

# 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/advice, internet banking platform etc

## Investment Services

**2** A/C No # PIN

- 1** Local securities services<sup>^</sup>
  - 1** Order placement, amendment & cancellation
    - 1** Buy stock
    - 2** Sell stock
    - 3** Place a Stop Loss Limit order
    - 4** Place a Two-Way Limit order
    - 5** Place a Target Buy Sell order
    - 6** Amend/cancel an order
  - 2** Stock price & Hang Seng indices enquiries
    - 1** Check stock prices<sup>+</sup>
    - 2** Check the Hang Seng & sub-indices<sup>+</sup>
  - 3** Order status enquiry
    - 1** Check the status by transaction reference number
    - 2** Check the status by stock code for orders placed on a specific day<sup>+</sup>
    - 3** Review order on a specific day<sup>+</sup>
  - 4** My Selection<sup>+</sup>
    - 2** Update your selection list
  - 5** Corporate events enquiry
- 2** China A Shares - Shanghai and Shenzhen market<sup>^</sup>
- 3** US stock services and overseas indices enquiry<sup>^</sup>
  - 1** US stock trading services
  - 2** Overseas indices enquiry<sup>+</sup>
- 4** Unit Trust services<sup>+</sup>
  - 1** Unit Trust redemption
  - 2** Fund price enquiry<sup>+</sup>
  - 3** Order status enquiry
    - 1** Check the status by transaction reference number
    - 2** Check the status by fund code for orders placed on a specific day<sup>+</sup>
    - 3** Review order of a specific day<sup>+</sup>
  - 4** My Selection<sup>+</sup>
    - 2** Update your selection list
- 5** Margin FX and bonds trading<sup>^</sup>
  - 1** Margin FX trading services
  - 2** Bonds trading
- 6** Portfolio value & statement request
  - 1** Market value of all investment holdings
  - 2** Market value of individual investment product
    - 1** Local stock<sup>+</sup>
    - 2** US stock<sup>+</sup>
    - 3** Local Warrants & Callable Bull Bear Contract<sup>+</sup>
    - 4** Unit Trust & other investment products<sup>+</sup>
  - 3** Request investment portfolio statement
- 7** Other investment enquiries
  - 1** Enrol for order execution result by SMS
  - 2** Other investment enquiries

## Bank Account & Deposit Services

**1** A/C No # PIN

- 1** Express balance<sup>+</sup>
- 2** Account details
  - 1** Balance enquiry<sup>+</sup>
  - 2** Total relationship balance & average credit balance
  - 3** Transaction records
    - 1** Recent transaction records<sup>+</sup>
    - 2** Remittance records
      - 1** Inward remittance<sup>+</sup>
      - 2** Outward remittance
    - 3** Issued cheque status<sup>+</sup>
- 3** Transfers & bill payments
  - 1** Transfer between your account & credit cards
  - 2** Third-party transfer
  - 3** Bill payments
  - 4** Charity donation
- 4** Rates enquiry
  - 1** Deposit rates
    - 1** HKD time deposit rate
    - 2** HKD savings deposit rate
    - 3** Foreign currency time deposit rate
    - 4** Foreign currency savings deposit rate
  - 2** Exchange rates
  - 3** Gold price
- 6** Other bank account related services
  - 1** Stop cheque
  - 2** Report lost card
    - 1** Report lost credit card
    - 2** Report lost ATM card
    - 3** Report lost credit card and ATM card
  - 3** Report lost passbook
  - 4** Request cheque book
  - 5** Request statement
    - 1** Current month statement
    - 2** Statement for other months



