

Frequently Asked Questions

Eligibility

1. What are the application requirement and method for Hang Seng Multi-Currency Debit Mastercard®?

You must hold a sole-named Prestige Banking/Prestige Private Banking account to apply for Hang Seng Multi-Currency Debit Mastercard®. If you already have an eligible account, you can log on to the latest version of the Hang Seng Mobile App and on the left hand side menu tap "Cards" > "Card Application" > "Debit Card Application".

Learn more about debit card

1. What are the key features of the Hang Seng Multi-Currency Debit Mastercard®?

With one card in hand, you can make transactions at merchants and withdraw cash at all ATMs around the world that accept Mastercard®.

2. How debit card works?

When you spend and withdraw, if your foreign currency account has sufficient balance, we will deduct directly from the corresponding foreign currency account.

When your foreign currency account balance is insufficient, we will convert the transaction amount into Hong Kong dollars according to Hang Seng's prevailing exchange rates and deduct the amount from your Hong Kong dollar account.

If you withdraw in a currency other than the 12 supported ones, we will convert the entire foreign currency transaction amount into Hong Kong dollars for debiting from your Hong Kong dollar accounts according to a rate determined by us with reference to the exchange rate adopted by MasterCard® on the date of conversion.

When you make a purchase, the transaction amount will be temporarily held until it is deducted from your account. When you make a withdraw, the transaction amount will be deducted immediately from your account. Please note that the fund held from your account will be rounded up to the nearest whole number.

3. What are the benefits of debit card?

With Hang Seng Multi-Currency Debit Mastercard®, you can:

- access to 12 major global currencies with no hassle
- earn unlimited 0.5% cash rebate on every purchase
- enjoy \$0 transaction fees for all global transactions
- enjoy withdrawing cash globally with no handling fees

4. What are the 12 major global currencies supported by debit card?

12 major global currencies include AUD, CAD, CHF, EUR, GBP, HKD, JPY, NZD, RMB, THB, USD, and ZAR.

5. What is the cash rebate of debit card?

You will earn unlimited 0.5% cash rebate on all eligible spending with your debit card. The cash rebate amount will be rounded off to the nearest cent and credited to the linked Prestige account once the transaction has been recorded.

Fees and handling charge

1. Will a debit card charge an annual fee?

You can enjoy annual fee waiver when apply this card now.

2. Will there be any fees and charges for overseas spending using a debit card?

No FX transaction or conversion fees and charges when spending with your Hang Seng Multi-Currency Debit Mastercard® at any overseas merchants that accept Mastercard®.

3. Will there be any fees and charges for overseas cash withdrawals using a debit card?

For all customers, **the cash withdrawal fee for the overseas HSBC Group's ATM network is waived.** Customers can disregard the fee notifications for withdrawals on the ATM (if applicable). Even if the receipt indicates the fee, it will not be deducted from your accounts.

For Prestige customers, surcharges of overseas local banks may be levied (if applicable) **for overseas cash withdrawal via non-HSBC Group's ATM network** (Mastercard/Cirrus network). These surcharges are a direct arrangement offered by the overseas ATM operators and are not charged by Hang Seng.

4. Will there be any fees and charges for Prestige Private and Private Banking customers to conduct cash withdrawals using a debit card?

For Prestige Private and Private Banking customers, the cash withdrawal fee for local/overseas HSBC Group's ATM network and the Mastercard/Cirrus network is waived. Customers can disregard the fee notifications for withdrawals on the ATM (if applicable). Even if the receipt indicates the fee, it will not be deducted from your accounts.

How to activate my debit card

1. When should I activate my debit card?

After you receive the physical card, you can follow the instruction on card carrier to activate your card.

