

Our Suite of Digital Capabilities at Your Fingertips

2025 | Asia

Available language: [EN](#) | [繁](#) | [简](#)



Welcome to your Digital Ecosystem

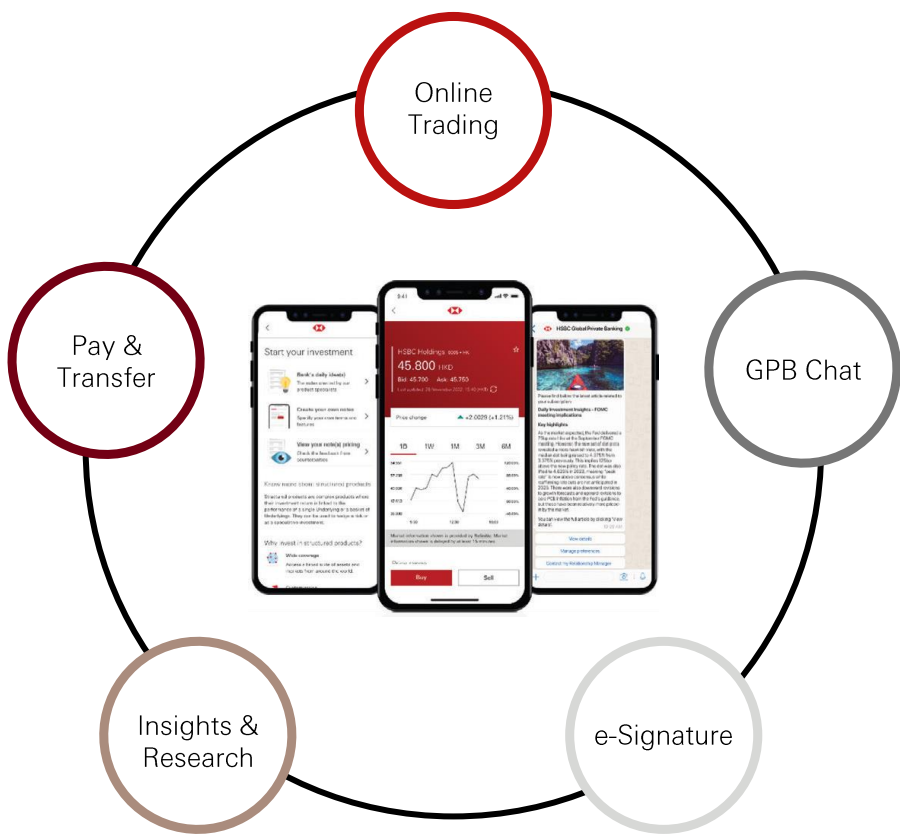
Dear Valued Client

In this highly competitive and fast-evolving market, we are committed to making it easier for you to bank with us by creating an ecosystem of integrated digital tools and solutions to use on demand, wherever, whenever.

Dive into our exciting features!

Lok Kui Yim – Head of HSBC Global Private Banking, Asia Pacific

Your Digital Ecosystem



Not all products / services are suitable and / or available for all types of customers

Digital Showcase

Discover how our innovative digital tools are designed to empower you on your journey with us.

Speak to your Relationship Manager, who will help you to register.

I want to...	Internet Banking		GPB Chat (WhatsApp / WeChat)
	App	Browser	
– Access my accounts, portfolio, asset allocations, statement, transactions and documents on the go	✓	✓	
– Get timely reminders on things that matter, e.g., Corporate Actions.	✓		
– Use a sustainable approach to investing with ESG metrics and dashboard	✓	✓	
– Enjoy 24/7 access to initiate secure payments to other HSBC retail accounts or third-party beneficiaries, both domestically and/or internationally ¹ .	✓		
– Connect instantly with my Relationship Management team through chat, from my own WhatsApp / WeChat			✓
– Share and receive documents instantly and securely			✓
– Sign documents electronically	✓	✓	✓
– Receive via WhatsApp / WeChat and email: <ul style="list-style-type: none"> • CIO House Views • Key market updates 	✓		✓
– Receive customized product ideas via WhatsApp / WeChat and email			✓
– Trade the products I am interested in online or give trade order instructions: <ul style="list-style-type: none"> • Cash Equities / ETFs • Foreign Exchange • Structured Products • Funds • Discretionary Portfolio Service Application⁴ 	✓	✓ ²	✓ ³
– Listen to pre-recorded audio disclosures and review product prospectuses at my own convenience			✓
– Complete self-directed application to subscribe for and/or adjust the DPM, and view discretionary mandate performance and latest mandate update	✓	✓	
– Browse research content effortlessly	✓	✓	
– Receive insights into my investments			
– Subscribe to topics of interests			

