

# HSBC Personal Banking Hotline User Guide (2233 3000)

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

### 1 For Internet Banking, Phone Banking, ATM & Debit Card, Branch Network

<b>1</b>	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
<b>2</b>	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
<b>3</b>	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
<b>4</b>	HSBC Branch & ATM Location	
1	ATM, Instant Deposit Machine, Cheque Deposit Machine Locator	ATM Machine
2	Branch Locator	Branch Address / Opening Hours
<b>5</b>	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
<b>0</b>	Speak to an Agent	

### 2 For Banking Services

<b>1</b>	Balance Enquiries	
1	Express Balance	Express Balance
2	Balance Enquiries	Check Balance
3	Total Relationship Balance or Average Credit Balance	Balance
<b>2</b>	Transfer & Payments	
1	Transfer between Your Account & Credit Cards	Funds Transfer
2	Third Party Transfer	Funds Transfer
3	Bill Payment	Bill Payment



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## Suggested Keyword

L 4 Charity Donation

Charity Donation

### 3 Transaction, Remittance, Standing Instruction & Report Fraud

1 Recent Transaction Record

Transaction

2 Remittance

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 HKD & FCY Deposit Rate

Interest Rate

4 Encashment

Emergency Cash

### 0 Speak to an Agent

## 3 For Investment Services

### 1 Set Up or Amend Local Stock Order

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

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



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## Suggested Keyword

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 & UT	
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	Bond
2	Gold Trading	Gold Trading
3	Time Deposit	Time Deposit
4	Deposit Plus	Investment
0	Speak to an Agent	
<b>4 For Credit Card Services</b>		
1	Report Lost Card, Card Fraud & Chargeback, Annual Waiver Application or Request Statement	
1	Report Lost 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
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

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Suggested Keyword

0	Speak to an Agent	
5	Life insurance, MPF, General Insurance, Loan & Mortgage	
1	Life Insurance	
1	1 Premium Related Enquiry	Life Insurance
2	2 Annuity Plan Enquiry	Life Insurance
3	3 Policy Information	Life Insurance
2	MPF & ORSO	
1	1 MPF Employer Enquiry	MPF
2	2 MPF Employee & Self Employ Enquiry	MPF
3	3 ORSO Enquiry	MPF
3	General Insurance	General Insurance
4	Personal Loan	
1	1 New Loan Application	Loan
2	2 New Loan Application Status Enquiry	Loan Application
3	3 Existing Loan Enquiry	Loan
5	Mortgage	
1	1 Property Evaluation	Mortgage Valuation
2	2 Annual Statement	Enquiry of Mortgage Statement
3	3 Other Mortgage Enquiry	Mortgage