

**To access HSBC 24-Hour Call Center (02) 6616-6000**

**\***

To report a lost or stolen card or cheque book or debit negotiation

**#**

Card Activation, Promotion Or Non HSBC TW customers

Please enter your last 9-digit National ID, 12-digit account number or 16-digit credit card number

- 1) To enter your phone banking PIN or credit card phone PIN
- 2) Forgot your phone PIN and agree to use one time password to verify
- 3) To reset your phone PIN

**1) Credit Card Services**

1. Statement, Balance & Recent Transactions
2. HSBC Card repayment
3. Rewards & Benefits
4. Other Card Services
5. Switch to another Card

\*) Repeat  
#) Back to previous menu  
0) Speak to CSR

**2) Bank Account or Internet Banking Services**

1. Account Balances & Recent Transactions
2. Payments & Transfers
3. Cheque Book \*
4. Other Bank Services
5. Switch to another Account

\*) Repeat  
#) Back to previous menu  
0) Speak to CSR

**3) Investment Services**

1. Mutual Fund Balances
2. Investment Transactions
3. Time Deposit Services
4. Rate and Price enquiry

\*) Repeat  
#) Back to previous menu  
0) Speak to CSR

**4) Loan Services**

1. Loan Balance
2. Loan Repayment
3. Application status enquiry
4. Switch to another account

\*) Repeat  
#) Back to previous menu  
0) Speak to CSR

**5) More Products & Password Services\***

**1. Password Service**

1. Change Phone PIN
2. Change Credit Card Phone PIN
3. Change Cash Advance PIN
4. Request Cash Advance PIN

\*) Repeat  
#) Back to previous menu  
0) Speak to CSR

**2. Offers and Promotions**

1. Premier, Advance and Retail Banking Information
2. Card Marketing / Product Information
3. Bank Account Marketing / Product Information

\*) Repeat  
#) Back to previous menu  
0) Speak to CSR

**0) Speak to CSR**

**<Remark>**

1. After PIN verification, you could press \* to repeat, press # to return to the previous menu, or press 0 to speak to Customer Service Officer.
2. Menus which are marked with 1/2/3/4/5 are dynamic menu for customers who own according HSBC banking products. (For cheque account service, please input your 12- digit cheque account number.
3. Please press \*1 to skip mini statement of “Investment Services” or you could press 1 to continue for other services during the mini statement read out. The mini statement of “Bank Account or Internet Banking Services” will only read out the balance under the account number you input in IVR.
4. If you do not have Taiwanese Nation ID, please enter your 16-digit credit card number for credit card service, or 12-digit account number for banking service. The system will automatically proceed asking you to input your PIN. Please input your credit card/phone banking PIN according to the service you’re requesting for.
5. If you forgot your pin and agree to use One Time Password to verify yourself, after OTP verification, you are not able to use the services marked with\*, including “Cheque Book” and “More Products & Password Services”