



Phone Banking Service Service Options – Personal Accounts

Complete the form using blue or black pen and print in clear CAPITAL LETTERS

If you require assistance on how to complete this form, please call our Contact Centre on 1300 308 008.

✉ Mail the completed form to: **GPO Box 5302, SYDNEY NSW 2001** OR  Fax to: **1300 765 150**

Note: If your only account with HSBC is a Serious Saver Account, you must MAIL this form. Faxes are not acceptable.

CUSTOMER DETAILS

Customer number (9 digits) OR Personal Banking Number (PBN – 10 digits)

Title

First name(s)

Surname

AMENDMENTS

Select the services you want to access using phone banking. This will apply to both (automated) phone banking and our Contact Centre. All services are automatically included when you set up phone banking.

Only complete this form when reducing the types of services you want to access.

- Transfer between your own HSBC accounts (including Foreign Exchange transactions if relevant to your account/s). Limit AUD 500,000*.
- Transfer to a HSBC 3rd party account (domestic only). Limits: Automated Phone Banking AUD 3,000.
- Enquire on balances and recent transactions.
- BPAY® payments. Limit AUD 20,000.

* Transfers between your own accounts can still be made via our Contact Centre (limits apply).

Further details of daily phone banking limits are contained in the Personal Banking Booklet.

AUTHORISATION

Please action the above request(s).

Signature

Date

Name

Office Use Only

® Registered to BPAY Pty Ltd ABN 69 079 137 518

SV <input type="checkbox"/>	Checking officer name	Signature	Date	/	/
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