

HSBC Contact Centre

Frequently Asked Question

July 2017

General queries

1.1 What is the service hours of HSBC Contact Centre?

Ans. You can reach us at our Contact Centre at number 16240 (accessible from within Bangladesh); +88 096127 16240 (accessible from overseas) from 9 AM to 9 PM, every day except government holidays.

1.2 Can I connect HSBC Contact Centre at Friday or Saturday?

Ans. Yes. HSBC Contact Centre is also open on Friday and Saturday from 9 AM to 9 PM, except government holidays.

1.3 How many languages can you support?

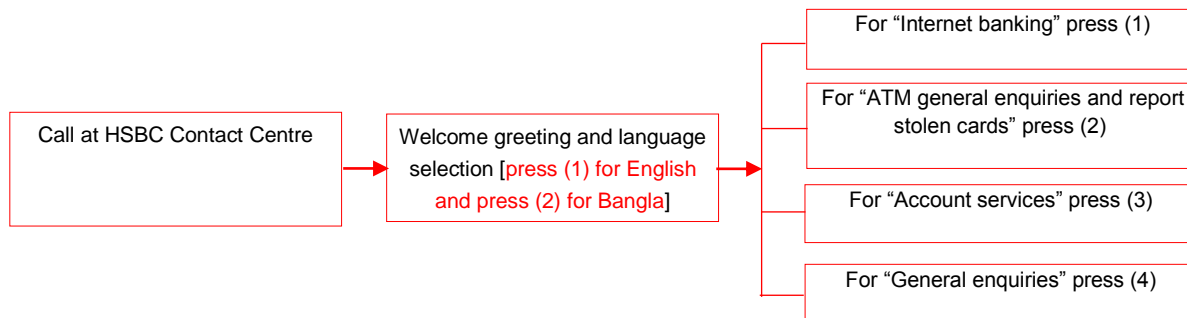
Ans. HSBC Contact Centre supports both English and Bangla.

1.4 I am unable to connect HSBC Phonebanking service. Why?

Ans. In order to provide you faster customer service we have upgraded our Contact Centre where you can reach us more conveniently. HSBC Contact Centre representative will help you to address all of your queries including balance enquiry, transaction enquiry etc. Moreover you can enjoy lot of attractive enquiry and transaction service from HSBC Personal Internet Banking. Therefore we have discontinued HSBC Phonebanking service.

1.5 I want to know the basic call flow of Contact Centre.

Ans. Here is the basic call flow of Contact Centre. Now you can find appropriate Contact Centre representative as per your need.



1.6 What types of services I can enjoy by calling at HSBC Contact Centre?

Ans. You can enjoy the following services from our HSBC Contact Centre.

- Take advice on personal financial services offered by HSBC
- Check the status of the customer's instruction/application
- Product and service related information and interest rate
- Know about the latest promotion offers
- Activate Account/ATM Card/Cheque Book
- Report lost/stolen ATM card
- Temporary Cheque Stop request
- Transaction related information
- Request for Loan Closing Certificate
- Advance notification for large cash withdrawal
- Provide feedback and recommendation

1.7 Can I open or close an account through HSBC Contact Centre without visiting branch?

Ans. No. You can receive all relevant information required to open or close an account with HSBC Bangladesh.

1.8 Can I apply for loan facilities from Contact Centre?

Ans. No. You can receive all relevant information required to apply for new loan or close the loan account with HSBC Bangladesh.

1.9 Can I connect 16240 or +88 096127 16240 (accessible from overseas) number without any hassle?

Ans. Yes, connecting to HSBC Contact Centre is easier than ever. Just follow few simple steps to reach HSBC Contact Centre.



1.10 Can I apply for ATM Card, PIN, and Cheque Book through Contact Centre??

Ans. No. To ensure the utmost security of your account and you high risk request cannot be placed through HSBC Contact Centre. However you can apply for ATM Card, PIN, and Cheque Book from HSBC Personal Internet Banking or you can visit branch for submitting hard-copy request.

1.11 Can I apply for Personal Internet Banking Services through Contact Centre?

Ans. No, but Contact Centre can help you to do the online registration of Personal Internet Banking Services. You may visit branch to collect the PIB Security Device from branch after completing the online registration.

1.12 Is there any way to update my contact details or personal details through Contact Centre?

Ans. Since your personal information is the most sensitive information have to visit any HSBC branch along with the supporting documents to update personal details or contact details.

1.13 Can I submit loan closing instruction through Contact Centre?

Ans. Since loan closing instruction is a high risk transaction you have to visit any HSBC branch to submit written instruction.

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1.15 Can I know the ATM Card/Cheque Book/PIN delivery status from Contact Centre?

Ans. Yes, you can know about your ATM Card and Cheque book issuance/delivery status by calling at Contact Centre.

1.16 Can I know my remittance status from Contact Centre?

Ans. Yes, you can know about your remittance status by calling at Contact Centre.

1.17 I am unable to connect HSBC Phonebanking service. Why?

Ans. In order to provide you faster customer service we have upgraded our Contact Centre where you can reach more conveniently. And HSBC Phonebanking service has been discontinued consequently.

HSBC Contact Detail

- **HSBC Contact Centre:** 16240 (accessible from within Bangladesh); +88 096127 16240 (accessible from overseas) from 9 am to 9 pm Bangladesh time, 7 days a week, except government holidays.
- [Email us](#)