Some of the items mentioned above can also be delivered via email

¹ Processing of transfers may be subject to currency-specific cut-off times for weekends and public holidays

² Only cash equities and ETFs are available on browser

³ Cash FX and Cash Equity are out of scope for GPB Chat

⁴ Conditions apply

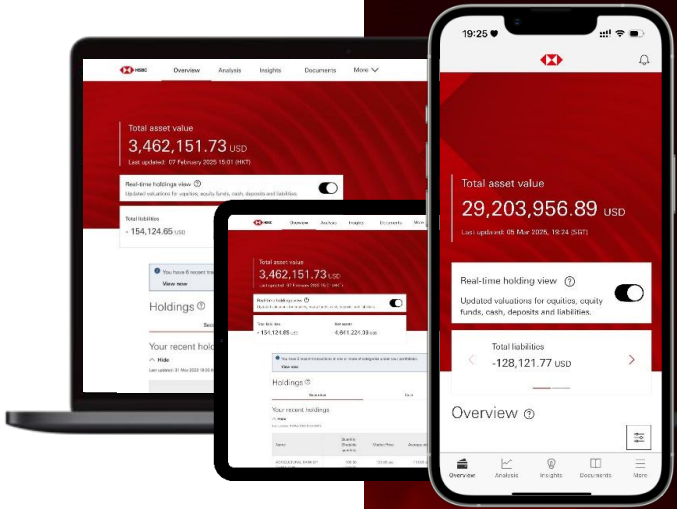
Internet Banking

Your digital journey begins here

A one-stop **internet banking** service accessible on mobile and desktop, that provides a unified view of your banking and investment needs with us.

You can also access our host of other digital services such as eSignature, Online Trading, Pay & Transfer¹ and Insights & Research from here.

- **Your accounts at a glance** – view total assets, investment liabilities, net assets, and performance reporting across all your accounts.



Keep track of your performance

- Access each portfolio to gain a granular understanding of your investments
- Visualize your end-of-month performance
- Obtain a consolidated, real-time view of your holdings across equities, cash, deposits, and liabilities²
- Monitor the transactions conducted within each of your portfolios

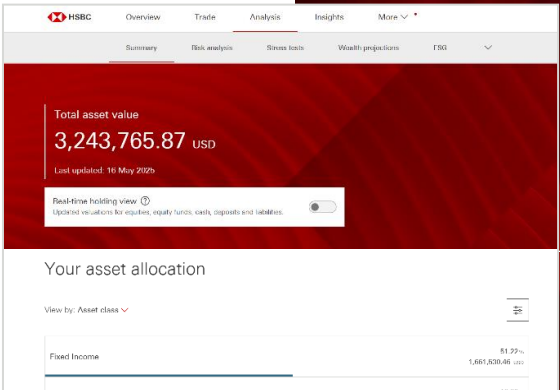
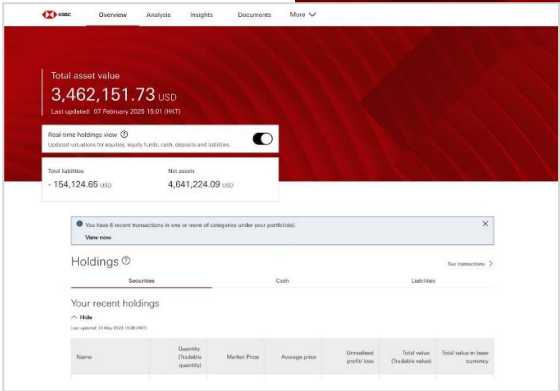
ESG: Invest with purpose

