

# HSBC Personal Banking Hotline User Guide (2233 3000)

Please Select Language

**1** Cantonese

**2** English

**3** Mandarin

## Tips

- Your call will be directed to this simplified touch tone menu if the system didn't recognize your calling reason
- This menu is only applicable for customers who have passed the identification & verification
- You can refer to the "Suggested Keyword" provided to tell us why you are calling
- Press 1 to skip forward, 2 to go back

## Suggested Keyword

### 1 For Online & Mobile Banking, Phone Banking, ATM & Debit Card, Branch Network

<b>1</b>	Online & Mobile Banking Services	
1	Online Banking registration procedures	Online Banking Registration
2	Suspend Online and Mobile Banking due to fraud concern	Suspend Online Banking
3	Unsuspend Online and Mobile Banking due to fraud concern resolved	Resume Online Banking
4	Any queries relating to Online and Mobile Banking enquiry	Online / Mobile Banking
5	Security Device & Mobile Security Key	Security Device / Mobile Security Key
<b>2</b>	Phone Banking Registration & PIN Maintenance	
1	Change Your Phone Banking PIN	Phone Banking PIN
2	Set Up Automatic Account Registration at Phone Banking	Phone Banking
<b>3</b>	ATM & Debit Card Related Services	
1	Maintain Overseas ATM & Debit Card Cash Withdrawal Limit	Overseas withdrawal limit
2	Request New ATM, Debit or Credit Card PIN Advice by Mail	ATM / Credit Card PIN
3	Retain Cash or Card	Cash / Card Retained
<b>4</b>	HSBC Branch & ATM Location	
1	ATM, Instant Deposit Machine, Cheque Deposit Machine Locator	ATM Machine
2	Branch Locator	Branch Address / Opening Hours
<b>5</b>	Barrier-free Banking Services & Facilities for Disabled Customers	
1	For Physically Disabled Customers	Opening Hours
2	For Visually Impaired Customers	Opening Hours
3	For Hearing Impaired Customers	Opening Hours
<b>0</b>	Speak to an Agent	

### 2 For Banking Services

<b>1</b>	Balance Enquiries	
1	Express Balance	Express Balance
2	Balance Enquiries	Check Balance



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		Suggested Keyword
	3 Total Relationship Balance or Average Credit Balance	Total Relationship Balance
2	Transfer & Payments	
	1 Transfer between Your Account & Credit Cards	Funds Transfer
	2 Third Party Transfer	Funds Transfer
	3 Bill Payment	Bill Payment
	4 Charity Donation	Charity Donation
3	Transaction, Remittance details, Standing Instruction & Encashment	
	1 Recent Transaction Record	Transaction
	2 Remittance	Remittance
	3 Standing Instruction Amendment / Cancellation	Standing Instruction
	4 Encashment	Emergency Cash
4	Request Banking Account Statement, Cheque Book, Stop Cheque or Report Lost Passbook	
	1 Request Account Statement	Order Bank Statement
	2 Request Cheque Book	Apply Cheque Book / Cheque Book Application
	3 Stop Cheque	Stop Cheque
	4 Report Lost Passbook	Lost Passbook
5	Report fraud & Rate enquiry	
	1 Report suspicious transactions	Fraud
	2 Exchange rate	Exchange Rate
	3 Gold Price	Checking Gold Price
	4 HKD & FCY deposit rate	Interest Rate
0	Speak to an Agent	

## 3 For Investment Services

1	Set Up or Amend Local Stock Order	
	1 Buy Stock	Buy Stock
	2 Sell Stock	Sell Stock
	3 Amend or Cancel an Order	Amend / Cancel Stock
	4 Place Stop loss, 2 Way & Target Buy Sell	Stop Loss, 2 Way & Target Buy Sell
2	Stock Order Status Enquiry	
	1 Check Status by Transaction Reference Number	Checking My Stock Transaction Record
	2 Check Status by Stock Code for Order Placed on a Specific Day	Checking My Stock Transaction Record
	3 Review Orders of a Specific Day	Checking My Stock Transaction Record

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		Suggested Keyword
	4 Enrol for Order Execution Result by SMS	SMS Enrolment
3	Enquiry Stock Price / Hang Seng Indexes / My Selection	
	1 Check Stock Price	Share Price
	2 Check Hang Seng & Sub-indexes	Hang Seng Index Investment
	3 Corporate Event	Corporate Event
	4 My Selection	Share Price / Unit Trust
4	Investment Portfolio Value & Statement Request	
	1 Market Value of All Investment Holdings	Details of My Portfolio
	2 Market Value of Individual Investment Product	Details of My Portfolio
	3 Request Investment Portfolio Statement	Details of My Portfolio
5	China A shares, Overseas Indices & UT	
	1 China A Shares – Shanghai & Shenzhen Market Enquiry	China A Shares
	2 US Stock Trading Services & Overseas Indices Enquiry	US / Overseas stock
	3 Unit Trust Services	Unit Trust
6	Bonds, Gold trade, TMD, Deposit Plus	
	1 Bonds	Bond
	2 Gold Trading	Gold Trading
	3 FCY/RMB TMD	Time Deposit
	4 Deposit Plus	Investment
0	Speak to an Agent	

## 4 For Credit Card Services

1	Report Lost Card, Card Fraud & Chargeback, Annual Waiver Application or Request Statement	
	1 Report Lost Credit Card	Lost Credit Card
	2 Report Suspicious Transaction	Credit Card Fraud
	3 Request statement	Credit Card Statement
	4 Annual Fee Waiver Application	Credit Card Annual Fee Waiver
2	Card Balance, Card Settlement & Payment Instruction	
	1 Balance Enquiry	Credit Card Balance
	2 Card Settlement	Credit card settlement
	3 Change of Payment Instruction	Credit Card Payment Instruction
3	Application Status & Application Related Information	
	1 Application Status	Credit Card Application Status

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		Suggested Keyword
	2 Application Criteria & Procedures	Credit Card Application
4	Reward Cash, Latest Marketing Promotions & Fulfilment	
	1 Reward Cash Program	Reward Cash
	2 Credit Card Promotion Fulfillment Enquiries	Credit Card Promotion
5	Card Activation	Card Activation
0	Speak to an Agent	

## 5 Life insurance, MPF, General Insurance, Loan & Mortgage

1	Life Insurance	
	1 Premium Related Enquiry	Life Insurance
	2 Annuity Plan Enquiry	Life Insurance
	3 Policy Information	Life Insurance
2	MPF & ORSO	
	1 MPF Employer Enquiry	MPF
	2 MPF Employee & Self Employ Enquiry	MPF
	3 ORSO Enquiry	MPF
3	AXA General Insurance	General Insurance
4	Personal Loan	
	1 New Loan Application	Loan Application
	2 New Loan Application Status Enquiry	Loan Application
	3 Existing Loan Enquiry	Loan
5	Mortgage	
	1 Property Evaluation	Mortgage Valuation
	2 Annual Statement	Enquiry of Mortgage Statement
	3 Other Mortgage Enquiry	Mortgage