

Phone Banking

Overview

The HSBC Phone Banking Service allow you to obtain account information or carry out most banking transactions on any of your HSBC Banking accounts, including Advance, Credit Card, FlexiCredit and HSBC Personal Loan accounts, 24 hours a day, 7 days a week. It offers a safe, practical and convenient banking experience - whenever you like, wherever you happen to be.

Getting Started

HSBC Credit Card Holders

If you are an HSBC credit card holder, you are automatically enrolled in HSBC Phone Banking Services. You will receive your Phone Banking PIN just as soon as your credit card application has been approved. Please contact us if you are experiencing difficulties.

HSBC Advance Customers

Please visit our nearest HSBC branch, and our Customer Service Representative will be more than happy to assist you through the Phone Banking registration process.

Tariff and Limit transfer via Phone Banking, [click here](#)

Features and Benefits

Secure

The HSBC Phone Banking service uses a Personal Identification Number (PIN) unique only to you and your Phone Banking account.

Full Range of Services

Credit Card Services

Enjoy many credit card related services, including:

- Express Balance
- Credit Card Information
- Report Lost/Stolen for Credit Card
- Credit Card Application Status
- Credit Card Activation
- Marketing and Promotional Details

View guide

HSBC Premier Services

(for HSBC Premier customers only)

We know that your time is valuable. Exclusive for HSBC Premier Customers, we have dedicated representatives as part of the HSBC Premier Call Centre Service to fulfil your needs.

The HSBC Premier Call Centre is a special facility for our Premier Customers. It provides a secure, convenient and practical service that helps customers acquire account specific information or get assistance in performing banking transactions 24 hours a day, 7 days a week.

View guide

Banking Services

Please key in below shortcut after the language selection and lost or stolen menu

No. → Enter your credit card account number followed by # PIN/OTP → Enter your PIN/OTP

Account Balances and Recent Transactions	No. + PIN/OTP + press 2 + 1
Fund Transfer Between Own-Accounts	No. + PIN/OTP + press 2 + 2 + 1
Account Transfer to a Third Party	No. + PIN/OTP + press 2 + 2 + 3
Time Deposit Inquiries	No. + PIN/OTP + press 2 + 2 + 4
Rate Inquiries	press # + 3
To Talk to Customer Service	No. + PIN/OTP + press 2 + 0

Credit Card Services

Please key in below shortcut after the language selection and lost or stolen menu

No. → Enter your credit card account number followed by # PIN/OTP → Enter your PIN/OTP

Account Balances, Payment and Transaction	No. + PIN/OTP + press 1 + 1
Phone Banking PIN Change	No. + PIN/OTP + press 1 + 5 + 1
Check Application Status	press # + 1
Credit Card PIN Change/Reset	No. + PIN/OTP + press 1 + 5 + 2
To Talk to Customer Service	No. + PIN/OTP + press 1 + 0

HSBC Advance Services

(for HSBC Advance customers)

Enjoy extensive transactional services including fund transfers and opening term deposits:

- Account Information
- Opening Term Deposits
- Fund Transfer (SKN, RTGS, Telegraphic Transfer)
- Report Lost/Stolen of ATM Card
- Foreign Currency Exchange & Term Deposit Interest Rates

View guide

Banking Services

Please key in below shortcut after the language selection and lost or stolen menu

No. → Enter your credit card account number followed by # PIN/OTP → Enter your PIN/OTP

Account Balances and Recent Transactions	No. + PIN/OTP + press 2 + 1
Fund Transfer Between Own-Accounts	No. + PIN/OTP + press 2 + 2 + 1
Account Transfer to a Third Party	No. + PIN/OTP + press 2 + 2 + 3
Time Deposit Inquiries	No. + PIN/OTP + press 2 + 2 + 4
Rate Inquiries	press # + 3
To Talk to Customer Service	No. + PIN/OTP + press 2 + 0

Personal Loan and Other Services

Please key in below shortcut after the language selection and lost or stolen menu

No. → Enter your credit card account number followed by # PIN/OTP → Enter your PIN/OTP

Personal Loan Information	No. + PIN/OTP + press 4 + 1
Speak to Customer Service	No. + PIN/OTP + press 4 + 0
Check Application Status	press # + 2

Report Lost and Stolen Card

Credit Card	press # + 1
Debit Card	press # + 2

Notes :
Please press the menu number of your choice on the IVR, after the voice message has finished being read.

HSBC Personal Instalment Loan Services

Through Phone Banking, you can check your current loan account information and, for those who have just applied, you can check the status of a loan application.

View guide

Personal Loan and Other Services

Please key in below shortcut after the language selection and lost or stolen menu

No. → Enter your credit card account number followed by # PIN/OTP → Enter your PIN/OTP

Personal Loan Information	No. + PIN/OTP + press 4 + 1
Speak to Customer Service	No. + PIN/OTP + press 4 + 0
Check Application Status	press # + 2

Notes :
Please press the menu number of your choice on the IVR, after the voice message has finished being read.

Call Us

1500 808

Or (+6221) 2552 6603
(if you are calling from overseas)

HSBC Fusion
1500 501

HSBC Premier
1500 700

Or (+6221) 2551 4722
(if you are calling from overseas)