



## 無障礙服務

華僑銀行致力確保不同需要的客戶 ( 包括殘疾人士 ) 都可使用本行之服務。服務包括：

### 無障礙設施

- 輪椅使用者和其他有需要的客戶可以通過貸款中心的無障礙通道到服務櫃檯以使用本行之服務。
- 已在指定貸款中心安裝呼叫設施以方便客戶在需要時尋求本行職員的幫助。
- 指定貸款中心設有臨時斜道。請參閱[無障礙貸款中心服務](#)。
- 所有貸款中心歡迎導盲犬進入。

### 無障礙網頁

華僑銀行網頁的設計遵從「無障礙網頁內容指南」( Web Content Accessibility Guidelines ) 的要求。

- 使用強烈對比的顏色。
- 可以使用螢幕閱讀裝置閱讀文字及圖片。
- 可於鍵盤上按「Ctrl」鍵及「+」鍵，網頁內的字體及圖像便可放大。
- 可於鍵盤上按「Tab」鍵或「Enter」鍵操控瀏覽內容和使用功能。
- 以下是各電子平台上使用本行的無障礙服務指南
  - 完整的朗讀程式指南
  - Android (無障礙工具說明)
  - IOS (旁白)
- 本網站以 Google Chrome 88 以上版本來瀏覽最佳。

### 網上理財

聽障人士可透過華僑銀行的網上理財平台辦理以下服務：

- 報失循環貸款卡
- 確認收妥新卡

客戶可透過華僑銀行的在線客戶服務（只供文字對話）處理以下服務：

- 取消循環貸款卡
- 舉報未經授權交易

詳情請參閱華僑銀行的[無障礙銀行服務網頁](#)。

[客戶可透過本行的查詢及預約服務](#)預約與貸款中心職員會面。

## 電話服務

聽障人士可透過第三方代表聯絡本行之客戶服務熱線(852)2834 1818 處理以下緊急服務：

- 報失循環貸款卡
- 使用櫃員機後未能取回循環貸款卡

如欲了解更多貸款中心服務，請參閱[貸款中心網絡](#)。



## Accessible Services

OCBC Bank aims to ensure that our services are accessible to all customers (including people with disabilities) with different needs. The services include:

### Loan Centre Accessible Facilities

- Wheelchair users and other customers in need can enjoy our services via barrier-free access to services counters.
- A call button is installed in the selected Loan Centre to facilitate customers to seek assistance from our staff when needed.
- A temporary ramp will be provided in selected Loan Centres. Click [here](#) for the barrier-free Loan Centre services.
- Guide dogs are welcome to enter all Loan Centres.
- A call button is installed in the selected Loan Centre to facilitate customers to seek assistance from our staff when needed.

### Accessible Website

OCBC Bank website adheres to the requirements of Web Content Accessibility Guidelines (WCAG).

- Use strong color contrasts.
- The text and image can be read by screen reading devices.
- The size of text and images in website can be enlarged by the "Ctrl" and "+" keys in the keyboard.
- Contents and functionalities are accessible by "Tab" or "Enter" key in the keyboard.
- The following are the guides for facilitating our barrier-free services on electronic platforms.
  - Window Complete Guide to Narrator
  - Android (Talk-Back)
  - IOS (Chorus)
- The site is optimized for Google Chrome version 88 or above

### Internet Banking

OCBC Bank internet banking platform provides customers with hearing impairment the following services:

- Report loss of revolving cards
- Activate new cards

A live chat function in OCBC Bank internet banking platform (text chat only) facilitates customers to handle the below services.

- Cancel revolving cards

- Report unauthorized transactions

For more details, please refer to [barrier-free banking services page](#) of OCBC Bank website:

Customers can make appointment for our service through [customer enquiry & appointment service page](#).

### **Phone Service**

For customer with hearing impairment, third parties can handle the following emergency services on behalf of the customer by calling our Customer Service Hotline at 2834 1818:

- Report loss of revolving cards
- Report revolving cards trapped by the ATM

For more details about our Loan Centre services, please click [here](#) to find a Loan Centre.