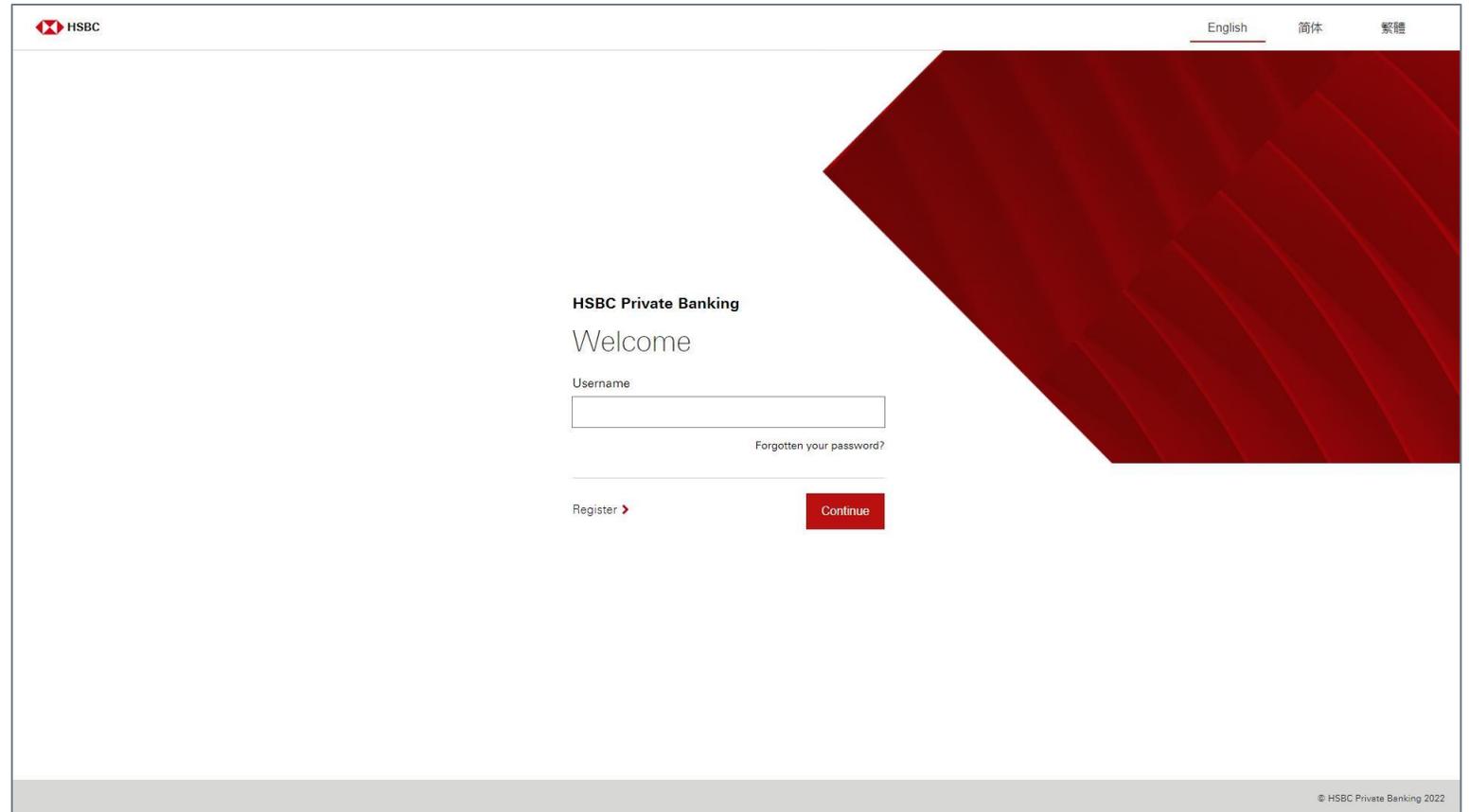# Internet Banking

Registration Guide

Global Private Banking

Internet Banking website – Registration

Getting started

1. Register

Click **"Register"** to start your registration journey.

