

Internet Banking Registration Guide

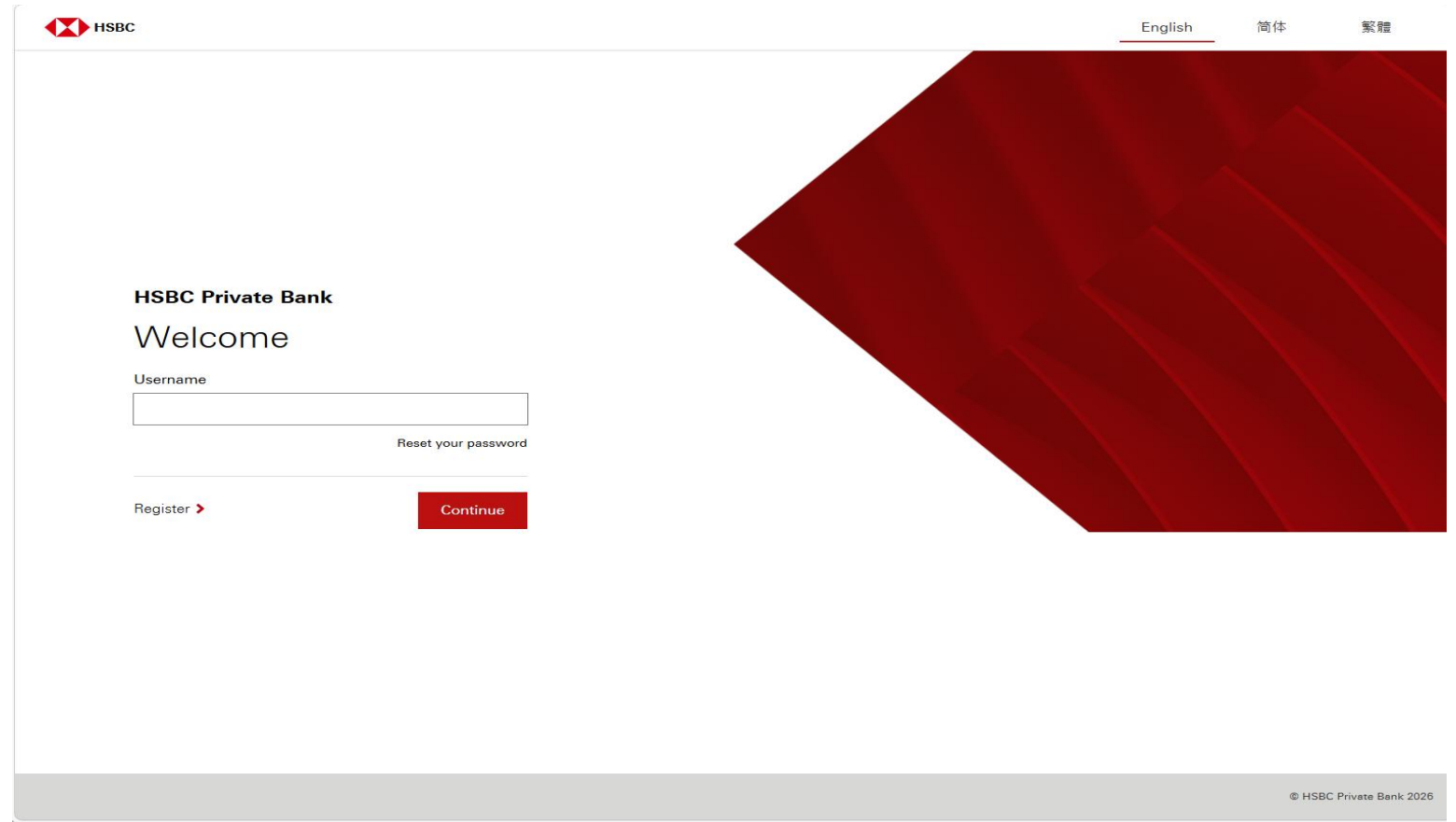


Internet Banking website – Registration

Getting started

1. Register

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



The screenshot shows the HSBC Private Bank registration page. At the top left is the HSBC logo. At the top right are language links: English (underlined), 简体, and 繁體. The main content area has a large red abstract graphic on the right. The text 'HSBC Private Bank' and 'Welcome' is centered. Below this is a 'Username' label and a text input field. To the right of the input field is a link 'Reset your password'. At the bottom left is a 'Register >' link, and at the bottom right is a red 'Continue' button. The footer contains the copyright notice '© HSBC Private Bank 2026'.

