Welcome to HSBC Phone Banking Service

To continue in English, Press 2

For lost, stolen or damaged card, cheque book or Secure Key, Press the star key

For lost, stolen or damaged credit cards, Press 1

For debit cards, Press 2
For Secure Key, Press 3
For cheque books, Press 4

For cheque books, Press 4

For debit cards, Press 2

For products information & promotions, Press 6

For PIN Services, Press 5

To access limited information about your account, Press 1
To create a Phone Banking PIN, Press 2

Customer calls from a mobile number matching the bank’s records

We’ve identified from your phone number that your (Primary Account)(Card)(Personal Banking) number ends in (Last 4 digits).

Yes

To access your Phone Banking service, please enter your Personal Banking Number, account number or card number. If you do not have those available, Press the Star key

No

To confirm, Press 1. To enter other account details, Press 2

* Based on mobile phone number maintained only

* Customer calls from a mobile number matching the bank’s records

To speak to a Premier Service Representative, Press 0

To access limited information about your account, Press 1
To create a Phone Banking PIN, Press 2

Main menu is based on customers’ accounts