

Internet  
Banking

Registration  
Guide



HSBC

Opening up a world of opportunity

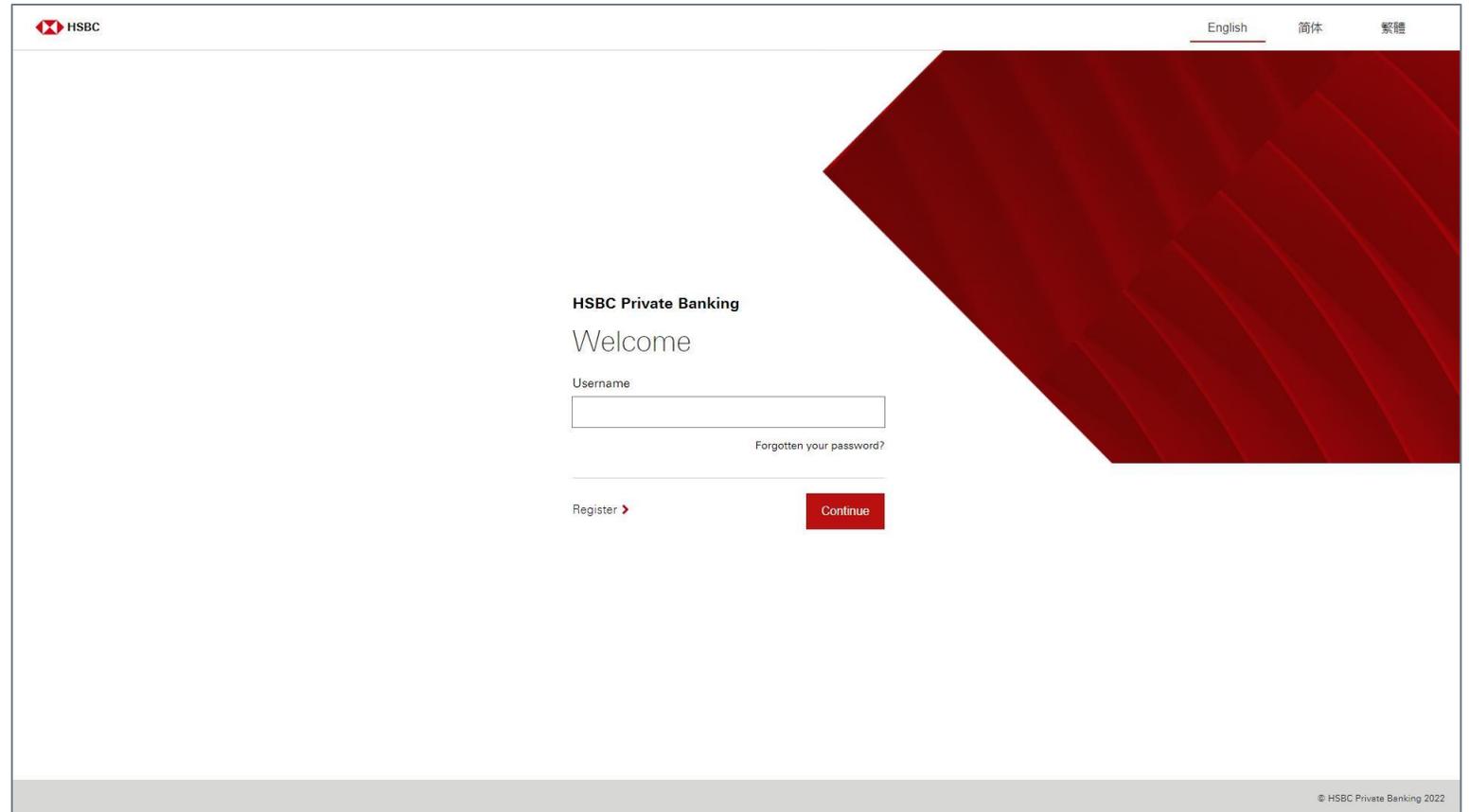
Global Private Banking

# Internet Banking website – Registration

Getting started

## 1. Register

Click **“Register”** to start your registration journey.



The screenshot shows the HSBC Private Banking registration page. At the top left is the HSBC logo. At the top right are language options: English, 简体, and 繁體. The main content area features a large red graphic on the right side. The text reads: "HSBC Private Banking", "Welcome", "Username", followed by a text input field. Below the input field is a link for "Forgotten your password?". At the bottom left of the form area is a "Register >" link, and at the bottom right is a red "Continue" button. The footer contains the copyright notice "© HSBC Private Banking 2022".

