

Internet
Banking

Reset
password



HSBC

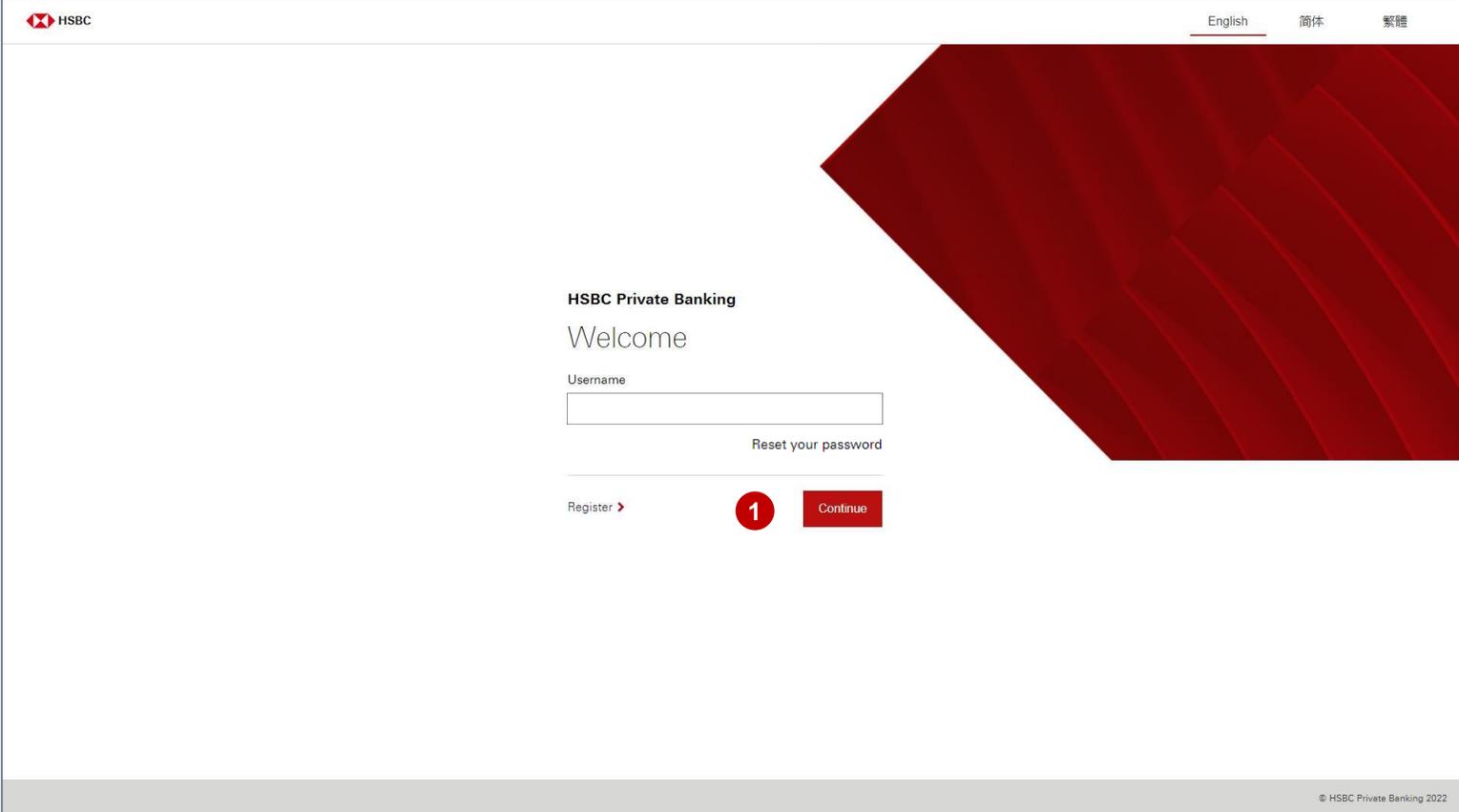
Opening up a world of opportunity

Global Private Banking

Internet Banking website – Reset password

Forgotten your password?

1. Click “Reset your password”



The screenshot shows the HSBC Private Banking login page. At the top left is the HSBC logo. At the top right are language options: English (underlined), 简体, and 繁體. The main content area features the text "HSBC Private Banking" and "Welcome". Below this is a "Username" label and an empty text input field. Underneath the input field is the link "Reset your password". At the bottom of the login section are two buttons: "Register >" and "Continue". A red circle with the number "1" is placed over the "Reset your password" link, indicating the step to be taken. The page has a dark red decorative graphic on the right side and a footer with the text "© HSBC Private Banking 2022".

