

# Phone banking

Convenient phone banking  
anytime, anywhere



You can manage your finances and accounts easily and conveniently 24 hours a day with phone banking 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**

**Other customers: 2233 3000**

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

- Access your bank account, deposits<sup>1</sup>, make transactions and payments over the phone
- Find branches and ATMs
- Report lost credit and ATM cards
- Make enquiries on online banking
- Make personal loan, mortgage and other enquiries
- Manage your investment and credit card services
- Access insurance and MPF services

## Registration is easy!

### Instant registration

(for customers without any phone banking 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 phone banking service with your ATM card or credit card number and the respective ATM PIN
3. Set up and confirm phone banking PIN
4. Complete registration

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

### Automatic registration

(for customers who already have one phone banking account)  
You can use phone banking service automatically without registration.

## Instant consolidation of phone banking accounts

(for customers with multiple phone banking accounts)  
You can consolidate your various phone banking PINs into one single PIN by calling the respective hotline, and the 24-hour automated phone banking service will guide you through the set up process.

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

## One phone banking PIN for all services

Once you have registered for the phone banking service, you can continue to use the same phone banking 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 phone banking PIN to access the phone banking service<sup>3</sup>.

## Instant phone banking PIN reset

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

## Register Now!

Phone banking offers you instant access to a comprehensive range of services and information by simply calling one hotline with one phone banking 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) 2233 3000 for Other customers
- Visit any HSBC branch

<sup>1</sup> You can maintain up to 30 self-name and designated third party accounts in your phone banking transfer list, of which a maximum of 15 designated third party accounts can be specified to facilitate fund transfer.

<sup>2</sup> For any fund transfer account registered in more than one of your phone banking accounts with different transfer limits, the system will automatically use the highest value as your transfer limit for that account upon consolidation.

<sup>3</sup> If you enter a joint account for authentication, you will need to provide the number of your identity document or date of birth for added security.

<sup>4</sup> For security reason and for instant access to your phone banking service, transfer limit for phone banking 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 phone banking PIN through the above hotline. Please visit any HSBC branch to set the transfer limit for non-registered third party accounts.

