

Narrator At HSBC, we always strive to improve your banking experience with us.

We proudly present you our new Conversational Phone Banking service.

With the new phone banking service, you don't need to select from the complex menu.

Simplify your enquiry by just speaking out the keyword, like Credit Card Balance, Stock Trading, Funds Transfer.

Your call will be directed to the right place and reduces unnecessary call transfers.

Now let's take a look at how Ms. Chan is enjoying the convenient of this new Conversational phone banking service.

System recording In a few words, tell me the reason for your call now.

Customer Credit Card Transaction.

System recording That's about a credit card transaction, Is that right?

Customer Yes

System recording Okay, we are now transferring your call to a Customer Service Officer

Customer Wow, this is quick and straightforward!

System recording To ensure the quality of our service, this conversation maybe recorded.

Customer service officer Thank you for calling HSBC, Ms Chan, this is Mary. How can I help you with your credit card transaction enquiry?

Customer Yes, Mary, I would like to check.....

Customer This new service is great and I don't need to go through the long list of phone banking menu, it is so direct and easy!

Narrator HSBC Conversational Phone Banking provides you with the simplest and convenient way of banking with us, anytime, all the time!

