

# Convenient banking via HSBC Chat

Talking to us is now easier with HSBC Chat. This feature lets you chat with us online and helps you get your banking questions answered promptly.

You can use Chat whether you're just browsing the HSBC Philippines website, or you're logged on to your online banking account. Our Chat agents are available to serve you daily, from 9:00AM to 6:00PM, except holidays. For your security, we may require you to log in using your password or your Digital Security Key depending on your concern.

**Not yet registered?** Click [here](#)

- If you register with an HSBC credit card number, you'll need:
  - Your date of birth and mobile number
- If you register with an HSBC debit card or HSBC Phone Banking number, you'll need the corresponding:
  - HSBC debit card PIN
  - HSBC Phone Banking PIN

Need help with your mobile number, debit card PIN or Phonebanking PIN? [Call us](#).

## What you can do via HSBC Chat

Through our Chat service, you can:

	When you're using Chat through the public website	When you're logged on to online banking using your password	When you're logged on to online banking using your Digital Security Key
General bank inquiries	Yes	Yes	Yes
Inquire account related information		Yes	Yes
Report lost, stolen, or never received checkbook/debit card/credit card		Yes	Yes
Convert foreign currency amount to Philippine Peso between your accounts			Yes
Apply to purchase foreign currency			Yes
Activate your credit or debit cards			Yes
Request for credit card/debit card replacement			Yes
Make changes to time deposit accounts			Yes
Increase your transfer limits			Yes

When using Chat while logged on to online banking and you don't have time to finish the conversation and need to leave, you'll still be able to pick up where you left off whenever you log on again.

### No need to wait on chat queue

Don't have time to wait? You can leave us a message in 4 easy steps:

1. Log on to online banking with your Digital Security Key by clicking on the Log On button at the top right section of the public website pages
2. Once you are logged on, click on the Chat button at the lower right-hand part of your screen
3. Type your message in the Chat and press enter (for specific instructions, see some tips below)
4. Log off from online banking (do not close the Chat window\*, you may leave it minimized or simply logoff directly while the session is open)

*\*Closing the Chat window or ending the chat session may cause delay in our response*

An acknowledgement and confirmation message will be sent to you through Chat once we're able to act on your concern. You will be able to access our response once you go back and log on again.

#### Tips and required information for offline instructions:

##### **Fund transfer from foreign currency to PHP conversion (Transferring between your own accounts):**

Please send us these details:

- (1) Requested amount including currency;
- (2) Last 4 digits of debiting and crediting account number;

Please make sure that the request is not sent to other channels to avoid duplication. We'll use the Premier / preferred / special rate at the time of processing. Cutoff time for Premier / preferred / special rate is 4:00PM, Mondays through Fridays, except holidays. Request done beyond cutoff time will be processed the next banking day.

Requested Amount including currency: Last four digits of debiting account number: Last four digits of crediting account number:
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##### **For application to purchase foreign currency (ATP\_FX) to be credited to your existing foreign currency account:**

Please send us the requested amount and purpose of request then fill out the ATP-FX form found in this link: <https://www.hsbc.com.ph/atp-fx> .

The ATP-FX form should be submitted within 24 hours from sending us a chat, otherwise a reconfirmation of the request should be done by sending us another chat.

- For same day processing: send your request before 4:00PM (banking day)
- Requests received beyond 4:00PM cutoff time will be processed the next banking day

Requested amount including currency: Purpose of request:
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##### **Increase Your Third-Party Transfer Limit:**

Please send us your requested amount. You may set your daily transfer limit up to PHP 3M. Should you wish to decrease your limit at a later time, it is easily accessible through your online banking account. Under **My Profile**, simply click on Online transfer limits, set your limit, then submit.