



## **BANK ANYWHERE, ANYTIME WITH AUTOMATED TELEPHONE BANKING SERVICE**

At HSBC, we always commit to provide the best in class service to our customers. We have enhanced the Automated Telephone Banking service, which enables you to manage your daily finances quickly, securely and conveniently.

Simply use your phone with Phone Banking PIN to access and manage your accounts:

- Enquire the latest promotions or information to apply for credit card/personal loan
- Check balances and recent transactions of your accounts and credit cards
- Transfer funds between your own VND accounts at HSBC
- Pay your credit card bill
- Activate your new credit card
- Report a lost/stolen card
- Speak to a Customer Representative for any enquiries

If you haven't used Automated Telephone Banking service, you can enjoy this convenience by registering Phone Banking Service or resetting your Phone Banking PIN, simply taking the following steps:

Log on your HSBC Internet Banking, go to "**Mailbox**" → "**Send message**" on the left menu, then click "**Help**" to find out list of services and instructions for submitting requests online.

Or you can contact the nearest HSBC Branch/Transaction Office or our Contact Centre for assistance:

- Personal Banking customers: (84 28) 37 247 247 (the South), or (84 24) 62 707 707 (the North), which operates from 8am to 10pm daily
- Platinum card holders: (84 28) 37 247 248, which operates 24/7
- Premier customers: (84 28) 38 247 666, which operates 24/7

# AUTOMATED TELEPHONE BANKING USER GUIDE

