

**24-hour Business Phonebanking : 2748 8288 (Hong Kong)
00 800 0000 7000* (Toll free number)**

* Customers can directly call this toll free number in mainland China using landlines with international telephone services.

Language Selection: **1** Cantonese **2** English **3** Putonghua

For a new Business Phonebanking Customer, Press **#**

For Report Lost Card, Press # 9

Tips: Press ***** anytime to access Help Menu

Press **1** **Express Balance^{1,2}**

Press **2** **Transfers, Payments and Overseas Remittance**

1 Transaction Records Enquiry¹

- 1** To search all transaction records by date
- 2** Overseas remittance
- 3** Local banks fund transfer
- 4** Cheque⁴
- 5** Cash

2 Set-up Transfers and Payments Instructions

- 1** Fund transfer between your HSBC company accounts
- 2** Local 3rd party payment
- 3** Overseas remittance
- 4** Business card payment³

3 Cancel Payment Instruction

0 Talk to our Customer Service Officer 

Press **3** **Rates, Account Balance, Business Card, Unit Trust, Investment Enquiries and Statement Request**

1 Rates and Price Enquiry

- 1** Forex rates
- 2** Deposit rates
- 3** Gold prices

- 1** USD
- 2** GBP
- 3** CAD
- 4** AUD
- 5** JPY
- 6** NZD
- 7** **3** EUR
- 7** **4** SGD
- 7** **5** CHF
- 7** **6** THB

2 Account Balance Enquiry^{1,2}

- 1** Account balance
- 2** Average credit balance
- 3** Total credit balance enquiry

3 Business Card

- 1** Balance enquiry
- 2** Settlement
- 3** RewardCash
- 4** Statement

4 Unit Trust¹

- 1** Individual fund price and order status enquiry^{5,6}
- 2** My selection

5 Investment Enquiries and Statement Request⁷

- 1** Total investment portfolio
- 2** Individual investment holding
- 3** Investment portfolio statement request

0 Talk to our Customer Service Officer 

Press **4** **Trade Services**

1 DC Advising

2 Export Payment

3 Transaction Enquiry

4 New Trade Account

Press **5** **Business Internet Banking, Phonebanking, Branch Location and Password Reset**

1 Business Internet Banking Enquiry

- 1** Internet payment
- 2** Internet banking registration procedure, security device and PIN reset
- 3** eStatement and eAdvices enquiries
- 4** Other business banking enquiries

2 HSBCnet Enquiry

3 Phonebanking Enquiry

- 1** Reset phonebanking PIN
- 2** Change phonebanking advice frequency

4 Branch Location

- 1** HSBC Business Centre
- 2** Commercial Service Centre
- 3** Other branches

5 Request for ATM PIN Advice

Press **6** **Statement and Cheque Book Request, Products and Service Enquiries**

1 Statement and Cheque Book Request

- 1** Account statement
- 2** Business card statement
- 3** Investment and Unit Trust statement
- 4** Cheque book

2 Open a New Business Account

3 Business Loan and Business Card

4 Investment and Insurance

5 MPF

6 General Banking Services