2. How to activate my debit card?

- Log on to the latest version of the Hang Seng Mobile App, and on the left hand side menu selects "Cards" > "My Debit/ATM Cards", choose "Debit Card", then select cards pending for activation and follow on-screen instructions (Supplementary card can only be activated by calling our card activation hotline); or
- Call our card activation hotline at (852) 2997 3366 (SMS OTP will be sent to your mobile registered in bank record)

Other frequently asked questions

1. How to apply for supplementary debit card?

You can apply up to 6 supplementary cards for your family and friends (aged 12 or above).

Simply log on to the latest version of the Hang Seng Mobile App and select "Cards" > "Card Application" > "Debit Card Application" on the left hand side menu, then tap "Apply Now" under supplementary card.

2. What is debit card spending limit?

The default daily spending limit of primary and supplementary debit cards are HKD100,000 or equivalent each. The primary cardholder cannot set a daily spending limit that exceeds this upper limit for the primary and supplementary debit cards. The actual spending limit for debit cards, in the absence of a set limit, is subject to the pre-set daily spending limit or your available account balance, while the lower limit shall prevail.

No pre-set monthly spending limit on your debit card, you can adjust the 1) daily spending limit and 2) monthly spending limit separately based on your personal needs. You can adjust the limits any time via Hang Seng Mobile App and select your debit card in "My Debit / ATM Cards" under "Cards", then tap "Manage Debit Card" to set daily and/or monthly spending limits for easier control on your spendings after activating the debit card. Both daily spending limit and monthly spending limit are effective at the same time while the lower limit shall prevail.

The highest daily spending limit of your debit card is HKD100,000 and if you wish to spend more, we recommend you use our credit card. To borrow or not to borrow? Borrow only if you can repay!

3. How to check the transaction details?

When you make a purchase, the transaction amount will be temporarily held until it is deducted from your account.

When you make a withdraw, the transaction amount will be deducted immediately from your account (include transactions from supplementary cards).

Please note that the fund held from your account will be rounded up to the nearest whole number. The transactions can be identified with the keyword "MDC".

4. How to block your primary/supplementary card?

If you need to block your primary / supplementary card, please contact our customer service representative at the 24-hours customer service hotline shown at the back of your card, or visit our branch, or you may also logon to your Hang Seng Mobile App and on the left hand side menu selects "Cards" > "My Debit / ATM Cards" > "Manage Debit Card".

Prestige private cardholder hotline: 2998 8022; Prestige cardholder hotline: 2998 9188

5. What transactions will be blocked when I block my debit card?

If you block your debit card, most card transactions will immediately be blocked.

The blocked transactions include purchase transactions, recurring automatic merchant payments, ATM transactions and related functions.

6. What transactions won't be blocked when I block my debit card?

If you block your debit card, certain transactions or functions may not be affected, e.g. existing direct debit or standing instructions, recurring auto repayment, fees and charges. Therefore, when your card is blocked, you will still be responsible for these transactions.

7. Will I receive statement for my debit card?

There is no separate statement for the debit card. All debit card transactions (including supplementary card) will be recorded in the primary card linked banking account's monthly statement.

8. How to use my debit card to withdraw cash from an HSBC Group/Mastercard/Cirrus network's ATM locally or overseas?

After successfully entering your ATM PIN, please select the corresponding savings/current account based on the instructions displayed on the ATM to withdraw cash.

9. When using ATMs on the local HSBC Group networks, should I choose "savings" or "current" account for cash withdrawal?

ATM may provide the option to select between a savings or current account for cardholders. If you choose the savings account, the amount will be deducted and recorded as a whole from your savings account. If you choose the current account, the amount will be deducted and recorded as a whole from your current account. Please ensure that you have sufficient funds in the selected account.

10. When using ATMs on the overseas HSBC Group/Mastercard/Cirrus networks, should I choose "savings" or "current" account for cash withdrawal?

ATM may provide the option to select between a savings or current account for cardholders. Even if you choose the current account, the amount and fees (if applicable) will be deducted and recorded as a whole from your savings account. Please ensure that you have sufficient funds in your savings account.