

Frequently Asked Questions

- Q1. Why is HSBC upgrading my Visa USD Corporate Card to World USD Corporate MasterCard?
- A1. We are upgrading your current card to a new HSBC World USD Corporate MasterCard which will bring new benefits to you at no additional cost. This is part of our efforts to align our credit card services. We will continue to make efforts to enhance our services for our Corporate Cardholders.
- Q2. What are the benefits of the new HSBC World USD Corporate MasterCard?
- A2. • You are entitled to enjoy the services at more than 40 airport lounges globally, including Hong Kong, Shanghai, Beijing, Singapore and Canada **OR** a complimentary 15-minute Neck and Shoulder Massage Service at Wellness Spa & Salon
- Secure financial control that allows companies to set spending limits; track spending patterns; streamline manual, paper-intensive reporting processes into an online system; and increase transparency of employee spending
- In addition, each cardholder(s) will enjoy a first-year annual fee waiver.
- Q3. Will I be able to use my new card in the same way as my existing card?
- A3. Yes, your new card will work exactly the same way as your existing card after conversion. In addition, you can use your new card at airport lounges located in more cities than before.
- Q4. Will my statement date or credit limit of the new card be changed?
- A4. No, these will all remain the same.
- Q5. Will the PIN number of my USD Corporate Card change?
- A5. Yes, a new PIN mailer for accessing the ATMs will be sent to you separately. To ensure you can withdraw cash overseas (including cash advances), please arrange to set up the overseas ATM daily withdrawal limit (including cash advances) on your new USD Corporate MasterCard.
- Q6. My existing USD Corporate Card has a direct debit instruction with another bank account or a third party account of HSBC. Do I need to take any action?
- A6. Yes, you need to contact the related bank or person to re-arrange the direct debit instruction. You can download the Direct Debit Authorisation Form at www.hsbc.com.hk/corporatecard.
- Q7. My existing USD Corporate Card carries auto-payments. Do I need to take any action?
- A7. Yes, you will need to update your card details with merchants that currently have your card details for taking payments. We recommend that you do not delay on updating these new details as soon as you receive your new USD Corporate MasterCard. Should you need the merchant contact information, please visit www.hsbc.com.hk/corporatecard.
- Q8. When will my existing Visa USD Corporate Card be cancelled?
- A8. Once your new HSBC USD Corporate MasterCard has been activated / received, you can start using the new card immediately and destroy the old card. As an added security measure, your existing Visa USD Corporate Card's credit limit will be adjusted to US\$1,300 (or equal to your current limit, whichever is lower) and will be cancelled 45 days after the card activation date/card receipt date of the new USD Corporate MasterCard. For added convenience, any outstanding balance will be transferred to the new USD Corporate MasterCard account(s) automatically.
- Q9. Where can I turn to for further help?
- A9. You can contact your Relationship Manager or call our Customer Service Hotline on (852) 2748 4343 (after language selection, please press #).

If there are any discrepancies between the English and Chinese versions, the English version shall prevail.