

HSBC Premier Hotline User Guide (2233 3322)

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

To Talk To Our Customer Service Officer

- 0** A/C No # PIN
- 1** Investment services
 - 2** Credit cards services
 - 3** Insurance & MPF services
 - 1** Life insurance
 - 2** Medical & general insurance under written by AXA General Insurance
 - 3** MPF
 - 4** Other HSBC Premier services
 - 0** Remittance, autopay, standing instruction and cheque related enquiries
 - 1** Fund transfer, account balance, exchange rate, interest rate, mortgage enquires and change of personal information
 - 2** Internet banking and mobile banking
 - 3** Other services and enquiries

Bank Account & Deposit Services

- 1** A/C No # PIN
- 1** Express balance⁺
 - 2** Account details
 - 1** Balance enquiry⁺
 - 2** Total relationship balance & average credit balance
 - 3** Transaction records
 - 1** Recent transaction records⁺
 - 2** Remittance records
 - 1** Inward remittance⁺
 - 2** Outward remittance
 - 3** Issued cheque status⁺
 - 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
 - 5** Setup Deposit Plus
 - 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

Bank Account & Deposit Services

- 1** A/C No # PIN
- 6** Other bank account related services
 - 5** Request statement
 - 1** Current month statement
 - 2** Statement for other months
 - 0** Other bank account & deposit enquiries through customer service officer

Investment Services

- 2** A/C No # PIN
- 1** Local securities services
 - 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
 - 0** Trade stocks through our customer service officer
 - 2** Stock price & Hang Seng indices enquiries
 - 1** Check stock prices⁺
 - 2** Check the Hang Seng & sub-indices⁺
 - 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⁺
 - 3** Review order of a specific day⁺
 - 4** My Selection⁺
 - 2** Update your selection list
 - 5** Corporate events enquiry
 - 2** China A Shares - Shanghai and Shenzhen market
 - 3** US stock trading & overseas securities services
 - 1** US stock trading services
 - 1** Order placement, amendment & cancellation
 - 2** US indices enquiry⁺
 - 2** Overseas securities services
 - 0** Order placement, amendment & cancellation
 - 1** Overseas indices enquiry⁺
 - 4** Unit Trust services
 - 1** Unit Trust redemption
 - 2** Fund price enquiry⁺
 - 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⁺
 - 3** Review order of a specific day⁺
 - 4** My Selection⁺
 - 2** Update your selection list
 - 5** Margin FX and other investment products
 - 1** Margin FX trading services
 - 2** Bonds trading
 - 3** Setup Deposit Plus
 - 4** Open foreign currency / Renminbi time deposit
 - 5** Gold trading
 - 6** Portfolio value & statement request
 - 1** Market value of all investment holdings
 - 2** Market value of individual investment product
 - 1** Local stock⁺
 - 2** US stock⁺
 - 3** Local Warrants & Callable Bull Bear Contract⁺
 - 4** Unit Trust & other investment products⁺
 - 3** Request investment portfolio statement

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Investment Services

2 A/C No # PIN

- 7 Other investment enquiries
 - 1 Enrol for order execution result by SMS
 - 2 Other investment enquiries
- 0 Other investment enquiries through customer service officer

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 HSBC Advance Visa Platinum 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, 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

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
- 0 Other insurance and MPF enquiries through customer service officer
 - 1 Life insurance
 - 2 MPF

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
 - 0 Other phonebanking related enquiries
- 3 ATM & Self-Service banking
 - 1 Maintain overseas 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 Braille Statement
 - 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

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Report Lost Card

- 6**
 - 1** Report lost credit card
 - 2** Report lost ATM card
 - 3** Report lost credit card and ATM 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

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