# 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.

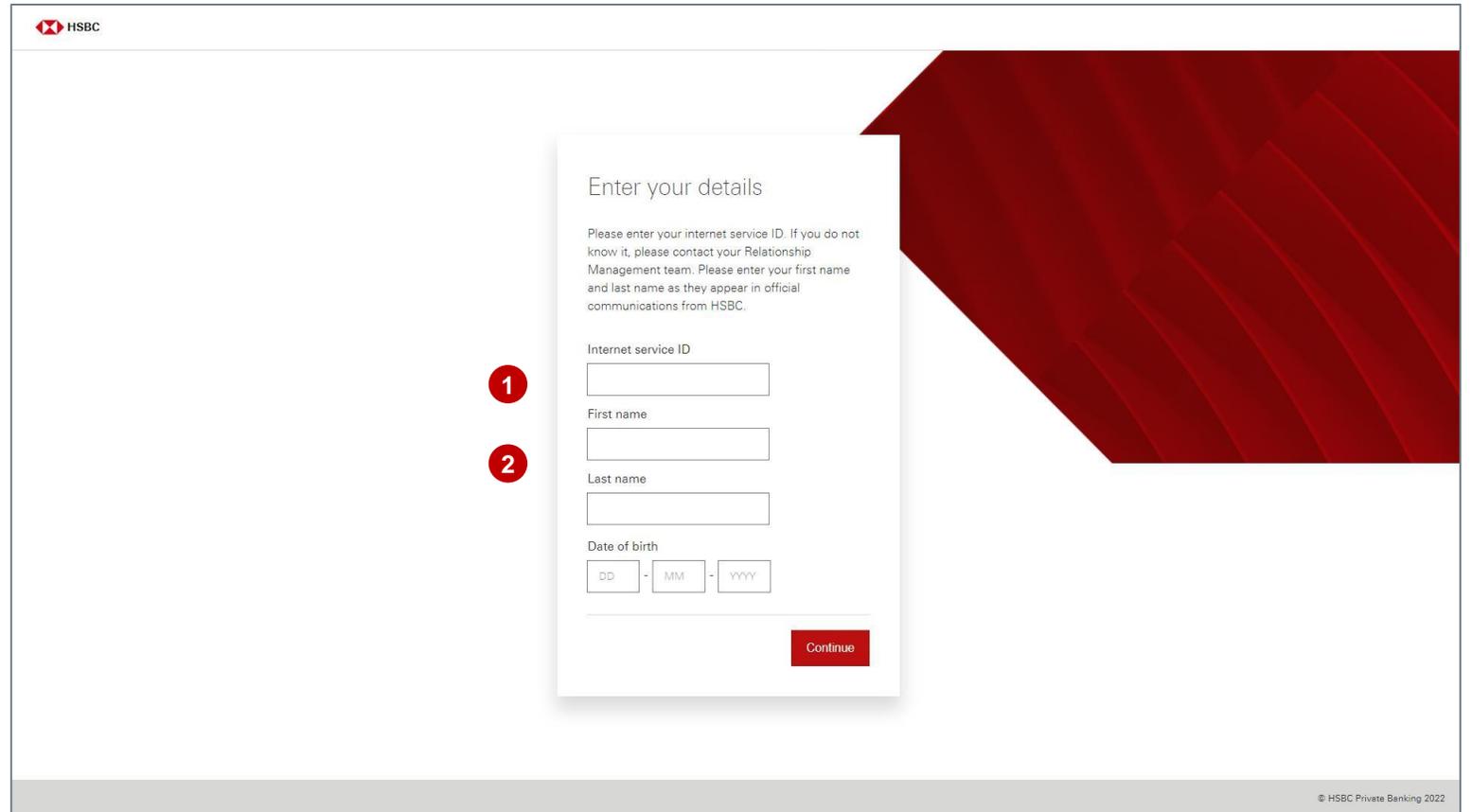
### 2. Personal Details

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.



The screenshot shows the HSBC Internet Banking registration page. The HSBC logo is in the top left corner. The main heading is "Enter your details". Below the heading is a paragraph: "Please enter your internet service ID. If you do not know it, please contact your Relationship Management team. Please enter your first name and last name as they appear in official communications from HSBC." The form contains the following fields: "Internet service ID" (with a red circle '1' next to it), "First name" (with a red circle '2' next to it), "Last name", and "Date of birth" (with sub-fields for DD, MM, and YYYY). A red "Continue" button is at the bottom right of the form. The background features a large red arrow graphic pointing right.

