



TELEPHONE BANKING USER GUIDE

Personal Banking
(84 28) 37 247 247 – South
(84 24) 62 707 707 – North

Platinum
(84 28) 37 247 248

Premier
(84 28) 37 247 666

Welcome to HSBC.
Vietnamese → Press 1;
English → Press 2.

To report a lost or stolen card or
security device → Press (*).

From registered number
Thank you for calling from registered phone number
(We are now able to retrieve the last 6 digits of your
account number ending with).

From non-registered number
Enter your 12 digits account number
or 16 digits Credit card number
→ Press (#).

Verify yourself easier with 1 of 2 option:
Verify via One time password: (SMS OTP) → Press 1
Verify via Phone Banking PIN: (TPIN) → Press 2

In case cannot verify:
If you do not have any of these
and want to be an HSBC
customer → Press (#).

Press
1
**Bank
Account
services**

Press
2
**Credit Card
services**

Press
3
**Online banking
and PIN
maintenance**

Press
0
**Speak to a Customer
Service
Representative**

Press
(*)
**Return to the
main
menu**

Press 1 – Debit transactions
Press 2 – Credit transactions
Press 3 – Transfers & payments
Press 4 – Select Accounts
Press 0 – Speak to Customer
Service Representative;
Press (*) – Repeat this menu;
Press # – Return to the main menu.

Press 1 – Recent Credit Card transactions
Press 2 – Pay HSBC Credit Card
Press 3 – Credit Card activation
• To activate your card → Press 1
• To activate later → Press 2
Press 4 – Select Accounts
Press 0 – Speak to Customer
Service Representative
Press (*) – Repeat this menu
Press # – Return to the main menu.

Press 1 – Internet Banking enquiries
Press 2 – Change Phone Banking PIN
Press 3 – PIL application status
Press 4 – Marketing and product
information enquiries
Press 0 – Speak to Customer
Service Representative
Press (*) – Repeat this menu
Press # – Return to the main menu.