Internet Banking website – Reset password

Your username

1. Key in your username

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English 简体 繁體

Forgotten password

Username

Continue

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Internet Banking website – Reset password

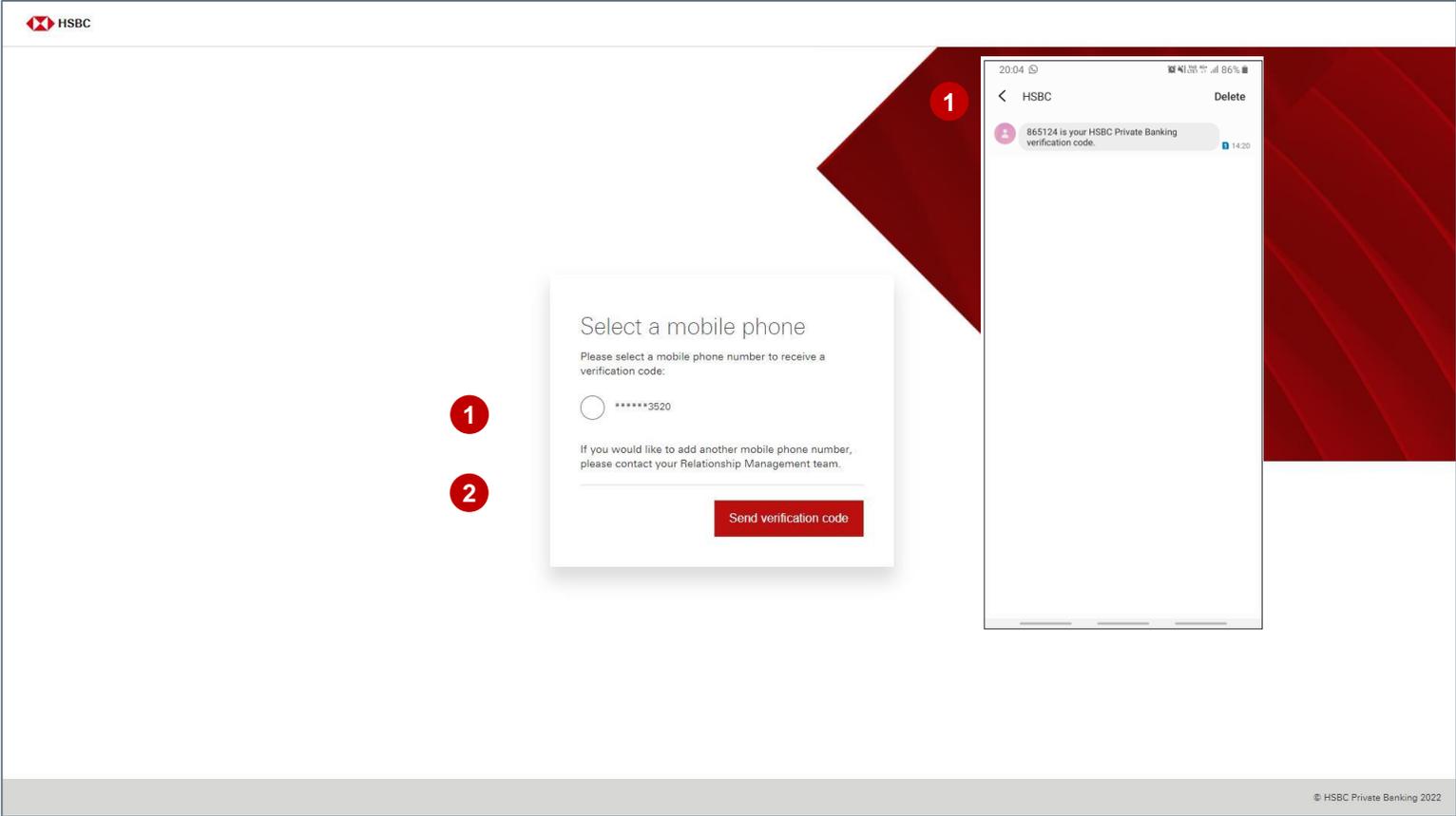
SMS OTP

1. SMS OTP Verification

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

2. Request new code

You can request a new code every 60 seconds if the current one has expired.



