

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

*** To report a lost or stolen card or cheque book or card activation**

8 New credit card system related question

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

Promotion or Non HSBC TW customer

- To enter your phone banking PIN
- Agree to use one time password to verify or forgot your phone PIN

Credit Card Services

- Switch to another Card
- Statement, Balance & Recent Transactions
- HSBC Card repayment
- Rewards & Benefits
- Other Card Services

* Repeat
Back to previous menu
0 Speak to CSR

Bank Account or Internet Banking Services

- Account Balances & Recent Transactions
- Payments & Transfers
- Cheque Book *
- Other Bank Services
- Switch to another Account

* Repeat
Back to previous menu
0 Speak to CSR

Investment Services

- Investment Transactions
- Time Deposit Services

* Repeat
Back to previous menu
0 Speak to CSR

Loan Services

- Loan Balance
- Loan Repayment
- Application status enquiry
- Switch to another account

* Repeat
Back to previous menu
0 Speak to CSR

Password Services

- Change Phone PIN *
- Change Cash Advance PIN
- Request Cash Advance PIN

* Repeat
Back to previous menu
0 Speak to CSR

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<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 Representative.
2. Menus 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 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 National 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 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 "Change Phone PIN"