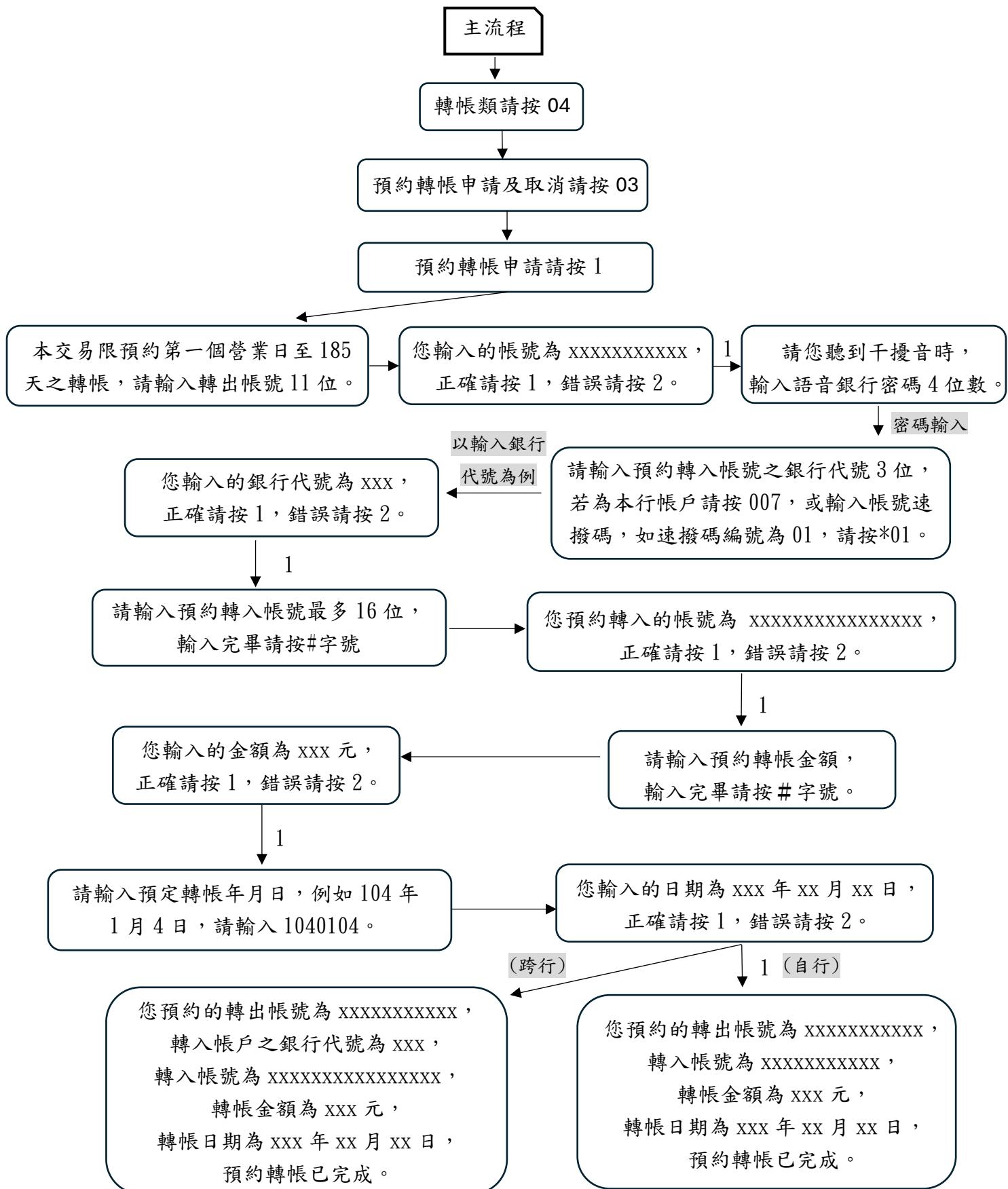
(一) 轉入本行臺/外幣帳戶



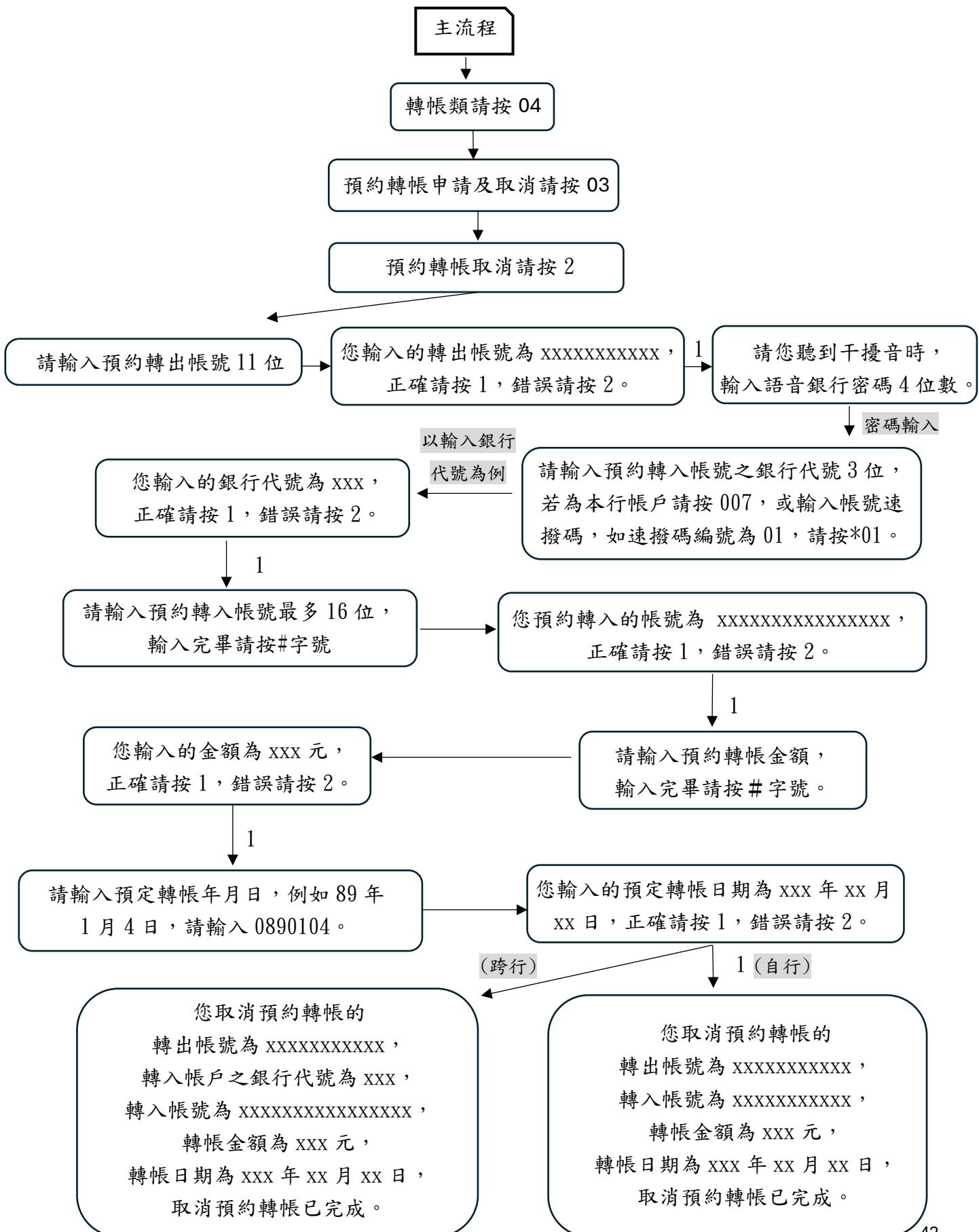
(二) 轉入其他銀行臺幣帳戶



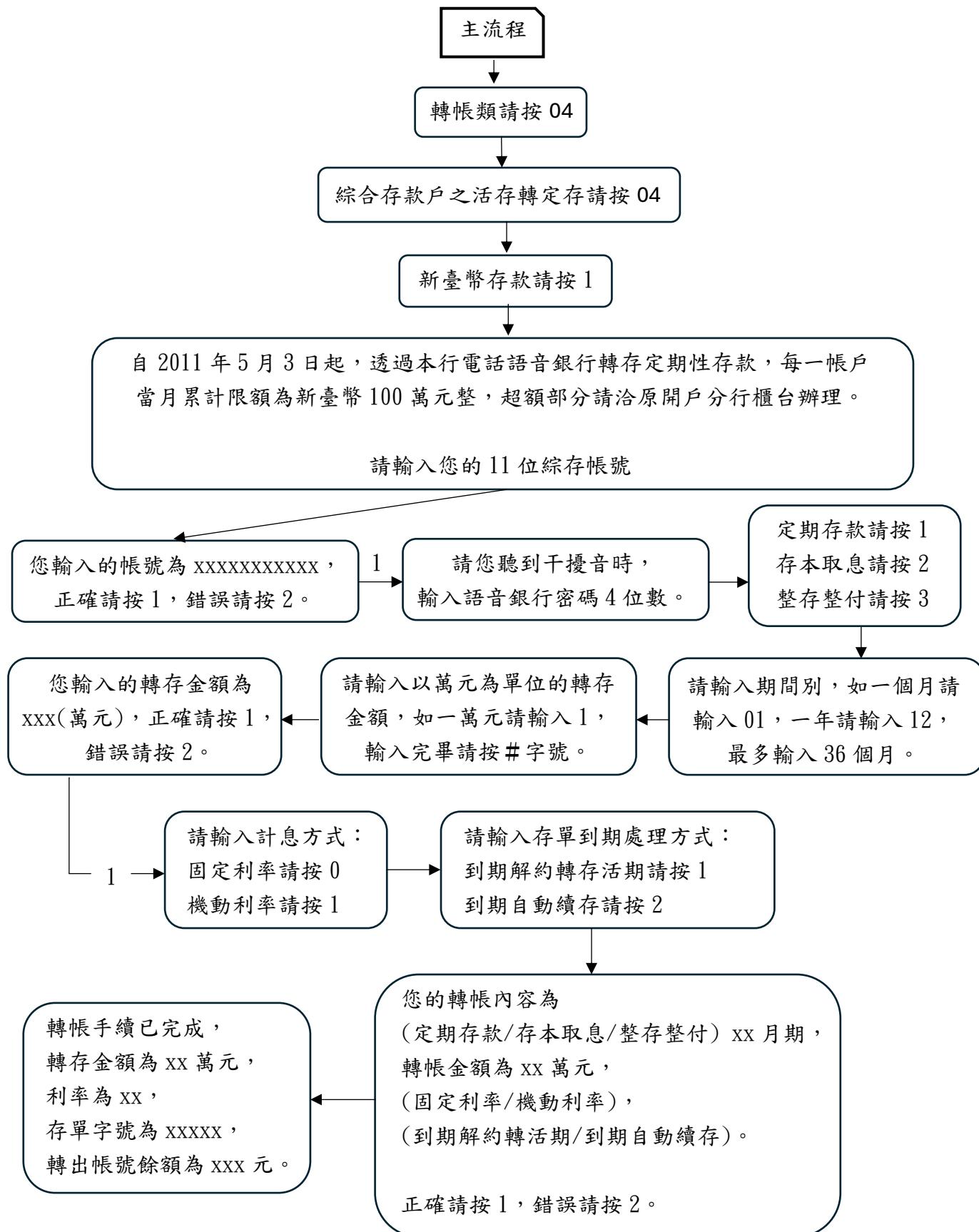
(三) 臺幣預約轉帳申請



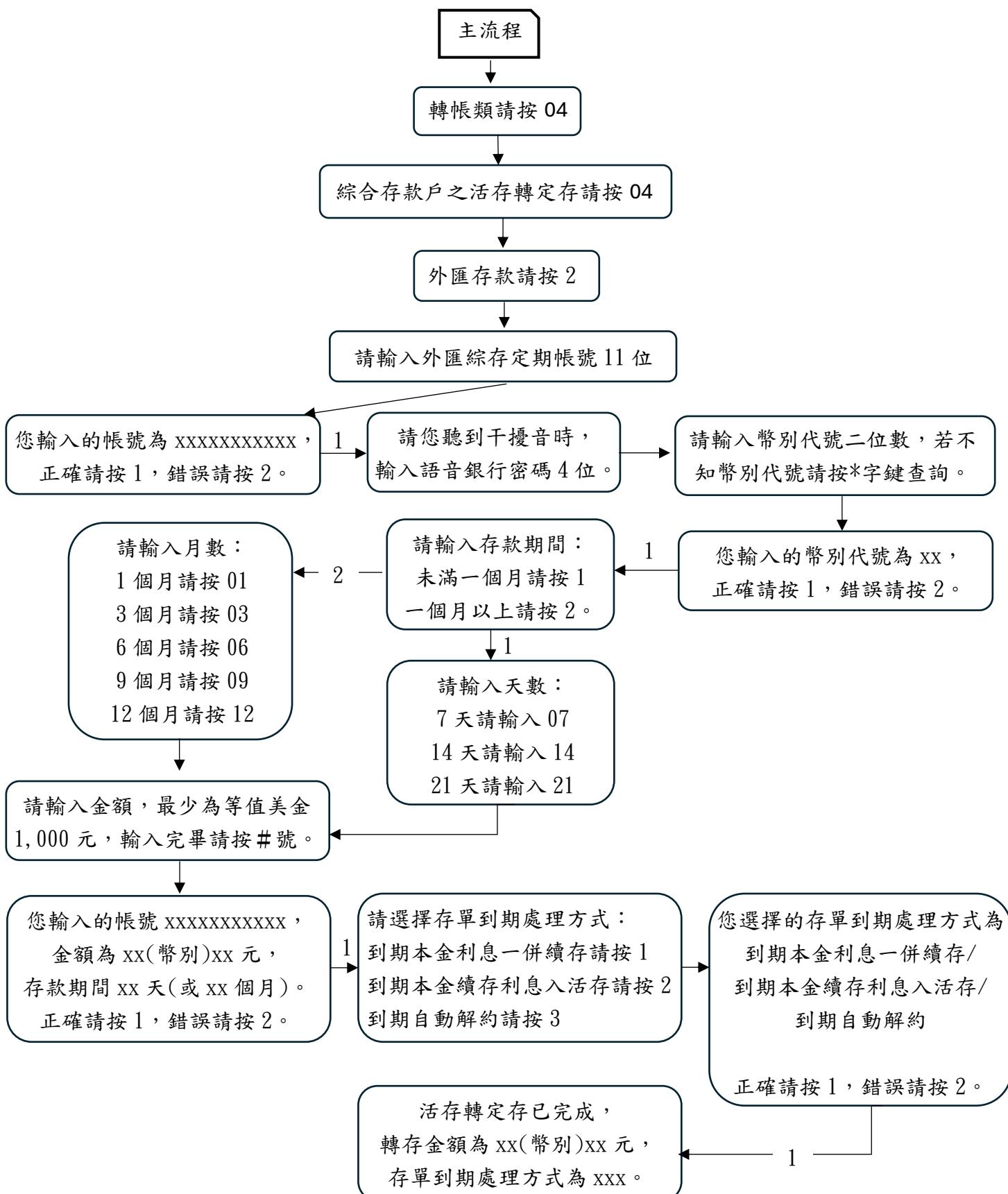
(四) 臺幣預約轉帳取消



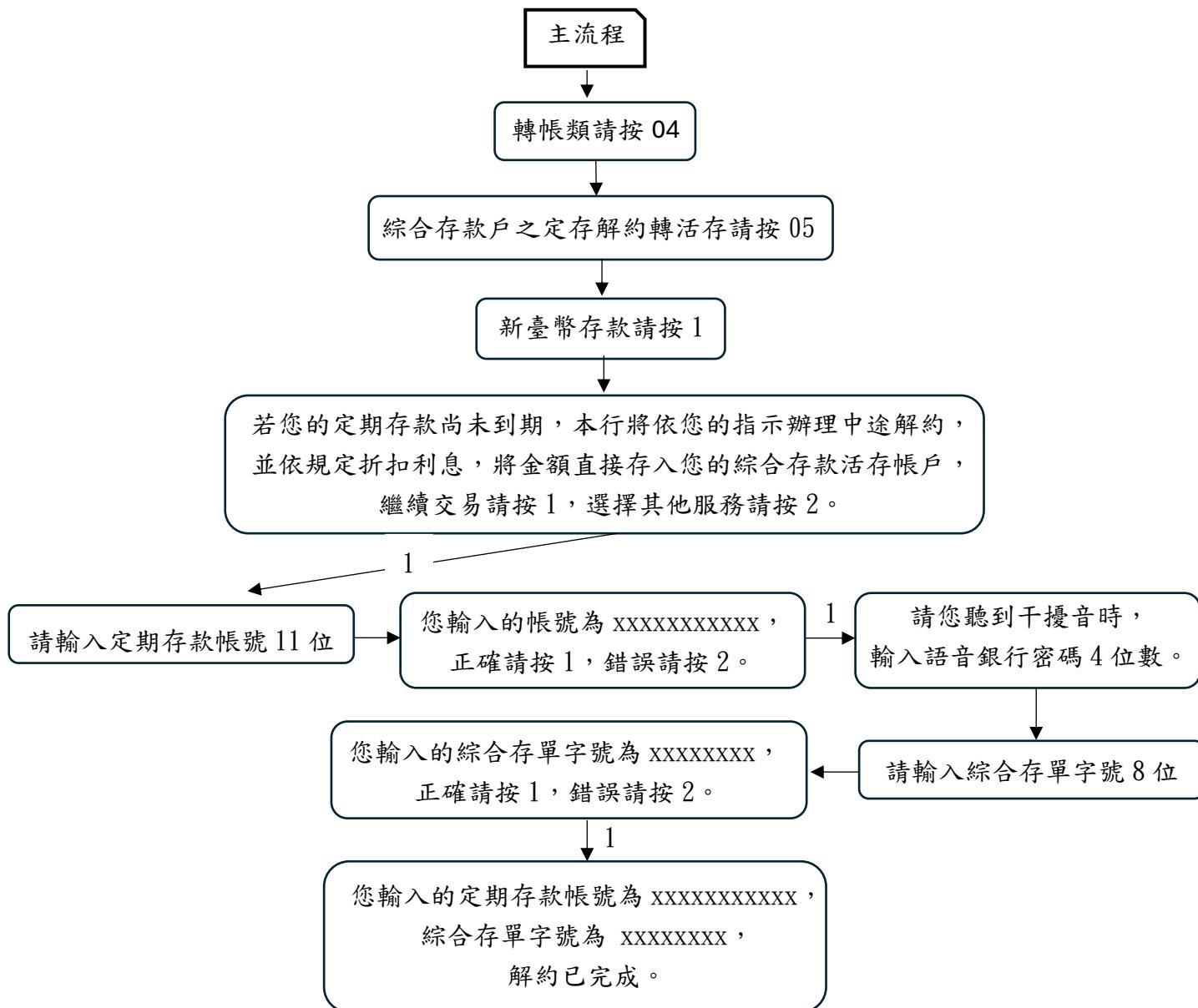
(五) 臺幣綜合存款戶之活存轉定期



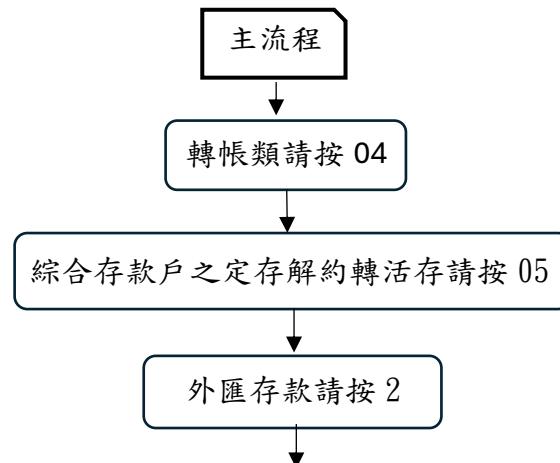
(六)外幣綜合存款戶之活存轉定存



(七)臺幣綜合存款戶之定存(中途)解約轉活存

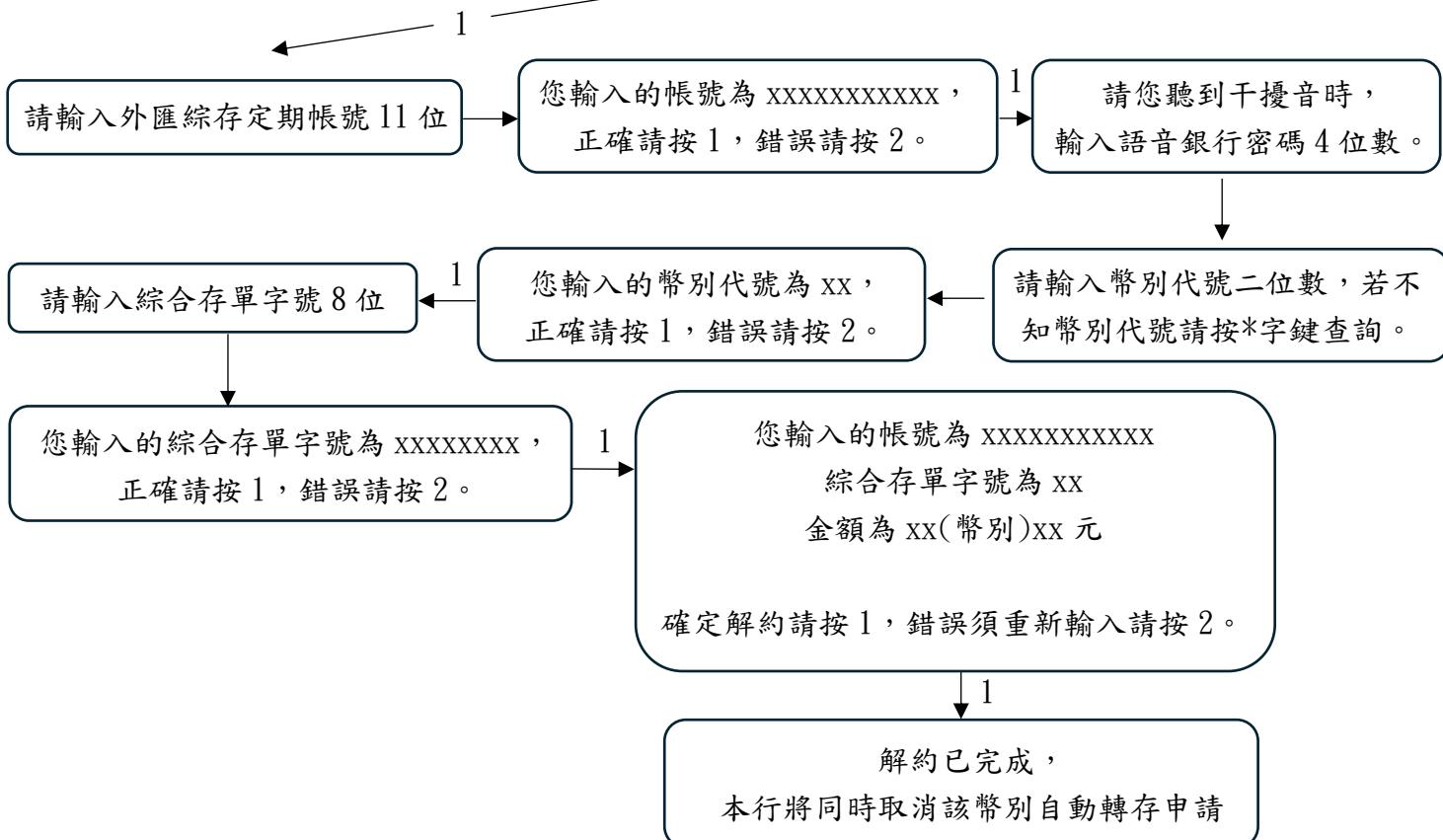


(八)外幣綜合存款戶之定存(中途)解約轉活存

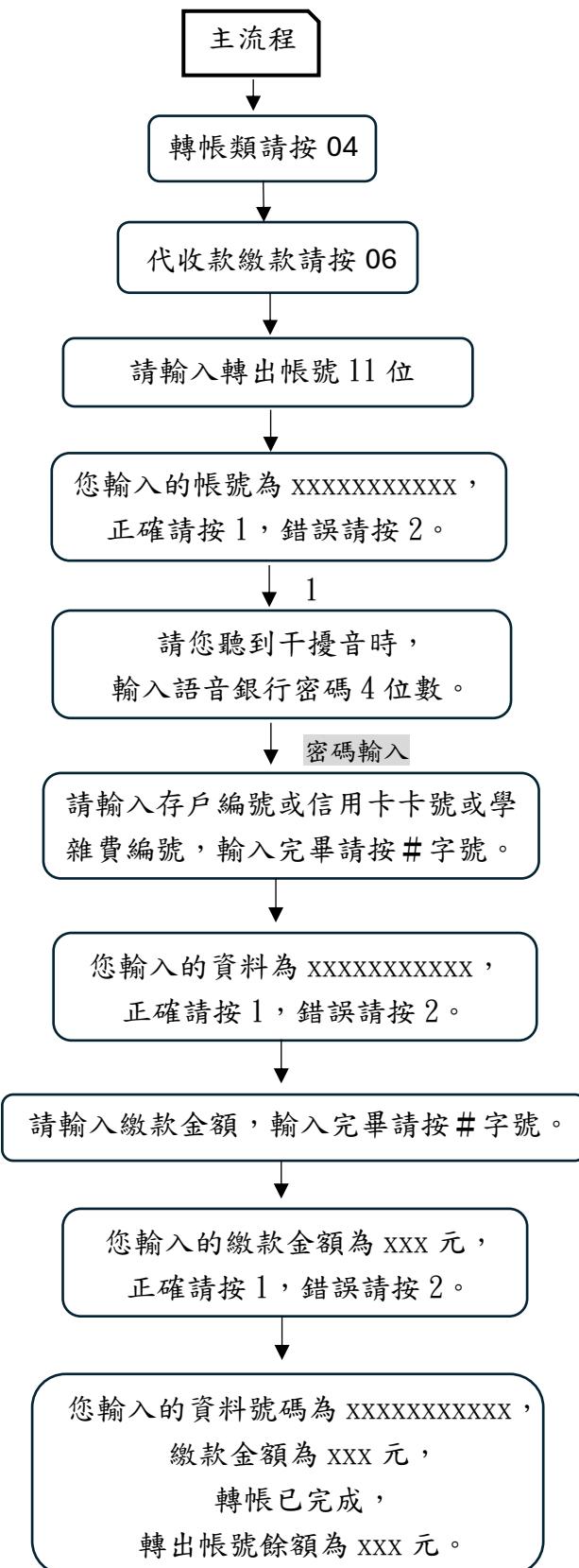


若您的定期存款尚未到期，本行將依您的指示辦理中途解約，若您未存滿一個月不予計息，若您存滿一個月以上，利息將按實際存款期間對應前一檔之本行牌告利率八折計算。解約金額將直接存入您的外匯綜合存款活存帳戶。

