Protect Your Account

Here's another way to protect your account: update your banking details regularly! To help keep fraudsters at bay, you should regularly update your details with us - making our system more aware of unusual transactions based on the information you've given.

You can now conveniently update your details through HSBC Online Banking or our Customer Service Hotline apart from visiting the bank. Your personal data held with us is always safe and protected by our Data Privacy Policy. Make sure your details in HSBC are regularly updated to protect yourself from financial crime.

Ways on how to keep us informed of your details:

1. Go to your preferred branch and speak to an **HSBC Universal Banker**.
2. Call our **Customer Service Hotline** at (02) 8858-0000 or (02) 7976-8000 or +800-100-85-800 from overseas.
3. Log-on to your **HSBC Online Banking** using your secure key.
   - Select Communication Preferences.
   - Click Edit personal & contact details.
   - Edit your details and click Update.