



June 3, 2020

Regarding the change in the Business Hours in Customer Center for telephone inquiries.

From the perspective of preventing the spread of new coronavirus infections, we change operating hours as shown below at our both Telephone Center and Customer Center from 8th (Monday), June, 2020.

As we are operating with scarce workforce by reducing the number of personnel at both centers, it is expected that inquiries to both centers are very crowded, making it difficult in connecting to the lines. We sincerely apologize for the inconvenience.

■Date of the change

June 8th (Monday), 2020

■Business Hours from June 8th (Monday), 2020

(English) 0120-937-711

Mondays thru Fridays 10 : 00~20 : 00

Saturdays, Sundays and Public Holidays 10 : 00~17 : 00

(Tagalog) 0120-677-874

Mondays thru Fridays 10 : 00~19 : 00

Saturdays, Sundays and Public Holidays 10 : 00~17 : 00

(Portuguese) 0120-677-871

(Spanish) 0120-677-872

(Chinese) 0120-677-873

(Thai) 0120-720-367

(Vietnamese) 0120-750-858

Mondays thru Fridays 10 : 00~19 : 00

Sundays 10 : 00~17 : 00

(Indonesian) 0120-827-808

Mondays thru Thursdays 10 : 00~19 : 00

The inquiry information is limited to matter of emergency or loss or theft of cash card on Sundays and Public holidays.

The inquiry regarding loss or theft of cash card is responded 24 hours a day (English only).

We are offering the alternative services to customers about inquiries and requirements regarding personal accounts. Please refer to the flowing instructions.

1. Regarding address change, reissuing card and other application and procedures.

We can accept from [Direct Banking Service](#).

*If you do not have or know your “Logon ID/ Logon Password,” we recommend to reset the password from [here](#) “Forgot ID, Forgot Password (Expired) without calling our center representative,

2. Regarding other inquiries about Seven Bank account

[FAQs](#) are available, please check this before contacting us.