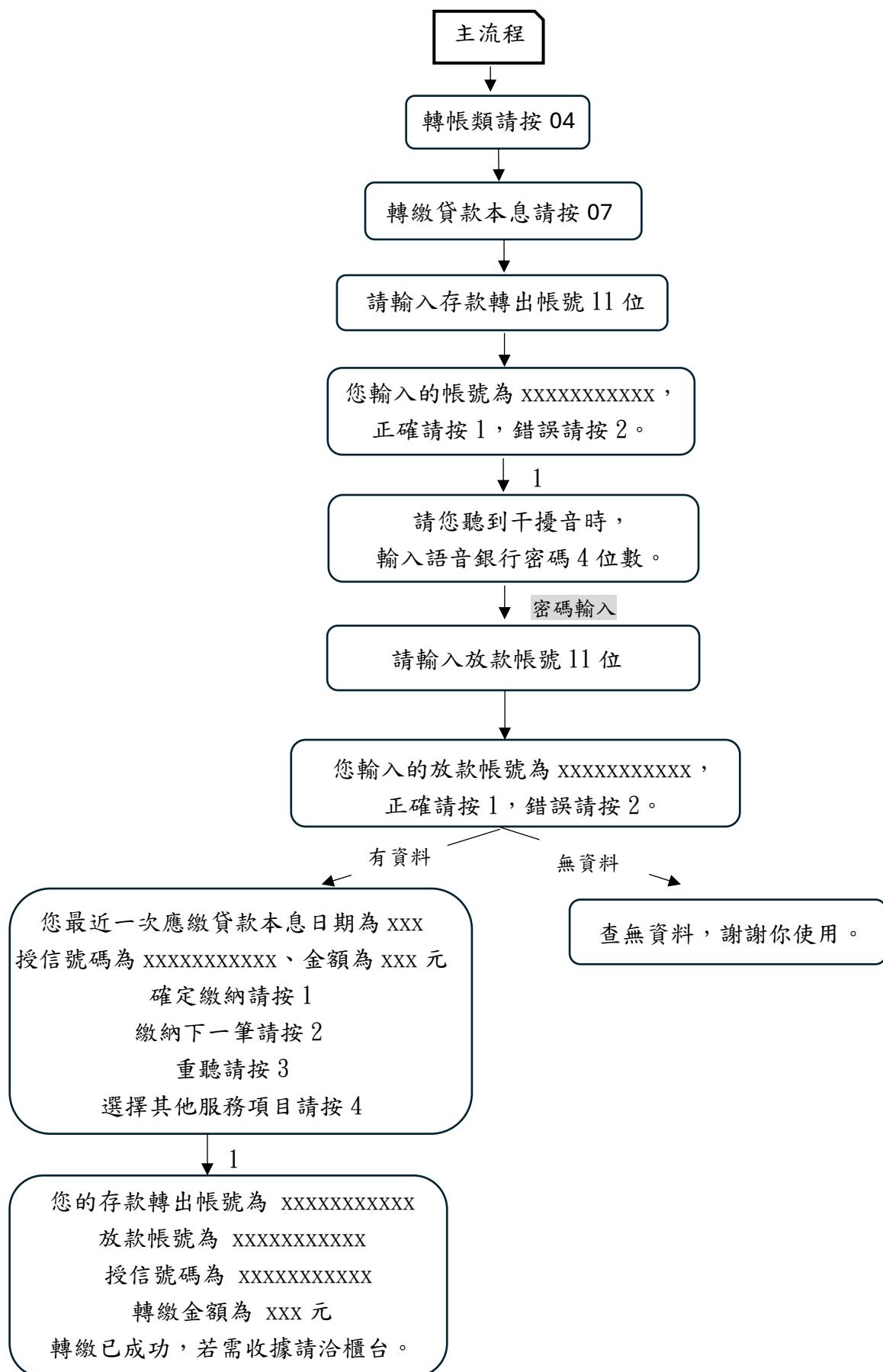
繼續交易請按 1、其他服務請按 2。



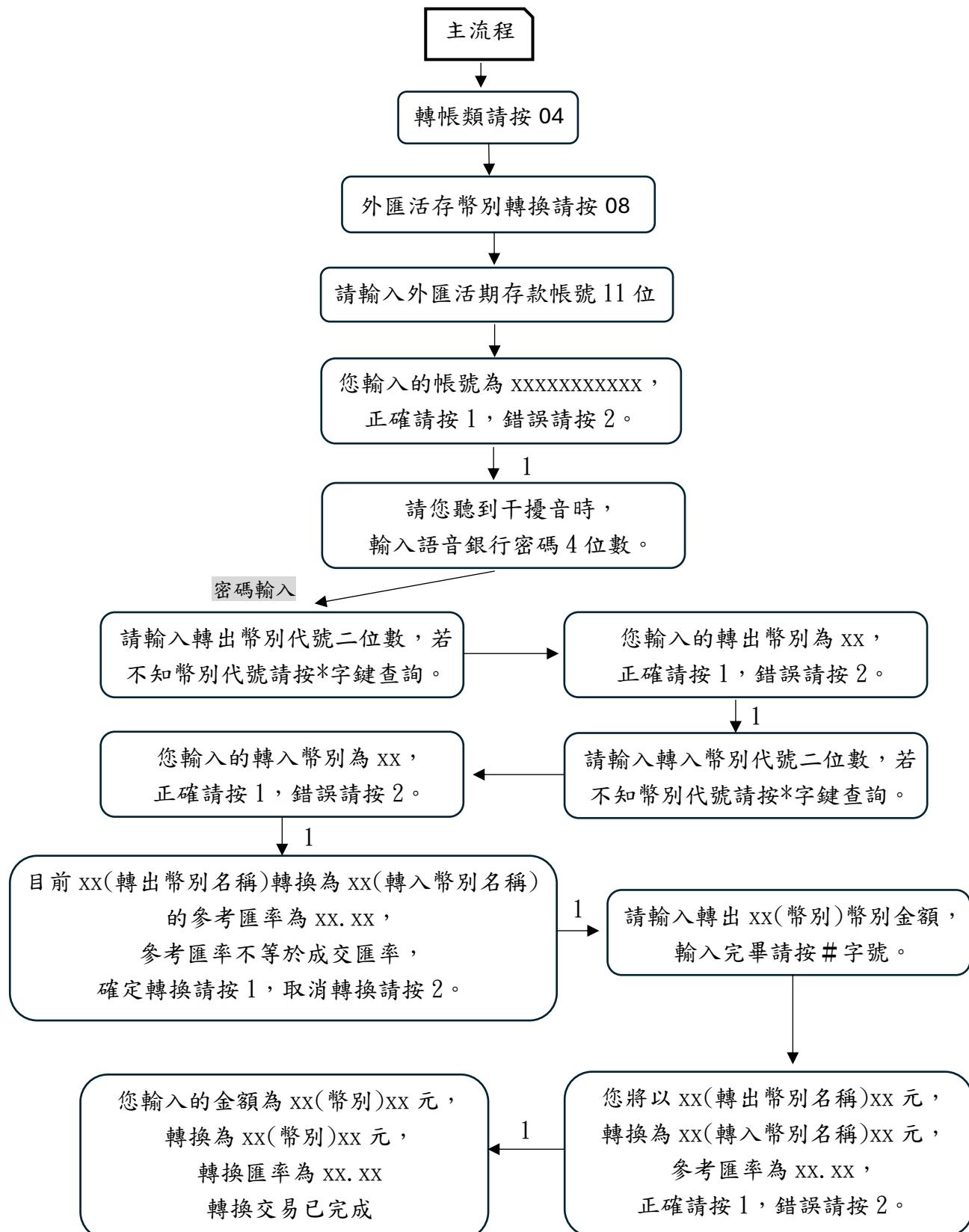
(九)代收款繳款



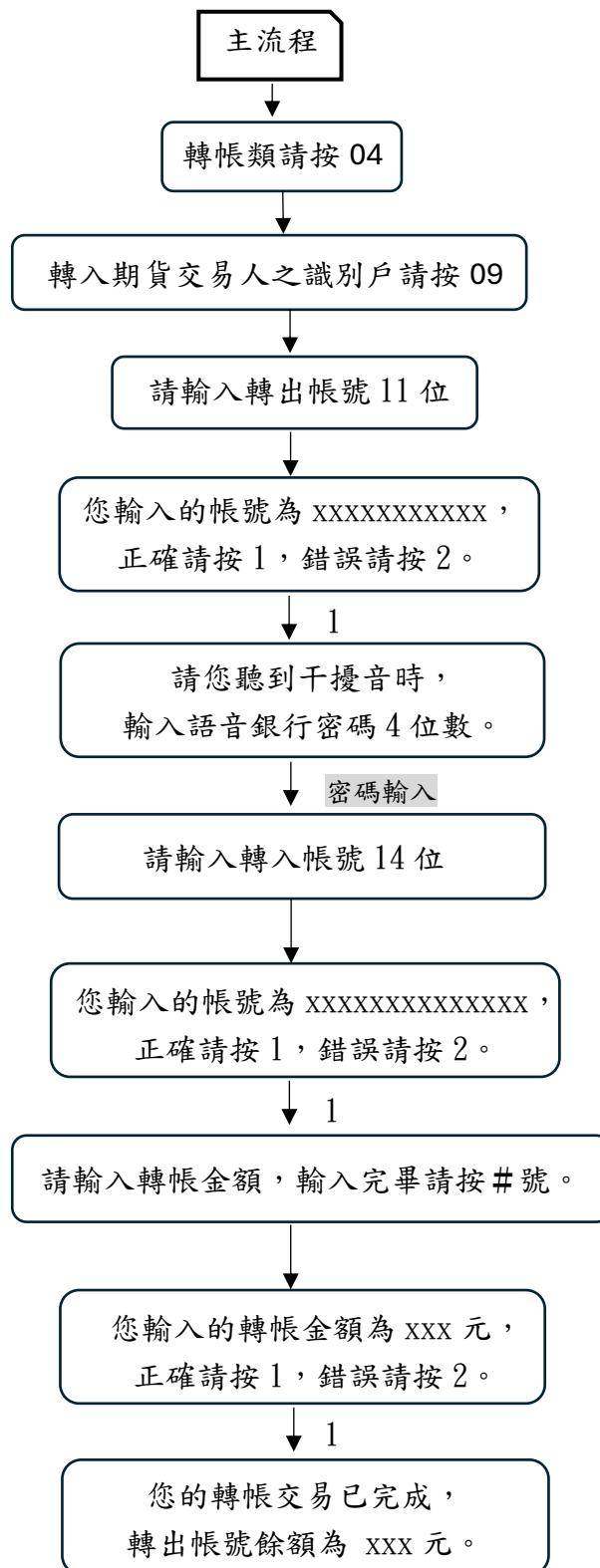
(十)轉繳貸款本息



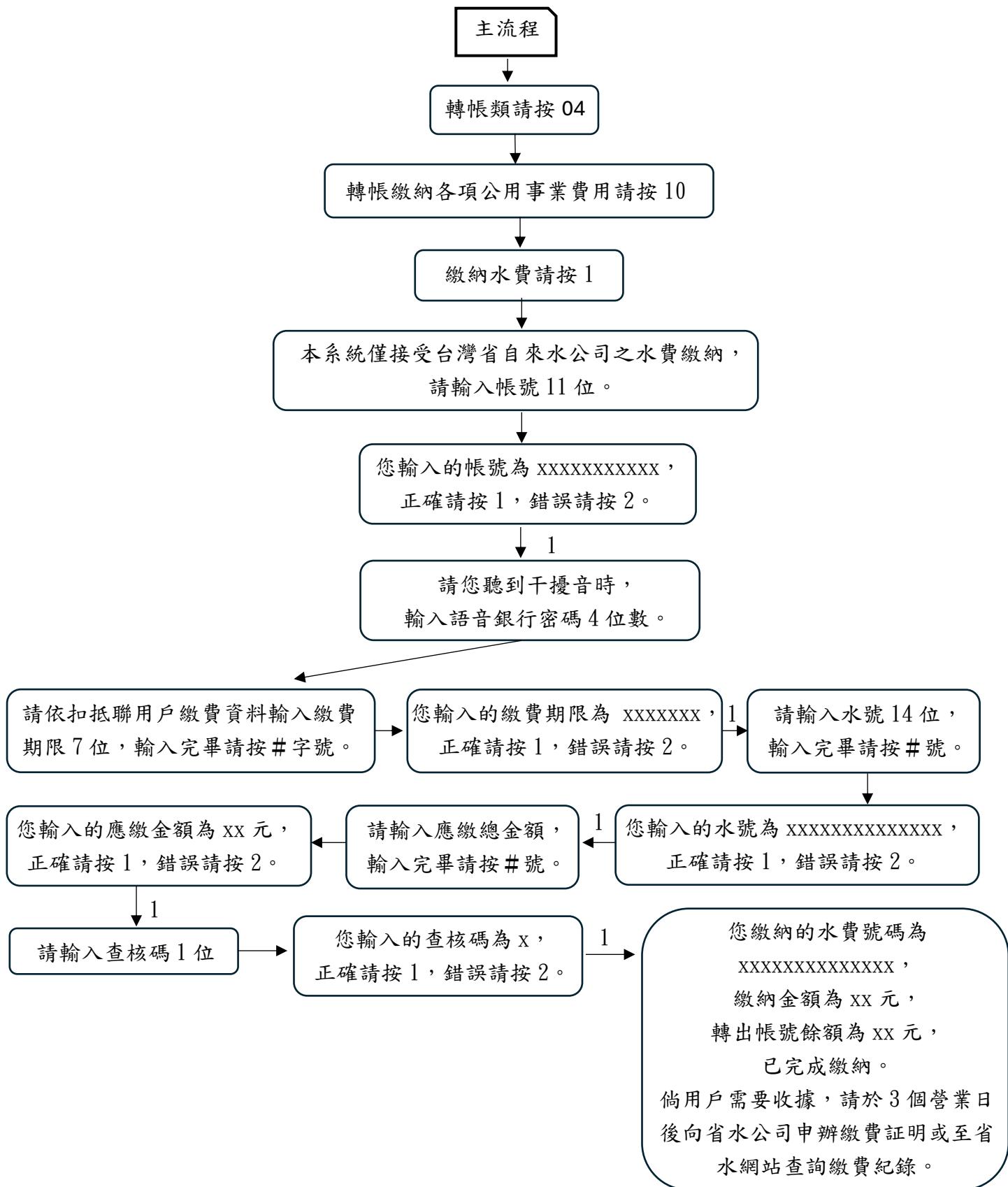
(十一)外幣活存幣別轉換



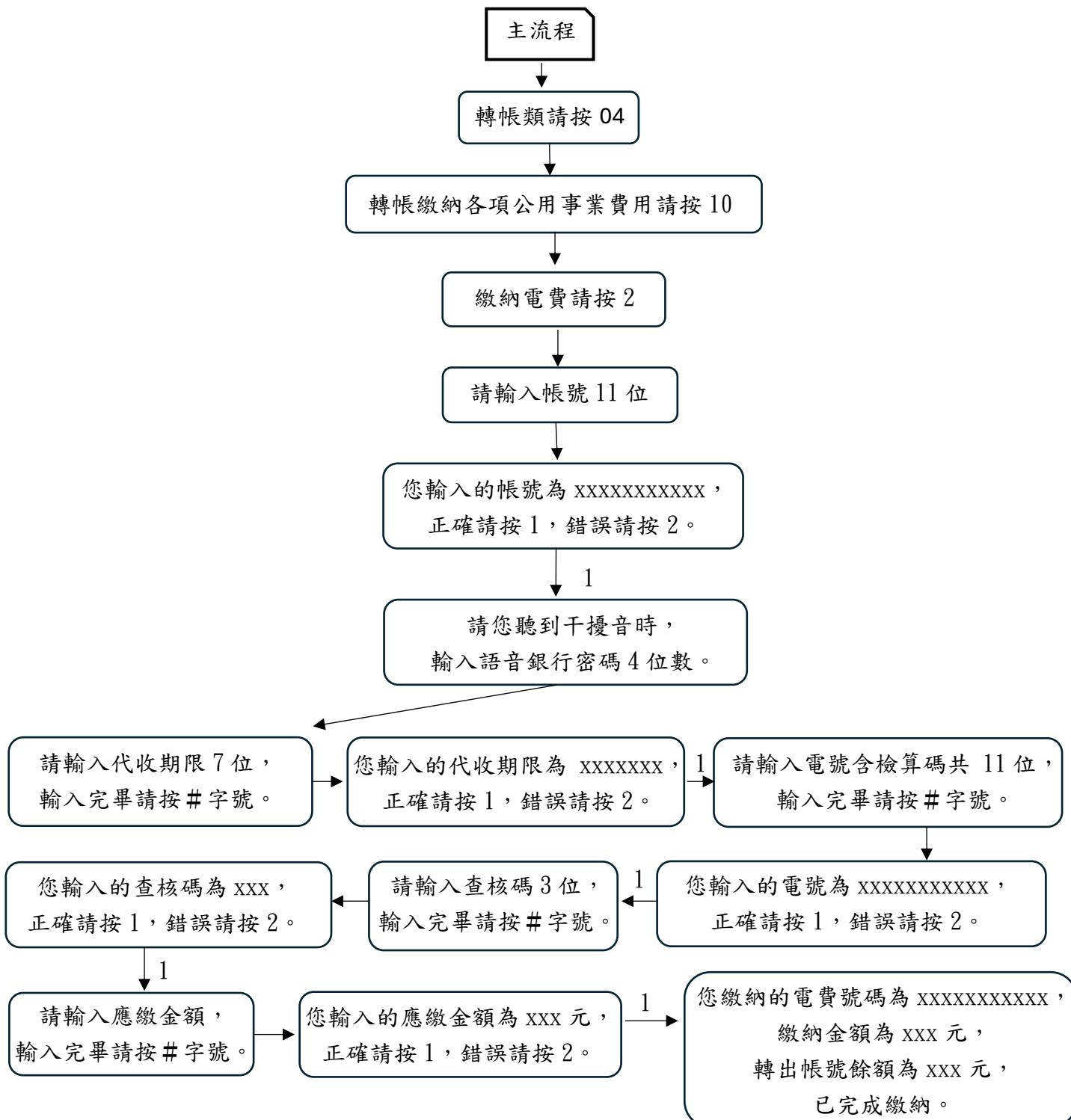
(十二)轉入期貨交易人之識別戶



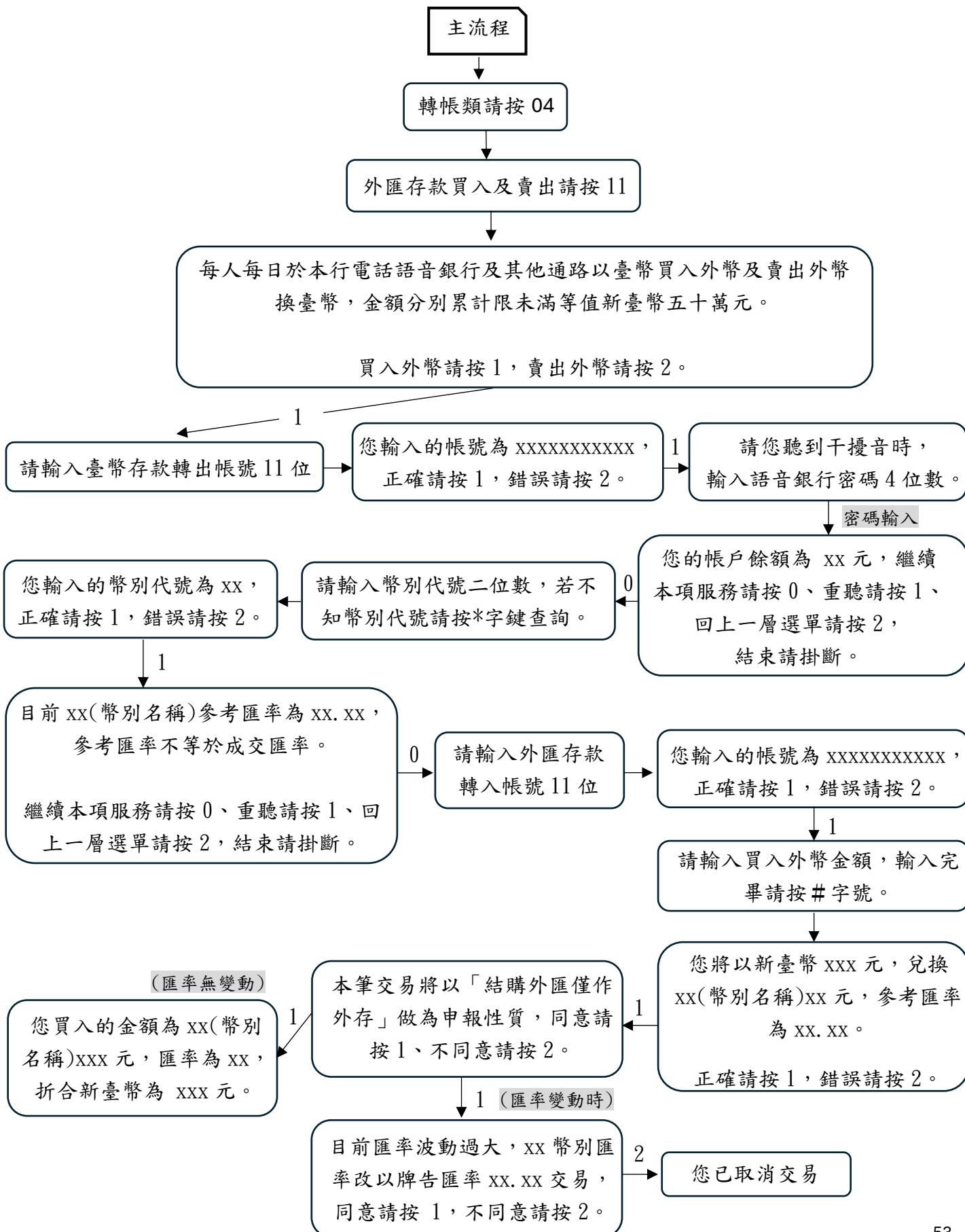
(十三) 繳納各項公用事業費用(水費)



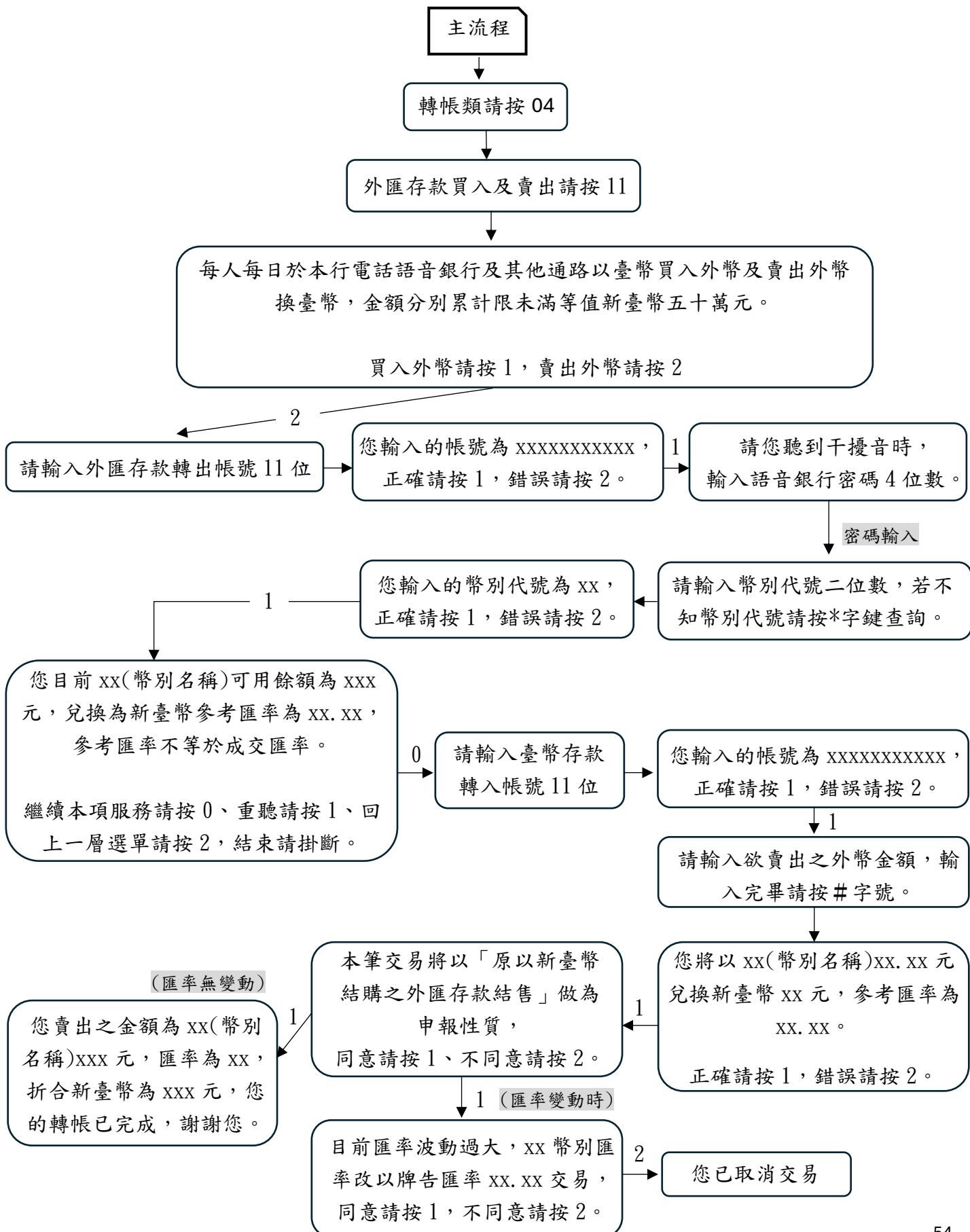
(十四) 繳納各項公用事業費用(電費)



