HSBC Personal Banking Hotline User Guide (+853 8599 2888)

Hotline service hours: 9:00 am – 11:00 pm, Monday to Sunday

- Please select language

1	Cantonese	2	English	3	Mandarin

- Press * to report a lost or stolen card or security device.

1	Lost/Stolen Credit Card	2	Lost/Stolen ATM Card	3	Lost/Stolen Security Device

• If you **have** an HSBC Macau account or phone banking service, please log in first.
• If you **do not have** an HSBC Macau account or phone banking service, please press "#"

Step 1: Enter 12 digits account number or 16 digits credit card number followed by the hash key (#)
Step 2: Enter Phone Banking PIN

1	Bank Account Services			
	1	Debit Transaction (Latest 5 posted transactions in the past 3 months available)		
	2	Credit Transaction (Latest 5 posted transactions in the past 3 months available)		
	3	Transfers & Payments		
		1	Transfer fund between your HSBC account	
		2	Pay HSBC Credit Card	
		3	All other payment	
		0	Speak to Customer Service Representative	
	4	Other bank account services		
		1	Currency rate enquiry	
		2	Time deposit	
			1	Open new time deposit
			2	Check existing time deposit accounts
			3	Update existing time deposit instruction
			4	Check time deposit rate
		3	Oversea withdrawal	
			1	Update instruction
			2	Cancel instruction
			3	Check or change other card
	5	Select other account		
2	Credit Card Services			
	1	Recent Transactions (Latest 5 transactions in the past 3 months available)		
	2	Pay HSBC Card (Applicable to customers who have HSBC personal savings account)		
	3	Select another Account		
	4	Bonus Point Enquiry		
	5	Oversea withdrawal		
	0	Speak to Customer Service Representative		
3	Online Banking and PIN Maintenance			
	1	Internet Banking enquiry		
	2	Change Phone Banking PIN		
	3	Marketing and Product Information Enquiry		
	0	Speak to Customer Service Representative		
4	Investment Services			
0	Speak to Customer Service Representative			

* Please visit any of our branches for service registration or service reactivation