

HSBC Jade Dedicated Service Line User Guide (2233 3033)

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
0 Speak to an Agent or Concierge Service		
1	For Banking Related Services	Customer Service
2	For Cards Related Services	Customer Service
3	For Investment Related Services	Customer Service
4	For Concierge Services	Concierge Service
1 For Internet Banking, Phone Banking, ATM & Debit Card, Branch Network		
1	Internet Banking Procedures & Mobile, Internet Banking Services	
1	Security Device & Mobile Security Key	Security Device / Mobile Security Key
2	Internet Banking & Mobile Banking Related Enquiry	Internet / Mobile Banking
3	Internet Banking Registration Procedures	Online Banking Registration
2	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
3	ATM & Debit Card Related Services	
1	Maintain Overseas ATM & Debit Card Cash Withdrawal Limit	Daily Transfer 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
4	HSBC Branch & ATM Location	
1	ATM, Instant Deposit Machine, Cheque Deposit Machine Locator	ATM Machine
2	Branch Locator	Branch Address / Opening Hours
5	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
0	Speak to an Agent	
2 For Banking Services		
1	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	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, Standing Instruction & Report Fraud	
1	Recent Transaction Record	Transaction
2	Remittance Record	Remittance
3	Standing Instruction Amendment / Cancellation	Standing Instruction
4	Report Suspicious Transactions	Fraud
5	Bank Notification	Bank Notification
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	Rate Enquiry & Encashment	
1	Exchange Rate	Exchange Rate
2	Gold Price	Checking Gold Price
3	Hong Kong Dollar & Foreign Currency Deposit Rate	Interest Rate
4	Encashment	Emergency Cash
0	Speak to an Agent	
3	For Investment Services	
1	Order Placement, Amendment & Cancellation of Local Securities	
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 & Unit Trust	
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	Bonds
2	Gold Trading	Gold Trading
3	Time Deposit	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 or Stolen Credit Card	Lost Credit Card
2	Report Suspicious Transaction	Credit Card Fraud
3	Bank Notification	Bank Notification
4	Annual Fee Waiver Application	Credit Card Annual Fee Waiver
5	Request Statement	Credit Card Statement
2	Card Balance, Card Settlement & Payment Instruction	
1	Balance Enquiry	Credit Card Balance
2	Card Settlement	Credit Card Payment
3	Change of Payment Instruction	Credit Card Payment Instruction
3	Application Status & Application Related Information	
1	Application Status	Credit Card Application Status
2	Application Criteria & Procedures	Credit Card Application

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Suggested Keyword

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
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