- Use a sustainable approach to investing with ESG metrics and dashboards
- Classify your investment products based on ESG rating
- Share your ESG investment preference

Tailored Analysis

- Generate dynamic asset allocation charts by Asset Class or Currency
- Monitor liabilities – total principal, total liabilities, type of liabilities and amount of each type

Download the documents you need, related to your HSBC Global Private Banking account(s)³



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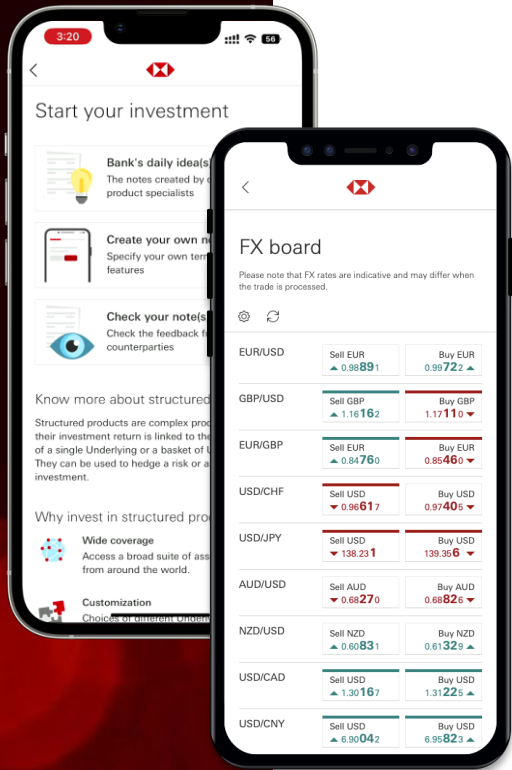
¹ Pay & Transfer is accessible via the mobile app only

² Information and displayed valuations are for reference only and are not a substitute for those contained in statements of account, transaction advices, contract notes or formal communications with the bank

³ You are reminded to protect any downloaded document containing sensitive and personal information

Online Trading

The market at your fingertips



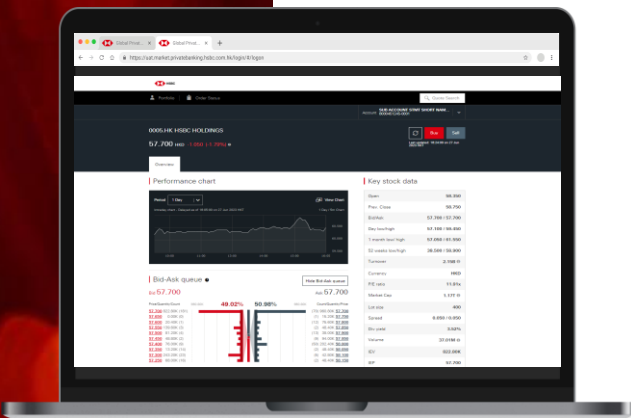
Online Trading connects you with the latest market opportunities.

With real-time data and a host of interactive tools, you can now unlock opportunities.

Manage directly from your mobile,

- Cash Equities and Exchange Traded Funds (ETFs), across 10 major markets
- Foreign Exchange Spot, Forward and SWAP Contracts in 30+ currency pairs
- Structured Products, including FCN¹ and ELN¹, feature book building, self-directed quoting, and order placement, covering underlying stocks across 8 major markets
- Funds, covering 2,900+ share class funds
- Aspire discretionary portfolio service application spans multiple building blocks for subscription, redemption, and top up transactions

You can also place trades directly through **GPB Chat**.



Seamlessly trade stocks and ETFs right from your browser.

