

PhoneBanking Assistance

Language Selection

To continue in Maltese **PRESS 1**

To continue in English **PRESS 2**

*For quality and assurance purposes your call is being recorded. Good morning/afternoon/evening.
Thank you for calling HSBC Advance. Please choose your menu:*

For HSBC Customer **PRESS 1**

Key In the 10-digit phoneBanking number or your primary account number or your HSBC Bank Malta Credit card number followed by the # key.

Key in your 6-digit phoneBanking PIN.

1 Bank Account Services

To skip forward between accounts **PRESS 1**

To go back **PRESS 2**

To interrupt and proceed through the menu **PRESS *** key

1 Account balances and recent transactions:

1. Current & Savings account balances
2. Recent transactions
3. Loan account balances

2 Transfers & payments:

1. Transfer funds between your accounts
2. Repayment to HSBC credit card
3. Other bill payment
4. Repayment to loan account
5. Other Payments

3 Rates enquiries:

1. Term deposit rates
2. Exchange rates

4 Term deposit services:

1. Open new term deposit
2. Enquire an existing term deposit
3. Renew an existing term deposit or change maturity instructions
4. Listen to a specific term deposit interest rate

5 Other bank account services:

1. Change phoneBanking pin
2. Stop cheque
3. Request a cheque book or deposit book
4. Check the status of a cheque
5. Request a statement

6 To speak to a Customer Service Representative.

To repeat the options **PRESS #**

You can **PRESS *** key at any time for assistance

To return to the main menu **PRESS *** key twice

To speak to a Customer Service Representative **PRESS 0**

2 Card Services

To skip forward between accounts **PRESS 1**

To go back **PRESS 2**

To interrupt and proceed through the menu **PRESS *** key

1 Card balances, payments & transactions:

1. Card balances
2. Recent transactions
3. Repay HSBC credit card bill
4. Check last repayment made

2 Other card services:

1. Change your phone Banking pin
2. Request a credit card statement
3. Annual fee related enquiry
4. Card benefits and promotion programmes

To repeat the options **PRESS #** key

You can **PRESS *** key at any time for assistance

To return to the main menu **PRESS *** key twice

To speak to a Customer Service Representative **PRESS 0**

3. To report a lost or stolen card or internet banking token

4. Internet Banking

To skip forward between accounts **PRESS 1**

To go back **PRESS 2**

To interrupt and proceed through the menu **PRESS *** key

- 1 For assistance to register for internet banking
- 2 For assistance to make a payment/transfer
- 3 For online offers and help with online applications
- 4 For account transaction enquiries and other internet banking services

To repeat the options **PRESS #** key

You can **PRESS *** key at any time for assistance

To return to the main menu **PRESS *** key twice

To speak to a Customer Service Representative **PRESS 0**

Approved and issued by

HSBC Bank Malta p.l.c.

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