



Call 8858-0000 or 7976-8000

(8858-0800 or 7976-8080 for HSBC Premier)

Welcome Message

Press * to report unusual activity, Lost or Stolen card or to activate your credit card.

Enter Account Number or Credit Card no.

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

Press # for application status, rate enquiry and to apply for a new product

If you do not have an account or credit card number yet

Account Verification

Press 1 to enter your 6-Digit SMS OTP
SMS OTP will be sent to the registered mobile number with the bank

Press 2 to enter your 6-Digit Phone Banking PIN

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

Express Balance

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 Reset phone banking PIN
 - 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 Reset phone banking PIN
 - 3 Time deposit services
 - 4 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