Internet Banking website – Registration

Enter Your Details

1. Internet Service ID

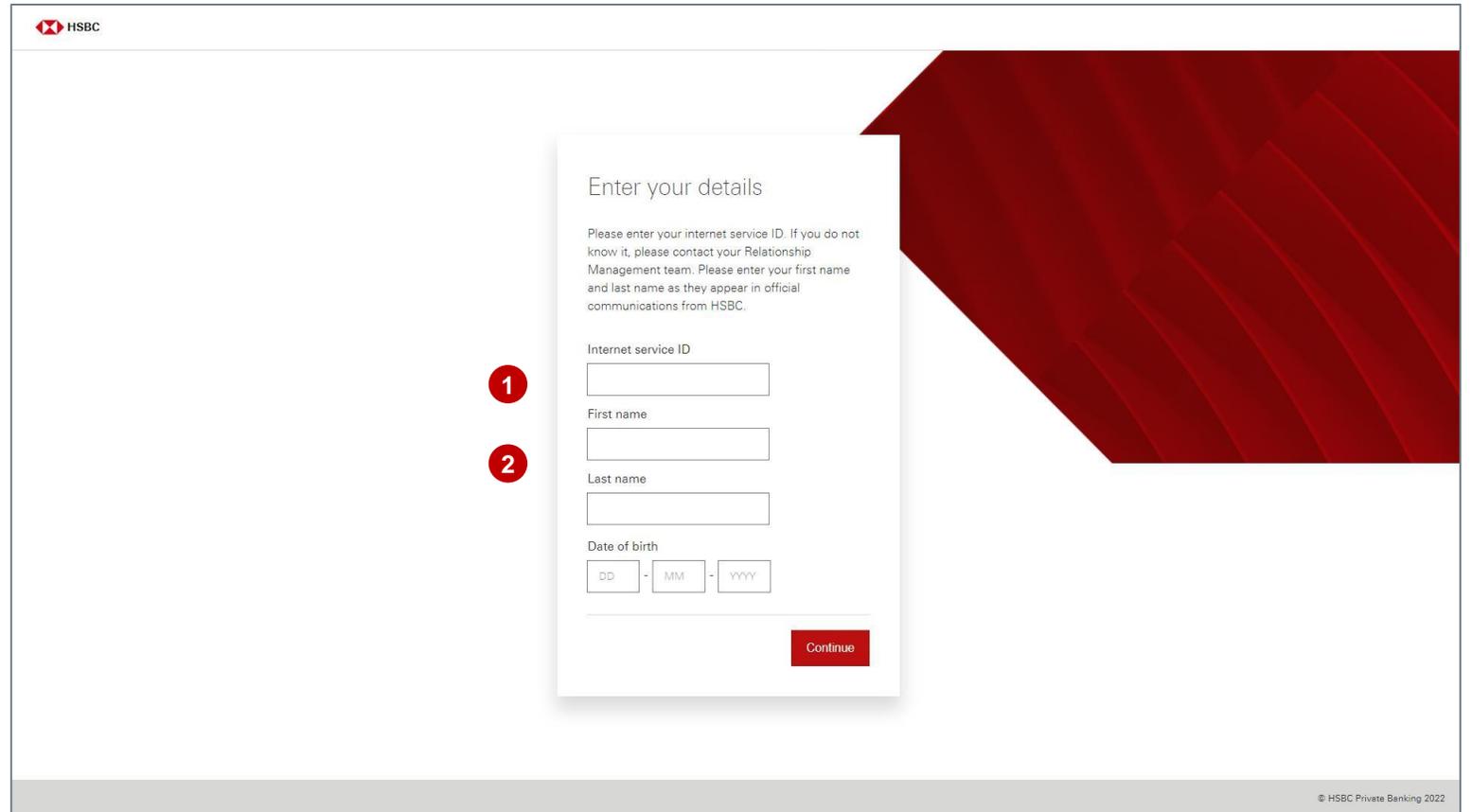Enter your ID from the Welcome Email*. This is only required for the first registration.

2. Personal Details

Enter your personal details as they appear in official communications with HSBC.

3. SMS OTP Verification

Key in the SMS OTP sent to your registered mobile number.

Please contact your Relationship Management Team if you are unable to proceed with the registration.

*Clients need to apply for Internet Banking access prior to receiving the Welcome Email and their Internet service ID.