- View your performance and positions real time
- Access in-depth market information and analytics for a wide selection of stocks

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Online Trading is strictly a non-advisory and unsolicited investment platform for our clients. Any trades executed on this platform should be based solely on your judgment only

This document is provided to you for information purposes only and should not be relied upon as investment advice

FX rates within the platform are indicative and those provided may differ to rates offered by your Relationship Manager

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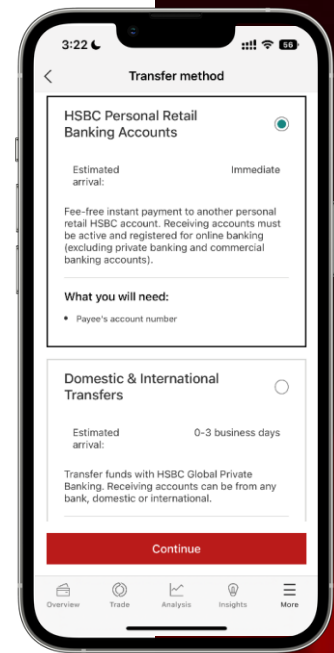
¹ FCN (Fixed Coupon Note) – ELN (Equity-Linked Note)

Effortless Finance

Make payments easily

With Pay & Transfer on mobile¹, enjoy 24/7 access² to initiate secure payments to other HSBC retail accounts³ or third-party beneficiaries, both domestically and/or internationally.

- No HSBC transaction fees, 24/7 ability² to initiate transfers to any HSBC retail account³, with an up-to-date view of processed transfers
- Transfers up to US\$5 million equivalent per day from your HSBC Wealth & Personal Banking accounts to your HSBC Global Private Banking accounts
- WIRE transfer to 200+ countries and territories around the world
- Up to US\$380,000 equivalent in payments per day out of your HSBC Global Private Banking accounts
- Supporting 12 different currencies

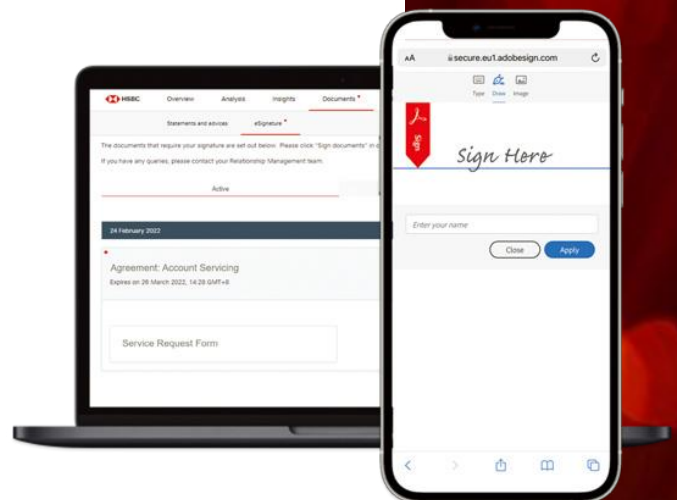


Digitally sign your documents

eSignature lets you digitally review, sign and submit your documents securely.

Sign documents in a few simple steps:

1. Receive a notification when a document is ready to sign
2. Sign by simply typing, drawing, or by uploading an image
3. Submit your documents remotely, via mobile or desktop



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HSBC HK App is a trademark of HSBC Wealth & Personal Banking

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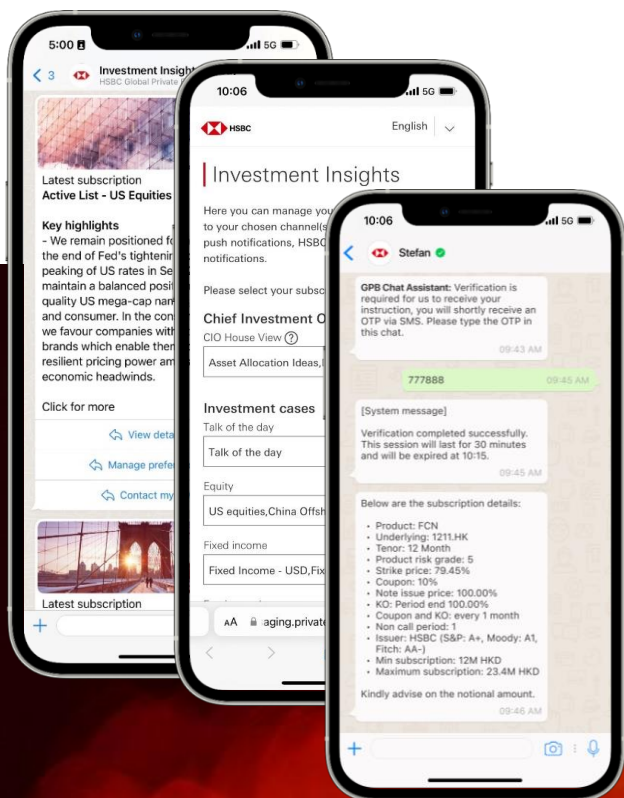
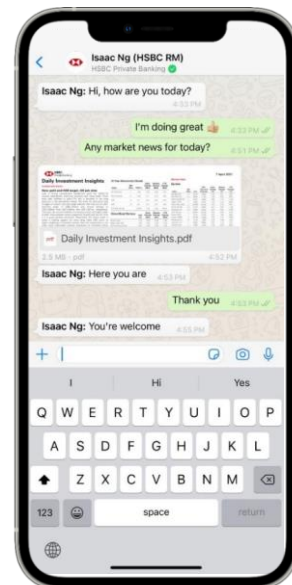
³ Subject to client being active and registered to Online Banking