Internet Banking website – Reset password

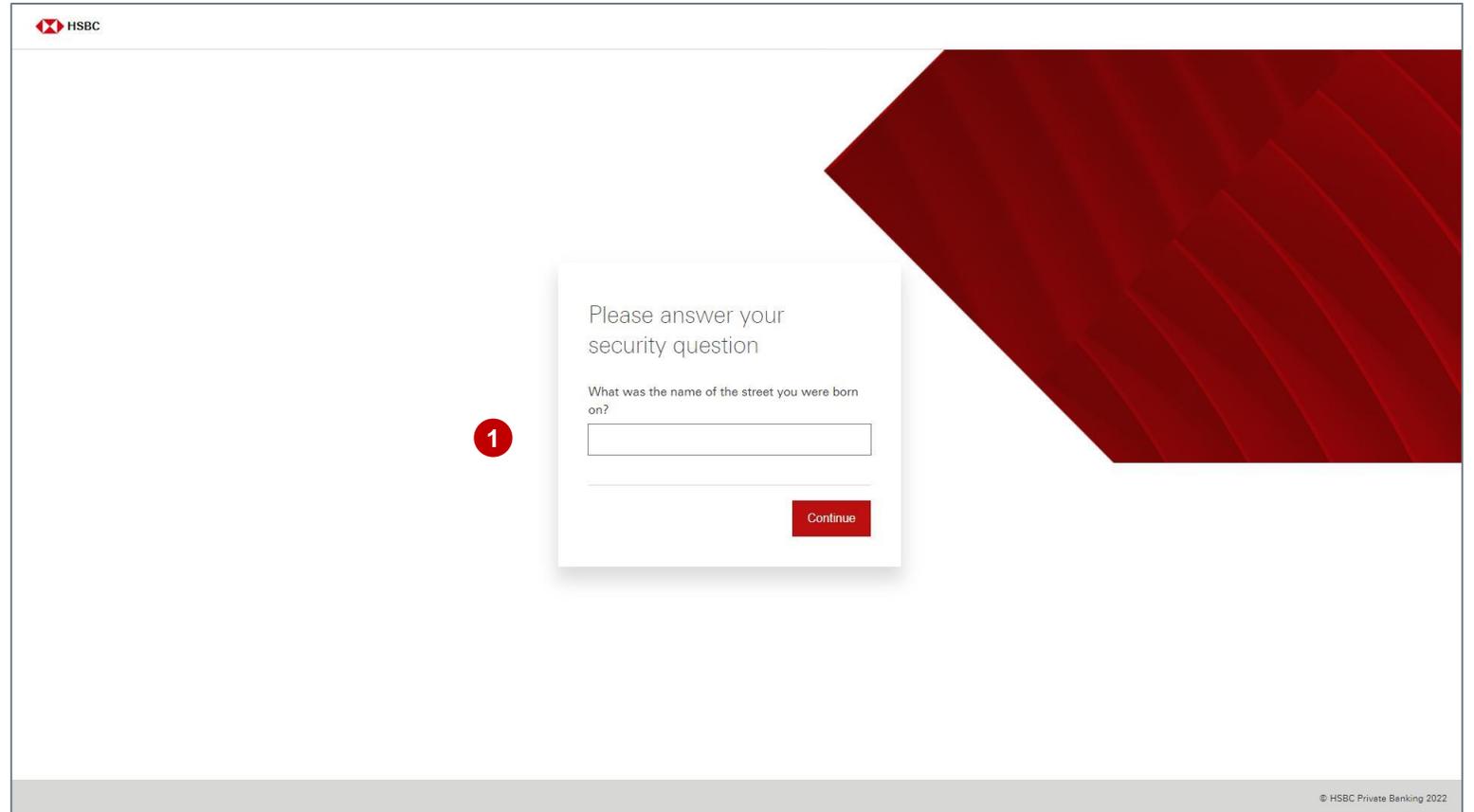
Answer your security question

1. Security question

Answer the security question you have set up during registration.

Your account will be locked if you answer the question incorrectly 3 times.

If this happens, please contact the Digital Concierge Team for assistance.



The screenshot shows the HSBC internet banking website interface for a password reset. The HSBC logo is in the top left corner. A large red graphic is on the right side. A white box in the center contains the security question prompt: "Please answer your security question". Below this, the question is: "What was the name of the street you were born on?". There is a text input field for the answer. A red button labeled "Continue" is at the bottom right of the box. A red circle with the number "1" is positioned to the left of the input field. The footer of the page reads "© HSBC Private Banking 2022".