HSBC

English 简体 繁體

HSBC Private Bank

Welcome

Username

[Reset your password](#)

[Register >](#) [Continue](#)

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Internet Banking website – Registration

Enter Your Details

1. Internet Service ID

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

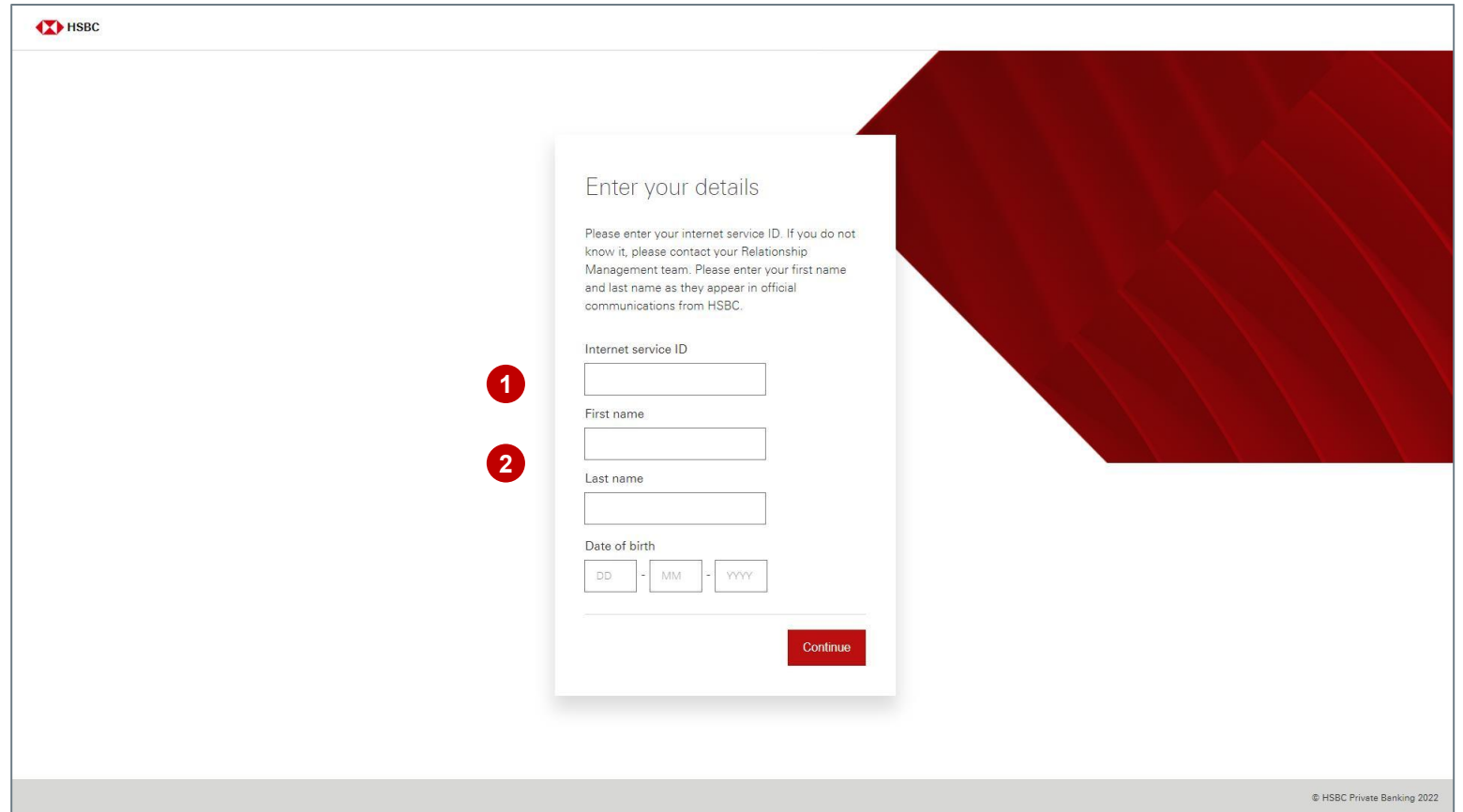
2. Personal Details

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 displays the HSBC Internet Banking registration interface. At the top left is the HSBC logo. The main content area features a large, semi-transparent white box titled "Enter your details". To the left of this box, two red circular icons with white numbers "1" and "2" are positioned next to the "Internet service ID" and "First name" fields, respectively. The form includes the following fields: "Internet service ID", "First name", "Last name", and "Date of birth" (formatted as DD - MM - YYYY). A red "Continue" button is located at the bottom right of the form. The background of the page is white with a large, dark red abstract geometric shape on the right side. The footer contains the text "© HSBC Private Banking 2022".

