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Quick keys	Services	Quick keys	Services
press 1 press A/C No # press PIN	<b>Bank Account &amp; Deposit Services</b> 1 Express balance + 2 Account details 2 1 Balance enquiry + 2 2 Total relationship balance 2 3 Transaction records 2 3 1 Recent transaction records + 2 3 2 Remittance records 2 3 2 1 Inward remittance + 2 3 2 2 Outward remittance 2 3 3 Issued cheque status + 3 Transfers & bill payments 3 1 Transfer between your account & credit cards 3 2 Third-party transfer 3 3 Bill payments 3 4 Charity donation 4 Rates enquiry 4 1 Deposit rates 4 1 1 HKD time deposit 4 1 2 HKD savings deposit 4 1 3 Foreign currency time deposit 4 1 4 Foreign currency savings deposit 4 2 Exchange rates 4 3 Gold price 5 Setup Deposit Plus 6 Other bank account related services 6 1 Stop cheque 6 2 Report lost card 6 3 Report lost passbook 6 4 Request cheque book 6 5 Request statement 6 5 1 Current month statement 6 5 2 Statement for other months 6 6 Other bank account related enquiries 0 Other bank account & deposit enquiries through customer service officer	press 3 press A/C No # press PIN	<b>Credit Cards Services</b> press * Report lost card 1 Card balance, payments & other account related services 1 1 Balance enquiry 1 2 Credit card payments & charity donation 1 2 1 Card payments 1 2 2 Charity donation 1 3 Change of payment instruction 1 3 1 Current month 1 3 2 Onward payments 1 4 Statement request 1 4 1 Current month statement 1 4 2 Previous month statement 1 4 3 Both months statements 1 4 4 For other months 1 5 Annual fee related enquiries 1 0 To talk to our customer service officer 2 Application status & application related information 2 1 Application status + 2 2 Application criteria & procedures 2 2 1 HSBC Premier card 2 2 2 HSBC Advance Visa Platinum Card, Visa Platinum or Green Credit Card 2 2 3 Gold credit card 2 2 4 Classic credit card 2 2 5 Renminbi credit card 2 2 6 Other cards 2 3 Application form 2 3 1 To obtain an application form by fax 2 3 0 To talk to our customer service officer 3 Reward points & related information 3 1 Reward points balance 3 2 Rewards summary & redemption form 3 0 To talk to our customer service officer 4 Card benefits & promotion programmes 4 2 Other marketing information 0 Other credit card enquiries through customer service officer
press 2 press A/C No # press PIN	<b>Investment Services</b> 1 Local securities services 1 1 Order placement, amendment & cancellation 1 1 1 Buy stock 1 1 2 Sell stock 1 1 3 Place a Stop Loss Limit order 1 1 4 Place a Two-Way Limit order 1 1 5 Place a Target Buy Sell order 1 1 6 Amend / cancel an order 1 2 Stock price & Hang Seng indices enquiries 1 2 1 Check stock prices + 1 2 2 Check the Hang Seng & sub-indices + 1 3 Order status enquiry 1 3 1 Check the status by transaction reference number 1 3 2 Check the status by stock code for orders placed today + 1 3 3 Review order of today + 1 4 My Selection + 1 4 2 Update your selection list 1 5 Corporate events enquiry 2 Overseas indices + 3 Unit Trust services 3 1 Unit Trust subscription, redemption & switching 3 2 Fund price enquiry + 3 3 Order status enquiry 3 3 1 Check the status by transaction reference number 3 3 2 Check the status by fund code for orders placed today 3 3 3 Review order of the day + 3 4 My Selection + 3 4 2 Update your selection list 3 5 To obtain Unit Trust information by fax 3 5 1 For fund code & price sheet 3 5 2 Fund Navigator 3 5 4 Fund fact sheet 4 Trade other investment products 4 1 Bonds trading 4 2 Setup Deposit Plus 4 3 Open foreign currency / Renminbi time deposit 4 4 Gold trading 5 Portfolio value & statement request 5 1 Market value of all investment holdings 5 2 Market value of individual investment product 5 2 1 Local stock + 5 2 2 Local Warrants & Callable Bull Bear Contract + 5 2 3 Unit Trust & other investment products + 5 3 Request investment portfolio statement 6 Other investment enquiries 6 1 Enrol for order execution result via SMS 6 2 To obtain investment information by fax 6 3 Other investment enquiries 0 Other investment enquiries through customer service officer	press 4 press A/C No # press PIN	<b>Insurance &amp; MPF Services</b> 1 Medical & health insurance 1 1 Listen to commonly asked topics 1 2 To obtain forms & information by fax 1 3 For application & policy information 1 3 1 FirstCare & Outpatient Care 1 3 2 Other medical & health products 1 4 For claims 1 4 1 Claims procedures 1 4 2 Claims status 1 4 3 Claims adjustment & decline cases 1 4 4 Hospitality pre-assessment 1 4 5 Other claims related enquiries 2 Life insurance 2 1 Listen to commonly asked topics 2 2 To obtain forms & information by fax 2 3 For application & policy information 2 4 For claims 3 General insurance 3 1 Listen to commonly asked topics 3 2 To obtain forms & information by fax 3 3 For application & policy information 3 4 For claims 4 MPF 0 Other insurance & MPF enquiries through customer service officer
press 5 press A/C No #		press 1	<b>Internet Banking, Phonebanking, ATM Service Enquiries &amp; Branch Locator</b> 1 Internet banking 1 1 Security device 1 2 Internet banking registration procedures 1 3 Maintenance schedule 1 0 Other internet banking related enquiries 2 Phonebanking 2 1 Phonebanking user tips 2 2 Phonebanking user guide 2 3 Setup automatic account registration at phonebanking 2 4 Change your phonebanking PIN 2 5 Maintenance schedule 3 ATM & Self-Service banking 3 1 ATM, Cash Deposit Machine & Cheque Deposit Machine locator 3 1 1 ATM 3 1 2 Cash Deposit Machine 3 1 3 Cheque Deposit Machine 3 2 Request ATM PIN advice by mail 4 Branch locator 4 1 Search by location 4 2 Search by branch code 0 Other Internet banking, phonebanking, ATM & branch enquiries through customer service officer
press 6		press 1	<b>Report Lost Card</b> 1 Personal loans & mortgages 1 1 Personal loans enquiries 1 2 Mortgages enquiries 2 To obtain forms & documents by fax 0 Other enquiries through customer service officer
press 7 press A/C No #		press 1	<b>Personal Loans, Mortgages &amp; Other Enquiries</b> 1 Personal loans & mortgages 1 1 Personal loans enquiries 1 2 Mortgages enquiries 2 To obtain forms & documents by fax 0 Other enquiries through customer service officer

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