

# PhoneBanking

## Convenient PhoneBanking anytime, anywhere

You can manage your finances and accounts easily and conveniently 24 hours a day with PhoneBanking from HSBC.

### One hotline for all services

Simply call one single hotline to manage all your HSBC accounts by selecting the relevant hotline number:

**HSBC Premier customers: 2233 3322**

**HSBC Advance customers: 2748 8333**

**Other Personal Banking customers: 2233 3000**

One call is all you need to access our full range of services:

- Bank account and deposit services<sup>1</sup>
- Investment services
- Credit cards services
- Insurance and MPF services
- Internet banking, PhoneBanking, ATM service enquiries and branch locator
- Report lost credit card or ATM card
- Personal loans, mortgages and other enquiries
- Talk to customer service officer (available for HSBC Premier customers and HSBC Advance customers)

### Registration is easy!

#### **Instant registration**

(for customers without any PhoneBanking account)

You can register with any of your ATM card or credit card number and the respective ATM personal identification number (PIN) in a few steps via the respective hotline.

#### **Steps for instant registration**

1. Call the respective hotline
2. Register new PhoneBanking service with your ATM card or credit card number and the respective ATM PIN
3. Set up and confirm PhoneBanking PIN
4. Complete registration

You may also register for PhoneBanking service instantly at any HSBC ATM in Hong Kong.

#### **Automatic registration**

(for customers who already have one PhoneBanking account)

You can use PhoneBanking service automatically without registration.

#### **Instant consolidation of PhoneBanking accounts**

(for customers with multiple PhoneBanking accounts)

You can consolidate your various PhoneBanking PINs into one single PIN by calling the respective hotline, and the 24-hour automated PhoneBanking service will guide you through the set up process.

The lists of accounts which you have set up for fund transfer under various PhoneBanking accounts will be combined into one list automatically<sup>2</sup>.

### One PhoneBanking PIN for all services

Once you have registered for the PhoneBanking service, you can continue to use the same PhoneBanking PIN even when you have new HSBC accounts or services in future. You can simply use any of your self-name banking account or credit card number and the PhoneBanking PIN to access the PhoneBanking service<sup>3</sup>.

#### **Instant PhoneBanking PIN reset**

If you forget your PhoneBanking PIN, you can reset it through the above hotline with your ATM PIN<sup>4</sup>. You can also reset your PhoneBanking PIN via any HSBC ATM in Hong Kong.

### **Register Now!**

PhoneBanking offers you instant access to a comprehensive range of services and information by simply calling one hotline with one PhoneBanking PIN. You can manage your finances easily and conveniently via one dedicated hotline. Register Now!

For more information:

- Go to our web site at [www.hsbc.com.hk](http://www.hsbc.com.hk)
- Call:  
(852) 2233 3322 for HSBC Premier customers  
(852) 2748 8333 for HSBC Advance customers  
(852) 2233 3000 for Other Personal Banking customers
- Visit any HSBC branch

- 1 You can maintain up to 30 self-name and designated third party accounts in your PhoneBanking transfer list, of which a maximum of 15 designated third party accounts can be specified to facilitate fund transfer.
- 2 For any fund transfer account registered in more than one of your PhoneBanking accounts with different transfer limits, the system will automatically use the highest value as your transfer limit for that account upon consolidation.
- 3 If you enter a joint account for authentication, you will need to provide the number of your identity document for added security.
- 4 For security reason and for instant access to your PhoneBanking service, transfer limit for PhoneBanking non-registered third party account will be reset to zero when you use your ATM card or credit card number and the respective ATM PIN to reset your PhoneBanking PIN through the above hotline. Please visit any HSBC branch to set the transfer limit for non-registered third party accounts.