(十五)外幣活存結購

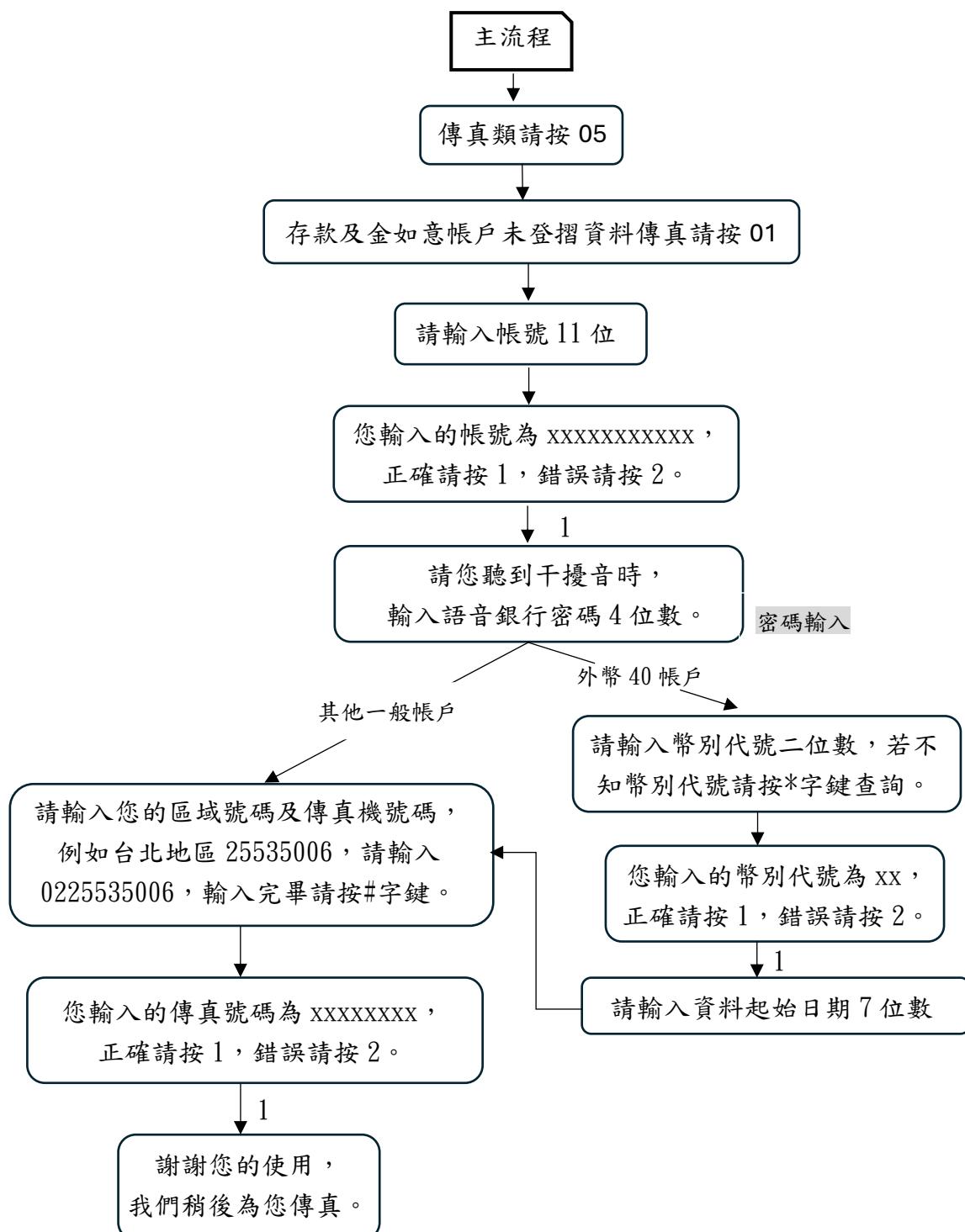


(十六)外幣活存結售

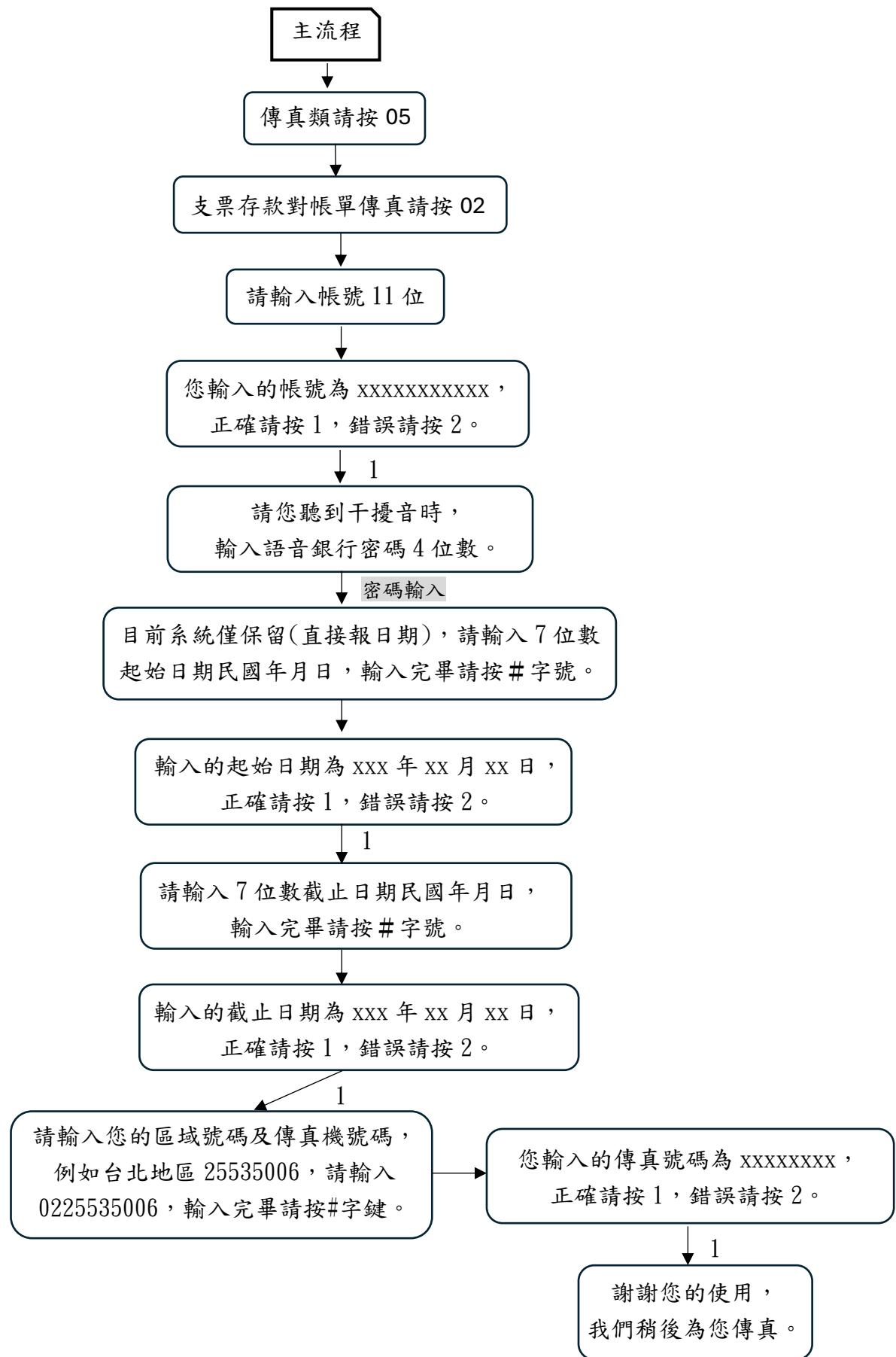


五、傳真類

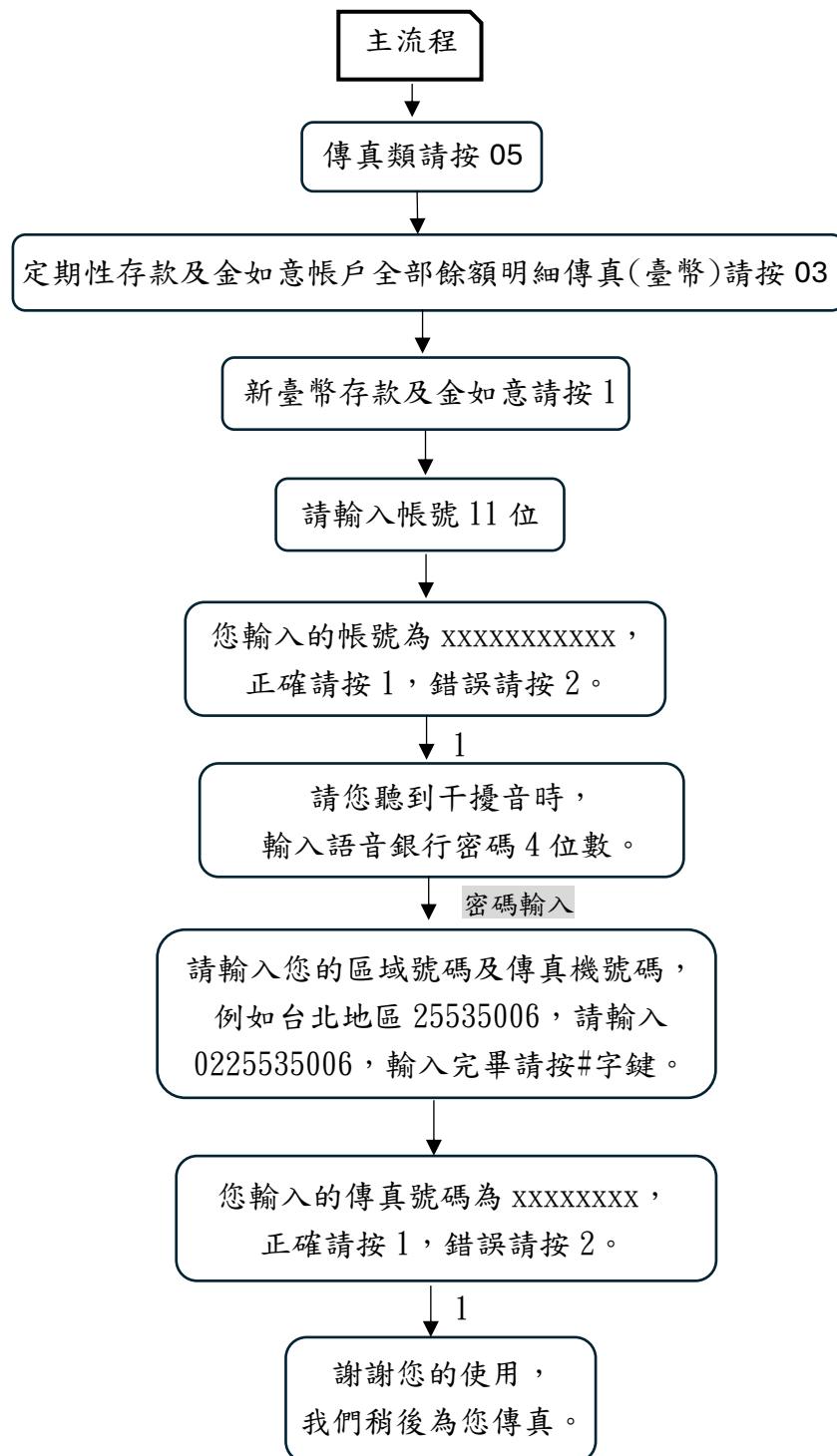
(一) 臺/外幣存款及金如意帳戶未登摺資料傳真



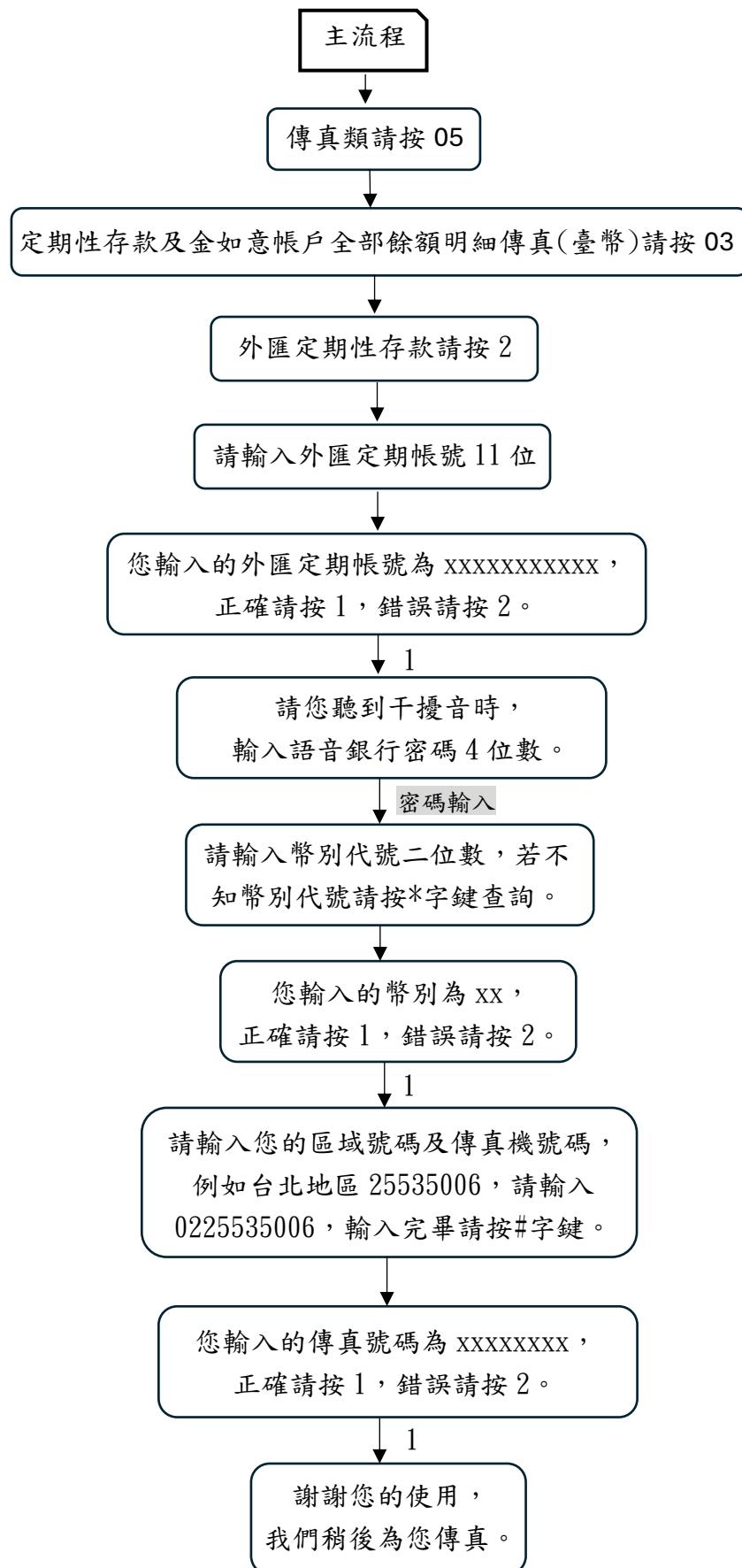
(二) 支存對帳單傳真



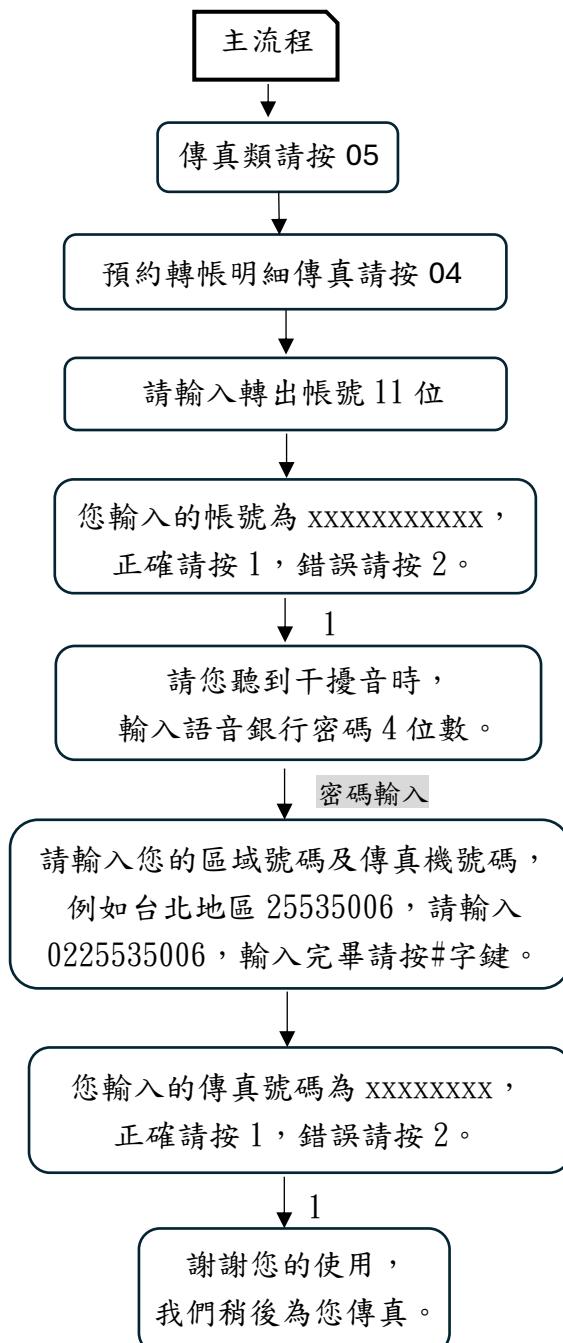
(三)臺幣定期性存款及金如意帳戶全部餘額明細傳真



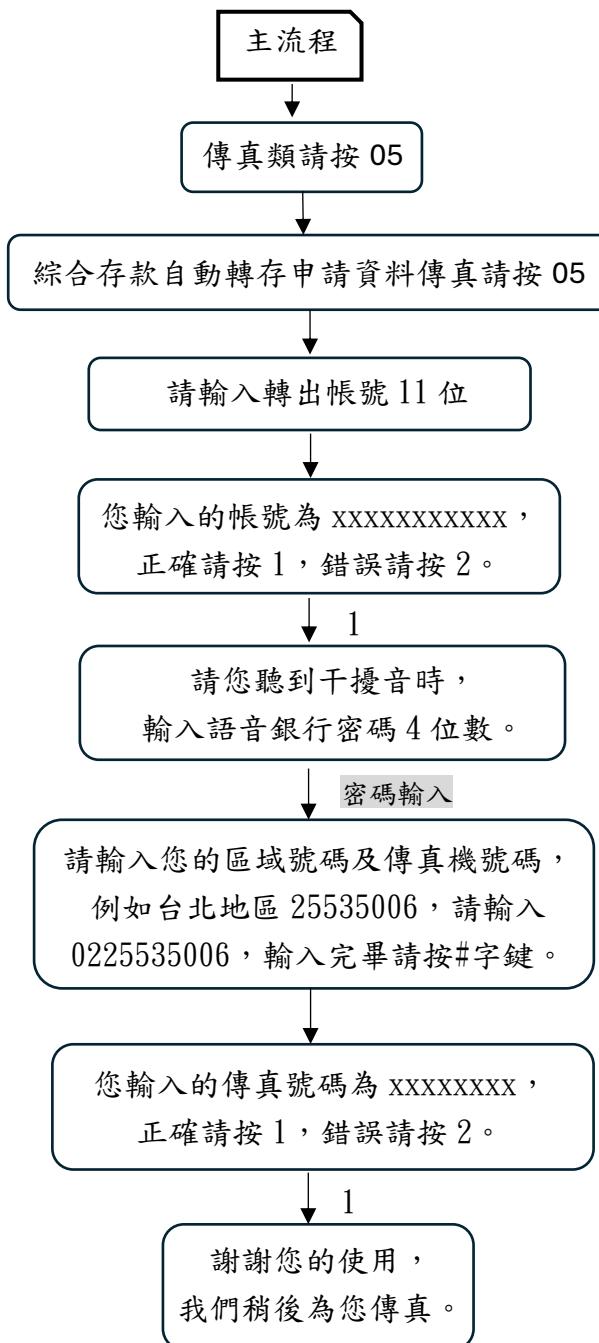
(四)外幣定期性存款及金如意帳戶全部餘額明細傳真



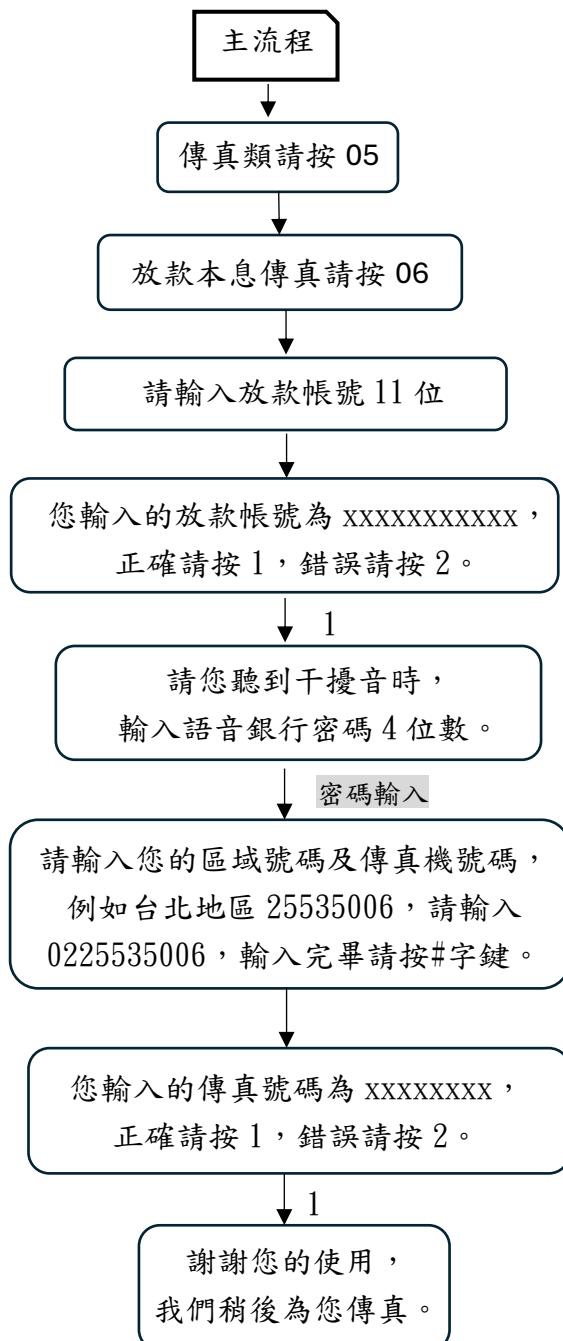
(五)臺幣預約轉帳明細傳真



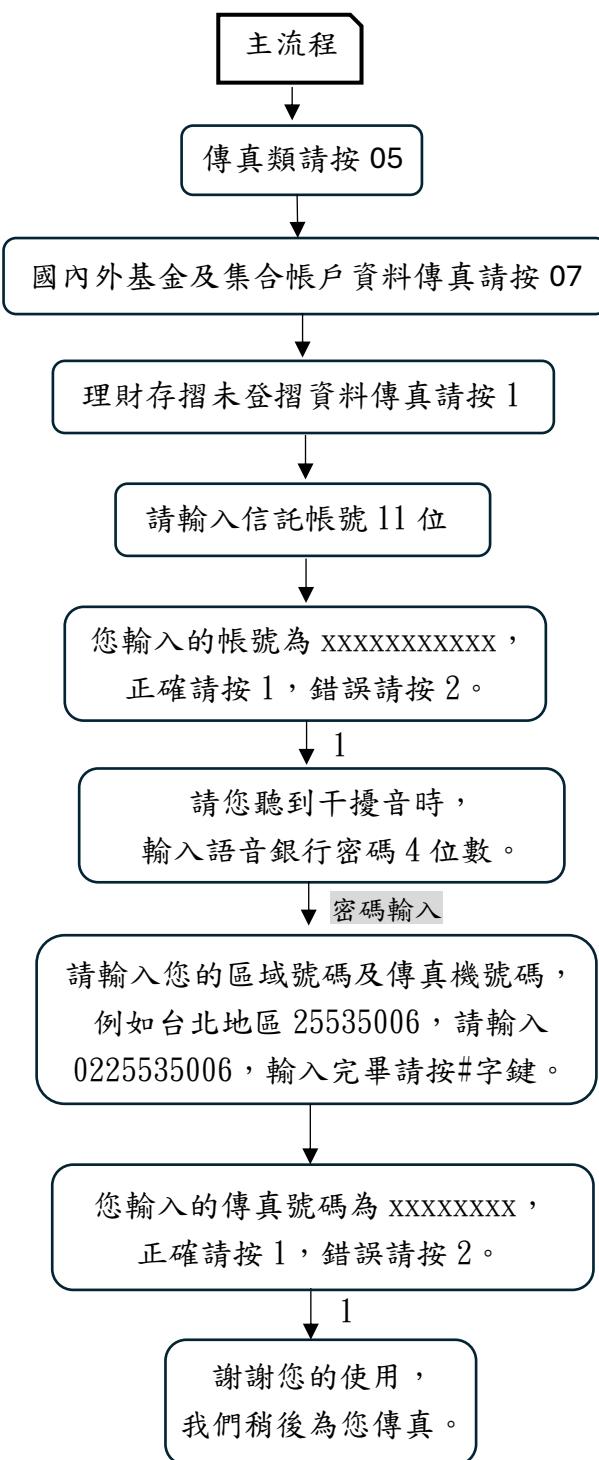
(六)臺幣綜合存款自動轉存申請資料傳真



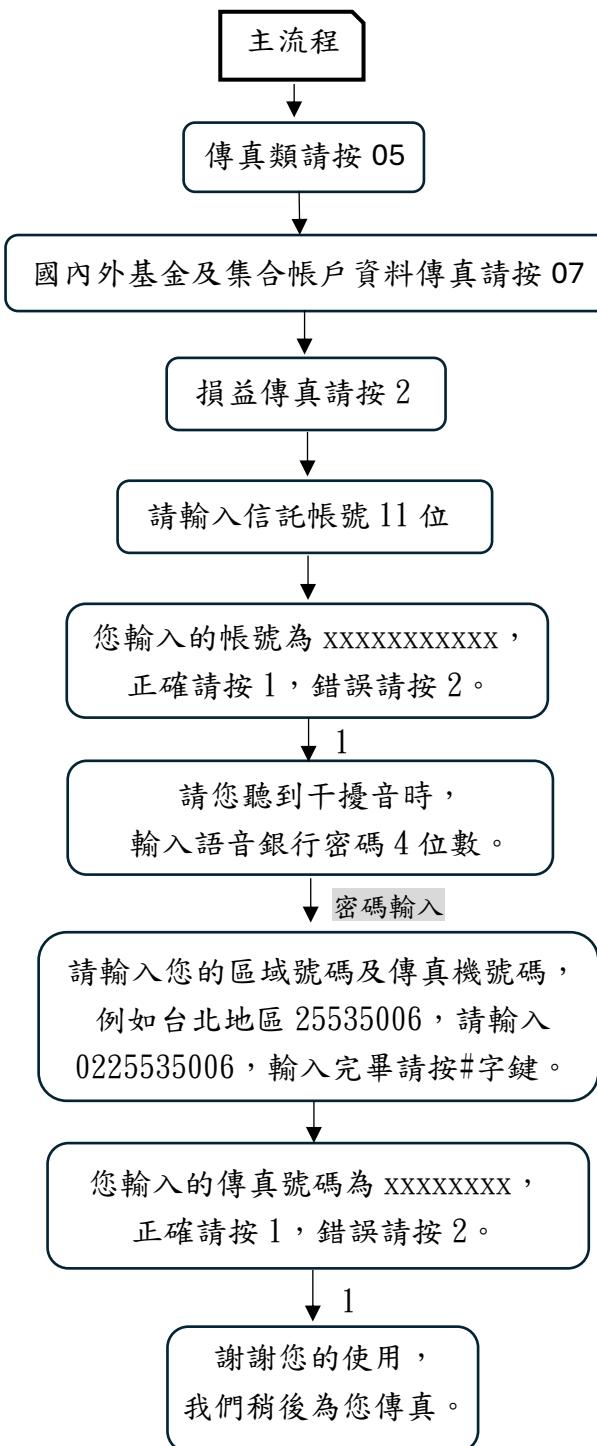
(七)放款本息傳真