HSBC

Enter your details

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.

Internet service ID

First name

Last name

Date of birth

DD - MM - YYYY

Continue

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Internet Banking website – Registration

Create Your Username and Password

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

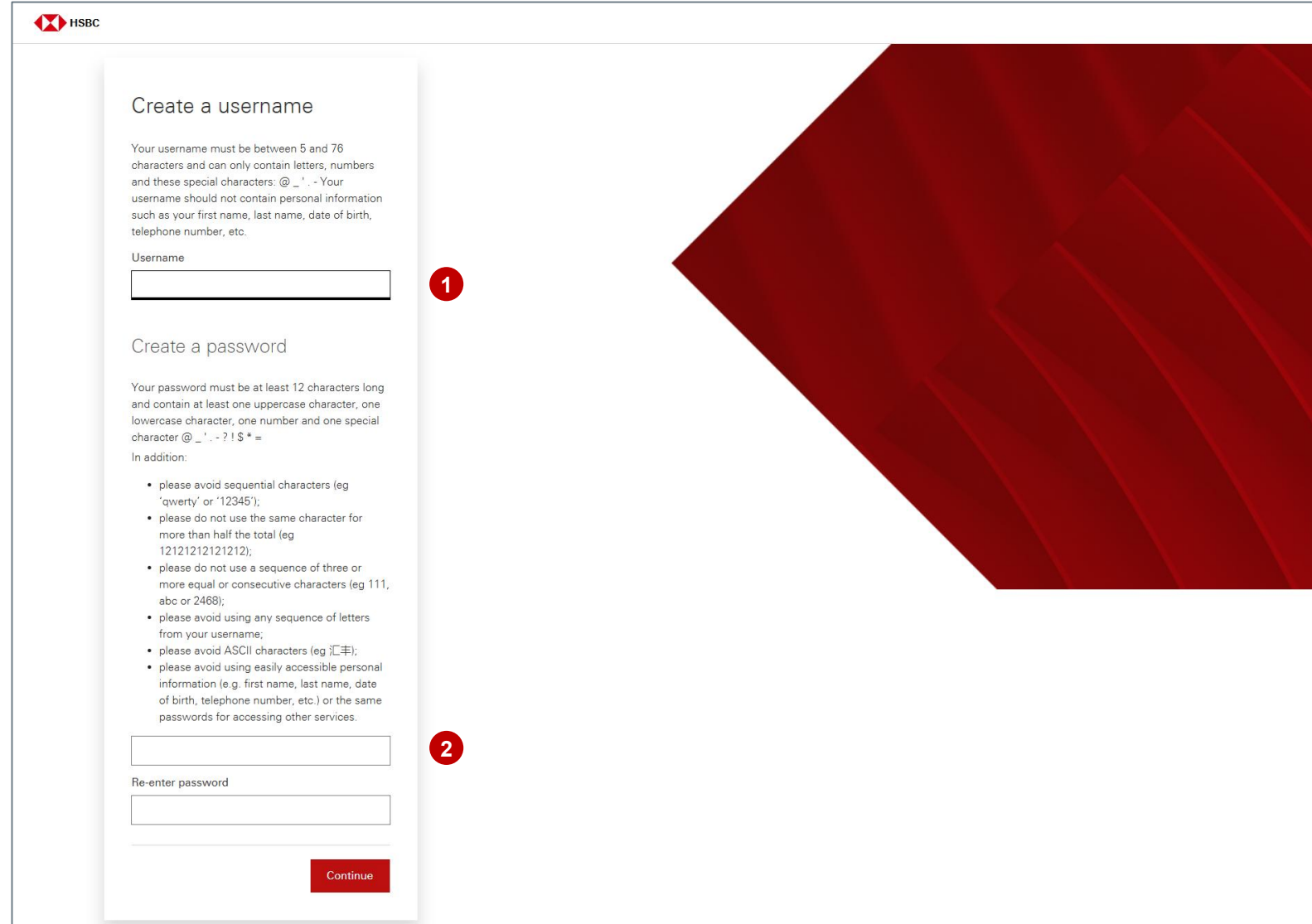
1. Username

Your username 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, date of birth, telephone number, etc.

2. Password

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

- Avoid sequential characters;
- Do not use the same character for more than half the total;
- Do not use a sequence of three or more equal or consecutive characters;
- Avoid using any sequence of letters from your username;
- Avoid ASCII characters;
- Avoid using easily accessible personal information or the same passwords for accessing other services.