Internet Banking website – Registration

Create Your Username and Password

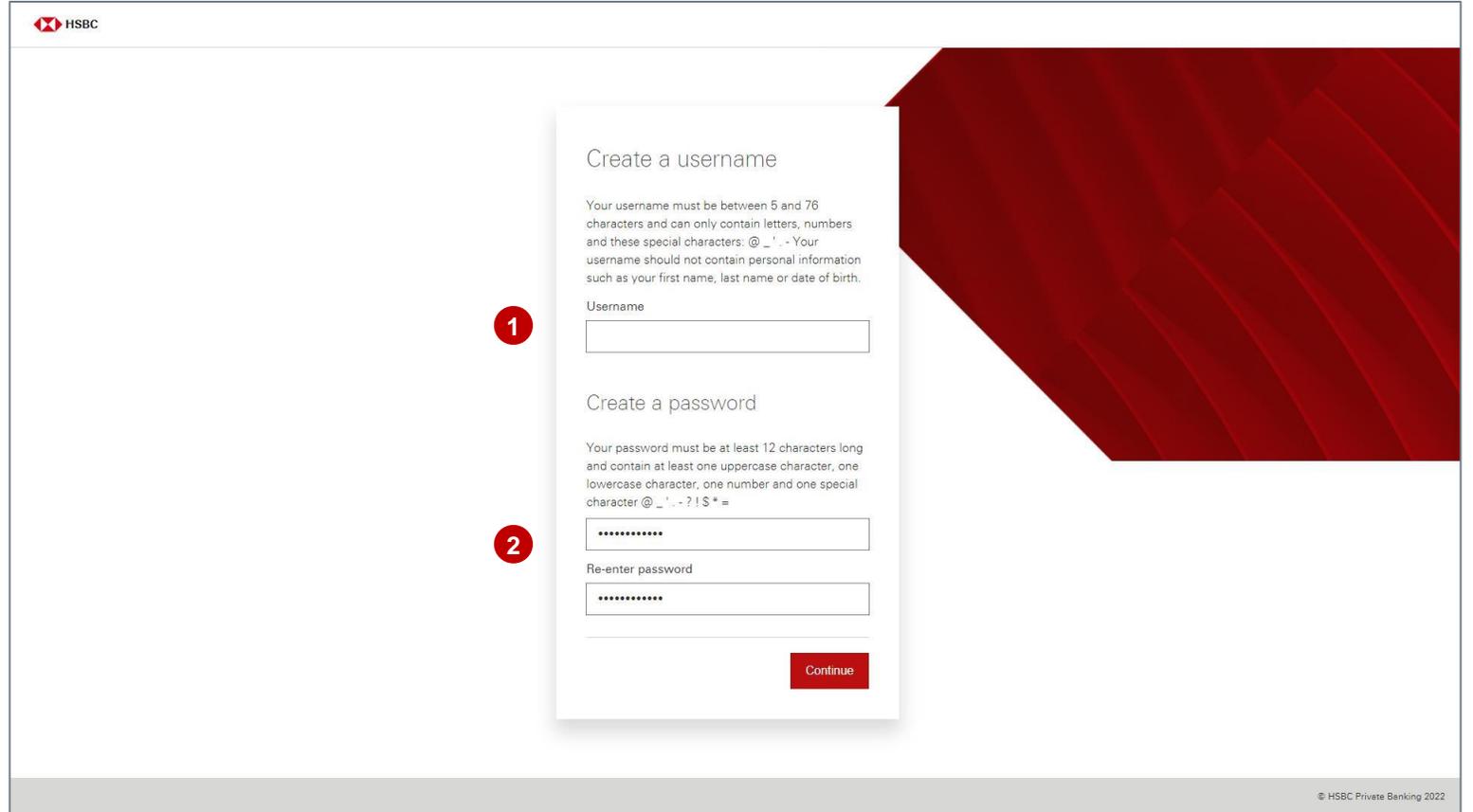Once the SMS OTP is validated, you may set your username and password.

1. Username

Your username should not contain personal information such as first name, last name or date of birth. This is not a strict requirement, rather, a guideline.

2. Password

Your password should be hard to guess and effective against brute-force attacks.

Your password should not contain:

- The term "password"
- Consecutive keyboard characters e.g. "12345", "qwerty"
- More than 50% of the same characters e.g. "121212", "a1a2a3"
- 3 or more consecutive identical characters e.g. "111", "aaa"

Create a username

Your username must be between 5 and 76 characters and can only contain letters, numbers and these special characters: @ _ ' . - Your username should not contain personal information such as your first name, last name or date of birth.

Username

Create a password

Your password must be at least 12 characters long and contain at least one uppercase character, one lowercase character, one number and one special character @ _ ' . - ? ! $ * =

Re-enter password

Continue

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Internet Banking website – Registration