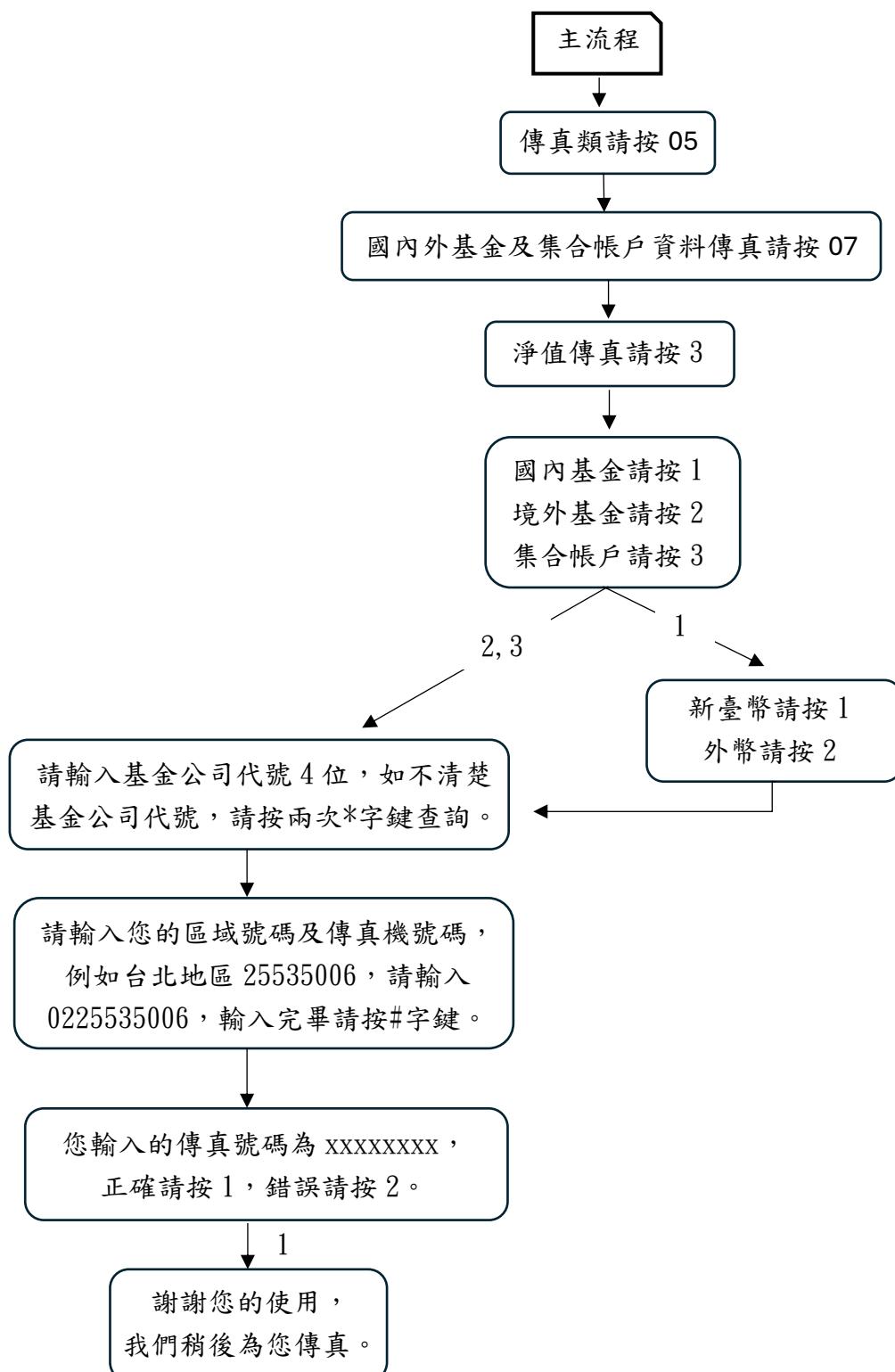
(八)國內外基金及集合帳戶—理財存摺未登摺資料傳真



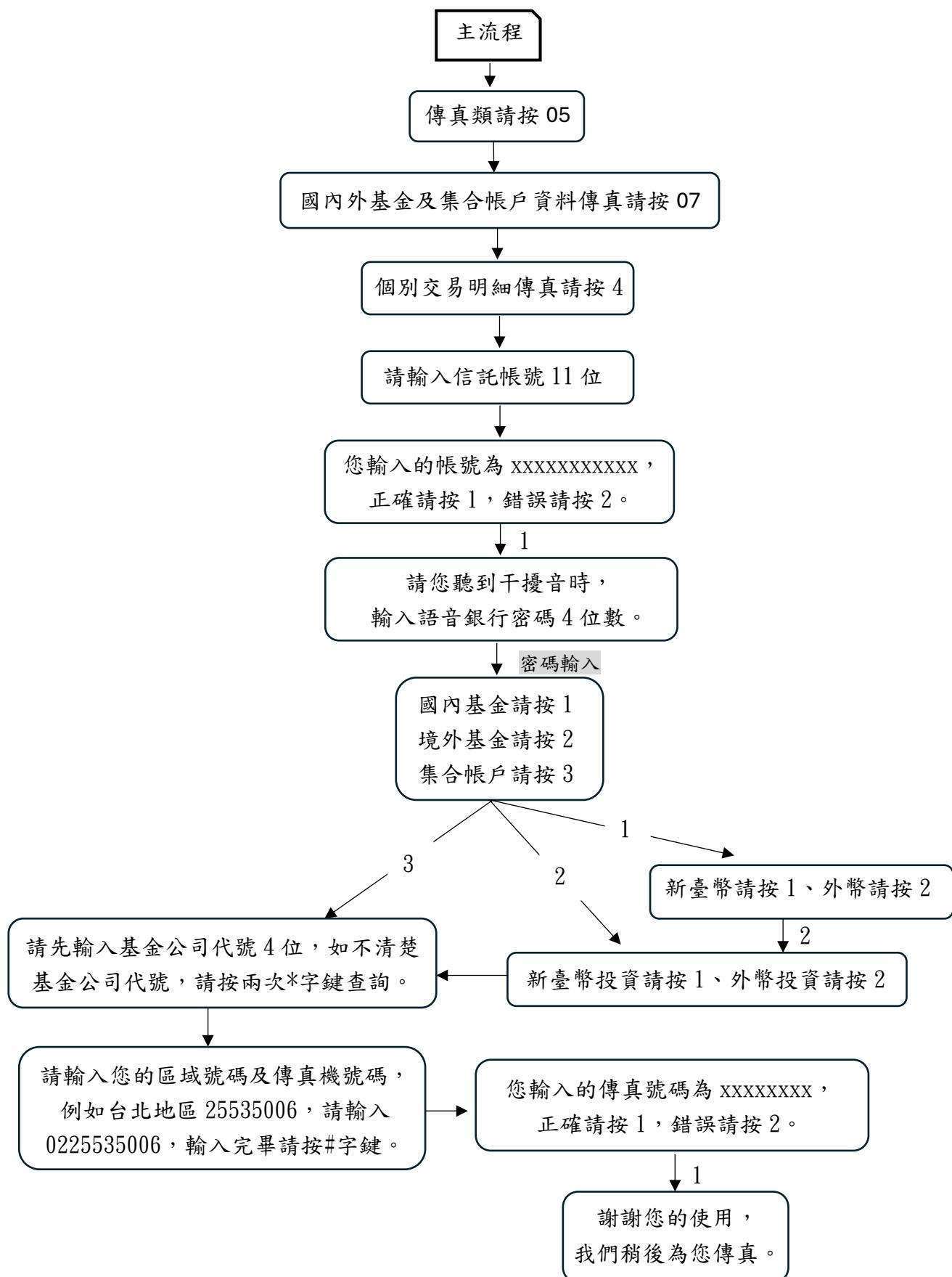
(九)國內外基金及集合帳戶—損益傳真



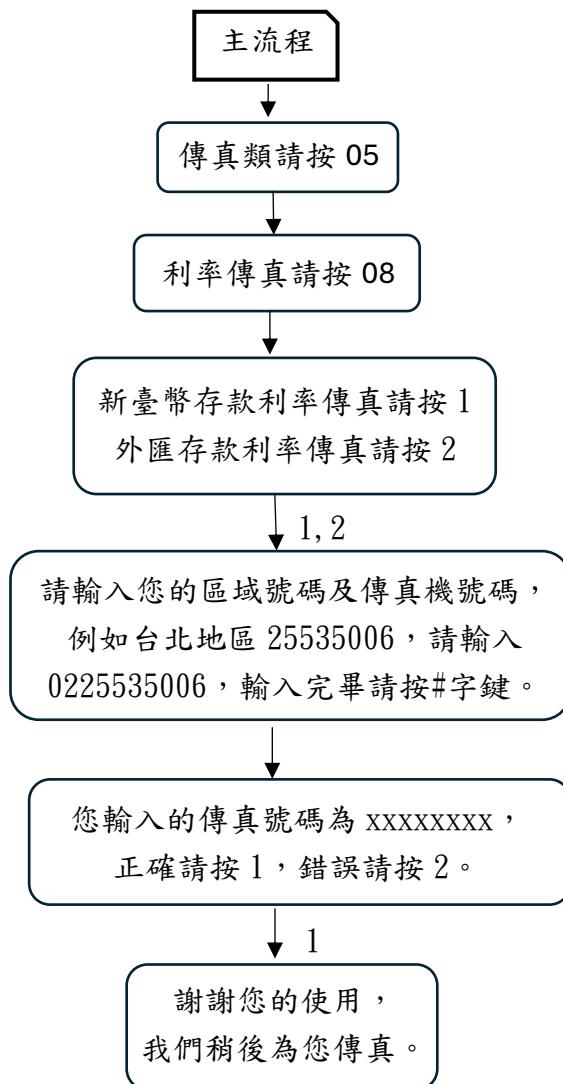
(十) 國內外基金及集合帳戶—淨值傳真



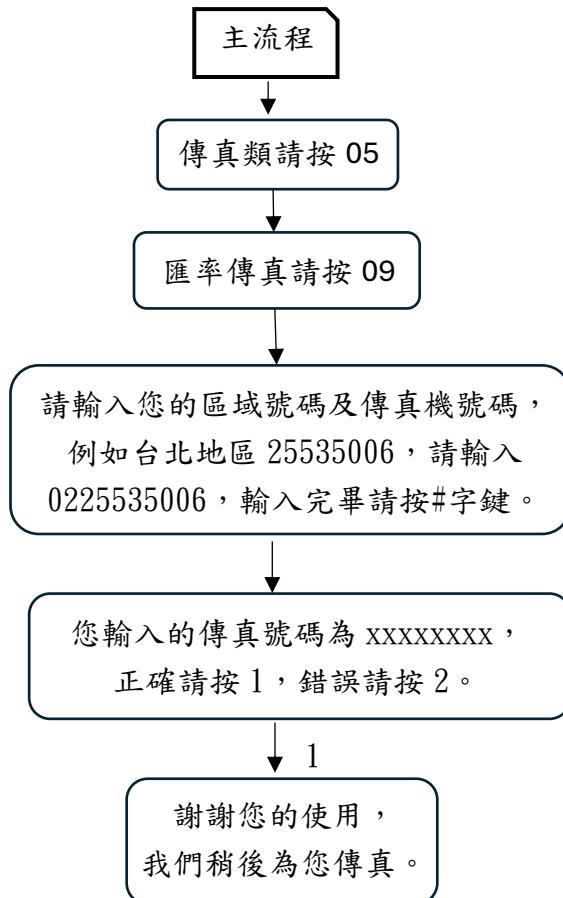
(十一) 國內外基金一個別基金及集合帳戶組別交易明細傳真



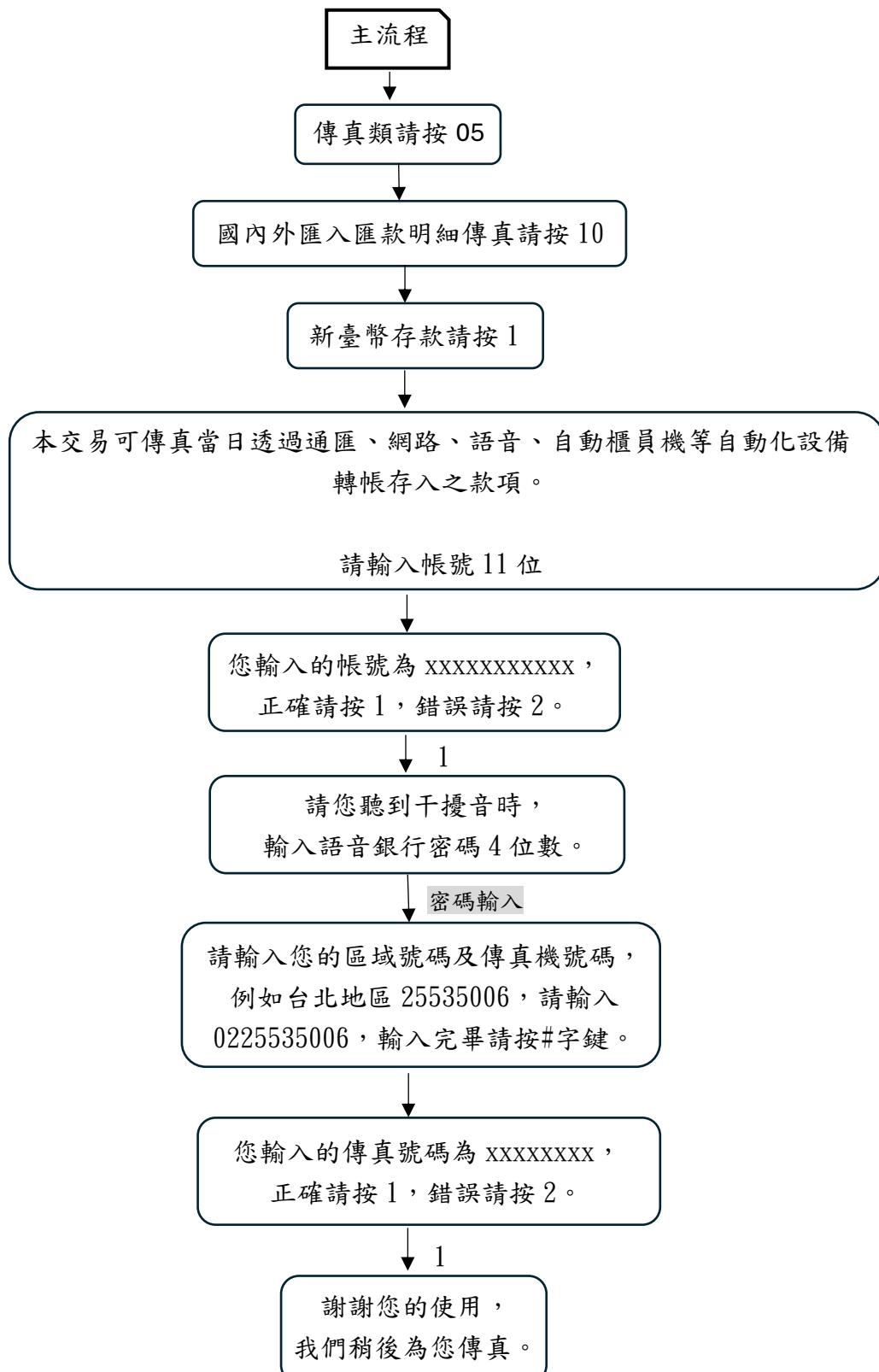
(十二)臺/外幣存款利率傳真



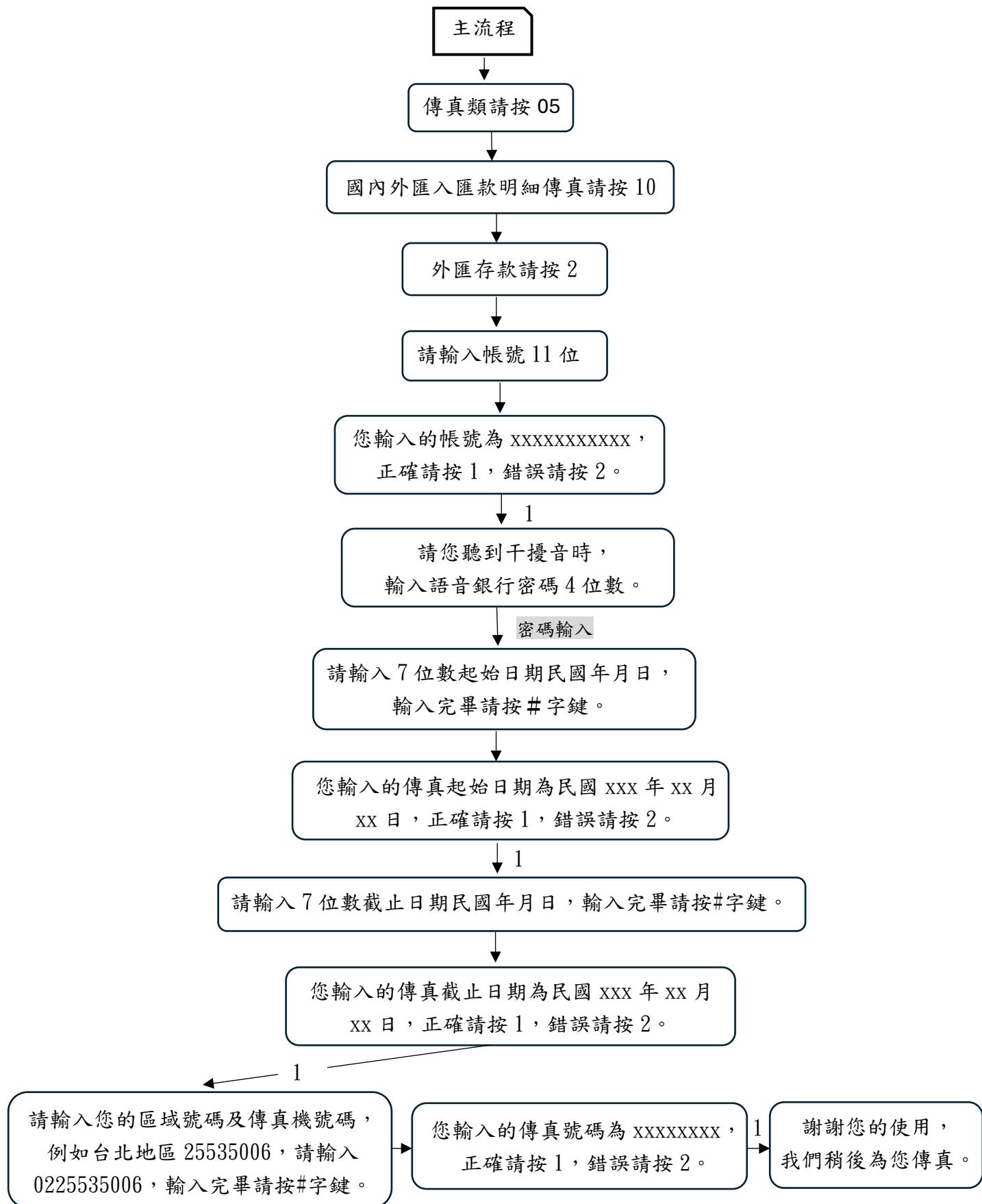
(十四)外幣匯率傳真



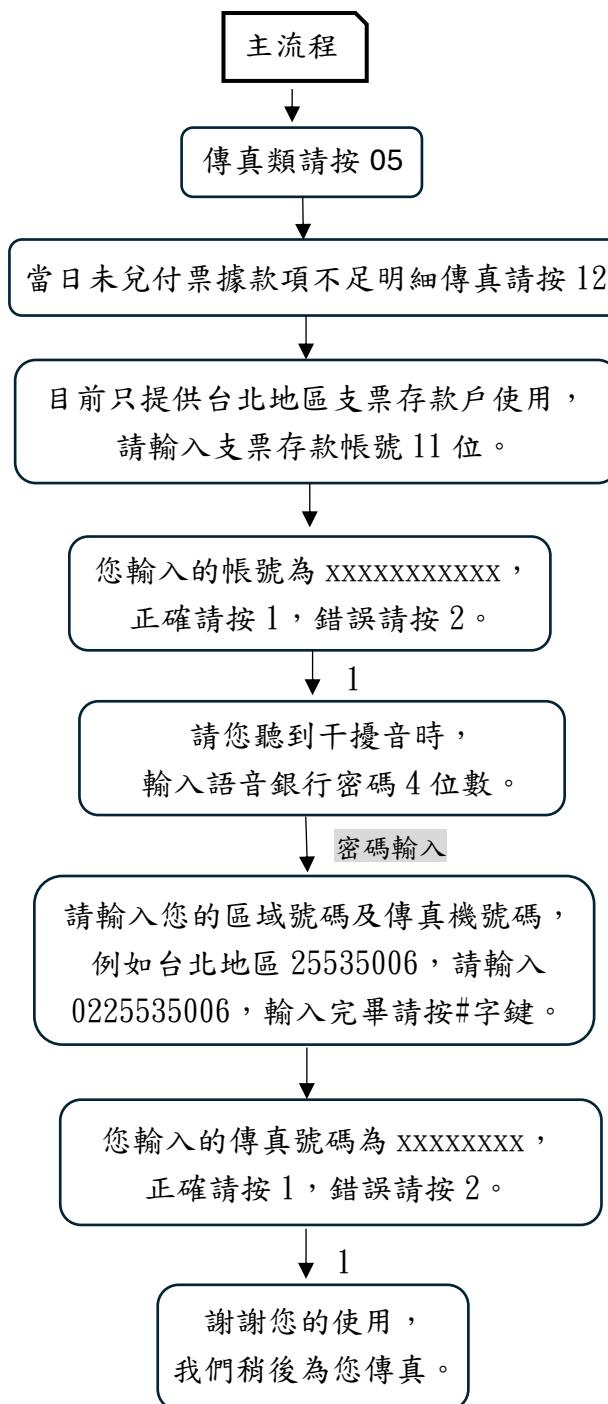
(十五) 臺幣匯入匯款傳真



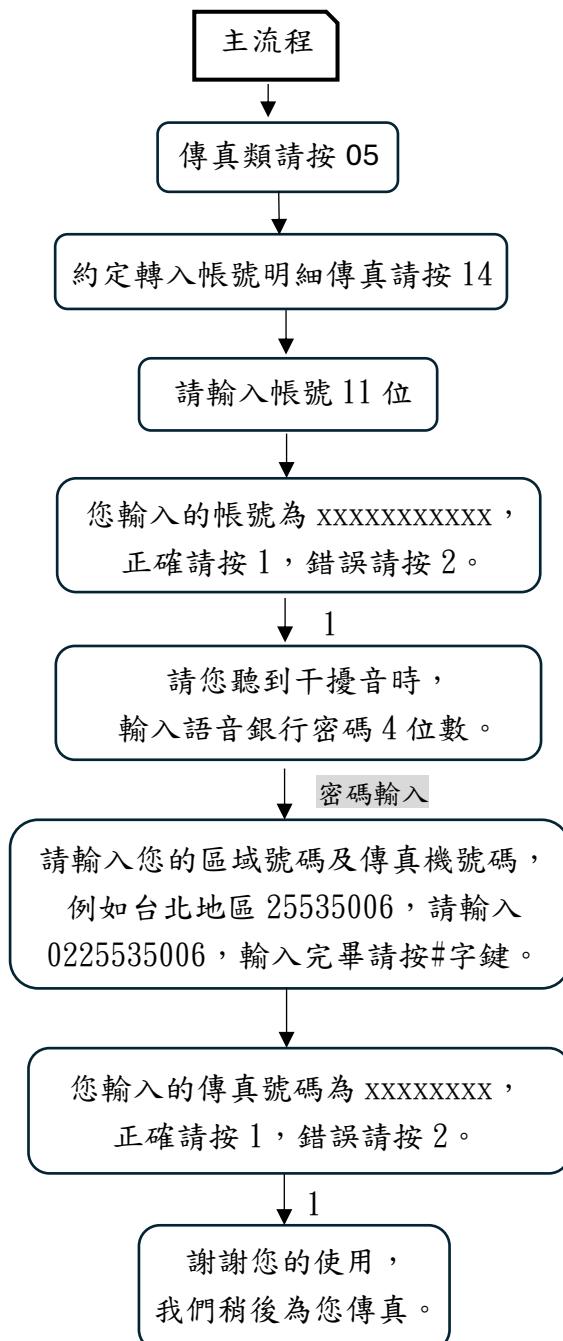
(十六)外幣匯入匯款傳真



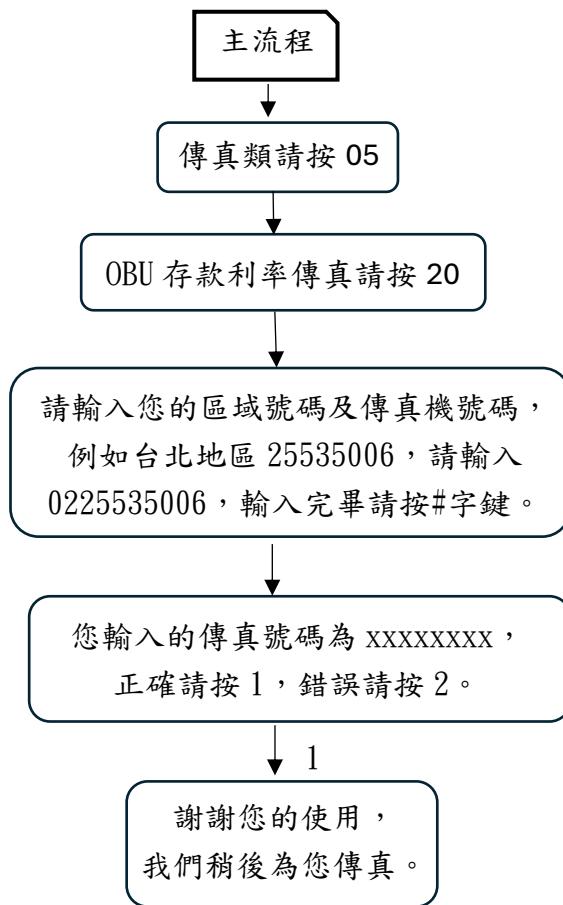
(十七)當日未兌付票據款項不足明細傳真



