

Phone Banking Service User Guide

Welcome to call our Phone Banking Service Hotline

Call (853) 8599 2888

Hotline service hours: 24-hour

If you wish to contact our Customer Service Representative, please call us at 9am to 11pm on Monday to Sunday

Please select language

1. 1 Cantonese	2. English	3. Mandarin
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Press * to report a lost or stolen card or security device.

1	Lost/Stolen Credit Card
2	Lost/Stolen ATM Card
3	Lost/Stolen Security Device

Access Account

Step 1: Enter 12 digits account number or 16 digits credit card number followed by the hash key (#)

Step 2: Enter Phone Banking PIN

1	Bank Account Services <ul style="list-style-type: none">1. Debit Transaction (Latest 5 posted transactions in the past 3 months available)2. Credit Transaction (Latest 5 posted transactions in the past 3 months available)3. Transfers & Payments<ul style="list-style-type: none">1. Transfer fund between your HSBC account2. Pay HSBC Credit Card3. All other payment0. Speak to Customer Service Representative4. Other bank account services<ul style="list-style-type: none">1. Currency rate enquiry2. Time deposit3. Oversea withdrawal5. Select other account
2	Credit Card Services <ul style="list-style-type: none">1. Recent Transactions (Latest 5 transactions in the past 3 months available)2. Pay HSBC Card (Applicable to customers who have HSBC personal savings account)3. Select another Account4. Bonus Point Enquiry5. Oversea withdrawal0. Speak to Customer Service Representative
3	Online Banking and PIN Maintenance <ul style="list-style-type: none">1. Internet Banking enquiry2. Change Phone PIN3. Marketing and Product Information Enquiry0. Speak to Customer Service Representative
4	Investment Services
0	Speak to Customer Service Representative

Please visit any of our branches for service registration or service reactivation