

No more lost statements.
No more missed due dates.

Access and print your statements safely, anytime, anywhere with HSBC's email statement.

[Overview](#)[Features and Benefits](#)[Help & Support](#)[FAQs](#)

Switch to email statement

Your HSBC Credit Card statements delivered to your email.

With email statement, you can receive your statements in the most convenient, secure, and eco-friendly way. You can view, download, and print a free electronic version of your credit card statement that looks just like the paper version you receive by mail.

Why switch?

Features and Benefits

You won't miss paper statements with these email statement benefits:



Safe and easy

Your email statement is sent as a password protected PDF file that you can download anytime.



Fast and convenient

No more waiting for the postman. An SMS notification will be sent to your mobile number once your email statement is available after your cut-off date.



Stay online and do more offline

Save time rummaging through your files to look for the statement.



Eco-friendly

Save trees by reducing paper consumption and carbon footprint.

Ready to sign-up?

Fill out an online form in as short as 2 minutes

[Register now](#)[Switch to email statement here](#)



Help & Support

Any questions?

We're here to help you should you have any questions about e-Statement.

- [Frequently Asked Questions \(FAQs\)](#)
- [Updated HSBC's Credit Card Product Terms & Conditions](#)

e-Statements

Frequently Asked Questions

What is e-Statement?

E-Statement is your credit card and bank statement in PDF form that is sent on a monthly basis (for credit card, every cut-off date) to your email address registered with HSBC.

Adobe Acrobat Reader is required for viewing, printing and saving the e-Statements. You can download Acrobat Reader free of charge from the Adobe website, if needed.

Why is HSBC moving to e-Statements?

This is HSBC's initiative to ensure you receive your statements in the most convenient, secure, and eco-friendly way possible. By having an e-Statement, you will enjoy the following benefits:

- Get your statements on time via email and online banking so you won't miss out on your credit card payment due dates and bank account's latest balances.
- No more lost or misplaced statements
- Safe and secure, delivered to your email in password-protected PDF form
- Receive text message advice every time your e-Statement is ready
- Save trees by reducing paper consumption

Please help us ensure that you will receive important notifications about your e-Statement. Update your chosen email address and mobile number by calling Customer Services at (02) 85-800 or (02) 976-8000 or by sending an email to hsbc@hsbc.com.ph.

This is important to ensure your e-Statements reach you in a timely manner.

Do I have to pay for e-Statement service?

There is NO fee to subscribe or use the e-Statement service. It is free of charge!

I forgot my e-Statement password. How do I reset my password?

There is no function for password reset currently. However, all you have to do is refer back to the welcome message sent to your email, which includes pre-defined password information.

If you need help and support, please call Customer Services at (02) 85-800 or (02) 976-8000 or send an email to hsbc@hsbc.com.ph.

I am concerned about my personal data, is this secure?

Since the e-Statement is sent with password protection, only you will be able to view the statement.



Please make sure that only you know about the details needed for your e-Statement password. For your benefit, please ensure that your chosen email to which your e-Statement will be sent has sufficient security settings and that only you know your email password.

Will my credit card payment due date and bank account statement date change with e-Statements?

No, your payment due date and bank account statement date remains the same.

How will I know when my e-Statements have been emailed to me?

You will receive a text message notification that your e-Statement has been delivered to your registered email address. To ensure you receive your e-Statements and to avoid the e-Statements from being directed to your spam or junk folders, we suggest that you add HSBC's e-Statement email address to your address book/contact list.

Can I request for any previous months' statements to be sent to me via email?

Yes, you may request for statements up to 3 months prior to your last billing date to be sent to your registered email address at no charge. If you wish to keep a record of the e-Statements, we recommend you save and/or print them and store them securely.

To make a request, please call Customer Services at (02)85-800 or (02) 976-8000 or send an email to hsbc@hsbc.com.ph.

Can I choose to go back to paper statements?

If you wish to continue receiving credit card and bank paper statements, please call or email Customer Services. Call us at (02) 85-800 or (02) 976-8000 or send us an email to hsbc@hsbc.com.ph for help & support.

I download my credit card and bank statements in online banking but would prefer to receive them via my email. How can I do this?

Please call Customer Services at (02)85-800 or (02) 976-8000

Why haven't I received any notification yet that I will be converted to e-Statements?

We will contact you to confirm when you will start receiving e-Statements and to explain the features in detail. In the meantime, you will continue to receive paper statements.

If you are ready to switch to e-Statements, please call Customer Services at (02) 85-800 or (02) 976-8000.

Why did I not receive my e-Statement?

Should attempts to send your e-Statement to your registered email address fail, we will contact you for support. In cases where our call attempts to your contact information are unsuccessful, we will deliver your printed/paper statement to your billing address.

For related concerns, please call Customer Services at (02) 85-800 or (02) 976-8000.



On the letter I received, I do not have an email address on record and I was not able to call the hotline to update. What will happen to my statement of account?

You will still continue to receive your paper statements. Please call Customer Services at (02) 85-800 or (02) 976-8000 to update your email address and request to receive your statements via email.