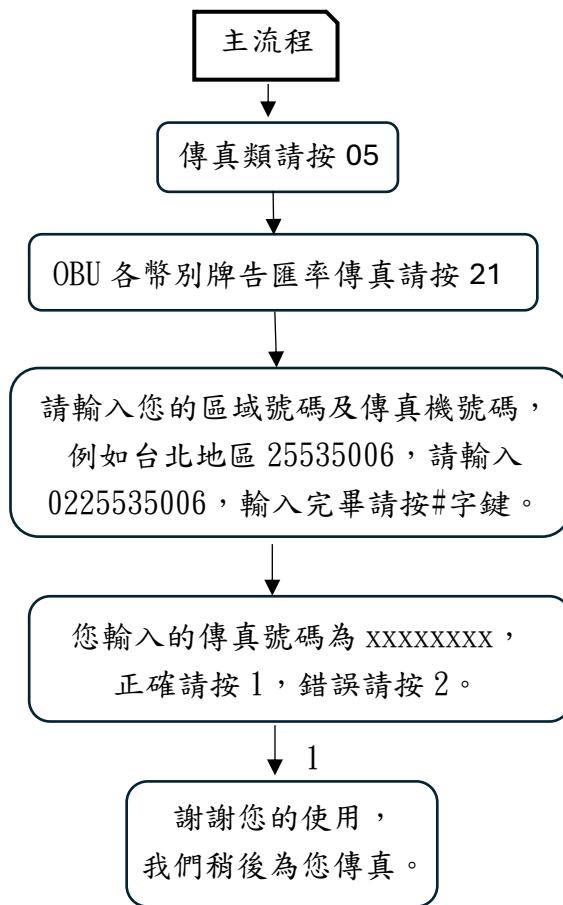
(十八)臺幣約定轉入帳號明細傳真



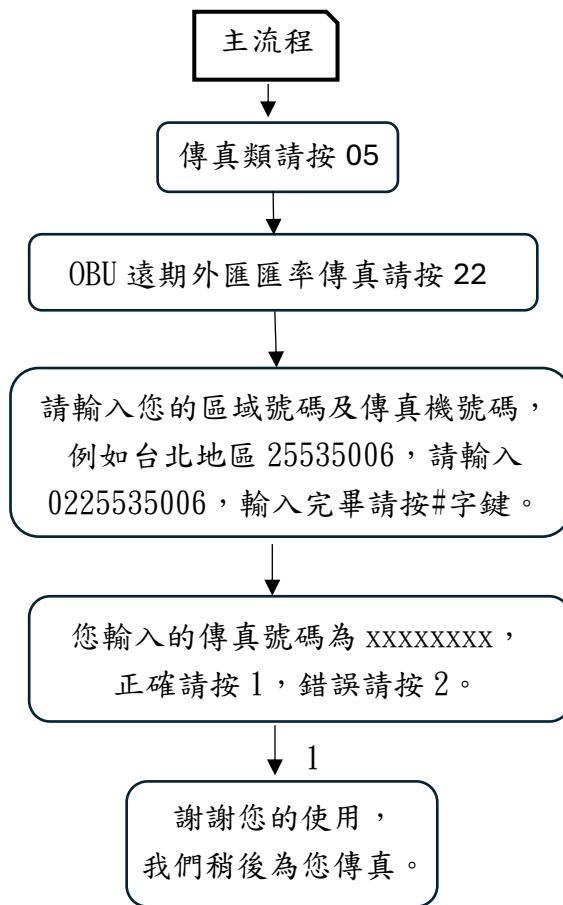
(十九) OBU 外幣存款利率傳真



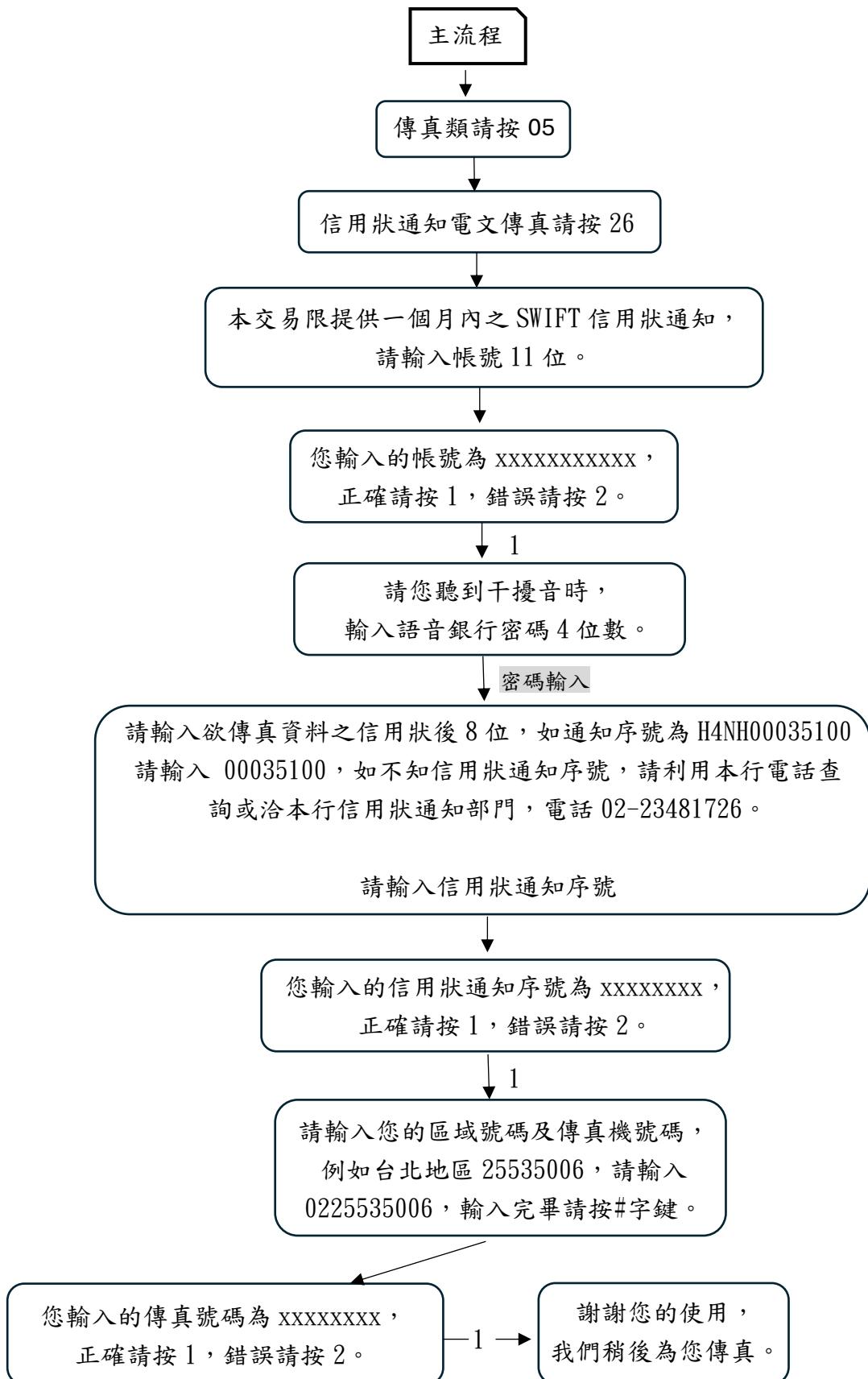
(二十) OBU 外幣匯率傳真



(二十一) OBU 外幣遠期匯率傳真

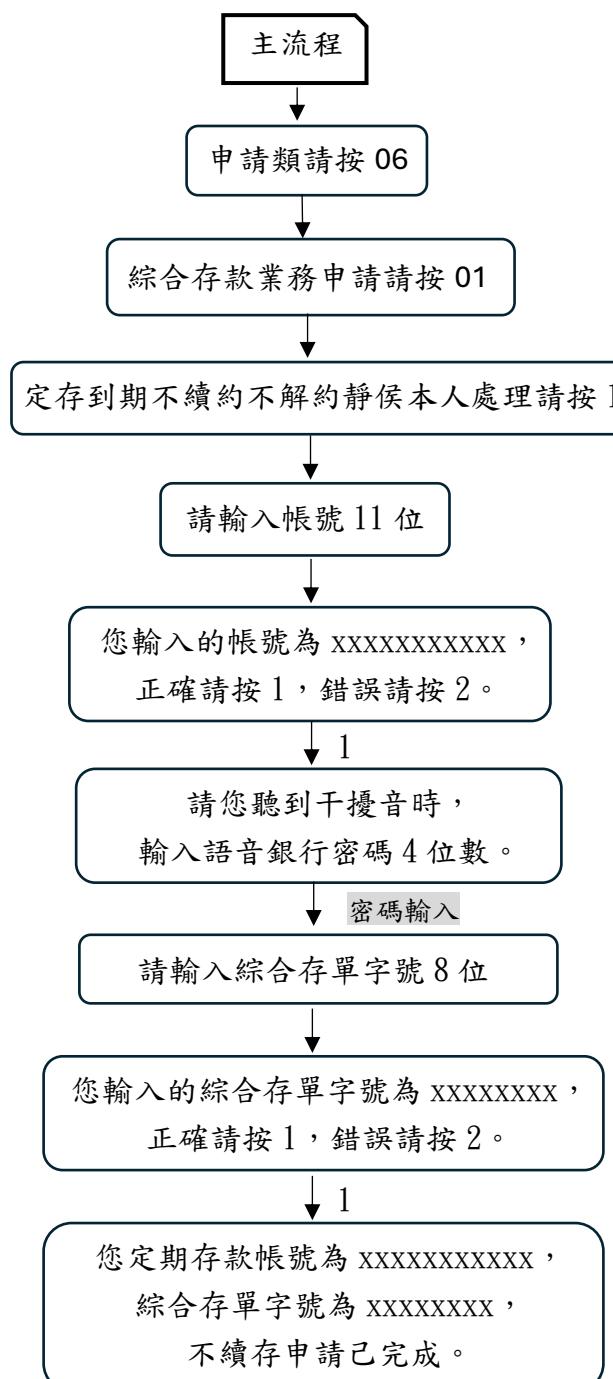


(二十二)國外信用狀通知電文傳真

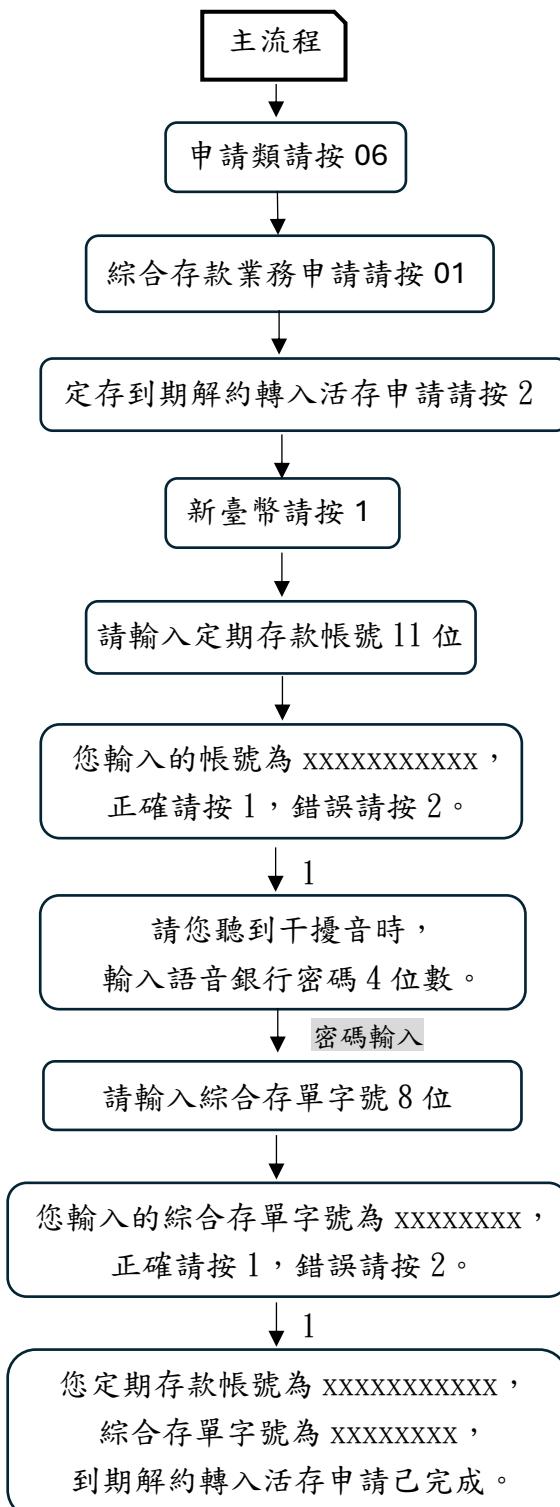


六、申請類

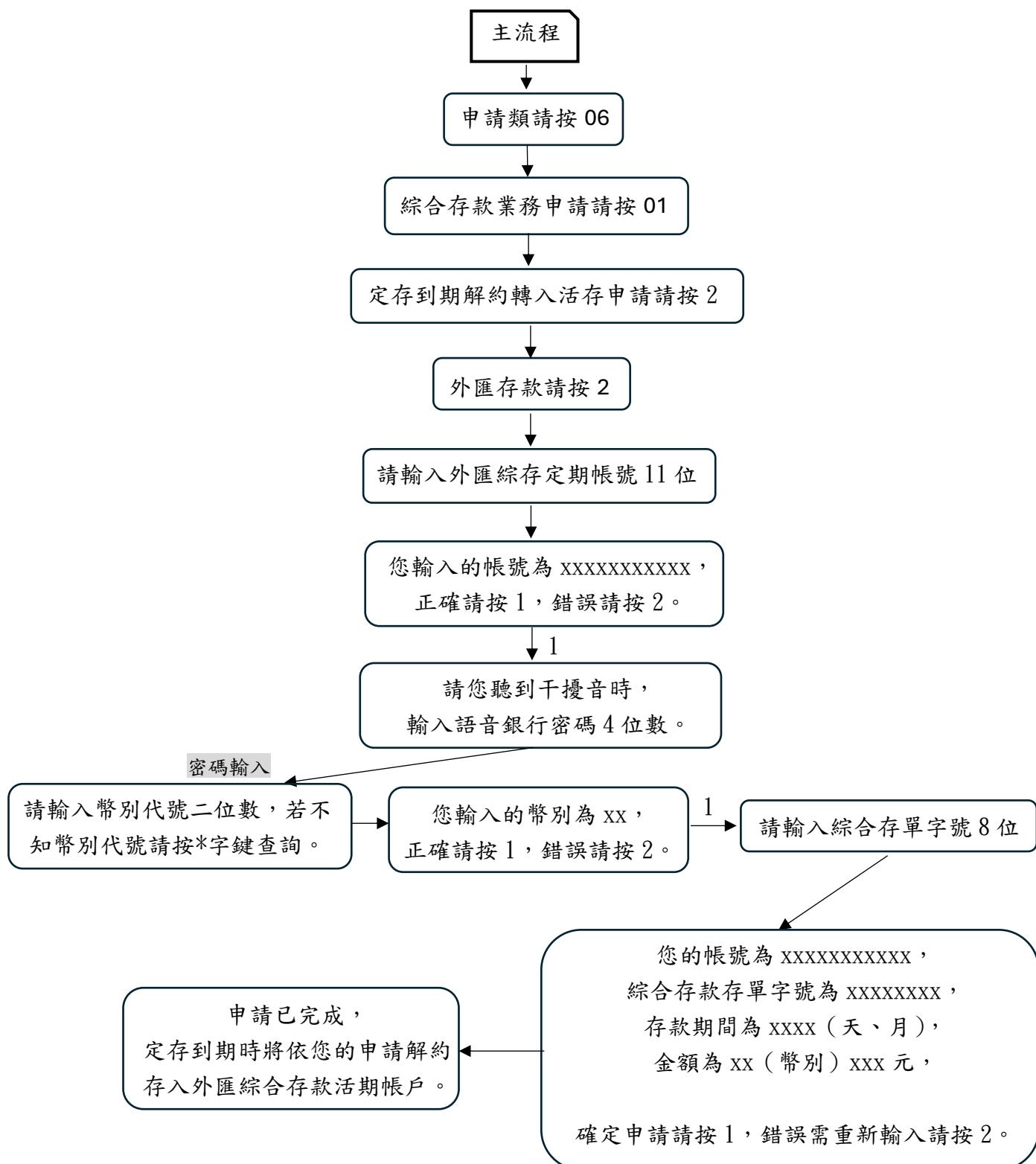
(一)定存到期不續存不解約靜候本人處理申請



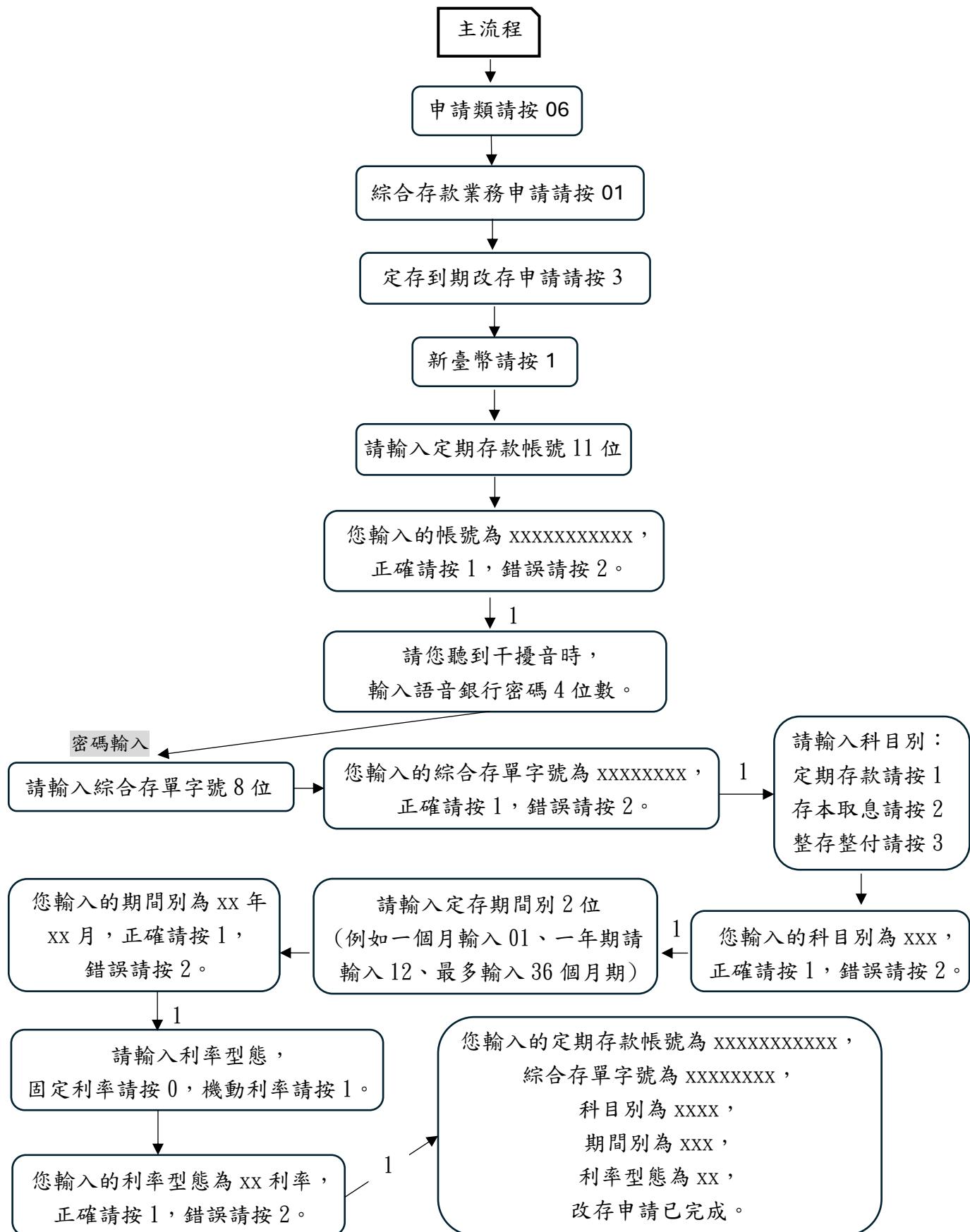
(二) 臺幣定期存款到期解約轉入活存申請



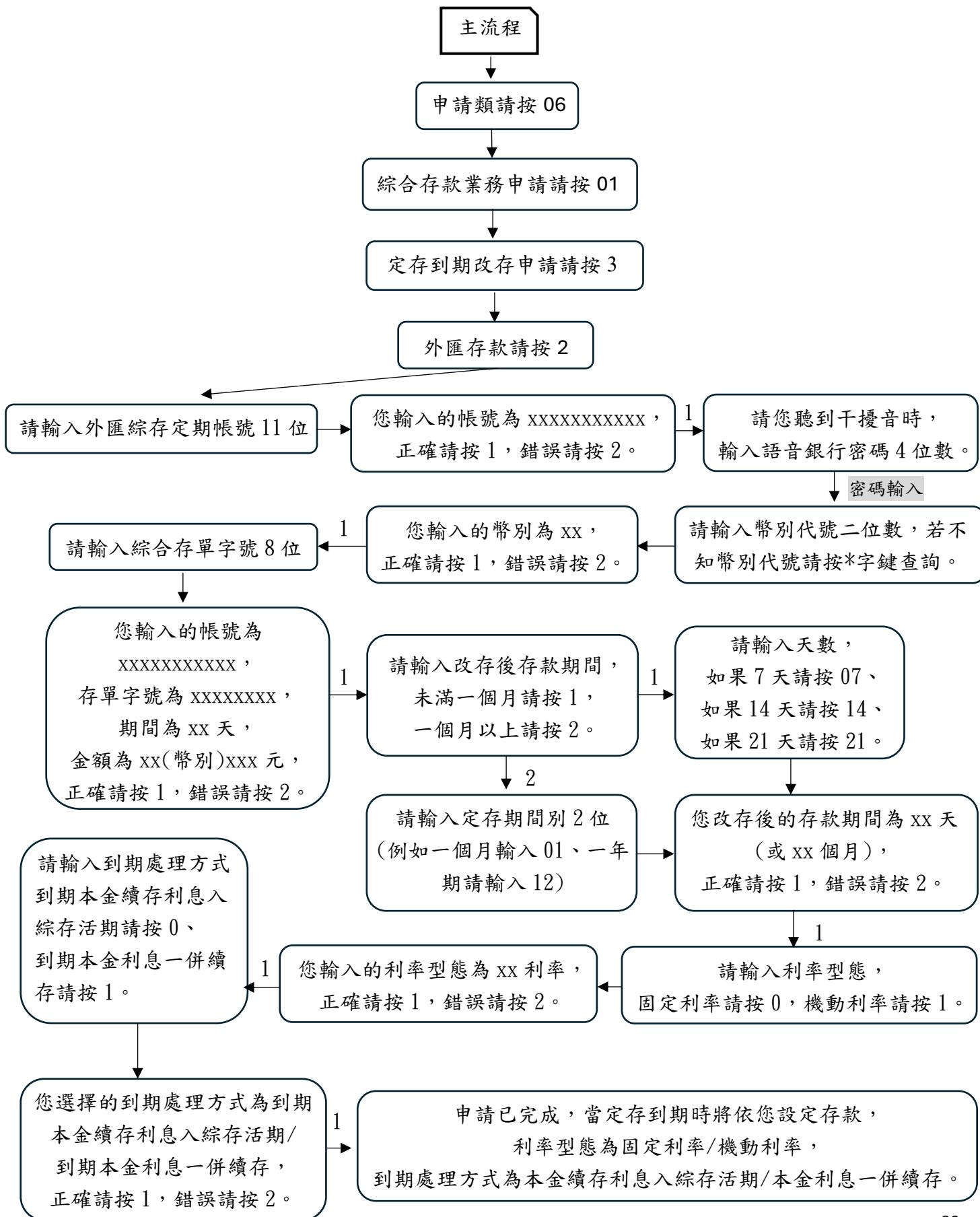
(三)外幣定期存款到期解約轉入活存申請



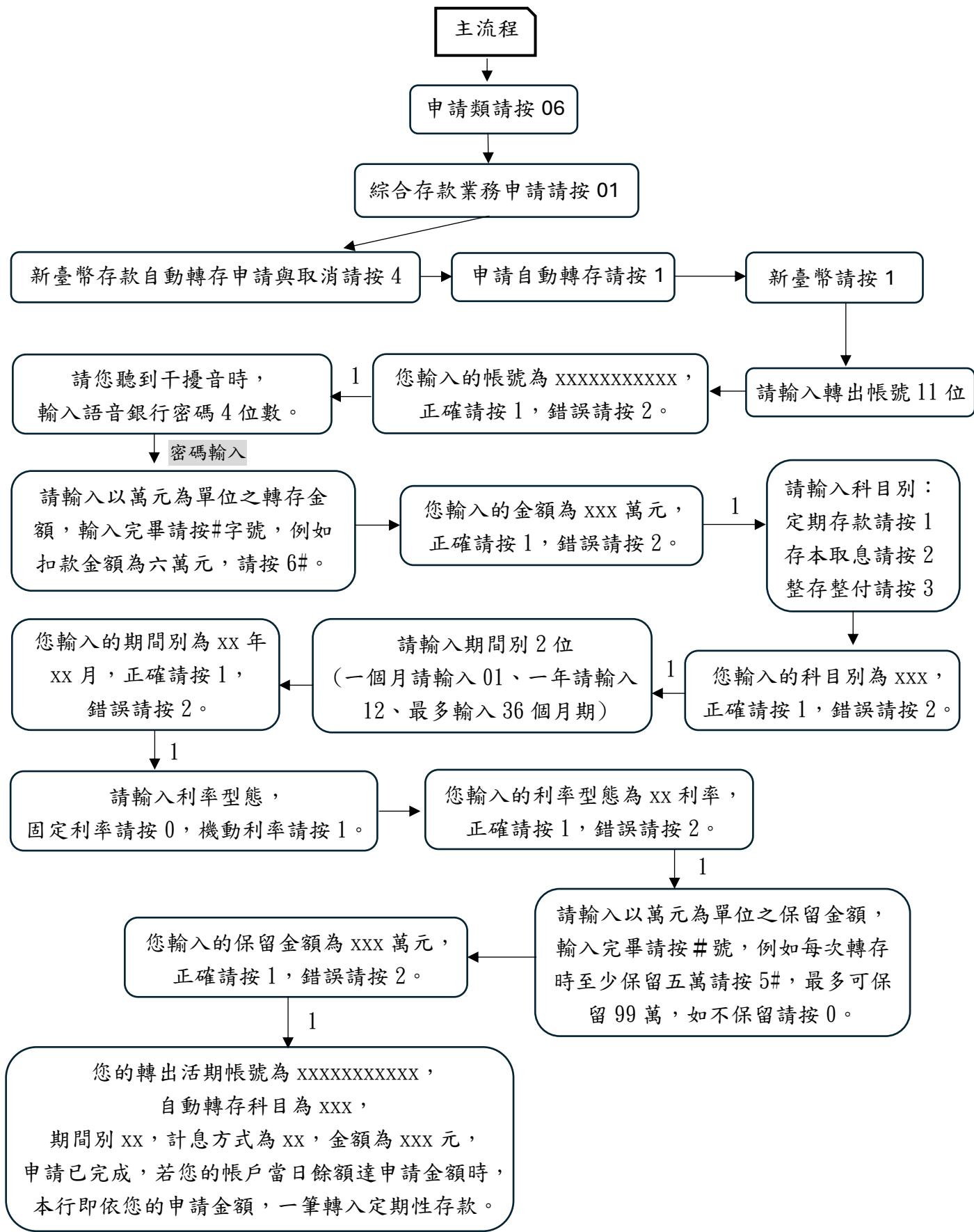
