

Service Centre

To access HSBC 24 - Hour Customer Care Centre:
 Dial **(02)8072-3000** or **0800-066-088**
 Oversea, please call: **886-2-8072-3000**


- For Credit Card Service, press **1**
- For Banking Services, press **2**
- For Internet Banking Service or Short Message Service Press **3**
- For Debt Negotiation Channel, Press **4**

Press **1** For Mandarin Service,
 Press **2** For English Service,
 Press **3** For Taiwanese Service

• First call, please change your 6-digit phonebanking PIN number

• Most Frequently Used Key Paths (wait for message prompt):

- **Transfer between Own A/C** 2 2 1  2 1 1
- **LCY Account Balance** 2 2 1  1
- **FCY Account Balance** 2 2 1  2 1 2
- **Recent Transactions** 2 2 1  2 1 1
- **Change PIN** 2 2 1  2 7 2
- **M/F Net Asset Value** 2 2 1  3 3

 = Account Number # + PIN

*The first 9 digits of A/C no.

- **1** Existing customer Press Account Number # + PIN
- **2** If you are interested or have applied to become a customer
- **3** Premier Customer Press Account Number # + PIN
- **4** To report a lost or stolen card

Service Selection

- **1** Express Balance Service
- **2** Bank Account Services

• After entering the Banking Service Menu, you can press the star key followed by **1**, **2**, **3**, or **0** to select the following service items at any time:

- 1** Return to the Previous Menu
- 2** Go to Bank Account services
- 3** Return to the Main Menu
- 0** Speak to a Customer Service Officer

