

Transcript

A: Let's yum cha together!

B: Sure!

A: Which dim sum should we order?

B: it's your call, I'm going to make a call to the bank for fund transfer.

A: Oh, that's right! My son told me that he has transferred some money to me, let me check.

B: Done!

A: Wow, how did you make the transfer so quickly?

B: Don't you know about the conversational phone banking feature by HSBC?

A: Conversational phone banking feature?

B: All you need to do is to state the reason of your call, and the system will connect you to the corresponding service.

A: Let me try...

B: Wait! Let me share some tips with you first.

B: You will be routed to the corresponding services faster and easier if you specify your account type and reason for calling, such as "credit card balance" or "account balance".

B: Bear in mind to avoid saying "credit card" by itself, as there are a wide range of services related to this keyword. The system might ask you further questions before routing your request to the corresponding services or customer service officer.

B: In addition, HSBC offers different phone banking services. The most commonly used are: account balance, settle credit card bills, phone banking transfer, credit card balance, account transaction history, and bill payment. The system will route to the service you need as long as you are using the correct keywords.

A: I have several bank accounts, which one should I use for verification?

B: HSBC has already launched the Caller Line Identification. As long as you have registered a valid Hong Kong local mobile phone number in HSBC, the system can automatically recognise your banking profile and verify your identity.

B : After hearing the voice instruction, you can press 1 and then input the Phone Banking PIN.

Note: If you want to use this service, the mobile phone number can only be registered to one person's record.

A: Wow! That's so convenient.

B: Remember to check whether the mobile phone number in bank record is updated.



A: Got it!

