

Useful Keywords

No.	Enquiry	Keyword
1	I want to transfer money	Fund transfer
2	I want to check my balance	Account balance
3	I want to know my banking transaction history	Banking transaction
4	I want to request a cheque book	Request check book
5	I forgot my online banking username/ I want to enquire my Personal Internet Banking username	Online banking username/ Forgot username
6	I want to reset mobile banking password	Reset mobile banking password
7	I want to reset online banking password	Reset online banking password
8	I want to report a lost card	Lost card
9	I want to open an overseas account	Open overseas account
10	I want to make a bill payment via phone banking	Bill payment by phone
11	I want to enquire about exchange rate	Exchange rate
12	I want to reset my phone banking password	Reset phone banking password
13	I want to waive my credit card annual fee	Credit card annual fee waiver
14	I want to check credit card balance	Credit card balance
15	I want to enquire about credit card promotions	Credit card promotion
16	I want to make a credit card settlement	Credit card settlement
17	I want to check credit card transaction	Credit card transaction
18	I want to enquire about unit trust	Unit trust
19	I want to buy/sell stock	Stock trading
20	I want to enquire about stock prices	Check stock price
21	I want to verify my identity after setting up the HSBC HK App	Verify identity