

Accessible Services

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

Branch 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 branch to facilitate customers to seek assistance from our staff when needed.
- A temporary ramp will be provided in selected branches. Click [here](#) for the barrier-free branch services.
- Guide dogs are welcome to enter all branches.
- A call button is installed in the selected branch to facilitate customers to seek assistance from our staff when needed.

Accessible Website

OCBC Wing Hang Credit 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 Wing Hang 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 Wing Hang 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 Wing Hang 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 branch services, please click [here](#) to find a branch.