

Experience the Convenience of HSBC Digital Banking



YOU CAN AVAIL THE SERVICES LISTED BELOW THROUGH THE FOLLOWING CHANNELS



Personal Internet Banking



E-mail Based Services



HSBC Mobile Banking App



Over Phone

ACCOUNT STATEMENT

Request Statement (Sent to Email)



Request Signed Paper Statement (Collect from Branch)



Request Signed Paper Statement (Sent to Address)



Request Interim Statement



Download Statement (Up to 24 Months)



CARD AND PIN SERVICE

Replacement Request for Debit Card



Report Lost Debit Card



Activate Lost Debit Card



Debit Card Travel Quota Endorsement Limit Enquiry



Issue Replacement Debit Card PIN



Activate Debit Card



Enable Debit Card for e-Commerce



TERM DEPOSIT SERVICE

Encashing Existing Single Term Deposit (TD)



Change in Maturity Instruction for TD



Open New Term Deposit



PERSONAL INTERNET BANKING SERVICE

Reduce Transfer Limit



Activate Dormant PIB



Reset Internet Banking Fund Transfer Limit



Instruct Future Payment / Recurring Payment



BANK CERTIFICATES SERVICE

Request Loan Closing Certificate (Sent to Email)	   
Request Signed Loan Closing Certificate (Collect from Branch)	   
Request Loan Tax Certificate (Sent to Email)	   
Request Signed Loan Tax Certificate (Collect from Branch)	   
Request Balance Confirmation Certificate (Sent to Email)	   
Request Signed Balance Confirmation Certificate (Collect from Branch)	   
Request Signed Balance Confirmation Certificate (Sent to Address)	   
Request Bond Tax Certificate (Sent to Email)	   
Request Bond Tax Certificate (Collect from Branch)	   
Request Bond Tax Certificate (Sent to Address)	   
Request Loan Outstanding Certificate (Sent to Email)	   
Request Loan Outstanding Certificate (Collect from Branch)	   
Request Loan Outstanding Certificate (Sent to Address)	   

CHEQUEBOOK SERVICE

Order Cheque Book	   
Activate Cheque Book	   

CRITICAL SERVICE

Pre-Positive Pay Confirmation	   
Customer Feedback and Complaints	   
Stop Cheque	   
One Time Declaration from Customers for Inward Remittance (IRM) Incentive Claim	   
FCY E-commerce Limit Enhancement (Temporary)	   
Update Contact Number & Email	   

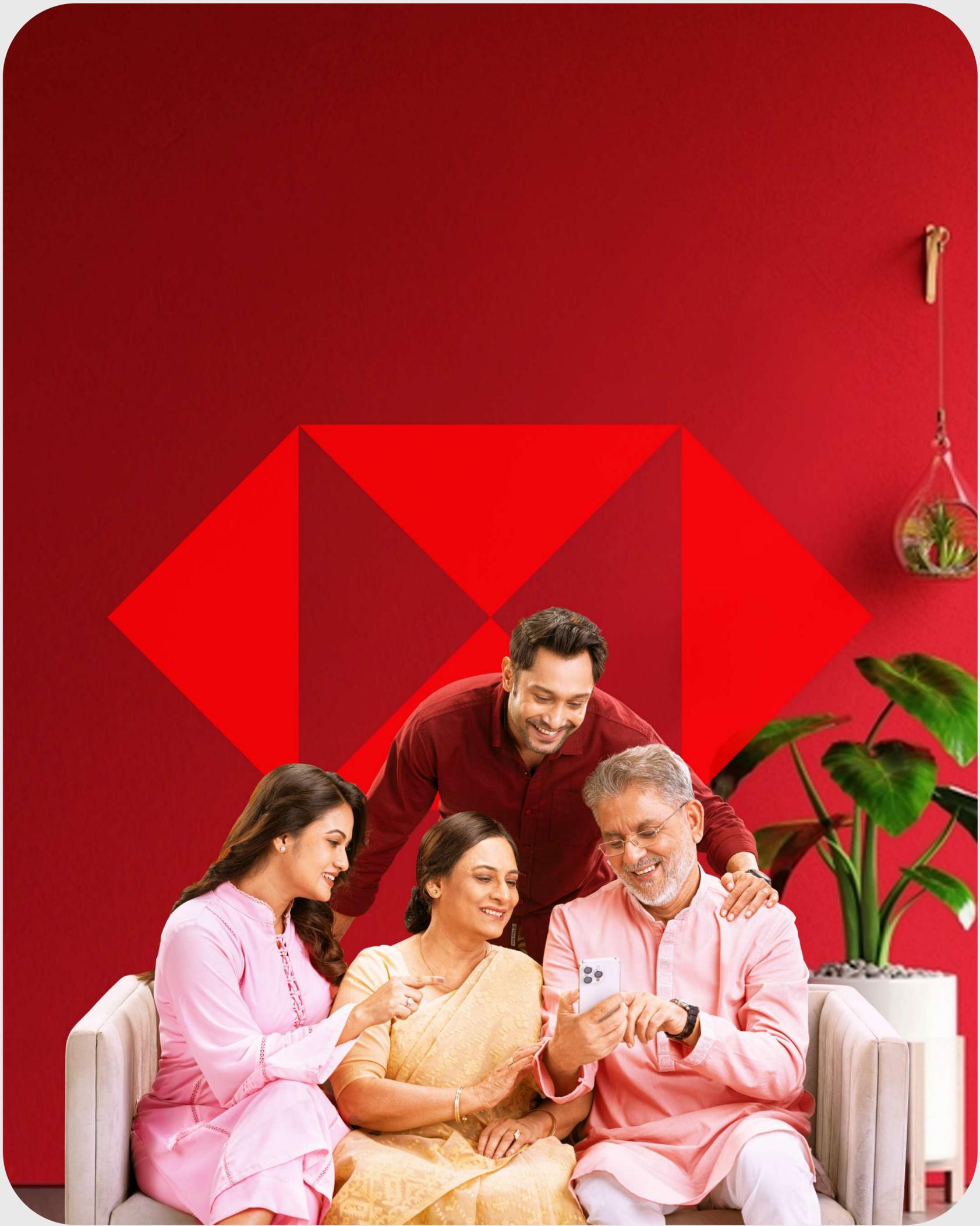
FUND TRANSFER & PAY BILLS

Pay Bills (Mobile Recharge / Insurance Premium)	   
Fund Transfer	   



HSBC

Opening up a world of opportunity



SKIP THE QUEUE, GO DIGITAL!



Personal Internet Banking [\[Click Here\]](#)



HSBC Mobile Banking App [\[Click Here\]](#)



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Contact Center: 16240 or
09-6667-16240 (From Overseas)