

# HSBC Jade Dedicated Service Line User Guide (2233 3033)

## Please select language

- 1** Cantonese    **2** English    **3** Putonghua

### Tips

Press\*anytime to access the Help menu or\*\*to get back to the Main Menu

+ Press **1** to skip forward, **2** to go back

## To Talk To Our Customer Service Officer

- 0** A/C No # PIN
- 1** Investment services
  - 2** Credit cards services
  - 3** Insurance & MPF services
    - 1** Life insurance
    - 2** Medical & general insurance under written by AXA General Insurance
    - 3** MPF
  - 4** Other HSBC Jade services
    - 0** Remittance, autopay, standing instruction and cheque related enquiries
    - 1** Fund transfer, account balance, exchange rate, interest rate, mortgage enquires and change of personal information
    - 2** Internet banking and mobile banking
    - 3** Other services and enquiries
  - 5** Ten Concierge Service

## Bank Account & Deposit Services

- 1** A/C No # PIN
- 1** Express balance<sup>+</sup>
  - 2** Account details
    - 1** Balance enquiry<sup>+</sup>
    - 2** Total relationship balance & average credit balance
    - 3** Transaction records
      - 1** Recent transaction records<sup>+</sup>
      - 2** Remittance records
        - 1** Inward remittance<sup>+</sup>
        - 2** Outward remittance
      - 3** Issued cheque status<sup>+</sup>
  - 3** Transfers & bill payments
    - 1** Transfer between your account & credit cards
    - 2** Third-party transfer
    - 3** Bill payments
    - 4** Charity donation
  - 4** Rates enquiry
    - 1** Deposit rates
      - 1** HKD time deposit rate
      - 2** HKD savings deposit rate
      - 3** Foreign currency time deposit rate
      - 4** Foreign currency savings deposit rate
    - 2** Exchange rates
    - 3** Gold price
  - 5** Setup Deposit Plus
  - 6** Other bank account related services
    - 1** Stop cheque
    - 2** Report lost card
      - 1** Report lost credit card
      - 2** Report lost ATM card
      - 3** Report lost credit card and ATM card
    - 3** Report lost passbook
    - 4** Request cheque book

## Bank Account & Deposit Services

- 1** A/C No # PIN
- 6** Other bank account related services
    - 5** Request statement
      - 1** Current month statement
      - 2** Statement for other months
  - 0** Other bank account & deposit enquiries through customer service officer

## Investment Services

- 2** A/C No # PIN
- 1** Local securities services
    - 1** Order placement, amendment & cancellation
      - 1** Buy stock
      - 2** Sell stock
      - 3** Place a Stop Loss Limit order
      - 4** Place a Two-Way Limit order
      - 5** Place a Target Buy Sell order
      - 6** Amend / cancel an order
      - 0** Trade stocks through our customer service officer
    - 2** Stock price & Hang Seng indices enquiries
      - 1** Check stock prices<sup>+</sup>
      - 2** Check the Hang Seng & sub-indices<sup>+</sup>
    - 3** Order status enquiry
      - 1** Check the status by transaction reference number
      - 2** Check the status by stock code for orders placed on a specific day<sup>+</sup>
      - 3** Review order of a specific day<sup>+</sup>
    - 4** My Selection<sup>+</sup>
      - 1** Update your selection list
    - 5** Corporate events enquiry
  - 2** China A Shares - Shanghai and Shenzhen market
  - 3** US stock trading & overseas securities services
    - 1** US stock trading services
      - 1** Order placement, amendment & cancellation
      - 2** US indices enquiry<sup>+</sup>
    - 2** Overseas securities services
      - 0** Order placement, amendment & cancellation
      - 1** Overseas indices enquiry<sup>+</sup>
  - 4** Unit Trust services
    - 1** Unit Trust redemption
    - 2** Fund price enquiry<sup>+</sup>
    - 3** Order status enquiry
      - 1** Check the status by transaction reference number
      - 2** Check the status by fund code for orders placed on a specific day<sup>+</sup>
      - 3** Review order of a specific day<sup>+</sup>
    - 4** My Selection<sup>+</sup>
      - 2** Update your selection list
  - 5** Other investment products
    - 2** Bonds trading
    - 3** Setup Deposit Plus
    - 4** Open foreign currency / Renminbi time deposit
    - 5** Gold trading
  - 6** Portfolio value & statement request
    - 1** Market value of all investment holdings
    - 2** Market value of individual investment product
      - 1** Local stock<sup>+</sup>
      - 2** US stock<sup>+</sup>
      - 3** Local Warrants & Callable Bull Bear Contract<sup>+</sup>
      - 4** Unit Trust & other investment products<sup>+</sup>
    - 3** Request investment portfolio statement

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## Investment Services

### 2 A/C No # PIN

- 7 Other investment enquiries
  - 1 Enrol for order execution result by SMS
  - 2 Other investment enquiries
- 0 Other investment enquiries through customer service officer