\*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

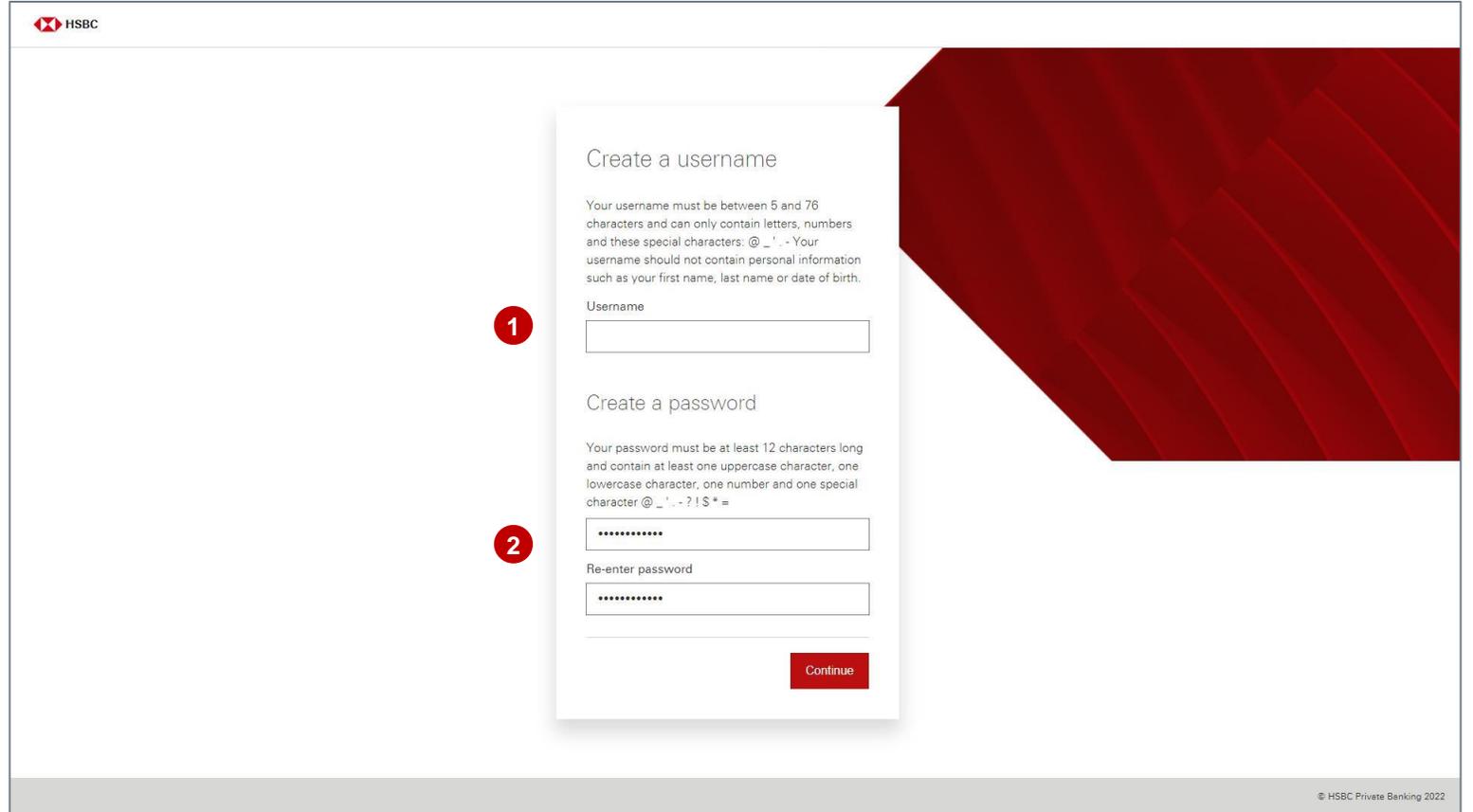
Your username should not contain personal information such as first name, last name or date of birth. This is not a strict requirement, rather, a guideline.

### 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”



The screenshot shows the HSBC registration interface. At the top left is the HSBC logo. The main content area is a white card with a dark red background on the right side. The card is divided into two sections: 'Create a username' and 'Create a password'. The 'Create a username' section includes a text input field and a red circle with the number '1' next to it. The 'Create a password' section includes two text input fields (one for the password and one for re-entering it) and a red circle with the number '2' next to it. A red 'Continue' button is located at the bottom right of the card. The background of the page is a dark red color with a subtle pattern of diagonal lines.

