

Business Phonebanking Reference Guide

2748 8288 (Hong Kong)

Language Selection:

1 Cantonese **2** English **3** Putonghua

For Report Lost Card, press **# 9**

For existing customers, input business account number, press **#**

For non existing customers, press **#** directly

Press **1** **Express Balance**^{1,2}

Press **2** **Transaction record enquiry and set up transfer and payment instructions**

1 **Transaction Records Enquiry**¹

- 1** To search all transaction records by date
- 2** Overseas remittance
- 3** Local banks fund transfer
- 4** Cheque⁴
- 5** Cash

2 **Set-up Transfers and Payments Instructions**

- 1** Fund transfer between your HSBC company accounts
- 2** Local 3rd party payment
- 3** Business card payment³

3 **Cancel Payment Instruction**

0 **Talk to our Customer Service Officer**

Press **3** **Account and Investment Enquiry**

1 **Account Balance Enquiry**^{1,2}

- 1** Account balance
- 2** Overseas remittance
- 3** Local banks fund transfer

2 **Unit Trust**¹

- 1** Individual fund price and order status enquiry^{5,6}
- 2** My selection

3 **Investment Enquiry**⁷

- 1** Total investment portfolio
- 2** Individual investment holding

4 **Statement and Cheque Book Request**

- 1** Account statement
- 2** Business credit card statement
- 3** Investment and unit trust statement
- 4** Investment portfolio statement request
- 5** Cheque book

0 **Talk to our Customer Service Officer**

Press **4** **Trade Services**

1 **DC Advising**

2 **Transaction Enquiry**

3 **New Trade Account**

4 **Guarantee Enquiry**

Press **5** **Internet Banking and Phonebanking**

1 **Business Internet Banking Enquiry**

2 **HSBCnet Enquiry**

3 **Phonebanking Enquiry**

- 1** Reset phonebanking PIN
- 2** Change phonebanking advice frequency

0 **Talk to our Customer Service Officer**

Press **6** **Business Card**

1 **Business Credit Card**

- 1** Balance Enquiry
- 2** Settlement
- 3** RewardCash
- 4** Statement

0 **Talk to our Customer Service Officer**

2 **HSBC Business Debit Mastercard**

3 **Business Debit Card or ATM card**

4 **Overseas ATM Withdrawal Limit Maintenance**

- 1** Enquire existing instruction
- 2** Add or modify instruction
- 3** Delete existing instruction

Press **7** **Rates, Products and Services Enquiry**

1 **Rates & Price Enquiry**

- 1** ForEx rates
- 2** Deposit rates
- 3** Gold prices

2 **Open a New Business Account**

3 **Business Loan**

4 **Investment and Insurance**

5 **MPF**

6 **General Banking Services**

7 **Branch Location**

- 1** HSBC Business Centre
- 2** Commercial Service Centre
- 3** Other branches

9 **Greater Bay Area Services**

- 1** USD
- 2** GBP
- 3** CAD
- 4** AUD
- 5** JPY
- 6** NZD
- 7 3** EUR
- 7 4** SGD
- 7 5** CHF
- 7 6** THB

Press **8** **Payment and Cheque**

1 **Payment Enquiry**

2 **Faster Payment System**

3 **Order Cheque Book**

4 **General cheque enquiry**

Press **0** **Update Business Information and inquire Account Status**

1 **Response to Information update and inquire Account Status**

2 **Change company information**

3 **CRS and FATCA related 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 otherwise available 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 8am - 7pm on Monday to Friday and 8am - 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 (ie No cut-off time)
 - 3.2. Transfer/payments of other currencies to your HSBC/Third party HSBC account in HK: Mon to Fri 7pm; 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 8am - 7pm on Monday to Friday and 8am - 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 8am - 1pm on Sat.
8. Service hours of Customer Service Officer

- 24 hours on Monday to Sunday
- 9am - 6pm on Monday to Friday and 9am - 1pm on Saturday
- 9am - 7pm on Monday to Friday and 9am - 12:30pm on Saturday
- 9am - 6pm on Monday to Friday except Saturday, Sunday & Public Holiday
- 8:30am - 7:30pm on Monday to Friday and 8:30am to 1pm on Saturday

