



In detail **Getting started** **Report a transaction** **Making changes**

As an HSBC credit cardholder, you will automatically receive FREE round-the-clock text alerts whenever you make high-value purchases.

- **Be informed anytime, anywhere:** Get instantly notified by text whenever and wherever you use your credit card for payments and cash advances
- **Free and convenient:** Absolutely no charges. No registration required.

To monitor all your credit card transactions with ease, register to HSBC online banking.

[Register here.](#)

Update your contact details

Ensure you receive your text alerts. Here's how:

Call (02) 85-800
(02) 976-8000

Lines are open 24/7

Getting started

HSBC credit cardholders automatically receive text alerts. By default, we notify you of using your:

- HSBC Classic, Red, Gold and Advance credit card for transactions PHP8,000 and higher (or its foreign currency equivalent)
- HSBC Platinum and Premier credit card for transactions PHP15,000 and higher (or its foreign currency equivalent)

To make sure you're notified round-the-clock, please ensure your contact details are updated:

Call (02) 85-800
(02) 976-8000
Lines are open 24/7



Report a transaction

Don't recognize a transaction? Report it to HSBC's Customer Services immediately and we'll get to the bottom of it.

Call (02) 85-800
(02) 976-8000
Lines are open 24/7

Making changes

You can make the following changes to your text alert preferences:

- Turning it OFF
- Turning it back ON
- Changing your minimum amount for text alerts

To change your credit card text alert preferences:

Call (02) 85-800
(02) 976-8000
Lines are open 24/7

Help & Support

Any questions?

We're here to help you should you have any questions about credit card text alerts

- **Frequently Asked Questions**
- Call Customer Services at (02) 85-800 or (02) 976-8000
- Email us at hsbc@hsbc.com.ph



Credit Card Text Alerts Frequently Asked Questions

What is the credit card text alerts service?

HSBC's credit card text alerts is a service that allows HSBC credit cardholders to stay updated on their credit card transactions by instantly receiving free text message notifications every time they use their card. By default, we will send you a credit card text alert every time you make a successful transaction amounting to at least PHP5,000. You may change the minimum transaction amount by calling Customer Services at 02)85-800 or (02)976-8000.

Do I have to register for credit card text alerts?

No registration is required. As an HSBC credit cardholder, you should automatically receive text alerts unless you have opted out of the service or your contact details are not updated. If you have opted out of the service and would like to turn it back on, please call Customer Services at (02)85-800 or (02)976-8000. You may likewise call Customer Services to update your contact details.

Why did I receive an alert when I did not make any transaction on my credit card?

Please call Customer Services at (02)85-800 or (02)976-8000 immediately to report alerts for transactions you do not recognize.

How much time does it take for me to receive an alert after doing a transaction?

We send an instant alert on successful completion of the transaction. The exact time for delivery of the alert to your mobile phone will depend on the service quality of your telecommunications service provide. In case of delay or non-receipt of the alert, please check with your mobile operator or you may likewise call Customer Services at (02)85-800 or (02)976-8000.

For which kind of credit card transactions will I receive text alerts?

HSBC credit cardholders will receive text alerts for all local or foreign currency transactions except for:

1. Annual fees
2. Finance charges
3. Late charges
4. Other credit card fees
5. Card Balance Transfer
6. Card Balance Conversion Plan
7. Cash Installment Plan

How often will I receive credit card text alerts?

By default, we will send you a credit card text alert every time you make a successful transaction amounting to at least PHP5,000. You may change the minimum transaction amount by calling Customer Services at 02)85-800 or (02)976-8000.

Can I change the minimum transaction amount for credit card text alerts?

Yes, you may change the minimum transaction amount by calling Customer Services at 02)85-800 or (02)976-8000.



Suppose I have more than one HSBC credit card - will I receive text alerts for each one?

You will automatically receive text alerts for all your HSBC credit cards.

Is it possible to receive my credit card text alerts on more than one mobile number?

No, we will send text alerts to only one registered mobile number per cardholder. Primary and supplementary cardholders will each receive text alerts for qualified transactions made on their respective credit card.

In case I have supplementary credit card, do you send alerts to both credit card holders?

No, we will only send text alerts to the registered mobile number of the respective cardholder. We will send text alerts to the registered mobile number of the primary cardholder for qualified transactions made on the primary credit card. Likewise, we will send text alerts to the registered mobile number of the supplementary cardholder for qualified transactions made on the supplementary credit card.

Are there any charges for the credit card text alerts service?

Our credit card text alert service is a value-added service and is made available to our customers completely FREE of charge

Do I need a special phone for receiving credit card text alerts?

Any operating mobile phone should be able to receive text alerts granted that it is actively registered with a telecommunications service provider and in HSBC Philippines' records. If you are travelling abroad, you will need to be subscribed to the international roaming facility provided by your telecommunications service provider to ensure uninterrupted text alerts; however, operator roaming charges may apply.

Is there any restriction on the number of credit card text alerts I can subscribe to?

No, by default, we will send you text alerts whenever you make a successful transaction starting at PHP5,000 (or its foreign currency equivalent). You may change the minimum transaction amount by calling Customer Services at 02)85-800 or (02)976-8000.

How do I stop receiving credit card text alerts?

If you wish to stop receiving credit card text alerts, please call Customer Services at (02)85-800 or (02)976-8000.

I have previously turned off my credit card text alerts, how can I turn it back on?

Please call Customer Services at (02)85-800 or (02)976-8000 to start receiving credit card text alerts.



I did not turn off my credit card text alerts, why did I stop receiving them?

You may have stopped receiving credit card text alerts for any of the following reasons:

- You have changed your mobile number. Please call Customer Services at (02)85-800 or (02)976-8000 to update your contact details.
- Your credit card transactions are lower than the default minimum transaction amount of PHP5,000 or the minimum transaction amount you have set. You may change the minimum transaction amount by calling Customer Services at (02)85-800 or (02)976-8000.
- Your subscription with your telecommunications service provider may have been affected, which is out of the Bank's control. Please contact your service provider for support.
- You are currently travelling abroad, and you may need to be subscribed to the international roaming facility provided by your telecommunications service provider to ensure uninterrupted text alerts. Operator roaming charges may apply.