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## Credit Cards Services

### 3 A/C No # PIN

- \* Report lost card
  - 1 Report lost credit card
  - 2 Report lost ATM card
  - 3 Report lost credit card and ATM card
- 1 Card balance, payments, annual fee waiver application & other account related services
  - 1 Balance enquiry
  - 2 Credit card payments & charity donation
    - 1 Card payments
    - 2 Charity donation
  - 3 Change of payment instruction
    - 1 Current month
    - 2 Onward payments
  - 4 Statement request
    - 1 Current month statement
    - 2 Previous month statement
    - 3 Both months statements
    - 4 For other months
  - 5 Annual fee waiver application
  - 0 To talk to our customer service officer
- 2 Application status & application related information
  - 1 Application status\*
  - 2 Application criteria & procedures
    - 1 Premier credit card
    - 2 Red Credit Card, Visa Signature Card, Visa Platinum or UnionPay Dual Currency Diamond Credit Card
    - 3 Gold credit card
    - 4 UnionPay Dual Currency Credit Card
    - 6 Other cards
  - 0 To talk to our customer service officer for new application
- 3 Reward cash programme & related information
  - 1 Reward cash balance
  - 0 To talk to our customer service officer
- 4 Credit card promotion fulfillment enquiry
  - 2 Other promotion fulfillment enquiry
    - 1 Premier Credit Card
    - 2 HSBC Advance Visa Platinum Card, Red Credit Card, Visa Signature Card, Visa Platinum or Green Credit Card
    - 3 Other Card
- 5 HSBC Mobile card enquiry
- 0 Other credit card enquiries through customer service officer
  - 1 Annual fee waiver application
  - 2 Statement or transaction enquiry
  - 3 Reward cash or marketing promotion enquiry
  - 0 Other credit card enquiries through customer service officer

## Internet Banking, Mobile Banking, Phonebanking, ATM Service, Branch Locator & Barrier-Free Banking Services and Facilities

### 5 A/C No # PIN

- 1 Internet banking and Mobile Banking
  - 1 Security device and Mobile Security Key
  - 2 Internet banking registration procedures
  - 3 Maintenance schedule
  - 0 Other internet banking & Mobile Banking related enquiries
- 2 Phonebanking
  - 1 Phonebanking user tips
  - 2 Phonebanking user guide
  - 3 Setup automatic account registration at phonebanking
  - 4 Change your phonebanking PIN
  - 5 Maintenance schedule
- 3 ATM & Self-Service banking
  - 1 Maintain oversea ATM cash withdrawal limit
  - 2 ATM, Cash Deposit Machine & Cheque Deposit Machine locator
    - 1 ATM
    - 2 Cash Deposit Machine
    - 3 Cheque Deposit Machine
  - 3 Request ATM PIN advice by mail
- 4 Branch locator
  - 1 HSBC Premier Centers
  - 2 Conventional & Mobile Branches
  - 3 Day & Night Banking Centers and Financial Management Centers
  - 4 SME Centers and Commercial Transaction Centers
  - 5 Search by branch code
- 5 Barrier-Free Banking Services and Facilities for Disabled Customers
  - 1 Barrier-Free Banking Services and Facilities for Physically Disabled Customers
    - 1 Wheelchair Accessible Branch
    - 2 Wheelchair Accessible ATM
  - 2 Barrier-Free Banking Services and Facilities for Visually Impaired Customers
    - 1 Voice Navigation Enabled ATM
    - 2 Voice Output Security Device
  - 3 Barrier-Free Banking Services and Facilities for Hearing Impaired Customers
    - 1 Branch with Assistive Listening Device – Induction Loop System
  - 0 Other Barrier-Free Banking Services and Facilities for Disabled Customers Enquiries through Customer Service Officer
- 0 Other Internet banking & Mobile Banking, phonebanking, ATM & branch enquiries through customer service officer
  - 1 ATM chip card enquiry
  - 0 Other Internet banking & Mobile Banking, phonebanking, ATM & branch enquiries through customer service officer

## Insurance & MPF Services

### 4 A/C No # PIN

- 1 Life insurance
  - 1 Listen to commonly asked topics
  - 2 For application & policy information
  - 3 For claims
- 2 MPF
- 3 AXA General insurance

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## Report Lost Card

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- 1 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

7 A/C No #

- 1 Personal loans & mortgages
  - 1 Personal loans enquiries
  - 2 Mortgages enquiries
- 0 Other enquiries through customer service officer

**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.