



Security Advice for Personal Identification Numbers ("PIN") and ATM Card

私人密碼（「密碼」）及自動櫃員卡之保安提示

Please note the following precautions when using the Phone Banking and / or ATM Services of Australia and New Zealand Banking Group Limited, Hong Kong Branch (the "Bank" which the expression shall include its successors and assigns) 於使用 ANZ 香港分行（「本行」，此詞彙包括其繼任人及承讓人）之電話理財及／或自動櫃員機服務時，應注意以下事項。

1. You should change the PIN immediately after you use it for the first time and destroy all documents with the PIN printed on it.
當首次使用有關服務時，您應立即更改密碼；並將載有密碼之全部文件銷毀。
2. You should select a unique PIN to make it difficult for anyone to guess. You should not use your telephone number, HKID number, date of birth or any consecutive or sequential numbers e.g. "333" or "456" as your PIN.
您應選擇獨有的密碼，讓他人難以猜中。您應避免使用您的電話號碼、香港身份證號碼、出生日期及任何連續單一或順序數字，如「333」或「456」作為您的密碼。
3. For security reasons, you should change your PIN regularly.
為保安理由，請定期更改您的密碼。
4. You should memorise your PIN. Do not write your PIN down or store it in a computer, mobile electronic / digital storage device, mobile phone or any other un-secure means. If you cannot memorise your PIN, you should disguise the PIN and keep it in a safe place separate from where you keep your ATM Card and bank account details.
您應牢記您的密碼。不要把密碼寫下或儲存在電腦、流動電子／數碼儲存裝置、流動電話或任何其他不安全的地方。如您確實未能牢記您的密碼，您應將之掩飾並小心收藏，切勿與自動櫃員卡及銀行戶口的資料存放在一起或附近。
5. You should never reveal your PIN to anyone (no Bank staff will ever ask for your PIN) and you should not allow anyone else to use your card and PIN. If you receive any suspicious emails or phone calls asking for sensitive account or personal information, you should not disclose any details and report the incident to the Bank immediately if in doubt.
您不應向任何人士透露您的密碼（本行的任何職員亦不會要求您說出密碼），您亦不應讓任何其他人士使用您的自動櫃員卡及密碼。如您收到可疑的電郵或電話要求您提供機密的戶口或個人資料，不應透露任何有關資料。如有疑問，請即致電本行報告有關事件。
6. You should never use the same PIN for ATM and Phone Banking services, and never assign the same PIN for accessing other services e.g. for connecting to the Internet or accessing personal email accounts.
您不應為自動櫃員機服務及電話理財服務選用同一組密碼，亦切勿選用同一組密碼於其他服務，如連接互聯網或個人電郵戶口登入等。
7. You should always be alert of your surroundings before performing any banking transaction to ensure that no one sees your PIN.
進行任何銀行交易前，您應時刻留意周圍環境，切勿讓第三者得知您輸入的密碼。
8. You should change your PIN immediately if you suspect it has been exposed to others or the moment you suspect any unauthorised access.
當懷疑密碼已洩露，或賬戶給未經授權人士登入，您應立即更改密碼。
9. You should contact our Customer Service on +852 2176 8822 immediately upon becoming aware that your card has been lost or stolen or if you suspect any unauthorized transactions or access, and confirm the same in writing.
假如您發現您的自動櫃員卡已遺失或被盜取或懷疑賬戶出現任何不明來歷的交易或登入紀錄，應立即聯絡我們的客戶服務 +852 2176 8822，並同時以書面通知本行。
10. You should refuse any offers of assistance from strangers when performing any banking transactions.
在進行任何銀行交易時，您不應接受陌生人的協助。
11. You should check your statement details immediately upon receipt. If you spot any unusual transactions, please report them to the Bank immediately.
於收到月結單時，您應即時查閱有關內容。如您發現任何不尋常的交易，請盡快通知本行。
12. If your card is retained by an ATM machine, please contact our Customer Service on +852 2176 8888 immediately.
如您的自動櫃員卡被自動櫃員機沒收，請即聯絡我們的客戶服務 +852 2176 8822。
13. Please refer to the latest security advice which can be found on our website at anz.com/hongkong from time to time.
請不時於本行的網站 anz.com/hongkong 查閱最新的保安提示。

Australia and New Zealand Banking Group Limited, Hong Kong Branch
ANZ 香港分行

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