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### 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.

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### Create security questions

Your security question answer must be between 3 and 30 characters and can only contain letters, numbers and these special characters: @ \_ ' . - ?

Question 1

Select

Answer

Question 2

Select

Answer

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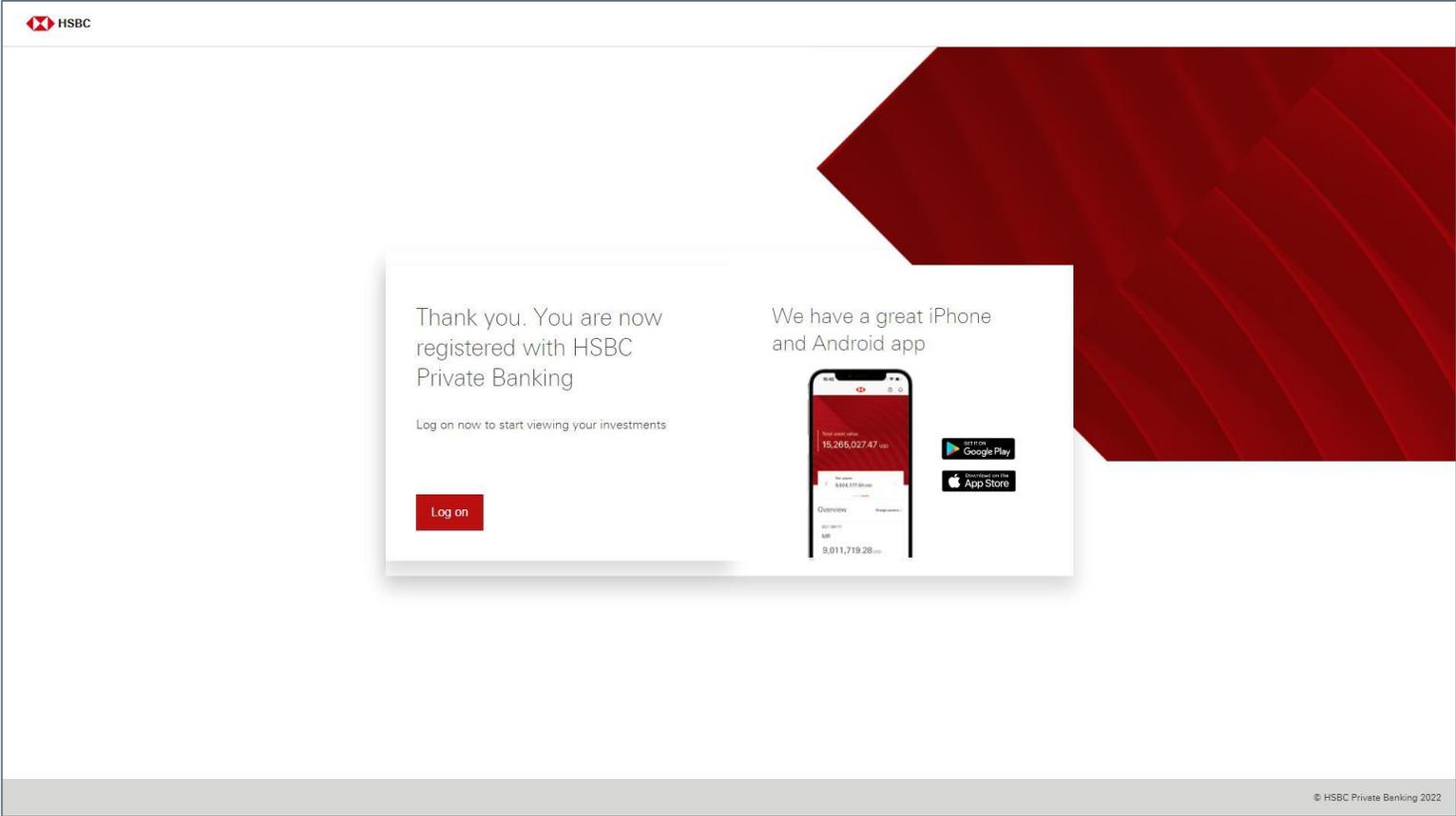
# Internet Banking website – Registration

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](mailto: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.