Internet Banking website – Reset password

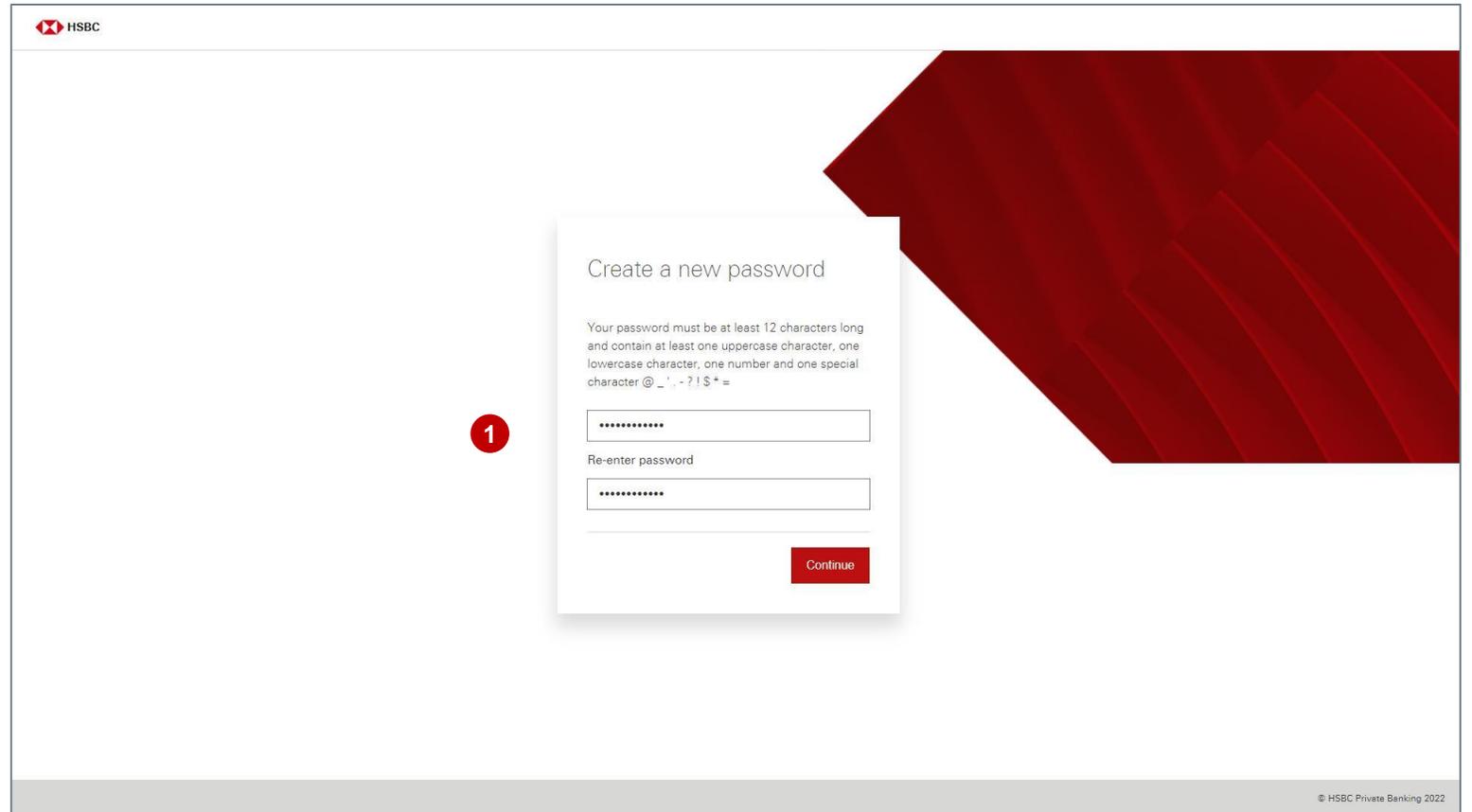
Create a new password

1. New 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”



HSBC

Create a new 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 @ _ ' . - ? ! \$ * =