Elevating Connectivity

Stay connected digitally

GPB Chat provides instant and secure communications with your Relationship Management team using your own WhatsApp and WeChat.

- Use your existing WhatsApp or WeChat apps or web browser¹
- Have one-to-one chat **or group conversation** with your Relationship Management team
- **Share, receive, and sign documents**
- Safely **give instructions** or **place trading orders** via GPB Chat
- Listen to **pre-recorded audio disclosures** and **review product prospectuses** at your own convenience.
- **Secure encrypted** channels



With **Investment Insights**, you can manage subscriptions and receive product recommendations and market updates seamlessly through your preferred channels—whether it's GPB chat, email or directly within the mobile app.

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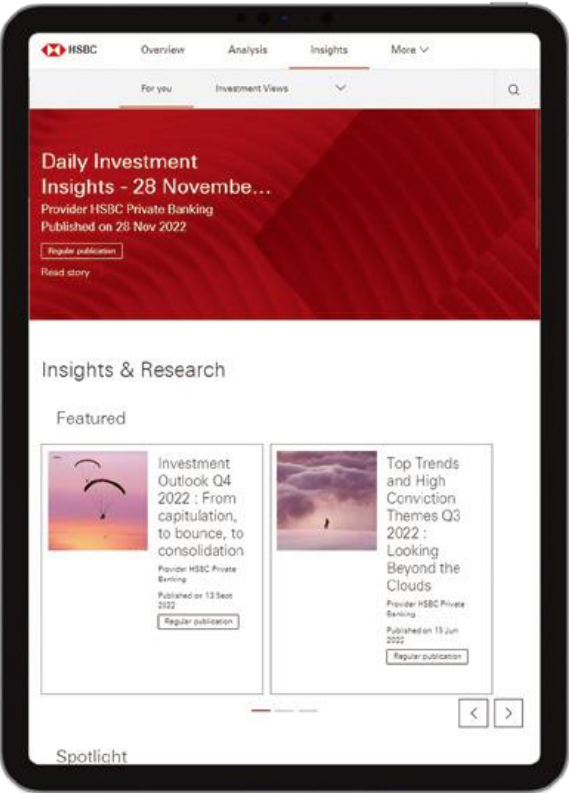
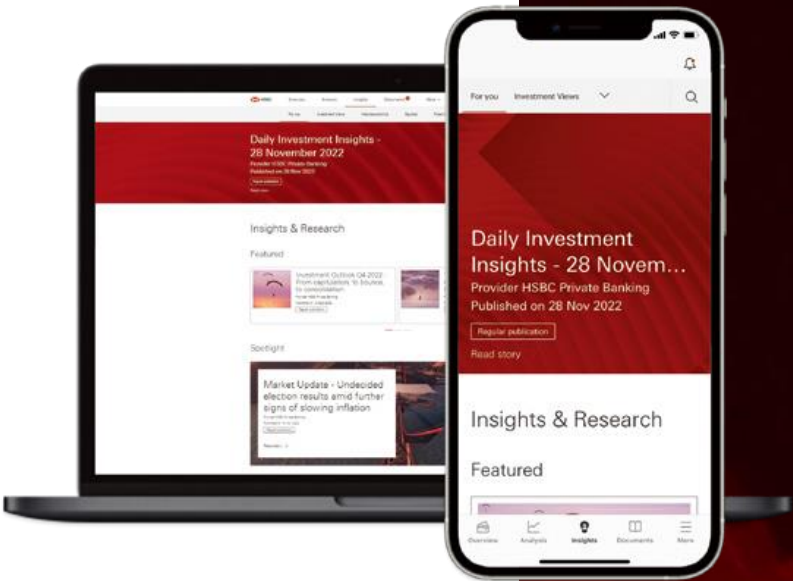
¹ Chat via web browser is a feature of WhatsApp and WeChat. Device compatibility may vary accordingly

