

Frequently Asked Question

HSBC Credit Card

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1. General

1.1. Can I use my credit card as soon as I receive it in the post?

You need to activate your credit card before its first use.

To activate your card, call us on (230) 403 0750 from 8.45 a.m. till 5.30 p.m. during weekdays or send a secured message through HSBC Internet Banking with instructions to activate your credit card.

Please sign on the signature panel at the back of your card with a ball point pen before use.

1.2. Will I be issued with a PIN number?

You will automatically be issued with a six digits PIN number for use with your new credit card. For security purposes, this will be sent to you separately.

1.3. How can I keep my PIN number safe?

Your PIN is your personal security system. You should follow these simple rules to keep it safe:

- Memorise your PIN when you receive it and destroy your PIN notification immediately.
- Do not record your PIN on your card, with your card, or with your card number.
- Do not tell anyone your PIN.
- Avoid allowing anyone to watch you entering your PIN.
- If you suspect someone knows your PIN, request a new one immediately.

1.4. When will I get my first statement?

Your first statement will be sent within four weeks from the first transaction on the account (this can include annual fees), regardless of whether or not you have used the card. The statement will clearly show the minimum repayment amount (if applicable) and the due date for payment.

1.5. How often do I have to make a repayment?

You must make a repayment (if applicable) at least once every month by the due date. This date is clearly marked on your monthly statement. You can make as many payments as often as you like, provided the minimum monthly repayment is made by the due date. If the repayment due date is not on a business day, your repayment is due on the next business day. Refer to the payment slip on your credit card statement and ensure you allow suitable time for your payment to be processed.

1.6. What is the minimum monthly repayment I will have to make?

You must repay a minimum amount every month by the due date shown on your statement. You do not have to make a repayment if your balance is zero or if your account is in credit. You may pay all of or more than the outstanding balance if you wish. The minimum monthly repayment as noted on your statement may not pay off

your total outstanding balance. The current minimum monthly repayment amount is Rs. 100 or 5% of outstanding balance (whichever is higher).

1.7. How is interest calculated on my credit card account outstanding balance?

Finance charge is calculated from transaction date on a daily basis. For cash transaction, finance charge will be calculated from date of cash advance till the date the payment is received in full. For purchase transaction, interest is accrued and carried forward on all new purchases from the date of the transaction. All accrued interest that is calculated in the current cycle is waived in the next billing if the balance brought forward is paid in full before or on the payment due date. Even if the balance brought forward is paid (in full) after the payment due date, finance charge will be billed on the following statement.

1.8. How can I make repayments?

There are a number of ways you can make your credit card repayments:

- by cheque or cash at any branch counter
- by inter account transfer on HSBC ATM or Internet Banking (if you have an HSBC deposit account)
- by direct debit from your designated HSBC account
- by sending a cheque by post

1.9. Can I use HSBC Internet Banking to manage my credit card account?

HSBC offers internet banking services to our customers for the purpose of managing their credit card account. Internet Banking allows you to check your balances and available credit, view monthly repayment details and transaction history, as well as allowing you to pay bills and view your personal details.

You can register to Internet Banking services on our website or by calling [HSBC Contact Centre](#).

1.10. How I can use my Credit Card?

You can use your credit card to do payments at point of sales or online. You can confirm your payments by inserting your PIN code, signing on the sales slip provided by the merchant or at times by simply tapping your card on point of sales terminal, if the facility is offered by the merchant. For online purchase, you need to input your credit card CVC/CVV number (Card Verification Value Code. This is the last 3 digits after the credit card number in the signature area of the card).

1.11. Can I use my credit card at an ATM to withdraw cash?

Yes, you can use your card at any local or international ATM that carries the 'Visa' or 'PLUS' or 'MasterCard' logos, simply by keying in your PIN. Withdrawals from ATMs are treated as Cash Advances, with interest charged from the date of withdrawal. Fees and charges may apply.

1.12. How much cash can I withdraw?

The amount of cash you may obtain from your card account is subject to your authorized credit limit as well as the daily cash withdrawal limit set by respective banks. For local HSBC ATMs, if you have sufficient credit limit available you may withdraw up to a maximum of Rs. 30,000 per card. For more information, call HSBC Contact Centre.

1.13. Can I use my credit card overseas?

You can use your Credit card at over 24 million merchants worldwide using either your signature or PIN. Fees and charges will apply. Please note, some overseas countries and regions have moved to 'Chip and PIN' cards. This is a new technology whereby each credit card is embedded with a microchip and merchants will require a PIN, rather than a signature to complete a purchase. Overseas merchants are still required to accept properly presented magnetic stripe Credit cards with signature.

1.14. What should I do if I wish to dispute a transaction on my credit card account?

If you wish to dispute an item appearing on your credit card statement, please contact HSBC, no later than 30 days after the date of the statement. Please refer to our terms and conditions for more details on your rights and responsibilities with regard to disputed transactions. Fees and charges may apply.

1.15. What should I do if my card has been lost or stolen?

Inform HSBC Contact Centre immediately. You can report that your credit card has been lost or stolen 24 hours a day, 7 days a week. Please allow 10 working days for your replacement card to be issued and mailed to you. If you need an urgent or overseas card replacement, please advise HSBC. Please note a charge may apply for this service. Be sure to notify HSBC as soon as possible or you may be liable for unauthorized use (see our terms and conditions).

1.16. What should I do if my card has become damaged?

Inform HSBC and we will arrange for a replacement card to be sent to you. Charges may apply.

1.17. What should I do if my credit card is about to expire?

You will automatically receive a new card during the month of expiry. If you haven't received your new card by the end of the month, please call HSBC Contact Centre.

1.18. What do I need to do when my credit card details have changed?

You may need to fill in forms and provide documents (if necessary). Kindly call HSBC Contact Centre for more details.

2. Supplementary credit card

2.1. How many supplementary cards can I apply?

You can apply up to 3 supplementary cards.

2.2. Can I separate my limit and have separate billing for my supplementary cardholder?

No as the credit limit is be shared between the primary and supplementary cardholder(s). However, the same statement will provide a list down of the individual card expenditure.

2.3. How can I cancel an additional card?

The primary cardholder will be requested to fill in a form in any of our branches or must notify HSBC in writing of your intention to cancel the additional card. Note that the additional card should be returned to us (cut in half for your protection). If you have any questions on this process, please call HSBC Contact Centre.

2.4. How will I know when my account has been closed?

You must pay off your outstanding balance first. Once your account has been closed, you will receive a final statement showing a zero balance on the account. You must remember to cancel any direct debits or other standing instructions on the account. If there is a positive balance in your account, you can request this amount to be paid out by cheque or bank transfer to a nominated account.

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