1

Re-enter password

Continue

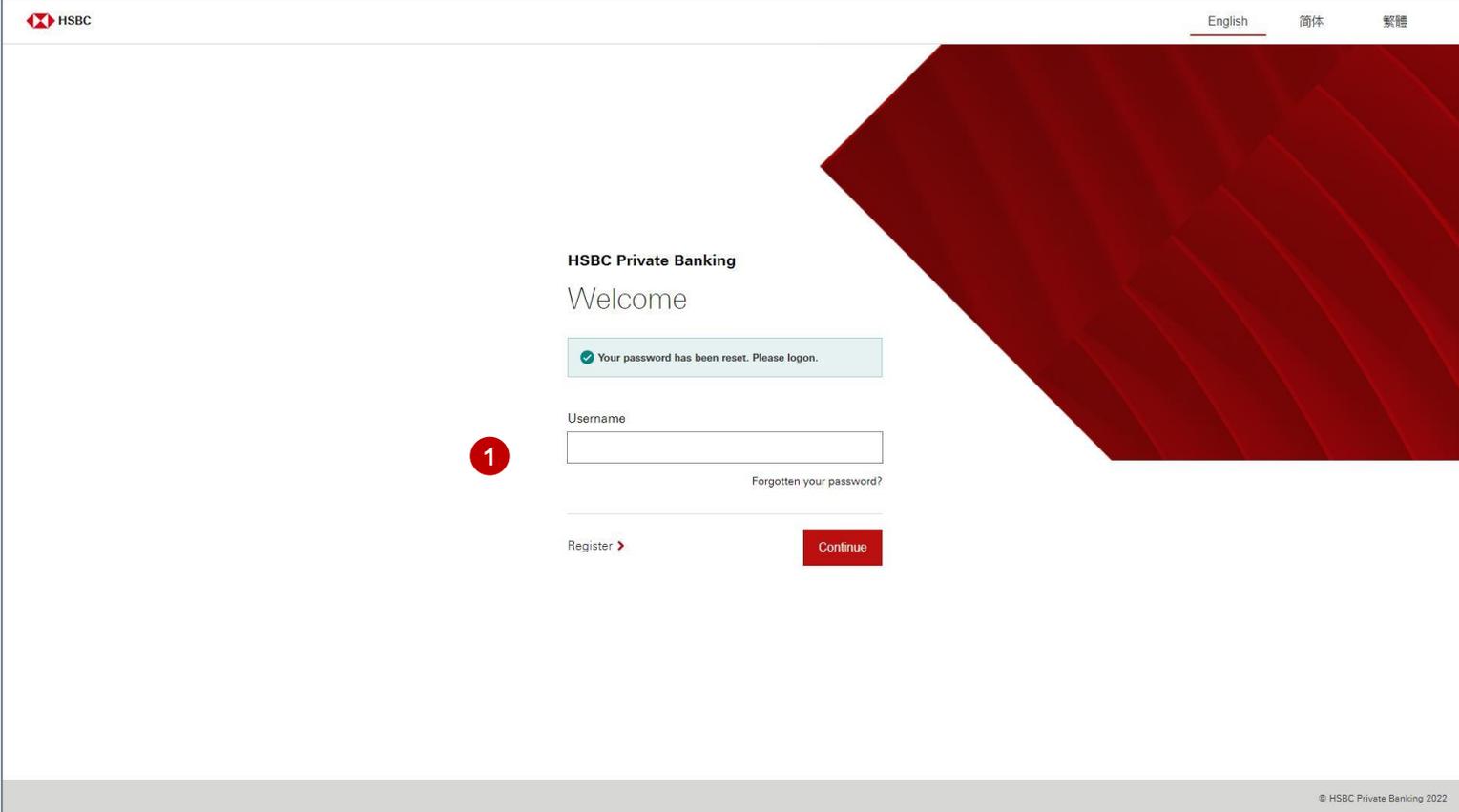
© HSBC Private Banking 2022

Internet Banking website – Reset password

Congrats, your password has been reset!

1. Password reset success

You will be redirected back to the login page where you may login with your new credentials.



The screenshot displays the HSBC Private Banking login interface. At the top left is the HSBC logo, and at the top right are language options: English, 简体, and 繁體. The main content area features the text "HSBC Private Banking" and "Welcome". A light blue notification box with a checkmark icon contains the message: "Your password has been reset. Please logon." Below this is a "Username" input field, which is highlighted with a red circle containing the number "1". To the right of the input field is a link for "Forgotten your password?". At the bottom left is a "Register" link with a right-pointing arrow, and at the bottom right is a red "Continue" button. The footer contains the copyright notice "© HSBC Private Banking 2022".

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

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☎ +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.