(四) 臺幣定期存款到期改存申請



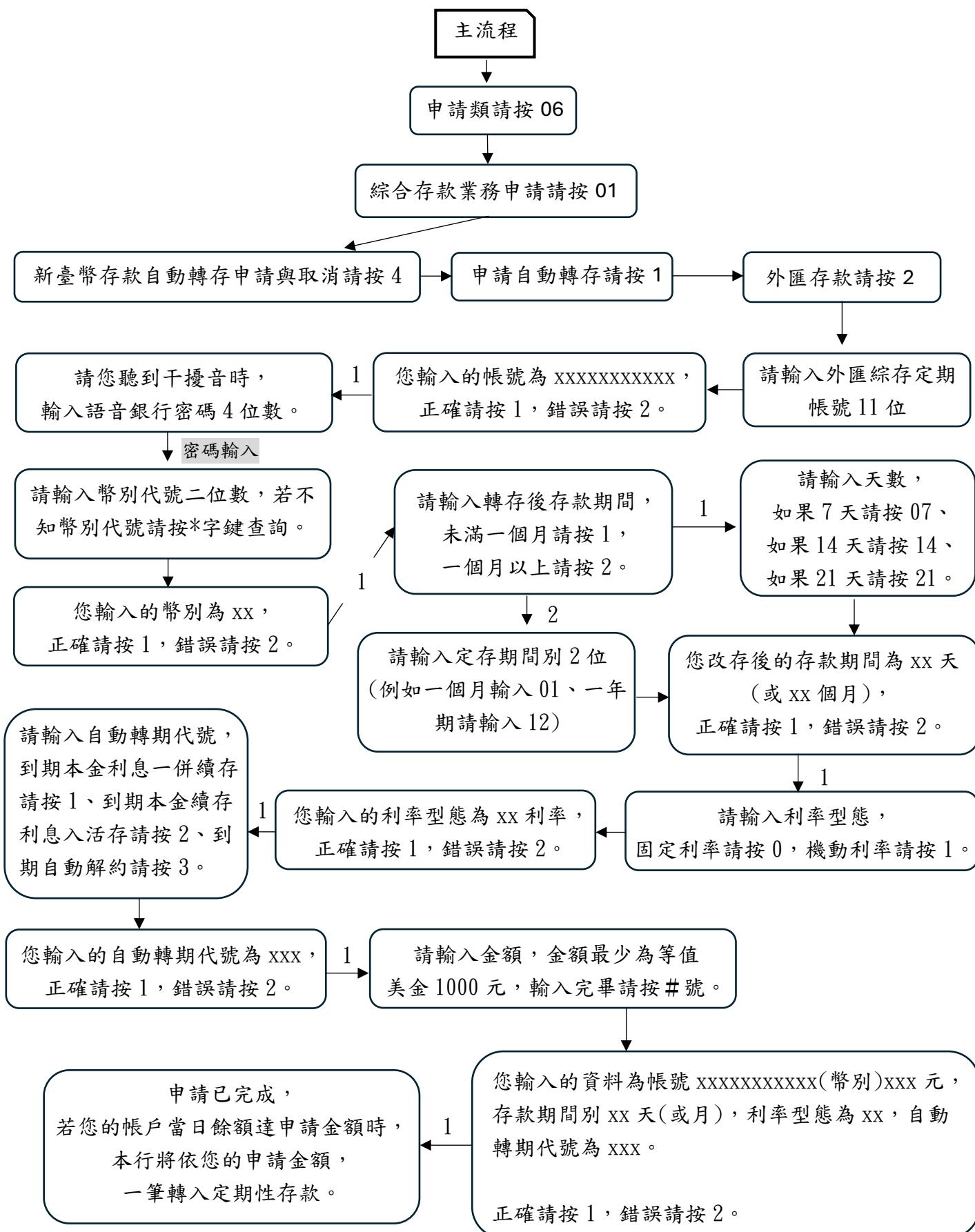
(五)外幣定期存款到期改存申請



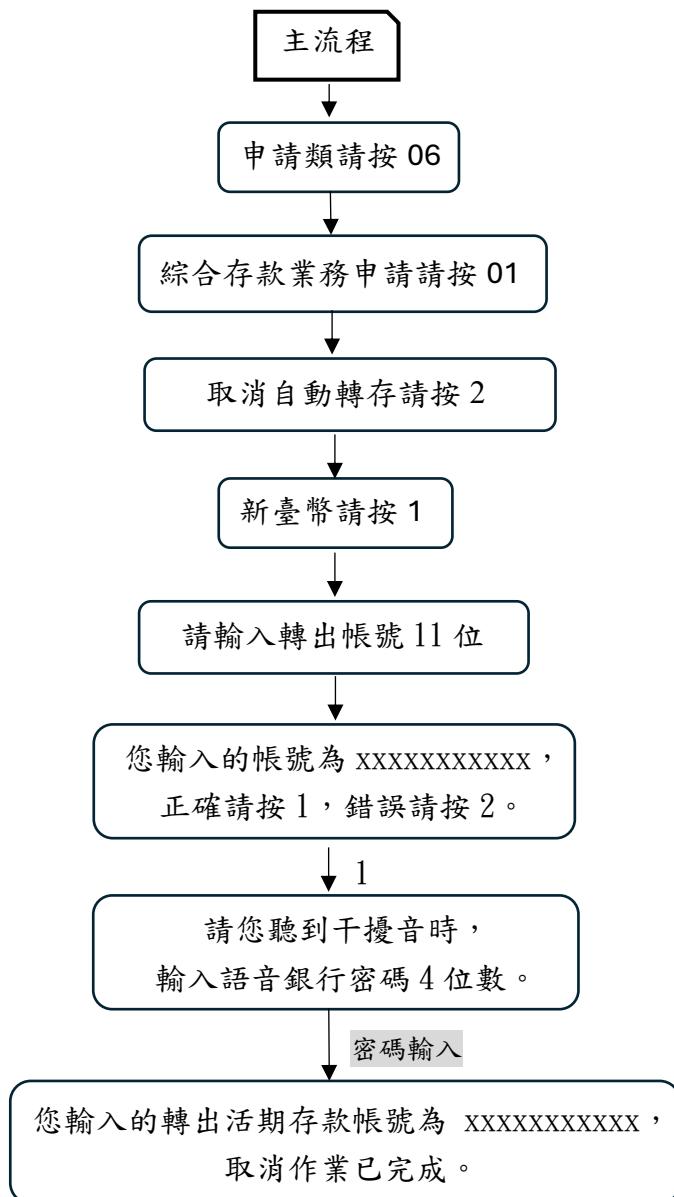
(六)臺幣定期存款自動轉存申請



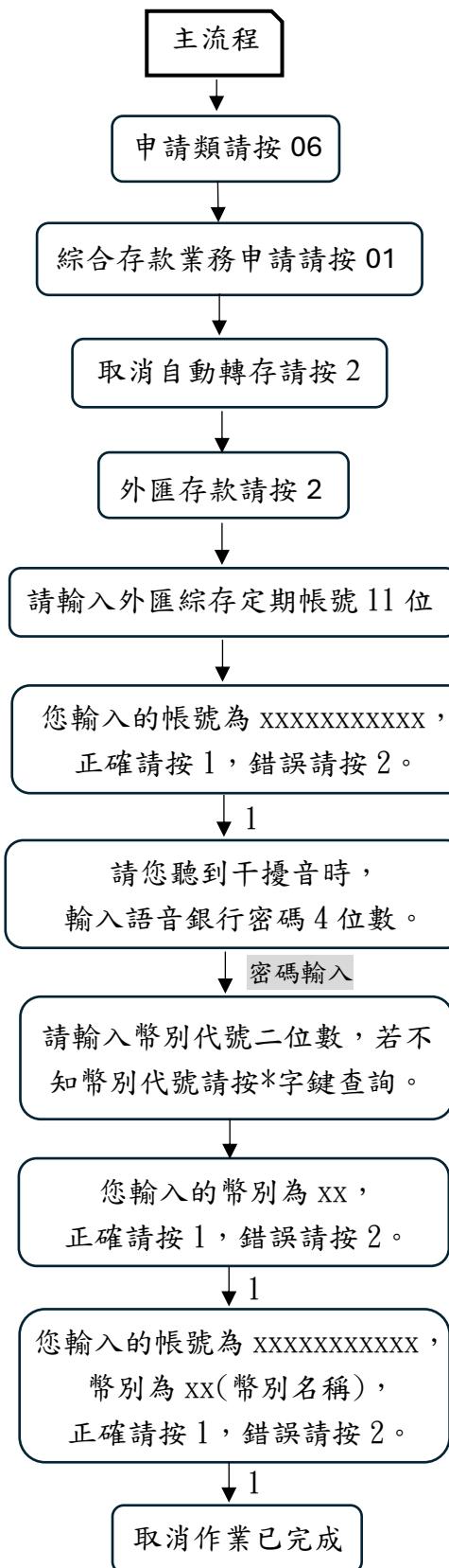
(七)外幣定期存款自動轉存申請



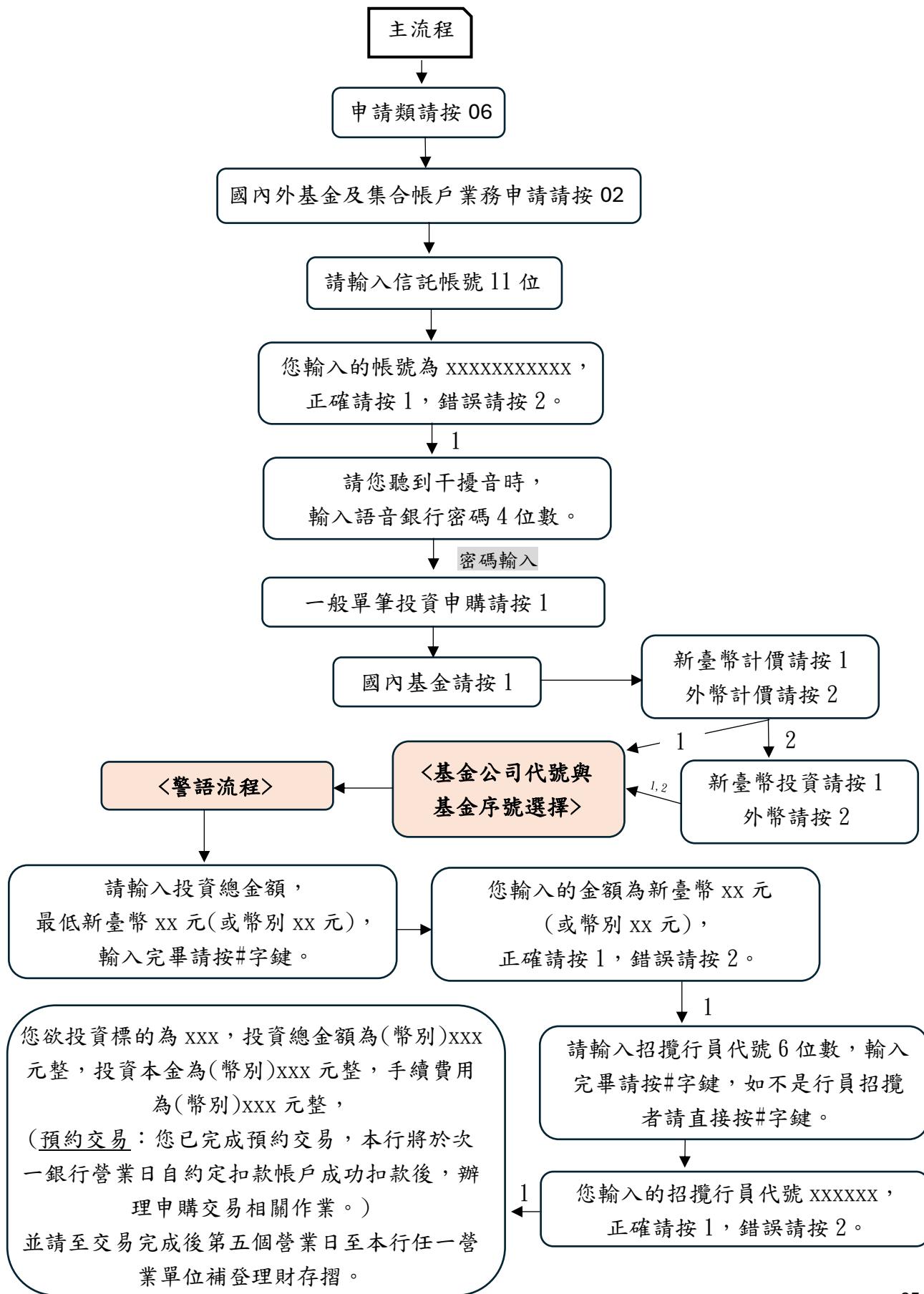
(八)臺幣定期存款自動轉存取消



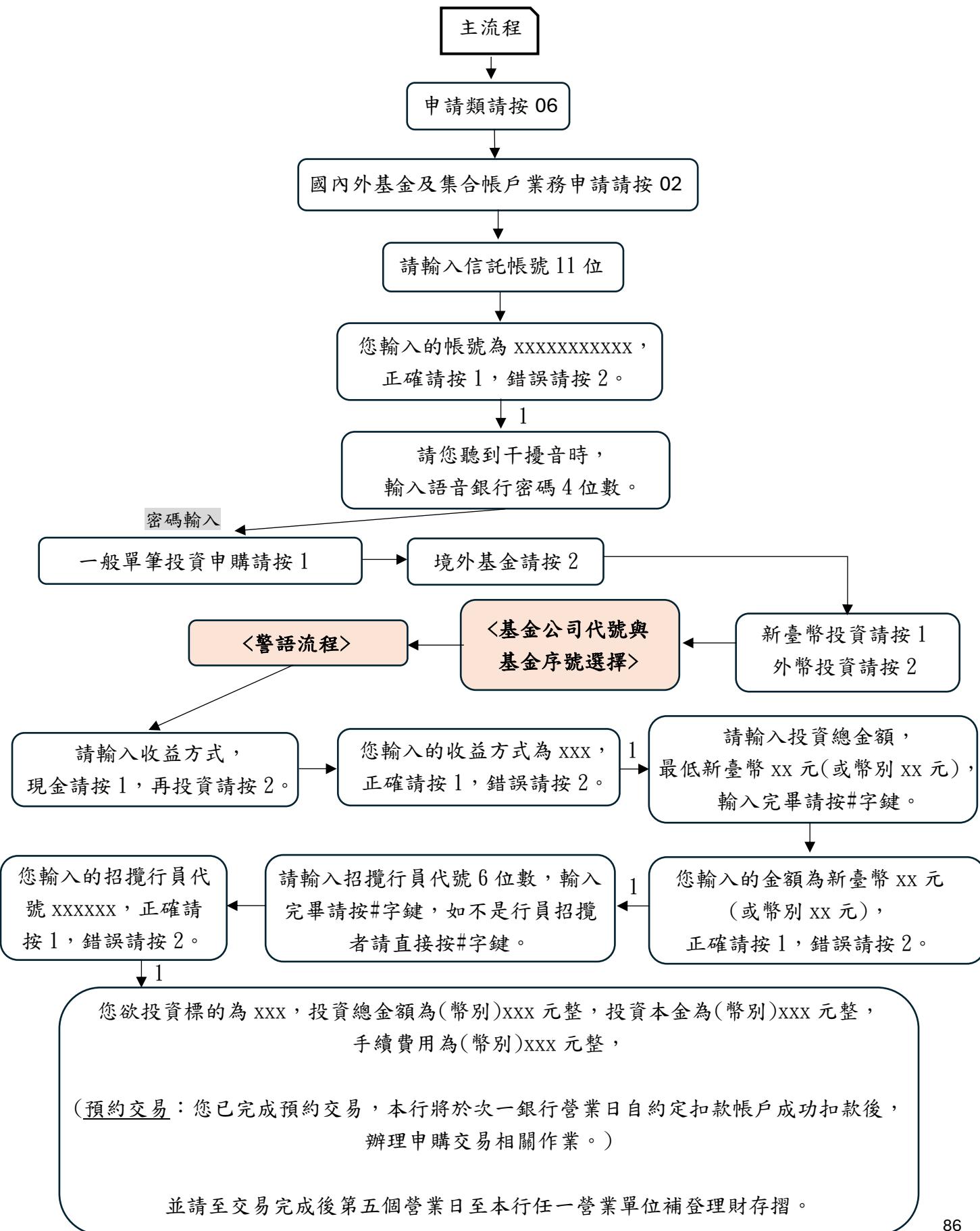
(九)外幣定期存款自動轉存取消



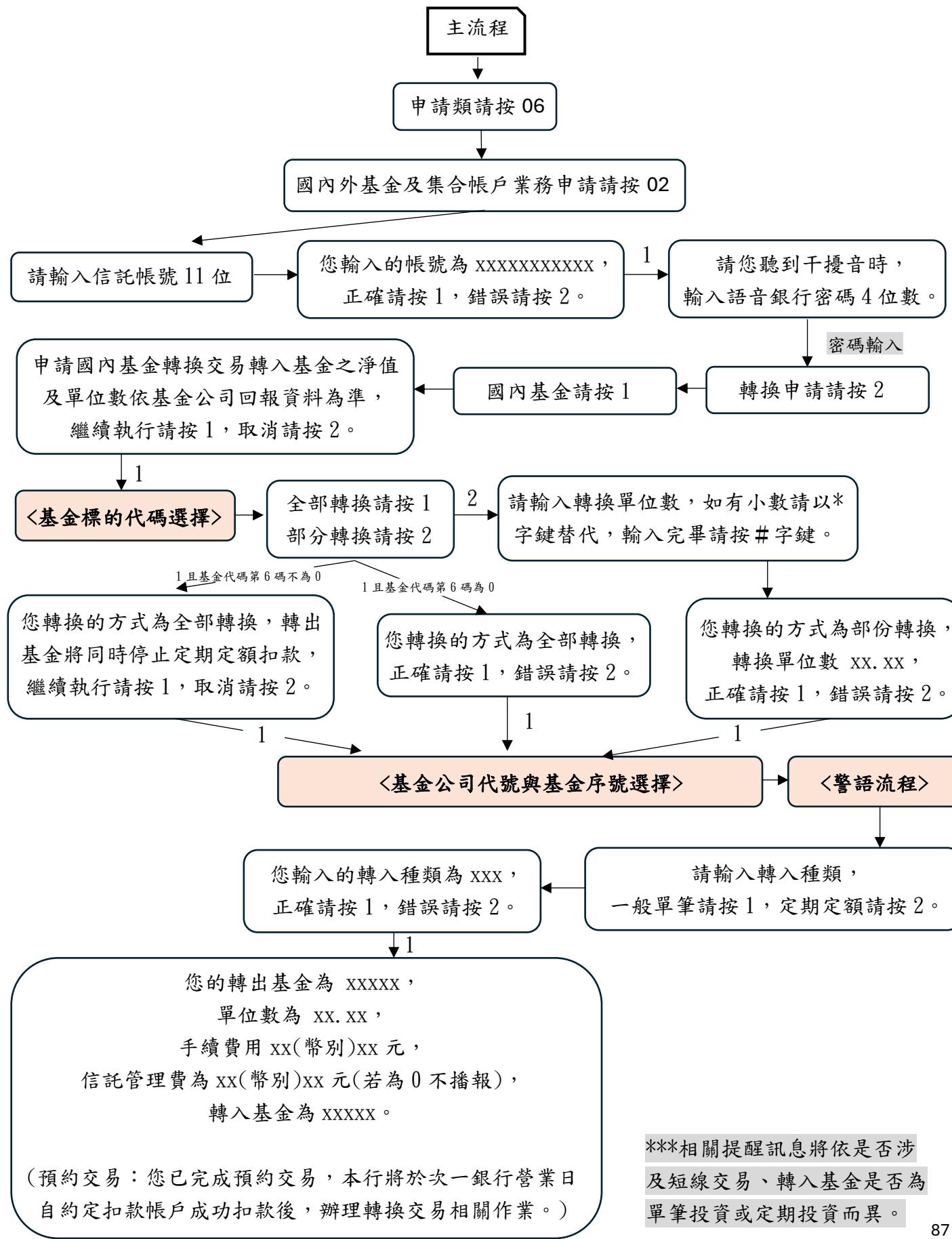
(十) 國內基金一般單筆投資申請(包括預約交易)



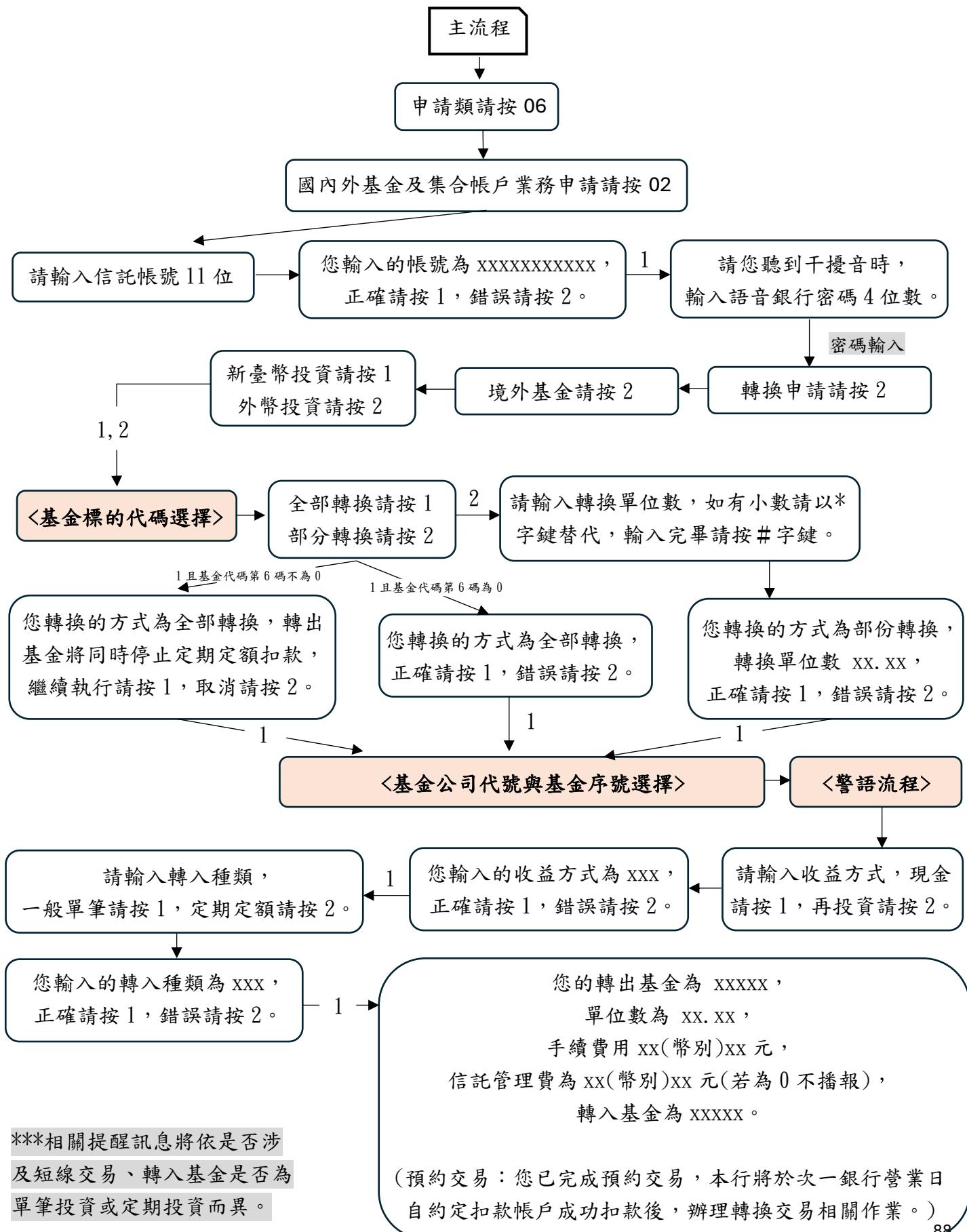
(十一) 國外基金一般單筆投資申請(包括預約交易)



(十二)國內基金轉換申請(包括預約交易)

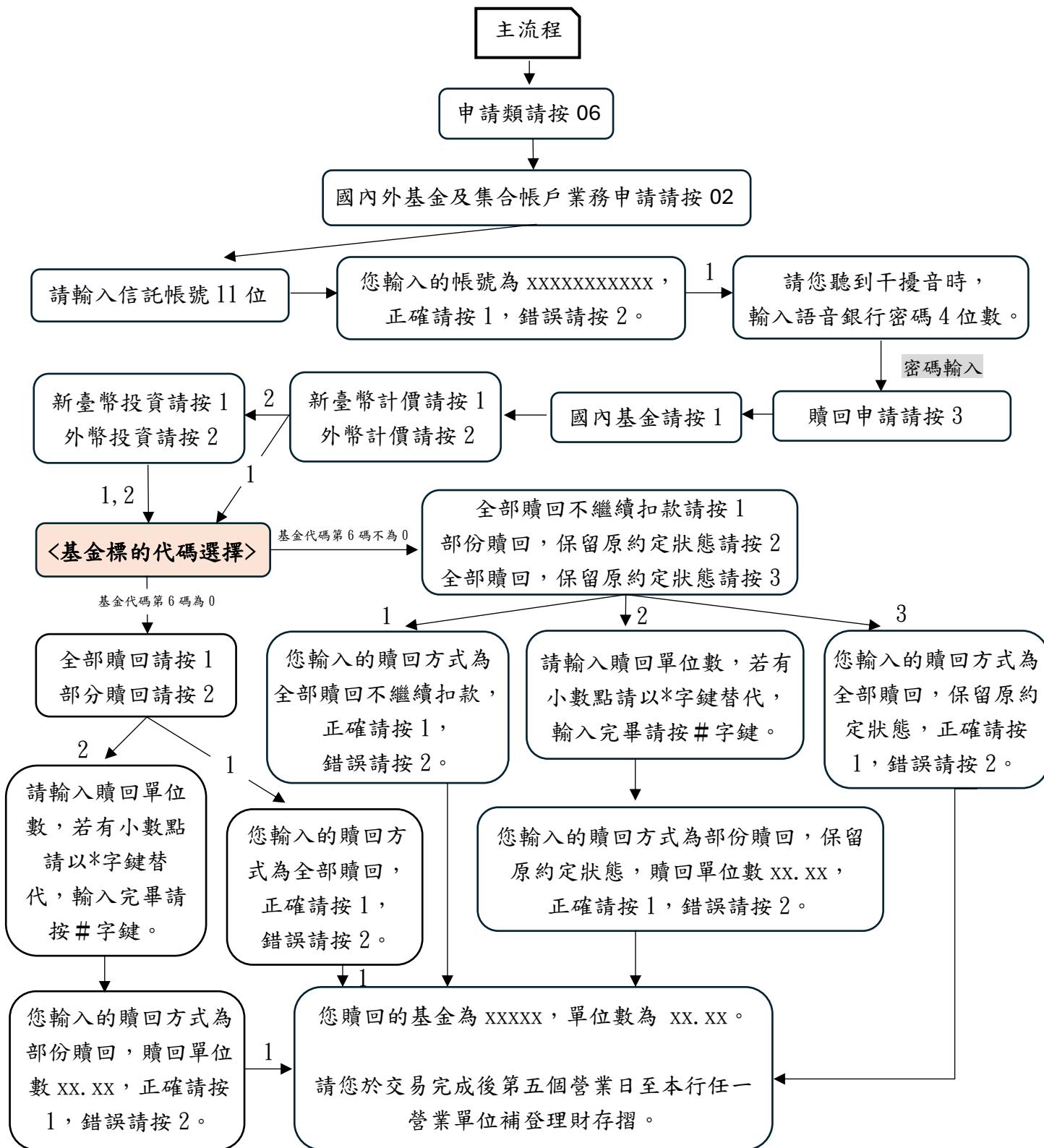


(十三) 國外基金轉換申請(包括預約交易)