Create Security Questions

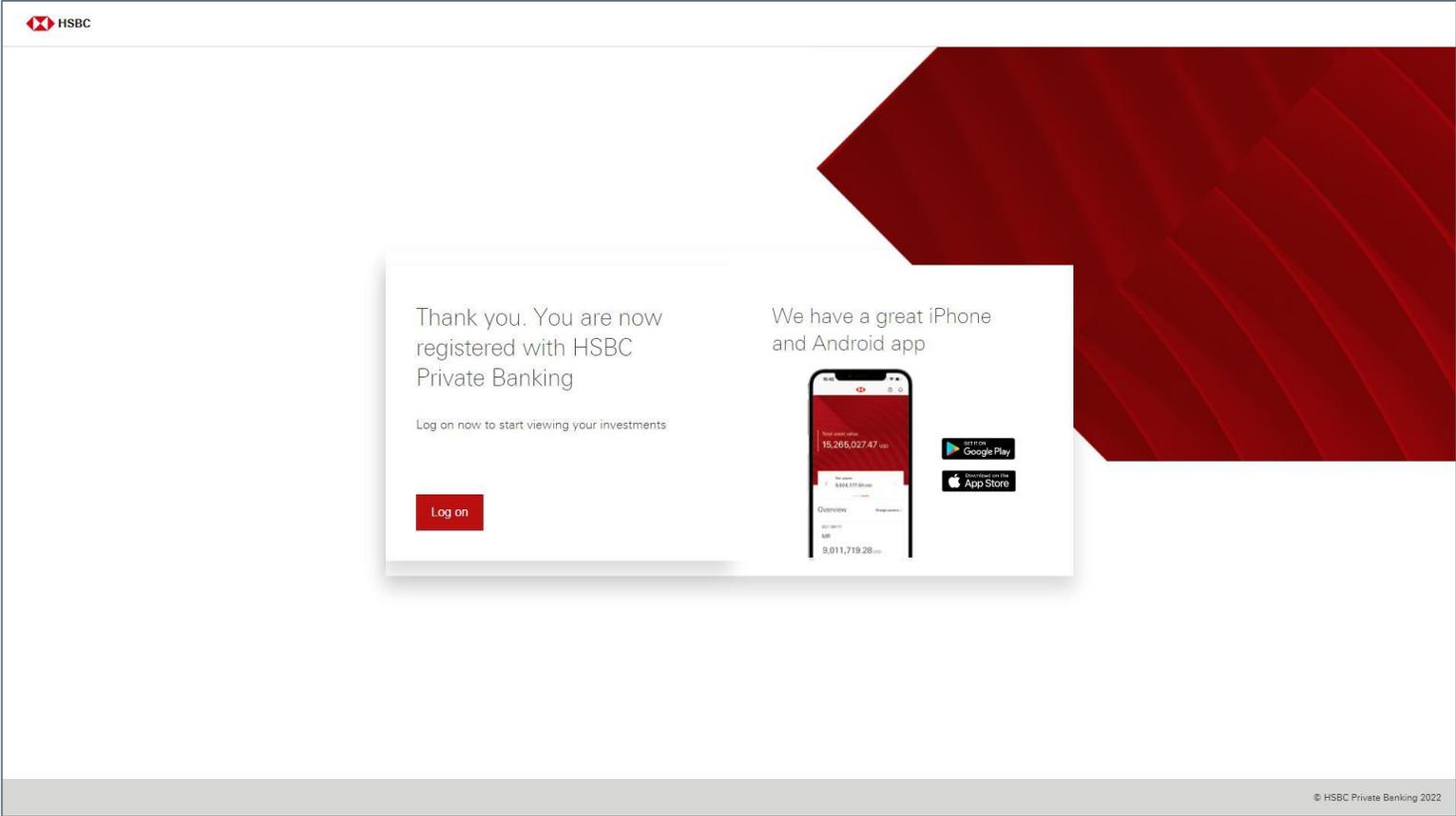These will be used in case you forget your password and need to reset it.

Internet Banking website – Registration

Well done, you have successfully registered!

Upon completion of the registration journey, you will be shown an overview for our new mobile app.

You may download our mobile app to view your accounts on the go.

Click "**Log on**" to be redirected to the login page.

Contact Points

Any Internet Banking related questions? Feel free to reach out to us!

You may contact your Relationship Management Team,

or the Digital Concierge Team

📞 +852 3604 0303

📞 +65 6658 2707

✉ digital.concierge.asia@hsbcpb.com

Important Notes

Please read carefully the HSBC's Standard Terms and Conditions relating to Internet Banking Services, eStatement Service and SMS Notification Service before you register for and/or use the Online Banking Services. By registering for and/or using the Internet Banking Services, you are deemed to have read, understood and accepted HSBC's Standard Terms and Conditions relating to Internet Banking Services, eStatement Service and SMS Notification Service.

Where your location of residence differs from that of the HSBC entity where your account is held, please go to HSBC Global Private Banking website > Disclaimer > Cross Border Disclaimer for disclosure of cross-border considerations regarding your location of residence.