

Business Phonebanking Reference Guide

2748 8288 (Hong Kong)

Language Selection:

1 Cantonese 2 English 3 Putonghua

For Report Lost Card, press 9 ●

To open a new Business account, press 0 ●

Press 1 Automated Phonebanking & Credit Card

- 1 Express Balance^{1,2}
- 2 Transaction Record Enquiry¹
 - 1 To search all transaction records by date
 - 2 Overseas remittance
 - 3 Local banks fund transfer
 - 4 Cheque⁴
 - 5 Cash
- 3 Transfer & Payment Instructions
 - 1 Fund transfer between your HSBC company accounts
 - 2 Local 3rd party payment
 - 3 Business card payment³
- 4 Account Balance^{1,2}
 - 1 Account balance
 - 2 Account average balance
 - 3 Total Credit Relationship Balance
- 5 Business Credit Card
 - 1 Balance enquiry
 - 2 Settlement
 - 3 RewardCash
 - 4 Statement
- 6 Overseas ATM Withdrawal Limit Maintenance
 - 1 Enquiry existing instruction
 - 2 Add or modify instruction
 - 3 Delete existing instruction
- 7 Unit Trust¹
 - 1 Fund price and order status^{5,6}
 - 2 My selection
- 8 Investment⁷
 - 1 Total investment portfolio
 - 2 Individual investment holding
- 9 Statement & Cheque Book Request
 - 1 Account statement
 - 2 Business card statement
 - 3 Investment & unit trust statement
 - 4 Investment portfolio statement
 - 5 Cheque book

Press 2 Business Internet Banking, HSBCnet, mobile app and Phonebanking

- 1 Business Internet Banking and mobile app
 - 1 Login issues ●
 - 2 Other enquiries ●
- 2 HSBCnet and mobile app ●
- 3 Phonebanking
 - 1 Reset Phonebanking PIN
 - 2 Change Phonebanking advice frequency

Press 3 Payment and Cheque

- 1 Faster Payment System ●
- 2 AutoPay ●
- 3 PayMe for Business ●
- 4 Cheque Enquiry ●
- 5 Payment Enquiry ●
- 6 HSBC Merchant Box and HSBC Global Wallet ●

Press 4 Trade Services

- 1 DC Advising ●
- 2 Transaction Enquiry ●
- 3 New Trade Account ●
- 4 Guarantee Enquiry ●

Press 5 Update Business Information

- 1 Response to Information Update Request ●
 - 1 Change of director, beneficial owner or authorised signatories ●
 - 2 Other enquiries ●
- 3 CRS and FATCA Enquiry ●

Press 6 Business Card, Business Loan, MPF and other products

- 1 Business Credit Card ●
- 2 HSBC Business Debit Mastercard® ●
- 3 ATM Card ●
- 4 Business Loan ●
- 5 MPF ●
- 6 Other Products ●

Press 7 General Banking Services

- 1 Greater Bay Area Services ●
- 2 Rates & Price
 - 1 ForEx rates

1	2	3	4	5	6	7
USD	GBP	CAD	AUD	JPY	NZD	
	2	3	4	5		
	EUR	SGD	CHF	THB		
 - 2 Deposit rates
 - 3 Gold prices
- 3 Talk to our Customer Service Officer
 - 1 Account statement and service charge ●
 - 2 Other enquiries ●

Express Application Hotline: Go beyond customer service at 2748 8238 ●

- As a valued customer of HSBC, we may instantly offer you an indicative preferential interest rate, standby credits credit card, and a quote on general insurance.
- Pre-fill applications for you over the phone.
- To enquire loan approval status or simply make an appointment real time for one-on-one help including opening a new account at one of our HSBC Business Centres.

Operation Instructions

- Upon completion of your funds transfer, local payment, Telegraphic Transfer or account maintenance, please keep your transaction reference number for future enquiries.
- If there is more than one phonebanking user, please enter your user number before PIN.

General Notes

- All information provided in relation to the provision of the Investment Services is for reference only. The bank and the concerned information provider(s) endeavors to ensure the accuracy and reliability of such information provided but do not guarantee its accuracy and accept no liability (whether in tort or contract or otherwise) for any loss or damage arising from any inaccuracies or omissions.
- You can check order execution results through order status enquiry by quoting the transaction reference number.
- Certain special charges and discounts may not be available to phonebanking service and the bank accepts no liability in relation thereto.
 1. The call will be transferred to Customer Service Officers for assistance if customer do not have eligible account service
 2. Balance enquiries about CombiNations Savings and US dollar savings accounts can be made from 8:00am - 7:00pm on Monday to Friday and 8:00am - 4:30pm on Saturday.
 3. Transaction requests submitted before the cut-off time will be processed on the same day, otherwise they will be processed on the next working day. Please refer to the following variables in cut-off times for particular services:
 - 3.1. Transfer/payments of HK dollars to your HSBC/Third party HSBC account in HK: Mon to Sun 24-hour service (No cut-off time)
 - 3.2. Transfer/payments of other currencies to your HSBC/Third party HSBC account in HK: Mon to Fri 7:00pm; Sat 4:30pm cut-off
 - 3.3. Transfer/Payment for Credit Card and Business Card: Mon to Fri 7:30pm and Sat 4:30pm cut-off
 4. Issue cheque status/return status of deposited cheque enquiries can be made from 8:00am - 7:00pm on Monday to Friday and 8:00am - 4:30pm on Saturday.
 5. Customer must have a Business Integrated Investment Account(380) for using this service.
 6. Customer must have a Business Investment Account(088) for using this service.
 7. Individual fund price enquiry portfolio statement request and enquiries services can be made from 8am - 6pm on Mon to Fri and 8:00am - 1:00pm on Sat.
 8. Service hours of Customer Service Officer
 - 24 hours on Monday to Sunday
 - 9:00am - 6:00pm on Monday to Sunday
 - 9:00am - 6:00pm on Monday to Friday and 9:00am - 1:00pm on Saturday
 - 9:00am - 7:00pm on Monday to Friday and 9:00am - 12:30pm on Saturday
 - 9:00am - 6:00pm on Monday to Friday except Saturday, Sunday & Public Holiday
 - 8:30am - 7:30pm on Monday to Friday and 8:30am to 1:00pm on Saturday