Insights & Research

Unlock opportunities with timely insights

Insights & Research provides you with the latest market information anytime on your mobile and desktop, ensuring you'll never skip a beat.

With proprietary and third-party sourced content, you'll always be empowered to make informed investment decisions.

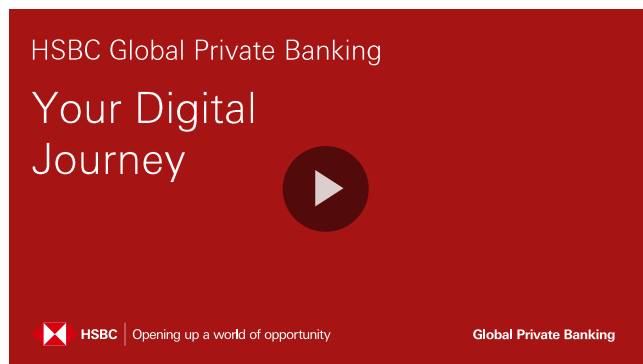


- Access relevant research content linked to your holdings.
- Get the latest HSBC Global Private Banking views with exclusive analysis and insights.
- Access extensive research across asset classes
- Subscribe to your interests to receive the latest publications.

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Getting Started

Watch our digital solutions unfold



Want to see our digital capabilities in action?

[Click the video](#) to learn more.



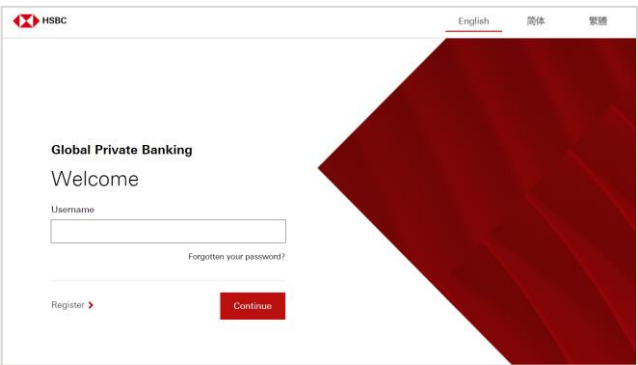
Registering step-by-step

Step 1

Contact your Relationship Manager to obtain your Registration ID and start using our suite of digital solutions.

Step 2

Register your internet banking profile through an internet browser using the details provided in your activation correspondence.



Watch our step-by-step [Registration video](#).



Step 3

Log in with the credentials you registered with from the mobile app or internet browser:

Mobile app – Download the mobile app from the App Store or Google Play and set up your biometric authentication

- "HSBC Global Private Banking Hong Kong"
- "HSBC Global Private Banking Singapore"

Internet browser – Visit our Internet Banking portal

- Hong Kong: HSBC Global Private Banking Asia website > Log on > Log on to Hong Kong
- Singapore: HSBC Global Private Banking Asia website > Log on > Log on to Singapore

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For more information, visit: HSBC Global Private Banking Asia website > Digital Services > Overview

Important information

Support:

For more information, please reach out to your Relationship Manager during business hours.

Alternatively, our Support Hotlines below are available Monday-Friday, 8:00am-9:00pm:

- Hong Kong: (852) 3604 0303
- Singapore: (65) 6658 2707
- Email: digital.concierge.asia@hsbcpb.com

Please carefully review the applicable terms for our digital services before subscribing for them.

