

# Debit Card Alerts

## Frequently Asked Questions

### How do I register for (or add) alerts?

1. Call our Contact Centre at 1 441 299-5518 and press 0 to speak with an HSBC representative.
2. Specify whether you wish to receive alerts via email OR SMS Text Messaging
3. Specify the limit you wish to set for local ATM and Purchase Transactions. The minimum threshold for transactions in Bermuda is \$275
4. All customers will receive alerts for International or E-Commerce Transactions, regardless of the transaction amount
5. Customers must have a valid email or mobile number on file in order to receive Debit Card Alerts

### What options do I have to receive alerts?

Alerts will be sent to the email address or mobile phone number that you provide at registration.

### How much does it cost to use this service?

If you elect to receive e-mail consumer-selected alerts (i.e. debit card alerts), there are no charges from HSBC for this service. If you elect to receive email consumer-selected alerts on your mobile device or SMS text messages, alerts will be sent to your mobile phone and data rates assessed by your mobile carrier may apply. Please check with your mobile carrier to verify what costs will apply.

### What if I do not have an email address or mobile phone?

It is necessary to have an email address or mobile phone number to receive consumer-selected debit cards alerts. Unfortunately, if you do not have a valid email address or mobile phone number, you will not be able to subscribe to receive alerts.

### Can I add multiple email addresses or mobile phone numbers for the same debit card number?

No. If you are an authorised user of the debit card, you can register only one (1) email address or mobile number. If you register multiple debit cards, alerts will be sent to the same email or mobile phone number, as specified on your customer profile.

### If my email address or mobile number changes, what do I need to do?

In order to receive alerts to your new email address, you will need to update your new email address or mobile phone number by calling the Contact Center on 1 441 299 5518.

### How long should it take to receive an alert?

Typically, responses arrive within one minute, but timing may vary. You may experience delays or failures in delivery of an alert because of any of the following circumstances: (1) merchant delay in processing a transaction; (2) delays and/or failures attributable to network operators and telecommunications providers; (3) a variety of other wireless service and coverage conditions; (4) active or passive filtering of e-mail messages; and (5) insufficient space in the email account that is to receive email messages.

### What should I do when I receive an alert about a transaction that I do not recognise?

If you receive an alert for a purchase or cash withdrawal that you do not recognise, please contact our Contact Centre immediately on 1 441 299 5518 to report potential fraudulent transactions.

### What if my card is lost or stolen?

Immediately contact our Contact Centre at 1 441 299 5518 to report it lost or stolen. When you receive your new debit card, you will need to register and setup alerts for your new card number by calling our Contact Center at 1 441 299 5518.

### Is this service safe and secure?

Yes. Our first priority is to protect your personal information. If you ever receive a message asking for your card number, account details or other personal information, please **do not** respond.

### Can I receive different alerts if I have 2 different email addresses?

No. Unfortunately, you will only be able to receive alerts to one (1) email address.

### How do I confirm/review what alerts I've registered for and to what email addresses they will be sent?

If you are unsure of the alert threshold you have set for Local ATM and Local Purchase or if you are unsure of what email address or mobile phone number you requested to receive alerts, please call our Contact Center at 1 441 299 5518,

### Why do I have to register/manage each card separately?

Unfortunately, at this point in time, we are not able to group multiple debit card accounts under a single registration. As such, each debit card needs to be registered and managed separately.

### How do I unsubscribe?

You can unsubscribe to this service by calling our Contact Center at 1 441 299 5518.