

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.

Quick keys	Services
press 1 press A/C No # press PIN press 1	Bank Account & Deposit Services
	Express balance *
	Account details
	Balance enquiry *
	Total relationship balance
	Transaction records
	Recent transaction records *
	Remittance records
	Inward remittance *
	Outward remittance *
	Issued cheque status *
	Transfers & bill payments
	Transfer between your account & credit cards
	Third-party transfer
	Bill payments
	Charity donation
	Rates enquiry
	Deposit rates
	HKD time deposit
	HKD savings deposit
	Foreign currency time deposit
	Foreign currency savings deposit
	Exchange rates
	Gold price
	Setup Deposit Plus
	Other bank account related services
	Stop cheque
	Report lost card
	Report lost passbook
	Request cheque book
	Request statement
	Current month statement
	Statement for other months
	Other bank account related enquiries
	Other bank account & deposit enquiries through customer service officer
press 2 press A/C No # press PIN press 1	Investment Services
	Local securities services
	Order placement, amendment & cancellation
	Buy stock
	Sell stock
	Place a Stop Loss Limit order
	Place a Two-Way Limit order
	Place a Target Buy Sell order
	Amend / cancel an order
	Stock price & Hang Seng indices enquiries
	Check stock prices *
	Check the Hang Seng & sub-indices *
	Order status enquiry
	Check the status by transaction reference number
	Check the status by stock code for orders placed today *
	Review order of today *
	My Selection *
	Update your selection list
	Corporate events enquiry
	US Stock Trading Services and Overseas Indices Enquiry
	US Stock Trading Services
	Overseas indices enquiry *
	Unit Trust services
	Unit Trust redemption
	Fund price enquiry *
	Order status enquiry
	Check the status by transaction reference number
	Check the status by fund code for orders placed today
	Review order of the day *
	My Selection *
	Update your selection list
	To obtain Unit Trust information by fax
	For fund code & price sheet
	Fund Navigator
	Fund fact sheet
	Margin FX & other investment products
	Bond Selling
	Bonds enquiry
	Set up Deposit Plus
	Open foreign currency / Renminbi time deposit
	Gold trading
	Portfolio value & statement request
	Market value of all investment holdings
	Market value of individual investment product
	Local stock *
	Local Warrants & Callable Bull Bear Contract *
	Unit Trust & other investment products *
	Request investment portfolio statement
	Other investment enquiries
	Enrol for order execution result via SMS
	To obtain investment information by fax
	Other investment enquiries
	Other investment enquiries through customer services officer

Quick keys	Services
press 3 press A/C No # press PIN press 1	Credit Cards Services
	Report lost card
	Card balance, payments, annual fee waiver and other account related services
	Balance enquiry
	Credit card payments & charity donation
	Card payments
	Charity donation
	Change of payment instruction
	Current month
	Onward payments
	Statement request
	Current month statement
	Previous month statement
	Both months statements
	For other months
	Annual Fee Waiver Application
	To talk to our customer service officer
	Application status & application related information
	Application status *
	Application criteria & procedures
	HSBC Premier card
	HSBC Advance Visa Platinum Card, Visa Platinum or Green Credit Card
	Gold credit card
	Classic credit card
	Renminbi credit card
	Other cards
	Application form
	To obtain an application form by fax
	To talk to our customer service officer
	Reward points & related information
	Reward points balance
	Rewards summary & redemption form
	To talk to our customer service officer
	Card benefits & promotion programmes
	Other marketing information
	Credit Card Related Enquiries through customer service officer
	Annual Fee Waiver Application
	Other Credit Card Related Enquiries
press 4 press A/C No # press PIN press 1	Insurance & MPF Services
	Medical & health insurance
	Listen to commonly asked topics
	To obtain forms & information by fax
	For application & policy information
	FirstCare & Outpatient Care
	Other medical & health products
	For claims
	Claims procedures
	Claims status
	Claims adjustment & decline cases
	Hospitality pre-assessment
	Other claims related enquiries
	Life insurance
	Listen to commonly asked topics
	To obtain forms & information by fax
	For application & policy information
	For claims
	General insurance
	Listen to commonly asked topics
	To obtain forms & information by fax
	For application & policy information
	For claims
	MPF
	Other insurance & MPF enquiries through customer service officer
press 5 press A/C No # press 1	Internet Banking & Mobile Banking, Phonebanking, ATM Service Enquiries & Branch Locator
	Internet banking & Mobile banking
	Security device
	Internet banking registration procedures
	Maintenance schedule
	Other internet banking & mobile banking related enquiries
	Phonebanking
	Phonebanking user tips
	Phonebanking user guide
	Setup automatic account registration at phonebanking
	Change your phonebanking PIN
	Maintenance schedule
	ATM & Self-Service banking
	ATM, Cash Deposit Machine & Cheque Deposit Machine locator
	ATM
	Cash Deposit Machine
	Cheque Deposit Machine
	Request ATM PIN advice by mail
	Touch screen ATM Easy Press Solution
	Branch locator
	Search by location
	Search by branch code
	Other internet banking & mobile banking, phonebanking, ATM & branch enquiries through customer service officer
	ATM Chip Card enquiries
	Other enquiries
press 6	Report Lost Card
press 7 press A/C No # press 1	Personal Loans, Mortgages & Other Enquiries
	Personal loans & mortgages
	Personal loans enquiries
	Mortgages enquiries
	To obtain forms & documents by fax
	Other enquiries through customer service officer

