For a faster and simpler phone banking experience

HSBC | Opening up a world of opportunity

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Bank at your convenience with the ease and speed of HSBC Online Banking. Activate your Credit Card or connect to an agent easily, in a few simple steps.

Scenario – To connect to an agent using a contact number which is registered with the Bank.

▶ Step 01 - Select your preferred language.

▶ Step 02 - Select option 1 for an OTP (One Time Password) or option 2 for a Phone Banking PIN.

▶ Step 03 - If you chose the OTP option, please enter the 6-digit code sent to your registered mobile number and if you chose the Phone Banking PIN option, please enter your 6-digit Phone Banking PIN.

▶ Step 04 - Please listen carefully to the Menu option and select accordingly

Scenario – To activate a Credit Card using a contact number which is not registered with the Bank.

▶ Step 01 - Select your preferred language.

▶ Step 02 - Press the * Key

▶ Step 03 - Select option 3 from the sub-menu to activate your Credit Card. 012091294040

▶ Step 04 - Enter your 16-digit Credit Card number. 001 380849 040

▶ Step 05 - Please listen carefully to the verification questions and answer them

Scenario – To activate a Credit Card using a contact number which is not registered with the Bank.

▶ Step 01 - Select your preferred language.

▶ Step 02 - Enter your 12-digit Account number or your 16-digit Credit Card number, followed by the # Key.

▶ Step 03 - Select option 1 for an OTP (One Time Password) or option 2 for a Phone Banking PIN.

▶ Step 04 - If you chose the OTP option, please enter the 6-digit code sent to your registered mobile number, and if you chose the Phone Banking PIN option, please enter your 6-digit Phone Banking PIN

▶ Step 05 – Please listen carefully to the Menu option and select accordingly.