## Credit Cards Services

### 3 A/C No # PIN

- \* Report lost card
  - 1 Report lost credit card
  - 2 Report lost ATM card or Debit Card
  - 3 Report lost credit card, ATM card and Debit Card
- 1 Card balance, payments, annual fee wavier application & other account related services
  - 1 Balance enquiry
  - 2 Credit card payments & charity donation
    - 1 Card payments
    - 2 Charity donation
  - 3 Change of payment instruction
    - 1 Current month
    - 2 Onward payments
  - 4 Statement request
    - 1 Current month statement
    - 2 Previous month statement
    - 3 Both months statements
    - 4 For other months
  - 5 Annual fee wavier application
  - 0 To talk to our customer service officer
- 2 Application status & application related information
  - 1 Application status\*
  - 2 Application criteria & procedures
    - 1 Premier Credit Card
    - 2 HSBC Red Credit Card, Visa Signature Card, Visa Platinum or UnionPay Dual Currency Diamond Credit Card
    - 3 Gold credit card
    - 4 UnionPay Dual Currency Credit Card
    - 6 Other cards
  - 0 To talk to our customer service officer for new application
- 3 Reward cash programme & related information
  - 1 Reward cash balance
  - 0 To talk to our customer service officer
- 4 Credit card promotion fulfillment enquiry
  - 2 Other promotion fulfillment enquiry
    - 1 Premier Credit Card
    - 2 HSBC Advance Visa Platinum Card, HSBC Red Credit Card, Visa Signature Card, Visa Platinum or Green Credit Card
    - 3 Other Card
- 5 HSBC Mobile card enquiry
- 0 Other credit card enquiries through customer service officer
  - 1 Annual fee wavier application
  - 2 Statement or transaction enquiry
  - 3 Reward cash or marketing promotion enquiry
  - 0 Other credit card enquiries through customer service officer

## Insurance & MPF Services

### 4 A/C No # PIN

- 1 Life insurance
  - 1 Listen to commonly asked topics
  - 2 For application & policy information
  - 3 For claims
- 2 MPF
- 3 AXA General insurance
- 0 Other insurance and MPF enquiries through customer service officer
  - 1 Life insurance
  - 2 MPF

## Internet Banking, Mobile Banking, Phonebanking, ATM Service, Branch Locator & Barrier-Free Banking Services and Facilities

### 5 A/C No # PIN

- 1 Internet banking and Mobile Banking
  - 1 Security device and Mobile Security Key
  - 2 Internet banking registration procedures
  - 3 Maintenance schedule
  - 0 Other internet banking & Mobile Banking related enquiries
- 2 Phonebanking
  - 1 Phonebanking user tips
  - 2 Phonebanking user guide
  - 3 Setup automatic account registration at phonebanking
  - 4 Change your phonebanking PIN
  - 5 Maintenance schedule
  - 0 Other phonebanking related enquiries
- 3 ATM & Self-Service banking
  - 1 Maintain overseas ATM cash withdrawal limit
  - 2 ATM, Cash Deposit Machine & Cheque Deposit Machine locator
    - 1 ATM
    - 2 Cash Deposit Machine
    - 3 Cheque Deposit Machine
  - 3 Request ATM PIN advice by mail
- 4 Branch locator
  - 1 HSBC Premier Centers
  - 2 Conventional & Mobile Branches
  - 3 Day & Night Banking Centers and Financial Management Centers
  - 4 SME Centers and Commercial Transaction Centers
  - 5 Search by branch code
- 5 Barrier-Free Banking Services and Facilities for Disabled Customers
  - 1 Barrier-Free Banking Services and Facilities for Physically Disabled Customers
    - 1 Wheelchair Accessible Branch
    - 2 Wheelchair Accessible ATM
  - 2 Barrier-Free Banking Services and Facilities for Visually Impaired Customers
    - 1 Voice Navigation Enabled ATM
    - 2 Voice Output Security Device
    - 3 Braille Statement
  - 3 Barrier-Free Banking Services and Facilities for Hearing Impaired Customers
    - 1 Branch with Assistive Listening Device – Induction Loop System
  - 0 Other Barrier-Free Banking Services and Facilities for Disabled Customers Enquiries through Customer Service Officer
- 0 Other Internet banking & Mobile Banking, phonebanking, ATM & branch enquiries through customer service officer
  - 1 ATM chip card enquiry
  - 0 Other Internet banking & Mobile Banking, phonebanking, ATM & branch enquiries through customer service officer

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## Report Lost Card

- 6
  - 1 Report lost credit card
  - 2 Report lost ATM card or Debit Card
  - 3 Report lost credit card, ATM card and Debit Card

## Personal Loans, Mortgages & Other Enquiries

- 7 A/C No #
  - 1 Personal loans & mortgages
    - 1 Personal loans enquiries
    - 2 Mortgages enquiries
  - 0 Other enquiries through customer service officer

For general notes relating to Securities and Unit Trust, please refer to investment services page in our public website.