Note: If you are also a HSBC Premier customer, you will be routed under the HSBC Premier Hotline (2233 3322) call tree menu after your identity is verified.

For general notes relating to Local Securities, Unit Trust and U.S Stock Trading Services, please refer to P. 2.

Issued by The Hongkong and Shanghai Banking Corporation Limited

General Notes relating to Local Securities and Unit Trust services:

1. All information provided in relation to the provision of the Investment Services is for reference only. The Bank and the concerned Information Provider(s) endeavour to ensure the accuracy and reliability of such information provided, but do not guarantee its accuracy and accept no liability (whether in tort or contract or otherwise) for any loss or damage arising from any inaccuracies or omissions.
2. The Bank accepts at-auction limit order between 8:00 am to 9:15 am on Hong Kong trading days.
3. The Bank accepts market orders between 9:30 am and 12:00 noon, and between 1:00 pm to 4:00 pm on Hong Kong trading days. Market order will be submitted to the market with one try only by matching it up to 10 best price queues and a maximum of 20 spreads from the prevailing nominal price at the time your order is processed. Any unfilled quantity will automatically be cancelled right away.
4. Please note that securities orders (limit orders and market orders) placed close to the closing time of the continuous trading session (4:00 pm) may not be processed. You are advised to check order execution results through 'order status enquiry', as no personal calls will be given for confirmation of purchase/sale/amendment/cancellation orders.
5. You can check order execution results through 'order status enquiry' by quoting the transaction reference number. You can also check the status by stock code for orders placed today.
6. Certain special charges and discounts otherwise available may not be available to customers placing orders through phonebanking services and the Bank accepts no liability in relation thereto.
7. You can place local securities orders (except for market orders) valid for up to 7 consecutive days, including the day on which the order is given, through Automated Phonebanking Services (exclude Express Stock Order Placement Hotline).
8. Unit trust orders placed after 4:00 pm on Monday to Friday or on Saturday will be treated as the following trading day's orders.
9. All instructions in relation to securities placed through the PowerVantage Express Stock Order Placement Hotline are valid for completion on the day of instruction only and unexecuted instructions will not be carried forward for completion on the following trading day.

General Notes relating to U.S. Stock Trading Services:

1. All information provided in relation to the provision of the Investment Services is for reference only. The Bank and the concerned Information Provider(s) endeavour to ensure the accuracy and reliability of such information provided, but do not guarantee its accuracy and accept no liability (whether in tort or contract or otherwise) for any loss or damage arising from any inaccuracies or omissions.
2. You can place U.S. securities orders (except for market orders) valid for up to 14 consecutive days, including the day on which the order is given, through Manned Phonebanking Services (exclude Express Stock Order Placement Hotline).
3. HSBC Advance Customers are required to register for HSBC Personal Internet Banking Services for Online U.S. Stock Trading Services. During severe weather condition in Hong Kong, U.S. stock trading services via phonebanking hotlines is applicable to HSBC Premier Customers only.
4. Market order can be placed during U.S. stock trading hours only (H.K. Time 9:30 pm – 4:00 am (Summer Time) or 10:30 pm – 5:00 am (Winter Time)) and only day order is supported. Unlike market order in H.K. stock trading, any unfilled quantity of your U.S. stock market order will remain outstanding in the market. As a result, the final execution price may differ widely from the last traded price at the time of order placement, especially for some illiquid stocks. To manage your risk, you are always suggested to check the order status for the execution results right after order placement and consider cancelling any unfilled quantity if necessary.