

Frequently Asked Questions

Q1. Will I be able to use my new card in the same way as my existing Purchasing Card?

A1. Yes, your new card will work exactly the same way as your existing Purchasing Card after conversion.

Q2. Will my statement date or credit limit of the new card be changed?

A2. No, these will all remain the same.

Q3. My existing Purchasing Card has a direct debit instruction with another bank account or a third party account of HSBC. Do I need to take any action?

A3. 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/purchasingcard.

Q4. My existing Purchasing Card carries auto-payments. Do I need to take any action?

A4. 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 Platinum Purchasing MasterCard. Should you need the merchant contact information, please visit www.hsbc.com.hk/purchasingcard.

Q5. When will my existing Visa Purchasing Card be cancelled?

A5. Once your new HSBC Platinum Purchasing 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 Purchasing Card's credit limit will be adjusted to HK\$10,000 (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 Platinum Purchasing MasterCard. For added convenience, any outstanding balance and instalment plans will be transferred to the new Platinum Purchasing MasterCard account(s) automatically.

Q6. Where can I turn to for further help?

A6. 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.