Please Select Language

Cantonese

1





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 Reyword		
1	For	Onlin	e & Mobile Banking, Phone Banking, ATM & Debit Card, Branch Network			
	Online & Mobile Banking Services					
	\vdash	1	Online Banking registration procedures	Online Banking Registration		
	-	2	Suspend Online and Mobile Banking due to fraud concern	Suspend Online Banking		
	-	3	Unsuspend Online and Mobile Banking due to fraud concern resolved	Resume Online Banking		
	-	4	Any queries relating to Online and Mobile Banking enquiry	Online / Mobile Banking		
		5	Security Device & Mobile Security Key	Security Device / Mobile Security Key		
	2	Phc	ne 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	ATN	M & Debit Card Related Services			
	-	1	Maintain Overseas ATM & Debit Card Cash Withdrawal Limit	Overseas withdrawal 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	HSI	3C Branch & ATM Location			
		1	ATM, Instant Deposit Machine, Cheque Deposit Machine Locator	ATM Machine		
		2	Branch Locator	Branch Address / Opening Hours		
	5	Bar	rier-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	Spe	eak to an Agent			

2 For Banking Services

Balance Enquiries

– 1 Express Balance

2 Balance Enquiries



Express Balance Check Balance

			Suggested Keyword
	3	Total Relationship Balance or Average Credit Balance	Total Relationship Balance
2	Trai	nsfer & 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	Trai	nsaction, Remittance details, Standing Instruction & Encashment	
	1	Recent Transaction Record	Transaction
	2	Remittance	Remittance
	3	Standing Instruction Amendment / Cancellation	Standing Instruction
	4	Encashment	Emergency Cash
4	Rec	uest 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	Rep	port fraud & Rate enquiry	
	1	Report suspicious transactions	Fraud
	2	Exchange rate	Exchange Rate
	3	Gold Price	Checking Gold Price
	4	HKD & FCY deposit rate	Interest Rate
0	Spe	eak to an Agent	

3 For Investment Services

[_	1	Set	Up or Amend Local Stock Order	
		\vdash	1	Buy Stock	Buy Stock
		$\left - \right $	2	Sell Stock	Sell Stock
		$\left - \right $	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				ck Order Status Enquiry	
		\vdash	1	Check Status by Transaction Reference Number	Checking My Stock Transaction Record
		H	2	Check Status by Stock Code for Order Placed on a Specific Day	Checking My Stock Transaction Record
		$\left \right $	3	Review Orders of a Specific Day	Checking My Stock Transaction Record
				HSBC	

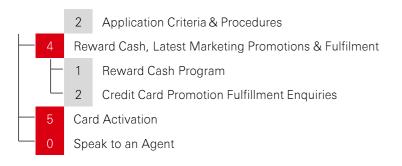
		Suggested Keyword
L4	Enrol for Order Execution Result by SMS	SMS Enrolment
— <mark>3</mark> Er	nquiry Stock Price / Hang Seng Indexes / My Selection	
- 1	Check Stock Price	Share Price
- 2	Check Hang Seng & Sub-indexes	Hang Seng Index Investment
— з	Corporate Event	Corporate Event
4	My Selection	Share Price / Unit Trust
— 4 In	vestment 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
— <u>5</u> CI	nina 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
<u> </u>	Unit Trust Services	Unit Trust
— 6 Bo	onds, Gold trade, TMD, Deposit Plus	
- 1	Bonds	Bond
- 2	Gold Trading	Gold Trading
- 3	FCY/RMB TMD	Time Deposit
4	Deposit Plus	Investment
— 0 Sr	beak to an Agent	
For Cre	dit Card Services	
- 1 Re	eport Lost Card, Card Fraud & Chargeback, Annual Waiver Application or Requ	lest Statement
- 1	Report Lost Credit Card	Lost Credit Card
- 2	Report Suspicious Transaction	Credit Card Fraud
- 3	Request statement	Credit Card Statement
4	Annual Fee Waiver Application	Credit Card Annual Fee Waiver
— 2 Ca	ard Balance, Card Settlement & Payment Instruction	
1	Balance Enquiry	Credit Card Balance
- 2	Card Settlement	Credit card settlement
L 3	Change of Payment Instruction	Credit Card Payment Instruction

Application Status & Application Related Information

1 Application Status

Credit Card Application Status





5	Life	ife insurance, MPF, General Insurance, Loan & Mortgage				
	1 Life Insurance					
	$\left \right $	1	Premium Related Enquiry	Life Insurance		
	$\left - \right $	2	Annuity Plan Enquiry	Life Insurance		
		3	Policy Information	Life Insurance		
	2	MP	F & ORSO			
	\vdash	1	MPF Employer Enquiry	MPF		
	$\left - \right $	2	MPF Employee & Self Employ Enquiry	MPF		
		3	ORSO Enquiry	MPF		
	3	AXA	A General Insurance	General Insurance		
-	4	Pers				
	$\left - \right $	1	New Loan Application	Loan Application		
		2	New Loan Application Status Enquiry	Loan Application		
		3	Existing Loan Enquiry	Loan		
	5	Mor	rtgage			
	$\left \right $	1	Property Evaluation	Mortgage Valuation		
		2	Annual Statement	Enquiry of Mortgage Statement		
		3	Other Mortgage Enquiry	Mortgage		



Suggested Keyword

Credit Card Application

Reward Cash Credit Card Promotion Card Activation