



On 28 August 2022, we are rolling out kill switch function on our automated phone banking system which allow customers to immediately freeze all their current, savings accounts, and internet banking access in the event of a scam.

Once kill switch is enabled, you will no longer be able to deposit or withdraw funds from all your deposit accounts (including joints and loan repayment account), access your personal internet banking and HSBC Singapore mobile banking app. To unblock the account, you will need to visit any of our HSBC Singapore branch for further assistance.

The kill switch disables all of the following:

- Cash withdrawals and deposits (including salary credit)
- Local and overseas funds transfer (incoming and outgoing)
- Bill payments
- Giro transactions (incoming and outgoing)
- Loan Repayment
- NETS transactions
- Visa transactions using debit card physically and digitally
- Digital banking services

To activate HSBC Kill Switch through HSBC Automated Phone Banking Services,

Step 1: call 1800 4722 669 or +65 6472 2669 (if calling from overseas)

Step 2: Press "\*" to access emergency menu

Step 3: Press 1 to suspend all currents and savings account and internet banking

Step 4: Enter 7-digit NRIC, 12-digit account number or 16-digit debit/credit card number

Step 5: Enter 6-digit phone banking PIN (If you do not have a phone banking PIN, press the hash key)

Step 6: Press 1 to confirm

To reactivate your access, you will need to visit any of our HSBC Singapore branches with your NRIC or passport.

If you need to block your credit card, you can do so using our HSBC Singapore mobile app. Alternatively, you may also speak to our phone banker for further assistance