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Security Tips for HSBC Global Private Banking Internet Banking and Mobile Banking

- Password/Passcode/User ID protection
 - For your own security, it is important that you keep your password/passcode/User ID confidential.
 - You should also change your password/passcode regularly.
 - Make sure no one sees your password/passcode/user ID at all times.
 - When choosing your password/passcode, do not use your identity card number, telephone number, mobile number, birthday or commonly used number sequences such as 888888 and 123456, or add 00 to these numbers.
 - Do not use the same or similar password/passcode/user ID for different banking or online services.
 - Memorise your password/passcode/user ID and never write it down. Keep it private and do not disclose it to anyone.
 - Under no circumstances will our bank staff, the police or any genuine parties ask for your password/passcode.
 - HSBC will never contact you and ask for your log on details and personal information for internet or mobile banking. These include your user ID, password, passcode, account number, identification/passport number, address, phone number, etc.
 - HSBC will never disclose such information in our emails other than your name for personalisation purposes, nor ask you to confirm any personal data by replying to our email.
 - When you call us, you may be asked to disclose your internet banking user ID for authentication. Do not mention your passcode or internet banking password during the call, as no call centre representative will ever ask for this over the phone. If you have forgotten your passcode, a few questions relating to your personal information (NOT your passwords or passcode) will be asked for authentication.
 - You should always take care to verify the account number of the beneficiary before effecting payment to a third party.

HSBC Global Private Banking Internet Banking Usage Precautions

- Protect your computer
 - Install anti-virus/anti-spyware software on your computer to protect it from known viruses or spyware. The software should be updated regularly to ensure that you have the latest protection.
 - Install a personal firewall on your computer. It is designed to help prevent hackers from accessing the computer it is installed on. When installing such software, follow the manufacturer's recommendations for a "conservative" access control.
 - Download and apply security updates and patches to the PC/browser when they are made available.
- Protect yourself
 - Never access online banking from public places or from shared computers such as those in cyber cafes or public libraries.
 - Close all browser windows before you log on to online banking. While you are in an internet banking session, we recommend that you do not open other internet browsers and access other websites. This
 - can help to ensure your financial information is protected and blocked from unauthorised access via another website.
 - Disable the "AutoComplete" function to protect against unauthorised access to your accounts and
 - to prevent others from making banking transactions without your knowledge, as your computer may be used by others.
 - Check your last log on date, time and status displayed on the page after you have successfully logged on to HSBC Global Private Banking internet banking and mobile banking. If you suspect anything suspicious, please contact HSBC Global Private Banking immediately.
 - Use the "LOGOFF" button to exit. Do not exit by closing the window.
 - Never leave an HSBC Global Private Banking internet banking session unattended at any time.
 - Disconnect from the Internet when you have finished using it. Avoid leaving your connection on, especially with broadband access, unless you're actively using it.

HSBC Global Private Banking Mobile Banking Usage Precautions

- Do not store your internet banking username or password on your mobile devices.
- Install and update the latest anti-virus and anti-spyware software regularly on your mobile devices, whenever they are available.
- Avoid sharing your mobile devices with others and use your own device to log on to HSBC Global Private Banking internet banking or mobile banking.
- Do not leave your device unattended after logging on to Internet or mobile banking. Always log off properly when you are finished with it.
- Only store your own fingerprints or face recognition on your device if you have biometric authentication for HSBC Global Private Banking mobile banking.
- Set up auto-lock and enable passcode lock to prevent unauthorised access of your devices.
- When using Wi-Fi connection, use trusted Wi-Fi networks or service providers and enable security protection such as Wi-Fi Protected Access (WPA), if possible.
- Use default browsers originally provided by mobile devices rather than newly installed browsers downloaded from other sources.
- Don't use any jailbroken or rooted devices, which may have security loopholes, to log on to HSBC Global Private Banking internet banking or mobile banking.
- Don't install applications from untrustworthy sources on your mobile devices.
- Always type in the address directly into the browser to avoid going to fraudulent websites.
- The HSBC Global Private Banking internet banking website has adopted EV SSL Certificate (Extended Validation SSL Certificate). For Safari browser,
 - a padlock and the bank name will be shown in green at the top of the browser (Note: the padlock and the bank name may be hidden on some screens, and they will be shown by scrolling down the screen manually).



