HSBC Personal Banking Hotline User Guide (2233 3000)

Please select language

1 Cantonese

2 English

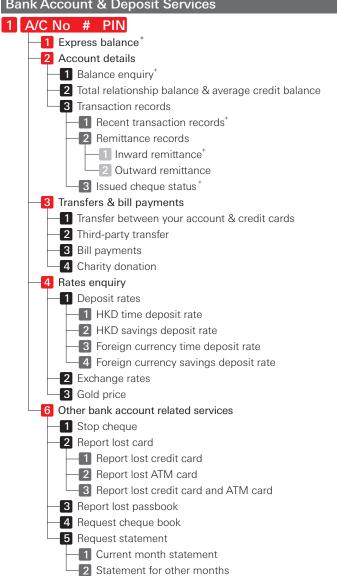
3 Putonghua

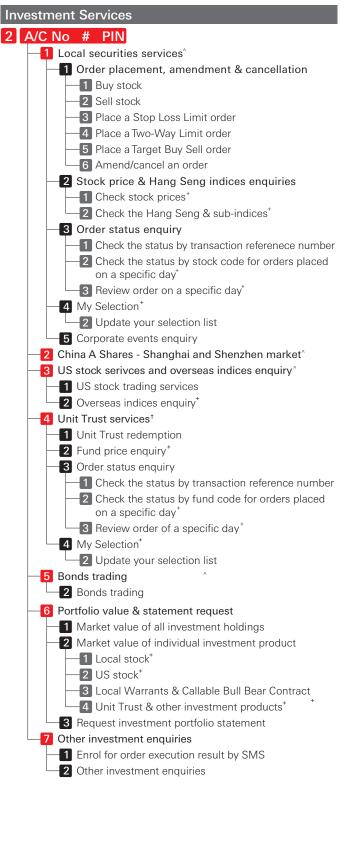
Tips

Press * anytime to access the Help menu or ** to get back to the Main Menu

- + Press 1 to skip forward, 2 to go back
- ^ Applicable to Personal Integrated Account~, Securities Account Holders only
- ↑ Applicable to Personal Integrated Account[~], Unit Trust Account Holders only
- "Personal Integrated Account" is also named as 'SmartVantage'; Personal Integrated Account and SmartVantage are used interchangeably in customer communications including account statement, bank forms/advices, internet banking platform etc

Bank Account & Deposit Services







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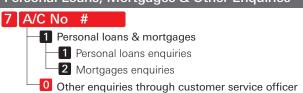
Internet Banking, Mobile Banking, Phonebanking, Credit Cards Services ATM Service, Branch Locator & Barrier-Free 3 A/C No # PIN Banking Services and Facilities Report lost card 5 A/C No # PIN Report lost credit card 1 Internet banking and Mobile Banking 2 Report lost ATM card 1 Security device and Mobile Security Key 3 Report lost credit card and ATM card 2 Internet banking registration procedures 1 Card balance, payments, annual fee wavier 3 Maintenance schedule application & other account related services 1 Balance enquiry Other internet banking & Mobile Banking related enquiries 2 Phonebanking 2 Credit card payments & charity donation 1 Phonebanking user tips -11 Card payments 2 Phonebanking user guide 2 Charity donation 3 Setup automatic account registration at phonebanking 3 Change of payment instruction 4 Change your phonebanking PIN -11 Current month -5 Maintenance schedule 2 Onward payments 3 ATM & Self-Service banking 4 Statement request Maintain oversea ATM cash withdrawal limit -1 Current month statement 2 ATM, Cash Deposit Machine & Cheque Deposit -2 Previous month statement Machine locator -3 Both months statements -4 For other months -2 Cash Deposit Machine 5 Annual fee wavier application 3 Cheque Deposit Machine To talk to our customer service officer -3 Request ATM PIN advice by mail 2 Application status & application related information 4 Branch locator 1 Application status -11 HSBC Premier Centers -2 Application criteria & procedures 2 Conventional & Mobile Branches -11 Premier credit card 3 Day & Night Banking Centers and Financial Red Credit Card, Visa Signature Card, Visa Platinum Mangement Centers or UnionPay Dual Currency Diamond Credit Card 4 SME Centers and Commerical Transaction Centers Gold credit card 5 Search by branch code 4 UnionPay Dual Currency Credit Card 5 Barrier-Free Banking Services and Facilities for Disabled 6 Other cards Customers To talk to our customer service officer for new application Barrier-Free Banking Services and Facilities for 3 Reward cash programme & related information Physically Disabled Customers -1 Reward cash balance 1 Wheelchair Accessible Branch To talk to our customer service officer 2 Wheelchair Accessible ATM Credit card promotion fulfillment enquiry 2 Barrier-Free Banking Services and Facilities for Visually 2 Other promotion fulfillment enquiry Impaired Customers Premier Credit Card 1 Voice Navigation Enabled ATM 12 HSBC Advance Visa Platinum Card, Red Credit Card, 2 Voice Output Security Device Visa Signature Card, Visa Platinum or Green Credit Card 3 Barrier-Free Banking Services and Facilities for Hearing 3 Other Card Impaired Customers 5 HSBC Mobile card enquiry Branch with Assistive Listening Device – Induction Other credit card enquiries through customer Loop System service officer Other Barrier-Free Banking Services and Facilities for Annual fee wavier application Disabled Customers Enquiries through Customer Service Officer 2 Statement or transaction enquiry Other Internet banking & Mobile Banking, phonebanking, 3 Reward cash or marketing promotion enquiry ATM & branch enquiries through customer service officer Other credit card enquiries through customer 1 ATM chip card enquiry service officer Other Internet banking & Mobile Banking, phonebanking, ATM & branch enquiries through customer service officer Insurance & MPF Services 4 A/C No # PIN Life insurance Listen to commonly asked topics For application & policy information 3 For claims 2 MPF

3 AXA General insurance

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Report Lost Card 6 -11 Report lost credit card 2 Report lost ATM card or debit card -3 Report lost credit card, ATM card and debit card

Personal Loans, Mortgages & Other Enquiries



Note: If you are also a HSBC Premier customer or HSBC Advance customer, you will be routed under the HSBC Premier Hotline (2233 3322) or HSBC Advance Hotline (2748 8333) call menu after your identity is verified.

For general notes relating to Securities and Unit Trust, please refer to investment services page in our public website.