

FAQS

1. I am a Premier customer. How can I get easy access to my Relationship Manager?

Qualified Premier customers have the privilege of seeing their Premier Relationship Manager's contact details by tapping on the 'Support' tab at the bottom right corner of the HSBC Singapore app. Next select 'Your HSBC Premier Team' to view contact details.

2. I'm not a Premier customer. Can I still view my Relationship Manager details?

If you're not a Premier customer, you won't have an assigned Relationship Manager. You can still tap on the 'Support' tab and select 'Contact us' for assistance.

3. I'm a Premier customer without a Relationship Manager assigned. How can I contact one and get one assigned to me?

Relationship Managers are assigned to qualified Premier customers with minimum SGD200,000 Total Relationship Balance ("TRB") with the bank. If you wish to have a Relationship Manager assigned to you, you may contact HSBC Premier contact center at [\(65\) 6227 8889](tel:6562278889) or [visit the nearest branch](#) to enquire after meeting the minimum required TRB.

4. I can't see my Relationship Manager details on the HSBC Singapore app. What should I do?

Please update your HSBC Singapore app to the latest version. You could also reach out to HSBC Premier contact centre at [\(65\) 6227 8889](tel:6562278889) to get your Relationship Manager contact details.

5. The Premier relationship contact details shown on the HSBC Singapore app differ from those in the Premier welcome letter from HSBC. Where can I get the right details?

You can reach out to HSBC Premier contact center at [\(65\) 6227 8889](tel:6562278889) to verify your Premier relationship contact details.

6. How can I check if I'm a Premier customer or not?

You may contact HSBC Premier contact centre at [\(65\) 6227 8889](tel:6562278889) or visit the nearest branch to check.