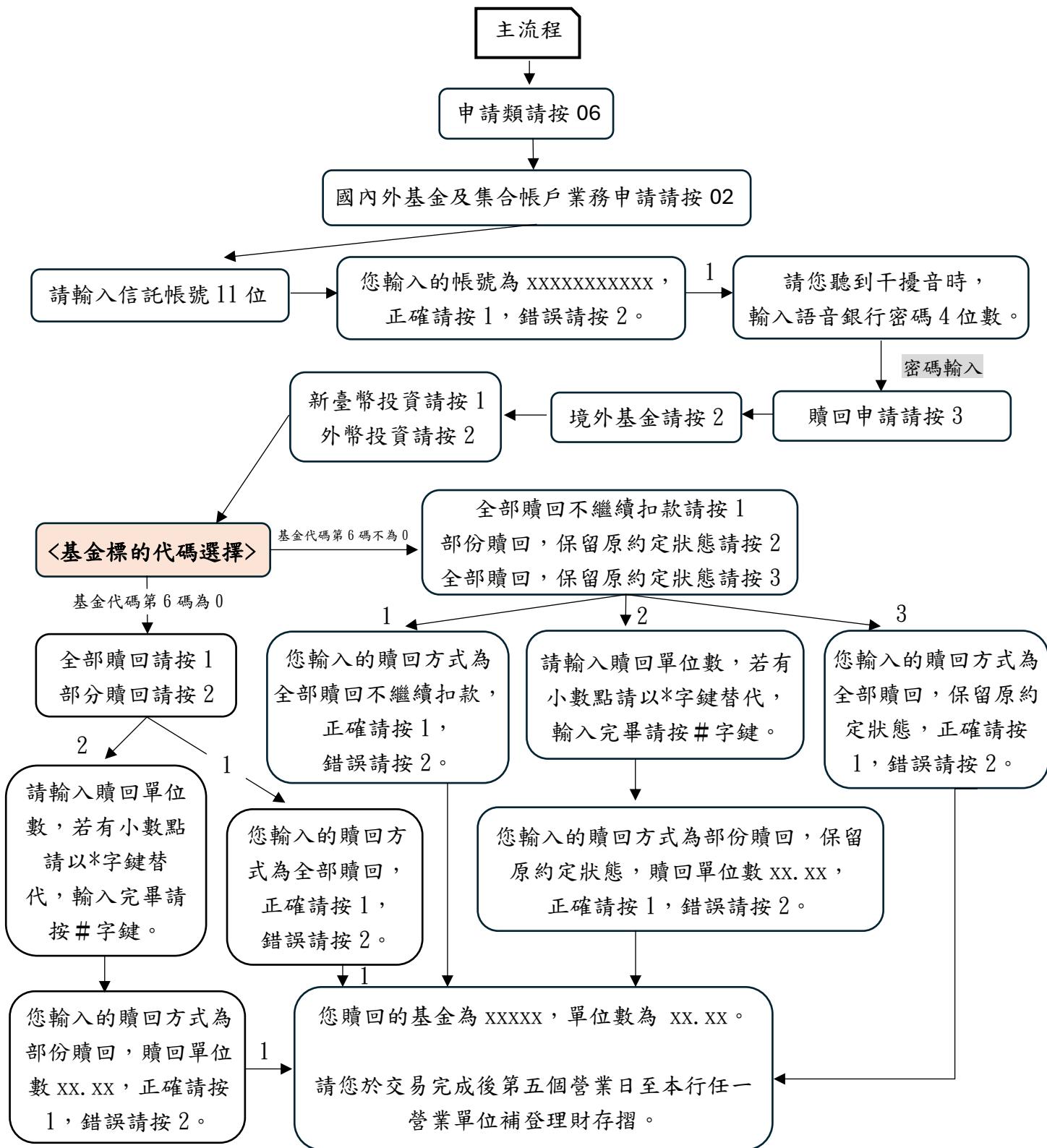
***相關提醒訊息將依是否涉及短線交易、轉入基金是否為單筆投資或定期投資而異。

(十四) 國內基金贖回申請



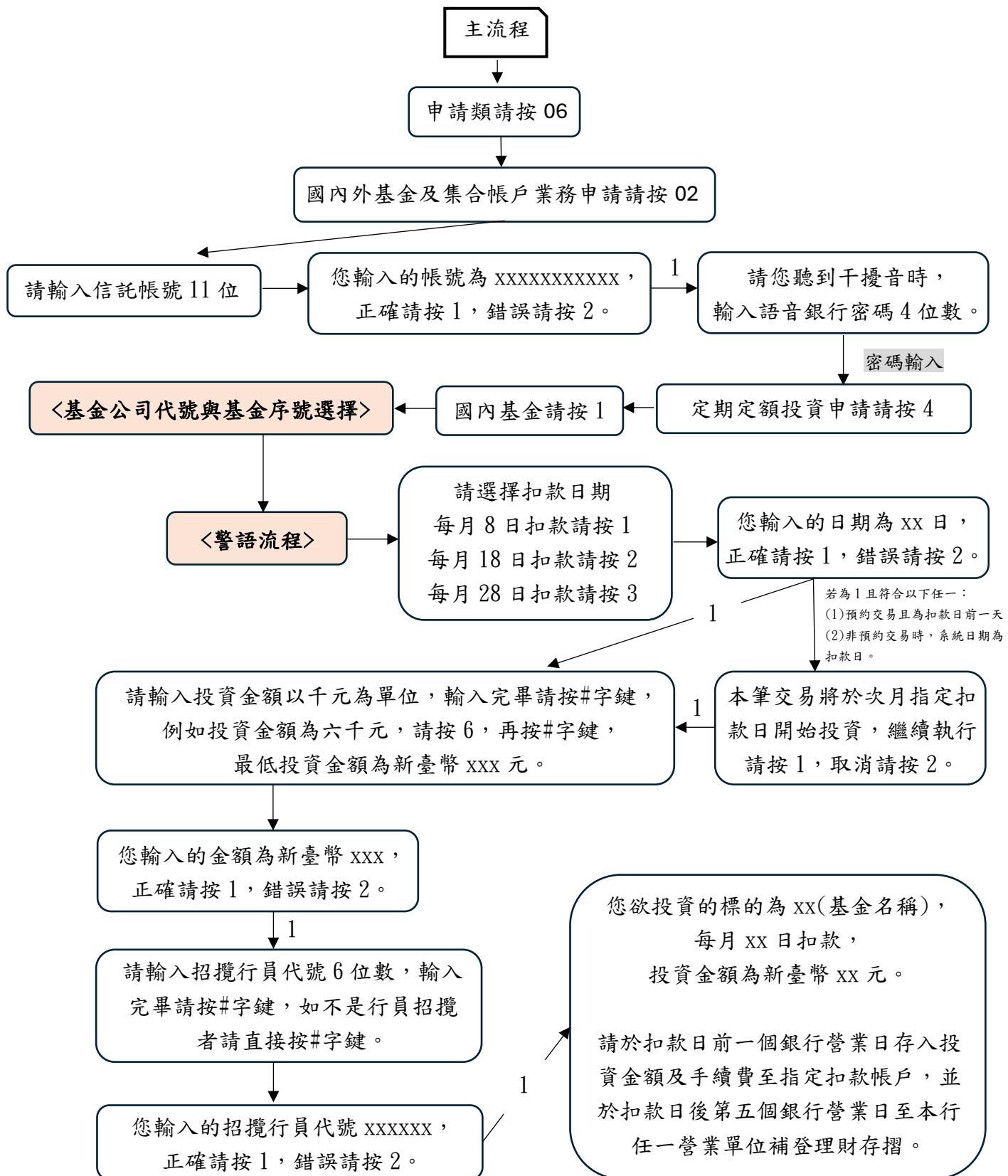
***相關提醒訊息將依是否涉及短線交易、贖回方式/標的而異。

(十五) 國外基金贖回申請

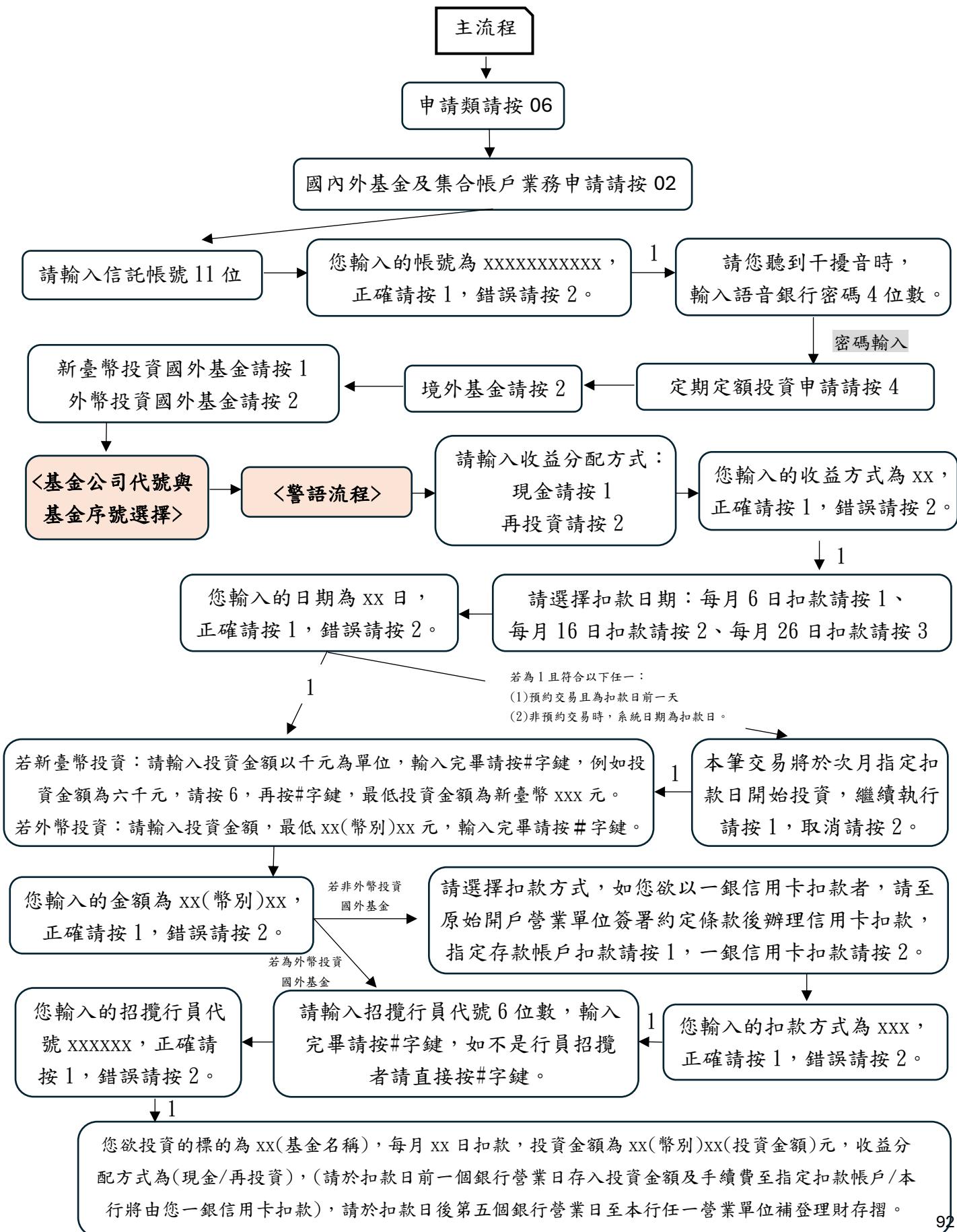


***相關提醒訊息將依是否涉及短線交易、贖回方式/標的而異。

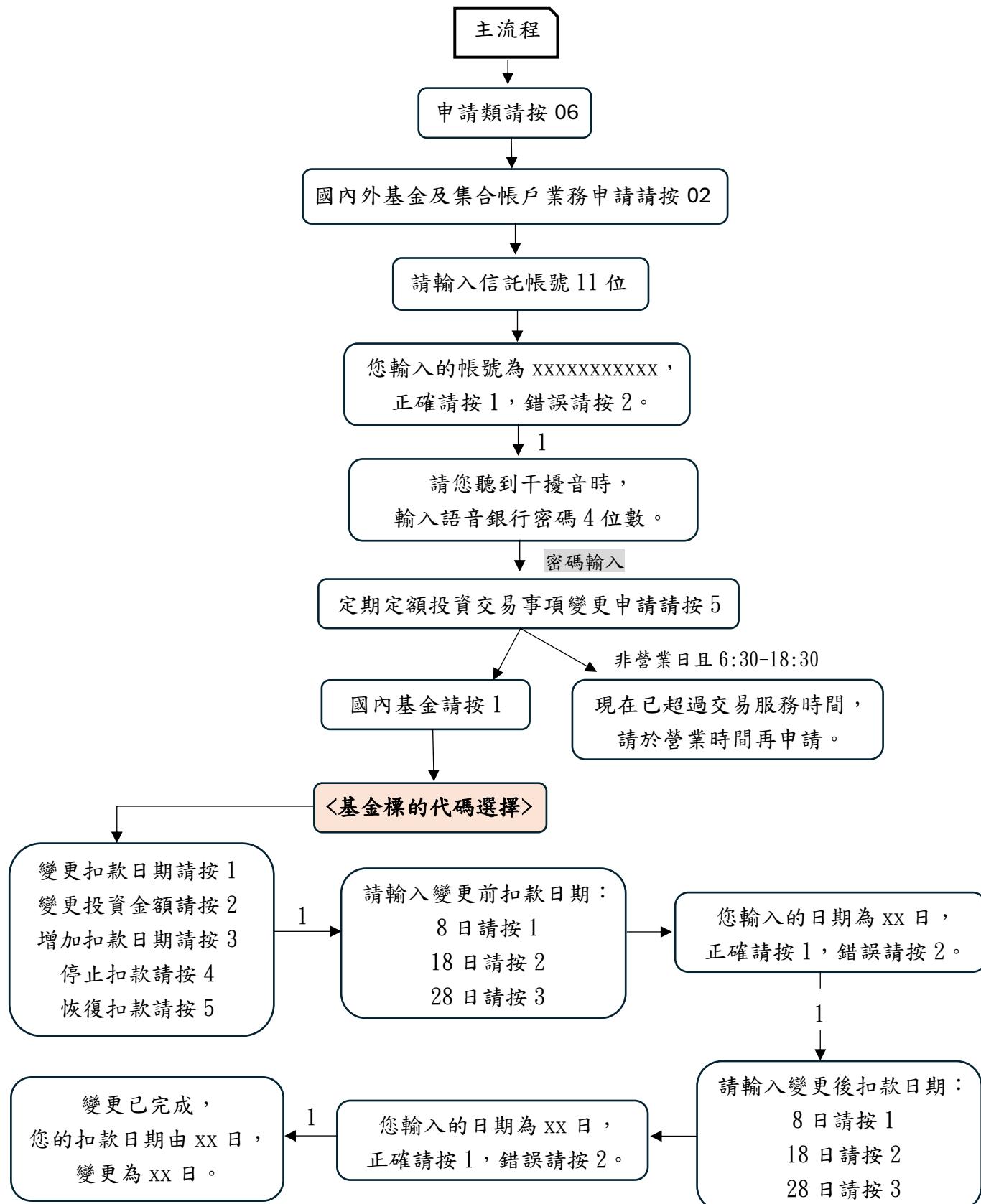
(十六) 國內基金定期定額投資申請



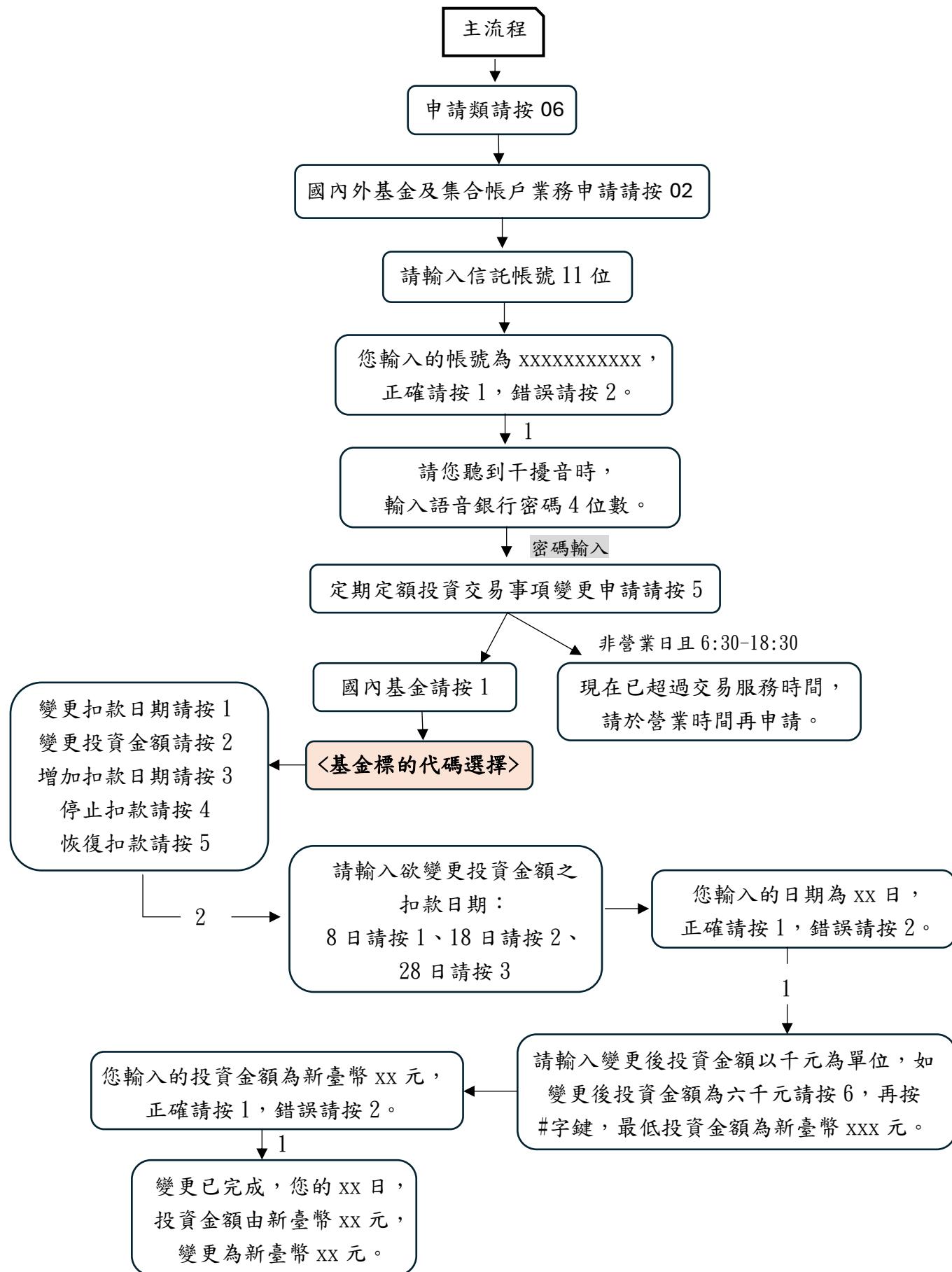
(十七) 國外基金定期定額投資申請



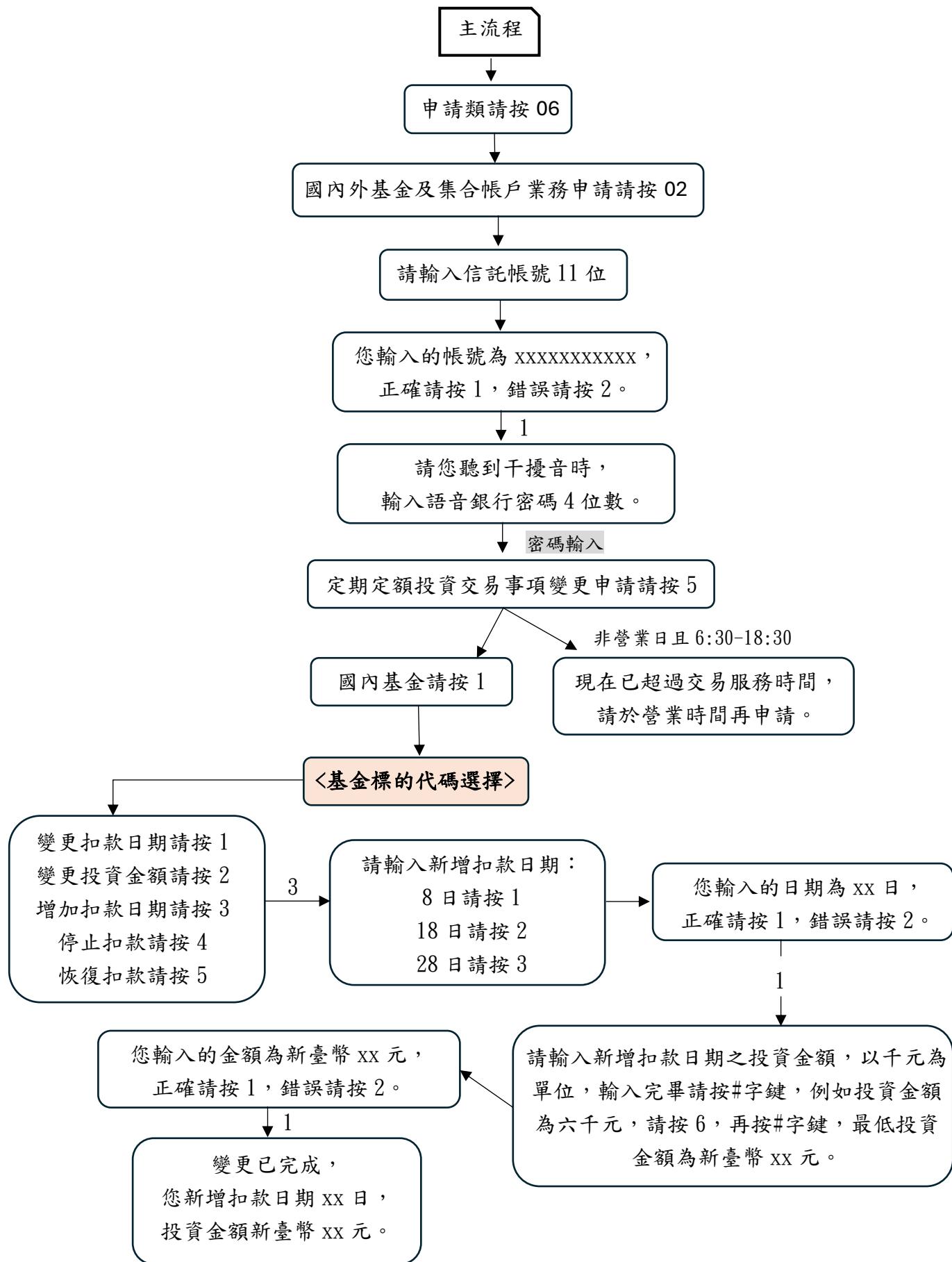
(十八)國內基金定期定額投資交易事項變更申請—變更扣款日期



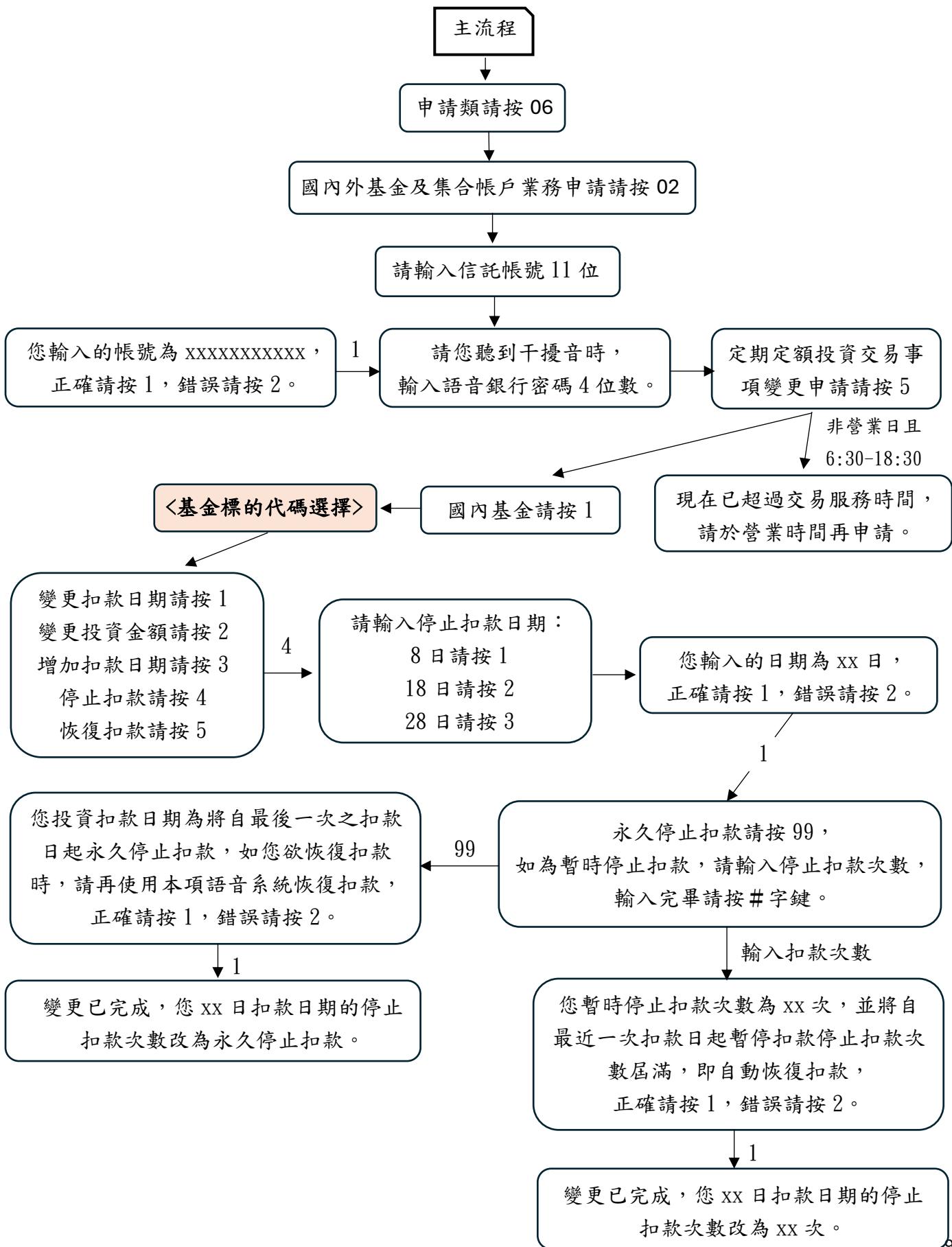
(十九)國內基金定期定額投資交易事項變更申請—變更投資金額



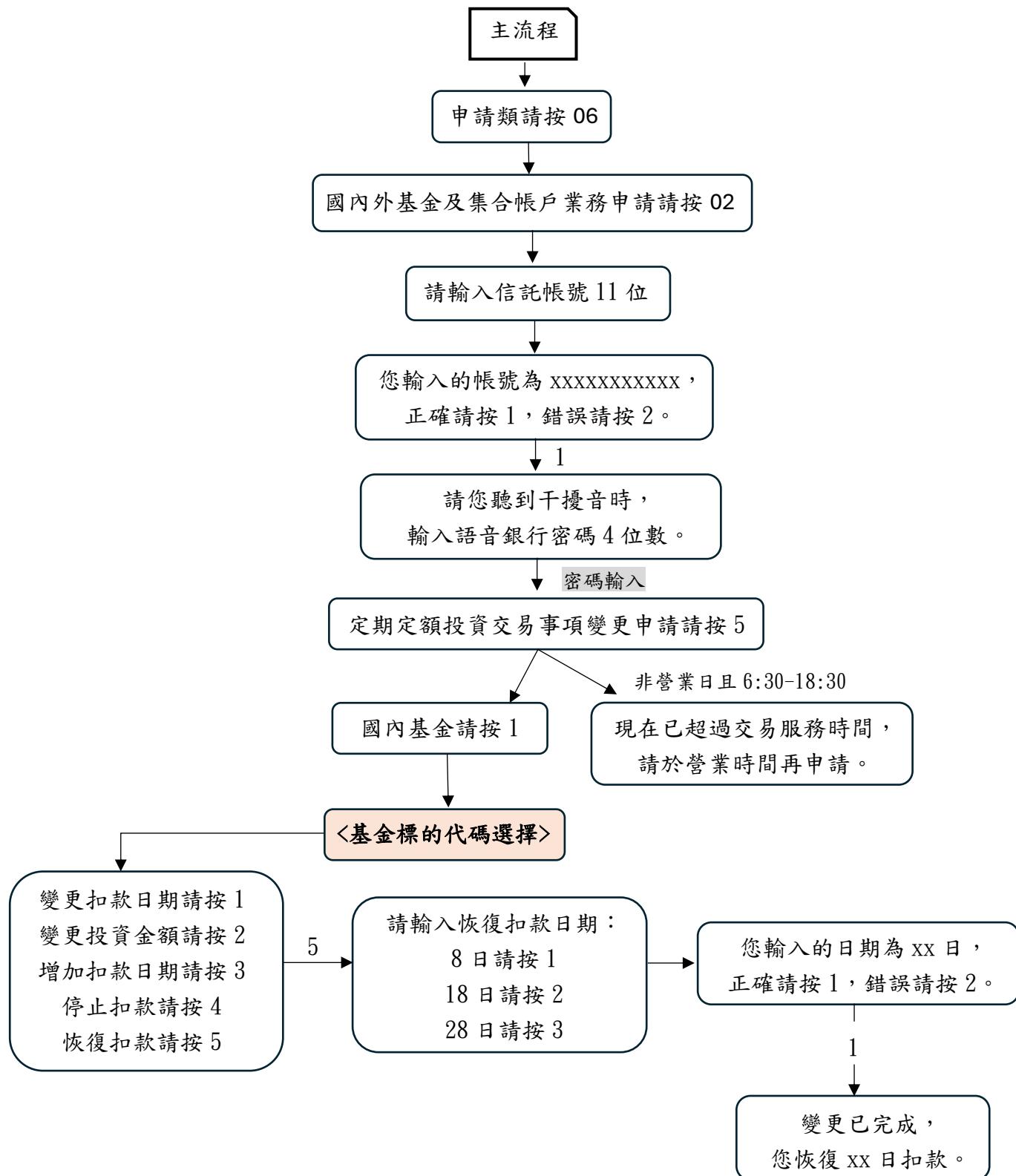
(二十)國內基金定期定額投資交易事項變更申請—增加扣款日期



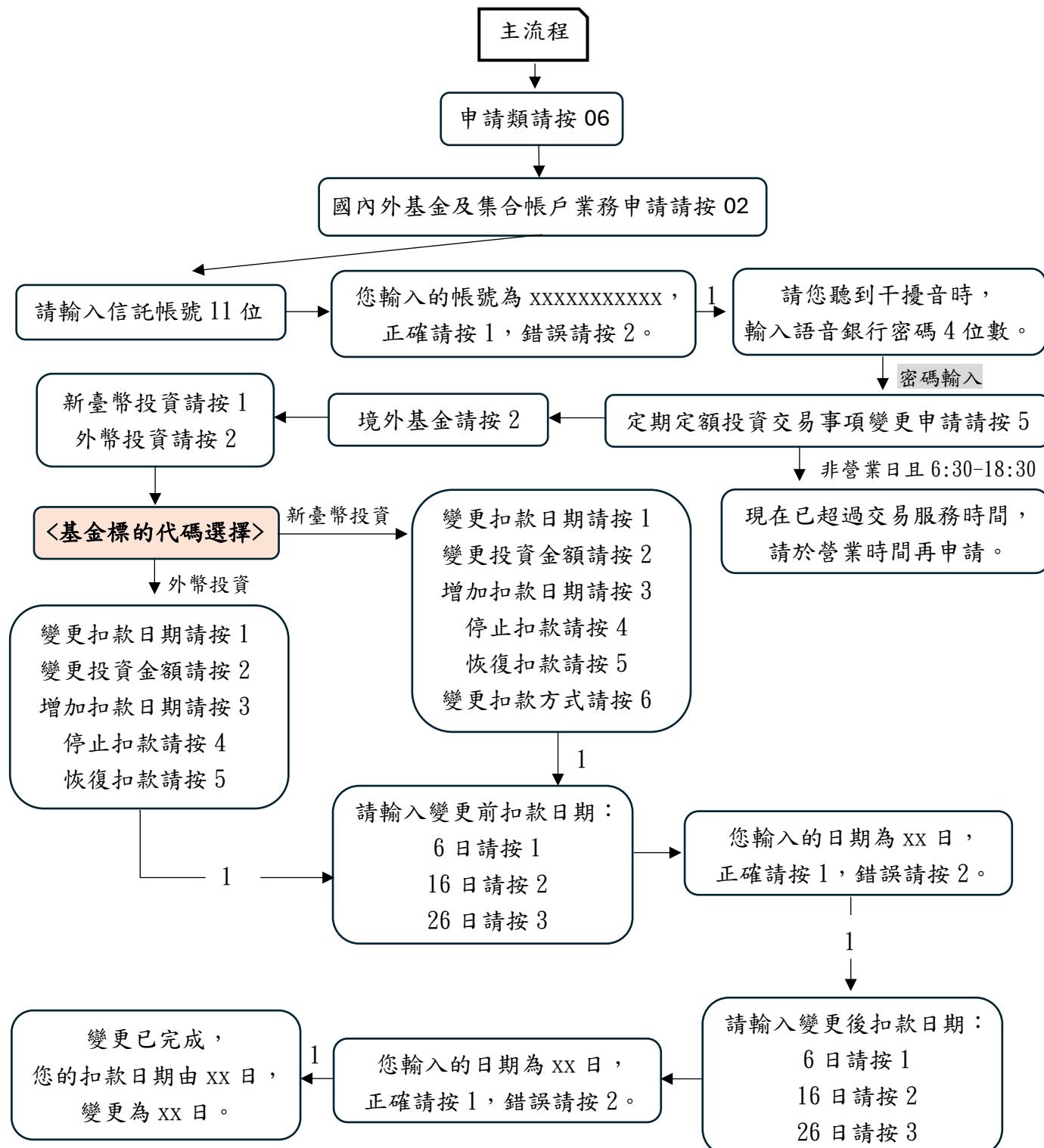
(二十一) 國內基金定期定額投資交易事項變更申請—停止扣款



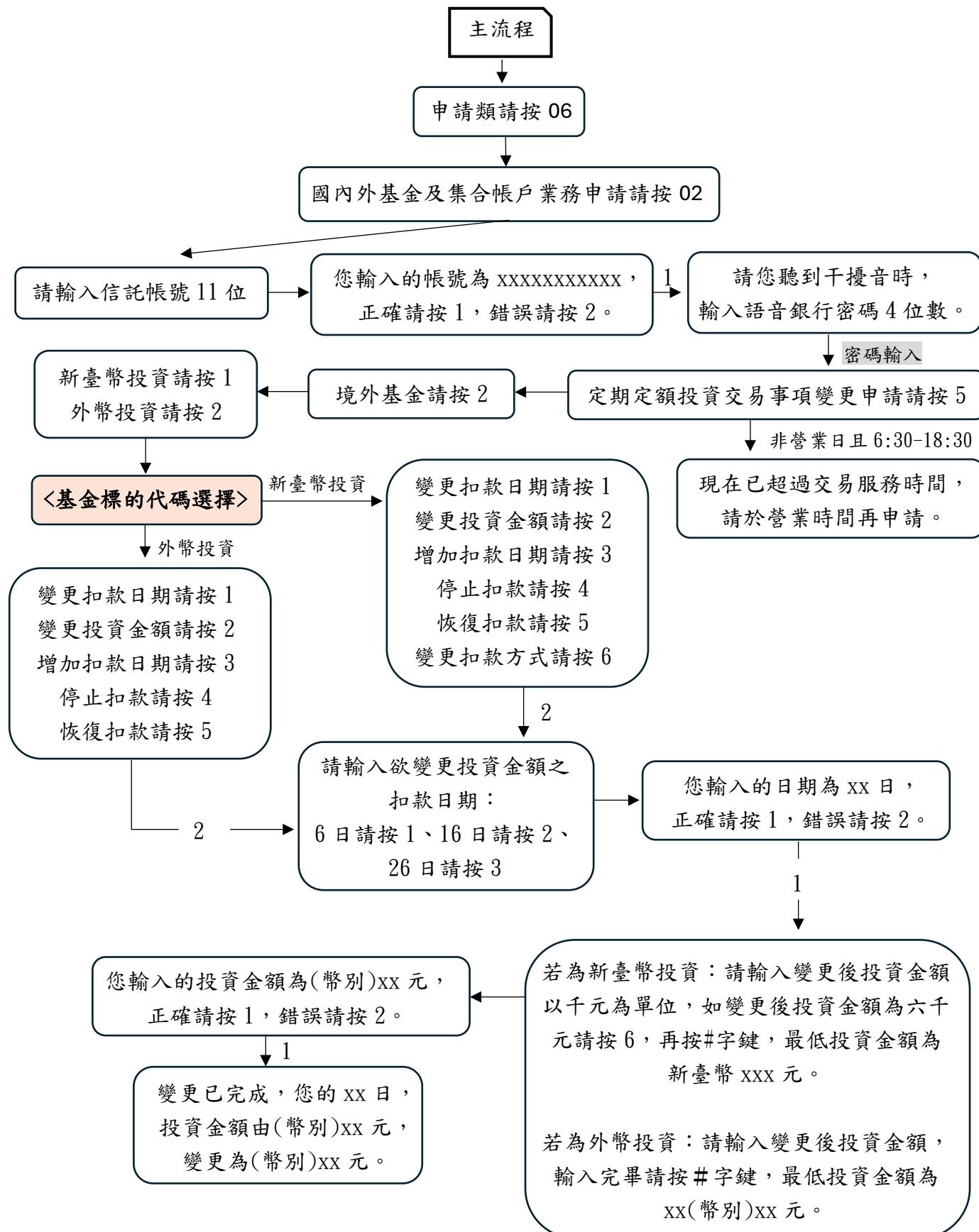
(二十二)國內基金定期定額投資交易事項變更申請—恢復扣款



