



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 agent

- 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