



**Call 8858-0000**  
(or 8858-0800 for HSBC Premier)

Welcome Message

**Press \*** to report lost, stolen or compromised card or cheque book

Enter Account Number or Credit Card no.

**Key-in** 12-digit account number or 16-digit credit card number followed by #

You'll be transferred to Card Activation if record shows your card is inactive

Express Balance<sup>1</sup>

Account Verification

**Press 1** to enter your 6-Digit Phone Banking PIN

**Press 2** to enter your 6-Digit SMS OTP  
SMS OTP will be sent to the registered mobile number with the bank

**Press 1** for Credit Card Services

**Press 2** for Bank Account Services

**Press 3** for Internet Banking and Disputes

**Press 4** for Application, Rate Enquiries, and Other Services

**Press 0** to speak to a Premier CSR

**Press**

- 1 Balance, Payments and Transfers
- 2 PIN services
- 3 Balance Transfer, Cash Instalment Plan and Balance Conversion Plan
- 4 Reward Points Inquiries
- 5 Select another credit card

0 Speak to CSR for other card inquiries  
\* Repeat the options  
# Return to main menu

**Press**

- 1 Balance, Payments and Transfers
- 2 PIN services
- 3 Time deposit services
- 4 Cheque inquiry
- 5 Select another Account

0 Speak to CSR for other banking inquiries  
\* Repeat the options  
# Return to main menu

**Press**

- 1 Internet Banking inquiries
- 2 Disputes:
  - 1 Credit card disputes
  - 2 Banking disputes

**Press**

- 1 New card application status
- 2 Home loan and Personal loan application status
- 3 Rate inquiries
- 4 Apply for new products

\* Repeat the options  
# Return to main menu

for Premier customers

<sup>1</sup> If you called the hotline using your mobile number/home phone number registered with HSBC.