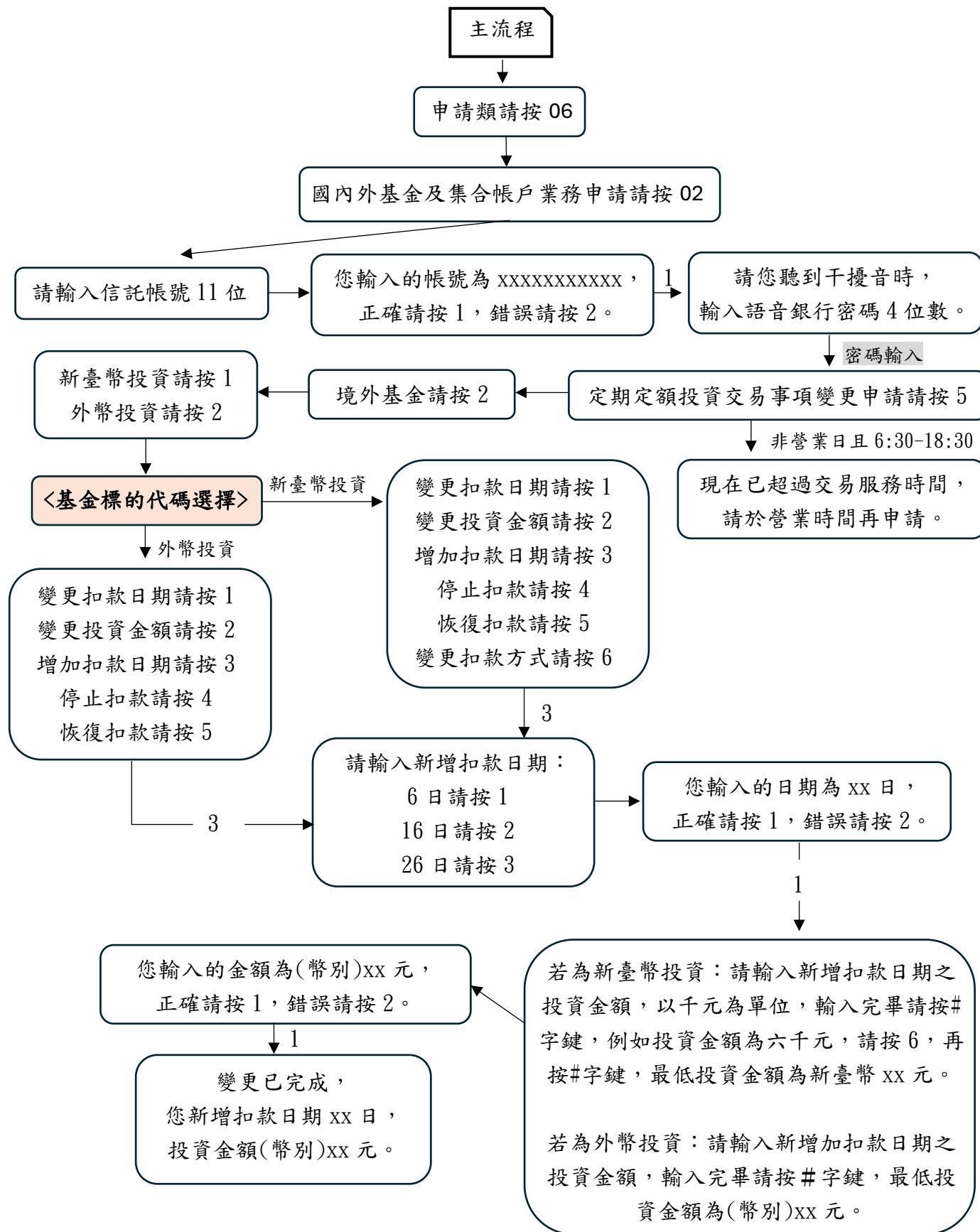
(二十三)國外基金定期定額投資交易事項變更申請—變更扣款日期



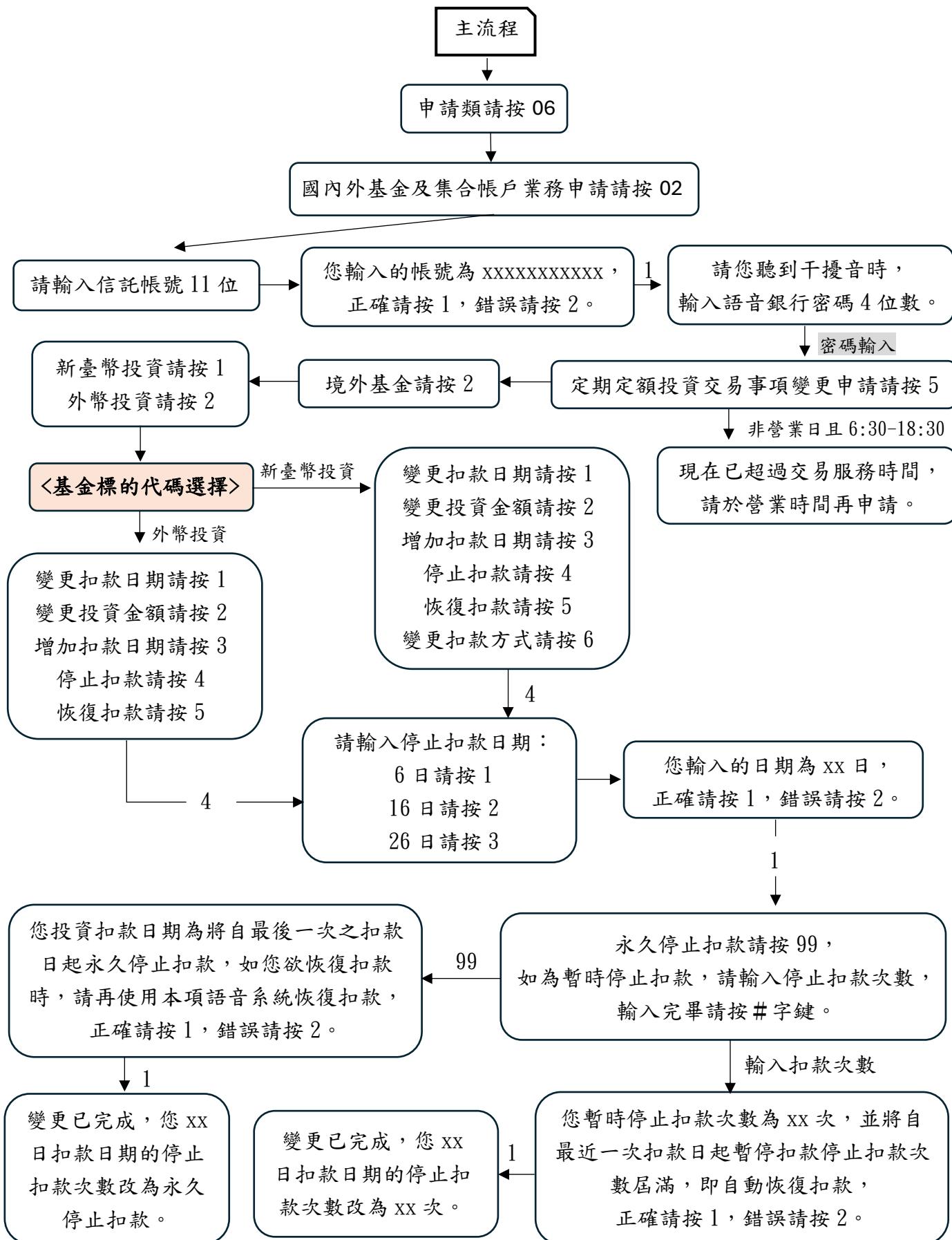
(二十四)國外基金定期定額投資交易事項變更申請—變更投資金額



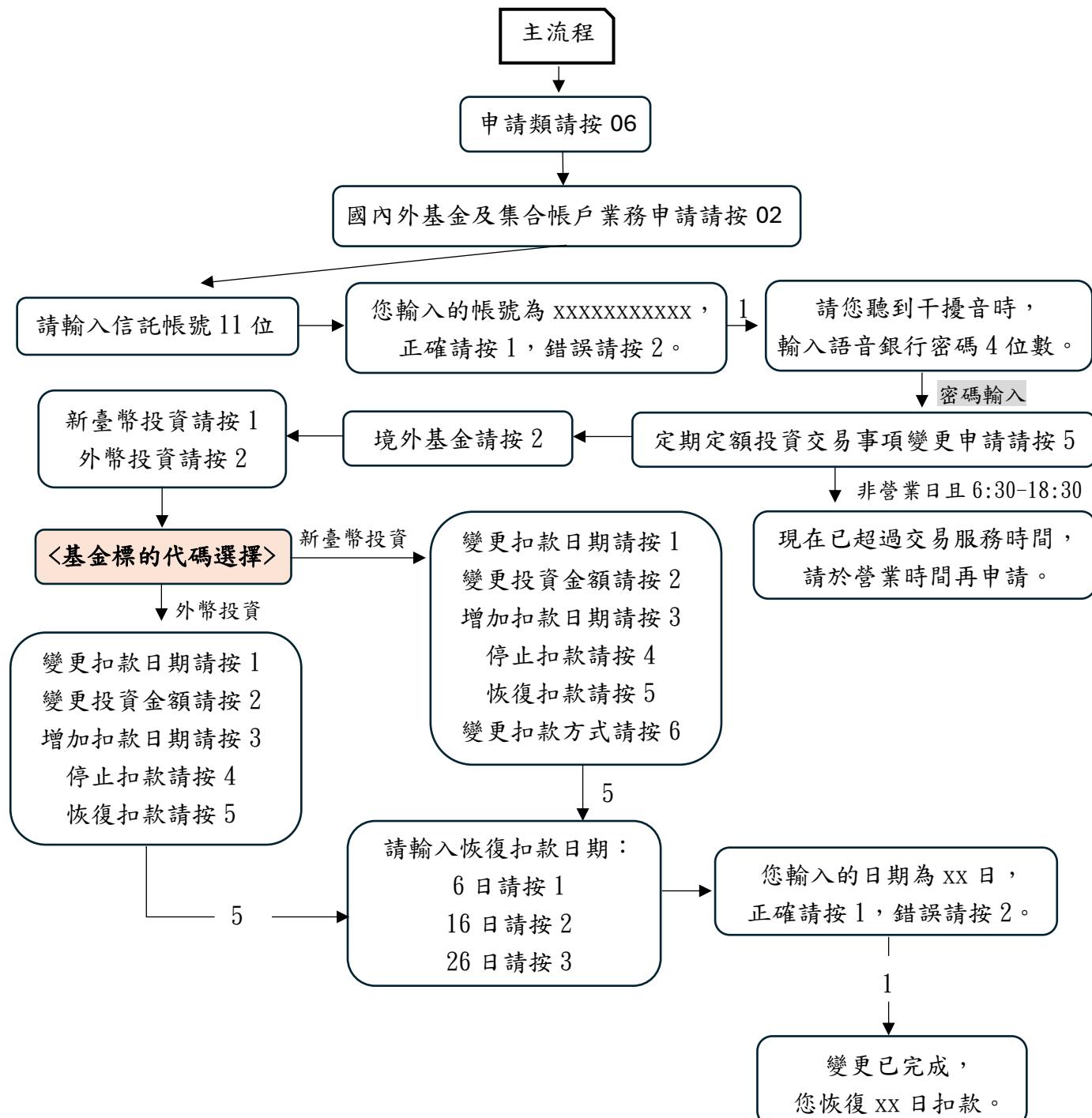
(二十五)國外基金定期定額投資交易事項變更申請—增加扣款日期



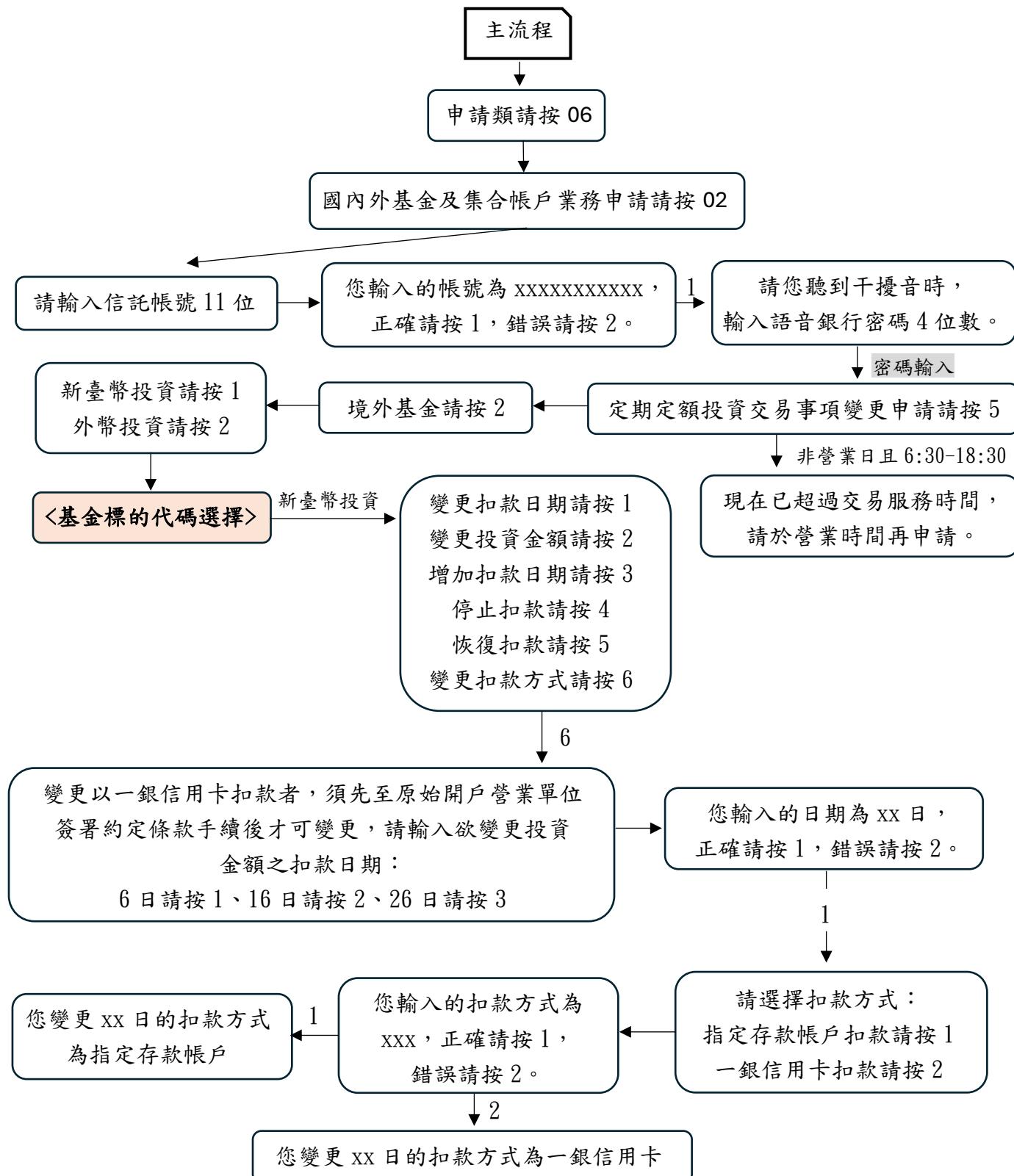
(二十六)國外基金定期定額投資交易事項變更申請—停止扣款



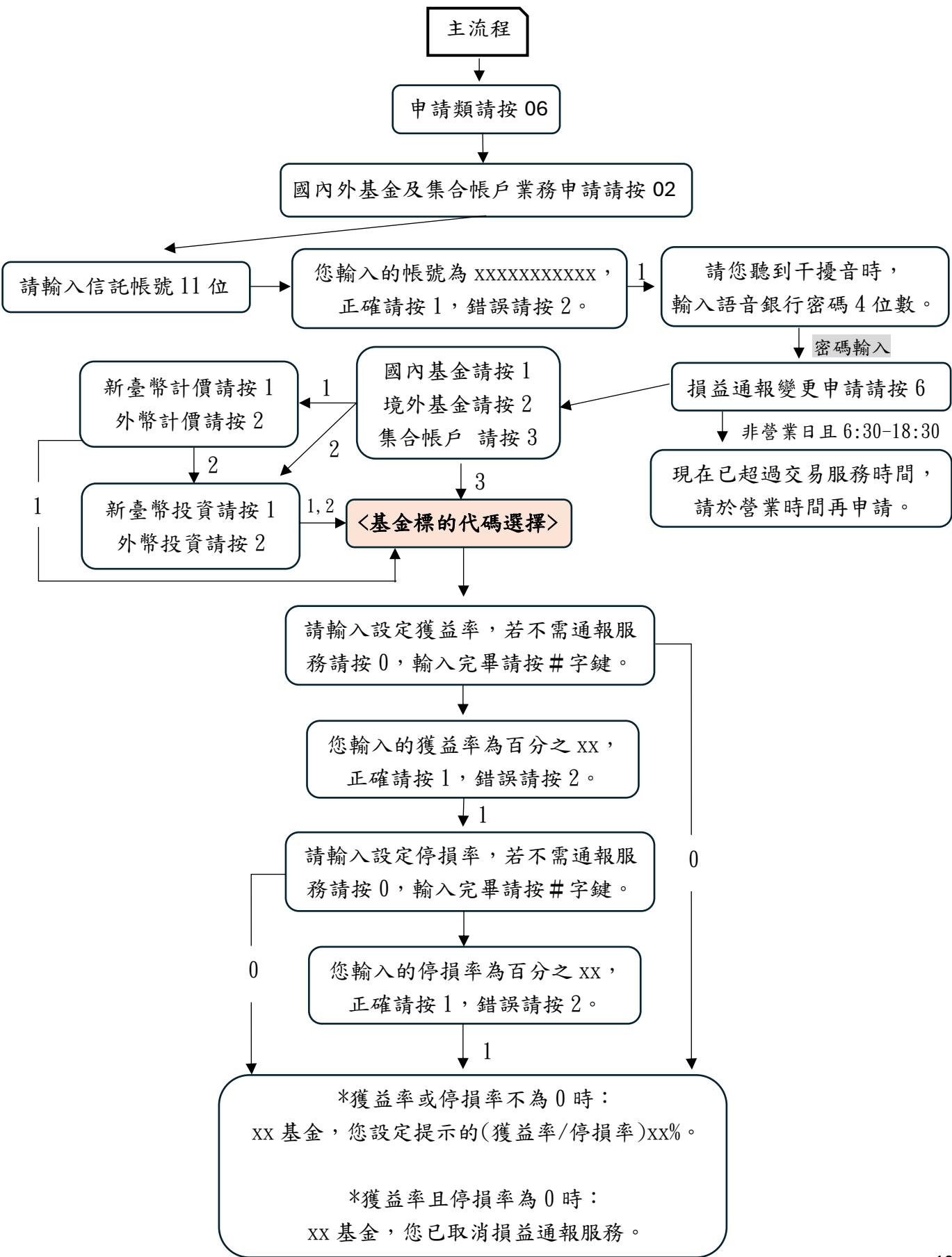
(二十七)國外基金定期定額投資交易事項變更申請—恢復扣款



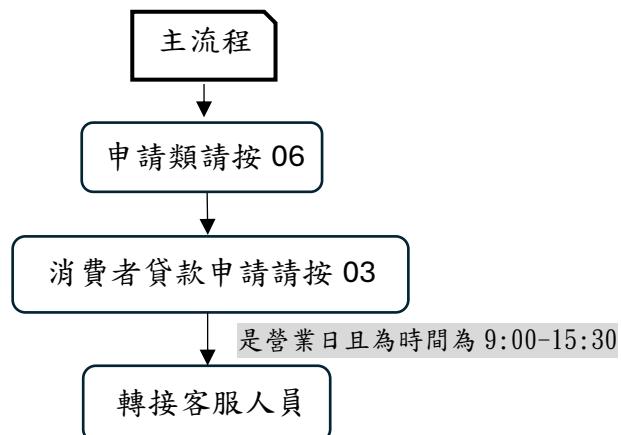
(二十八)國外基金定期定額投資交易事項變更申請—變更扣款方式



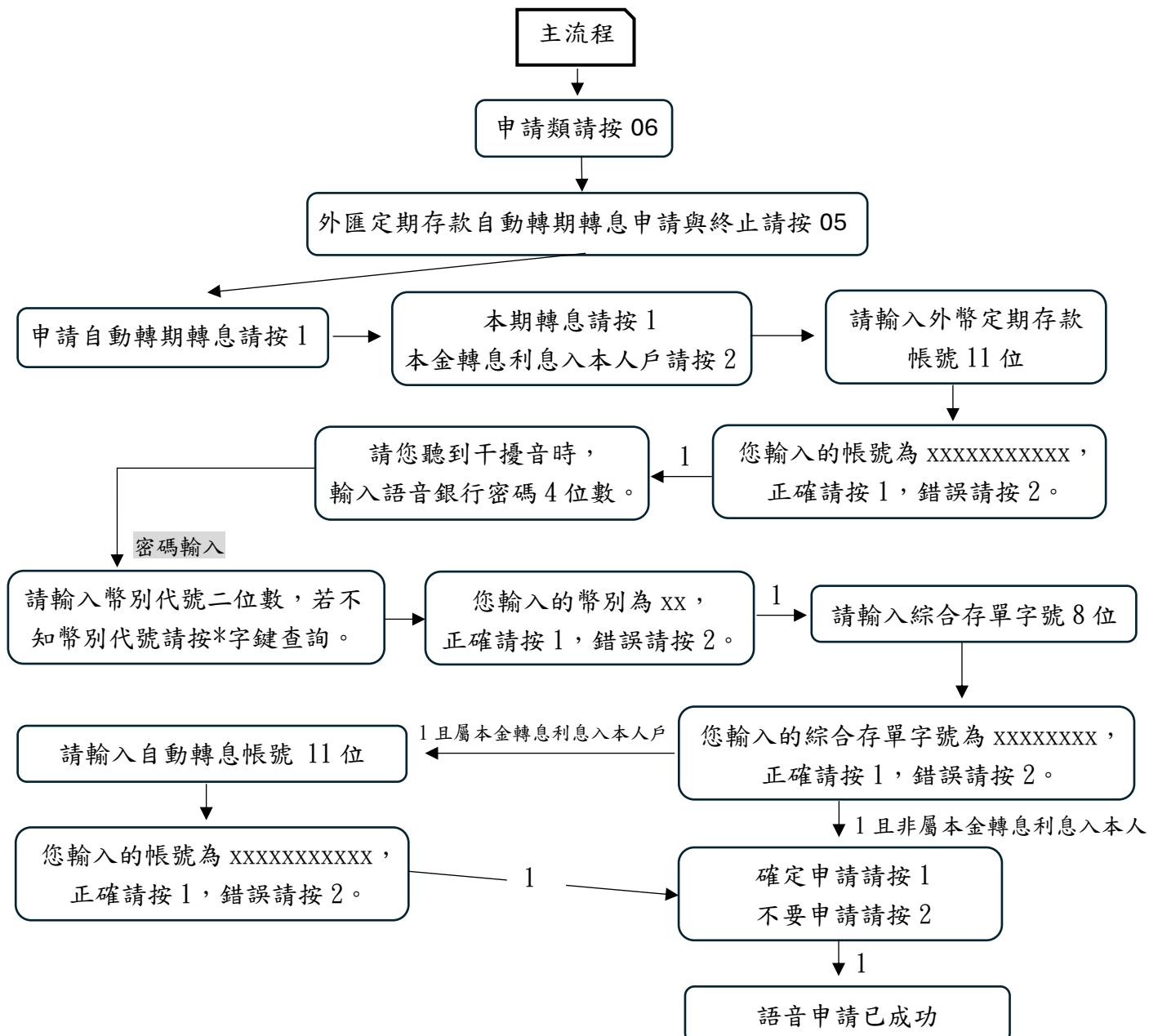
(二十九)基金損益通報變更申請



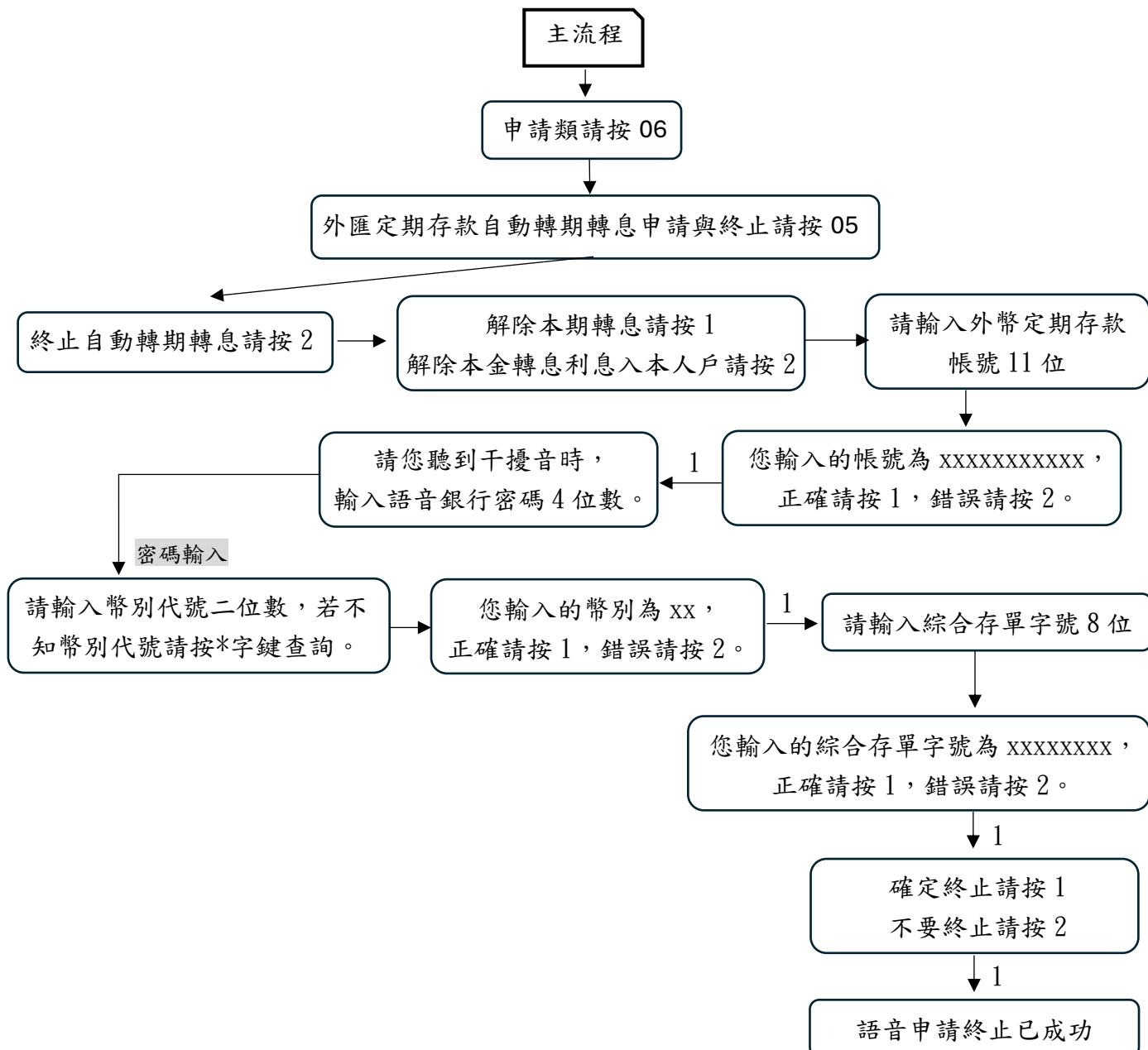
(三十)消費者貸款申請



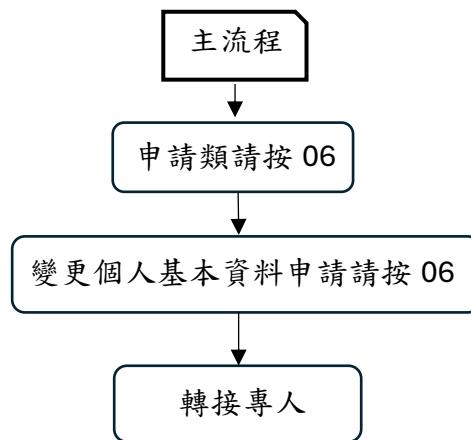
(三十一)外幣定期存款自動轉期轉息申請



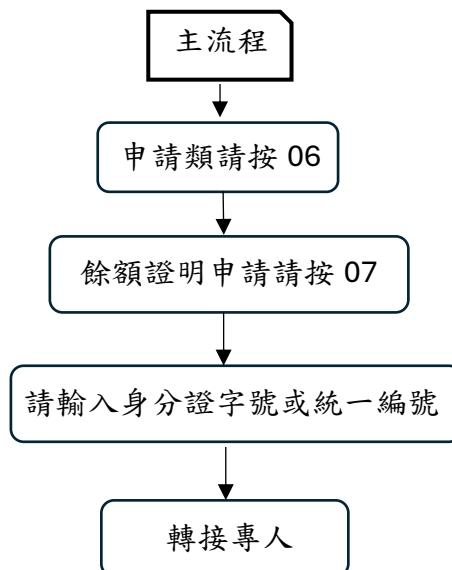
(三十二)外幣定期存款自動轉期轉息終止



(三十三) 變更個人資料



(三十三)餘額證明申請



七、個人化選單

