



#SecureInformation #ProtectYourCard

How to protect your credit card

1. Do not reveal your Card information or your PIN

- Do not lend or share your card information with anyone else
- Do not disclose any information if you receive bogus calls claiming to be from HSBC that encourage you to disclose personal or account information. Immediately inform our contact centre at (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North) if you receive such calls
- Change your PIN regularly for precaution
- Do not keep your credit card together with your PIN
- When selecting your PIN, avoid picking a number that is easy to guess (date of birth, phone...)

2. Remember to take your Card back after each transaction at merchants

- Keep your card within your sight and don't allow merchants to take your card away for an extended period of time
- Make sure your card is returned to you promptly after a transaction
- You may sometimes receive phone calls from HSBC after making a credit card transaction to ensure that the transaction is made and authorized by you
- Immediately call us on (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North) if you don't recognise or have questions about any transactions on your credit card statement

3. Do not respond to phishing emails

- Delete any suspicious emails, including ones which you do not recognise the sender
- HSBC will never send you an email asking you to disclose personal information, bank details, passwords, PIN, or send a courier to your home to collect your card/ PIN. Please let us know if this happens

4. Register with / for extra security when purchasing online

- Register with Verified by Visa/ MasterCard SecureCode for extra security when purchasing online Please [click here](#) for more instruction
- Use a secure browser

- Check the merchant reference
- Do not send credit card details via e-mail

5. Inform us of your overseas travel plans to update on our system

- Inform us at (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North) your travel plans in advance to enable us update on our fraud system
- Ensure we have up to date contact details of you before travelling abroad, particularly your mobile phone & email address
- Store HSBC Hotline on your mobile for ease of calling in case of emergency

6. Immediately call us on (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North) if your card is lost or stolen

If your card is lost or stolen, report it to HSBC Contact Centre immediately to avoid any unauthorized usage of your credit card