HSBC

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, date of birth, telephone number, etc.

Username

1

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 @ _ ' . - ? ! \$ * =

In addition:

- please avoid sequential characters (eg 'qwerty' or '12345');
- please do not use the same character for more than half the total (eg 12121212121212);
- please do not use a sequence of three or more equal or consecutive characters (eg 111, abc or 2468);
- please avoid using any sequence of letters from your username;
- please avoid ASCII characters (eg 汇丰);
- please avoid using easily accessible personal information (e.g. first name, last name, date of birth, telephone number, etc.) or the same passwords for accessing other services.

2

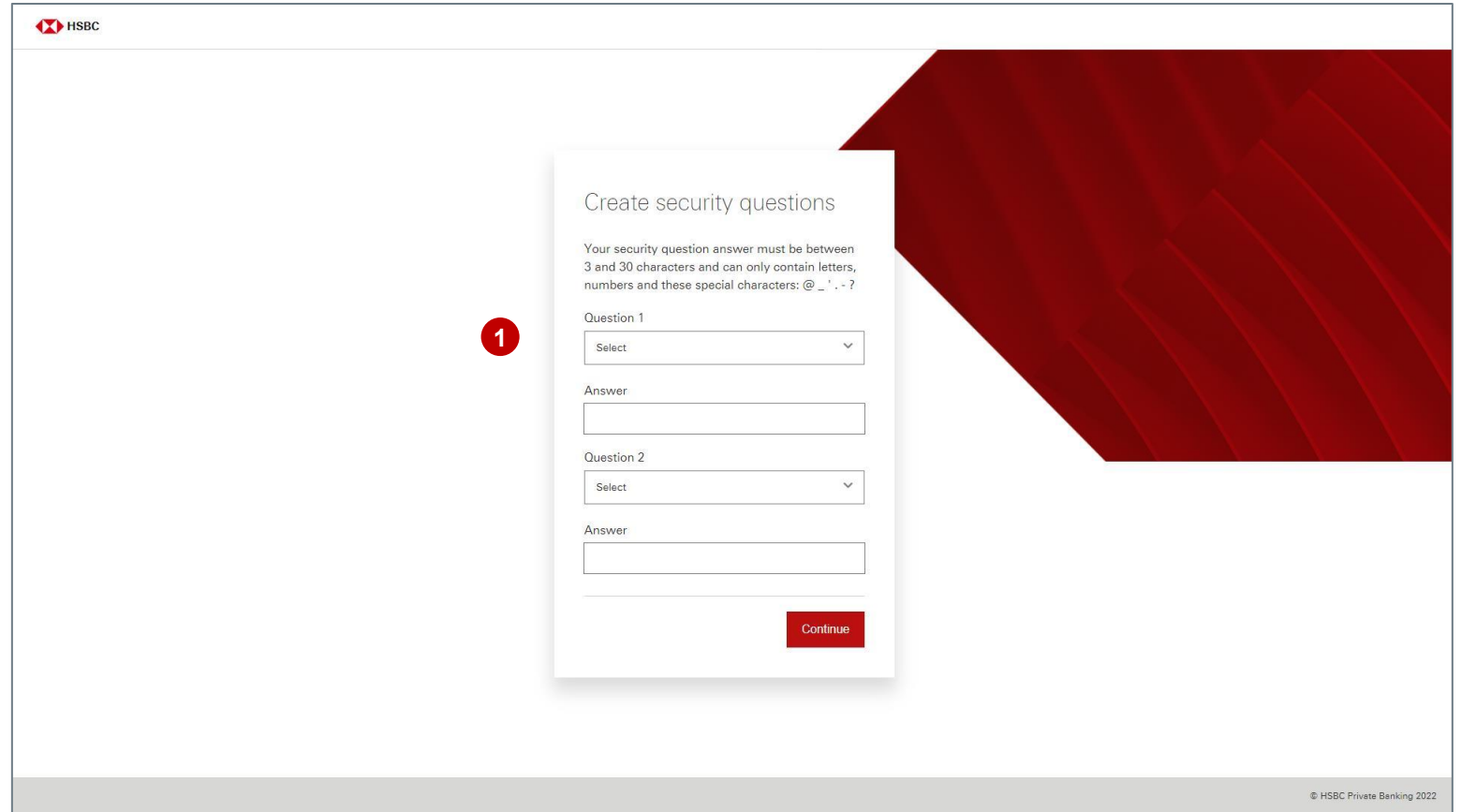
Re-enter password

Continue

Internet Banking website – Registration

Create Security Questions

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



HSBC

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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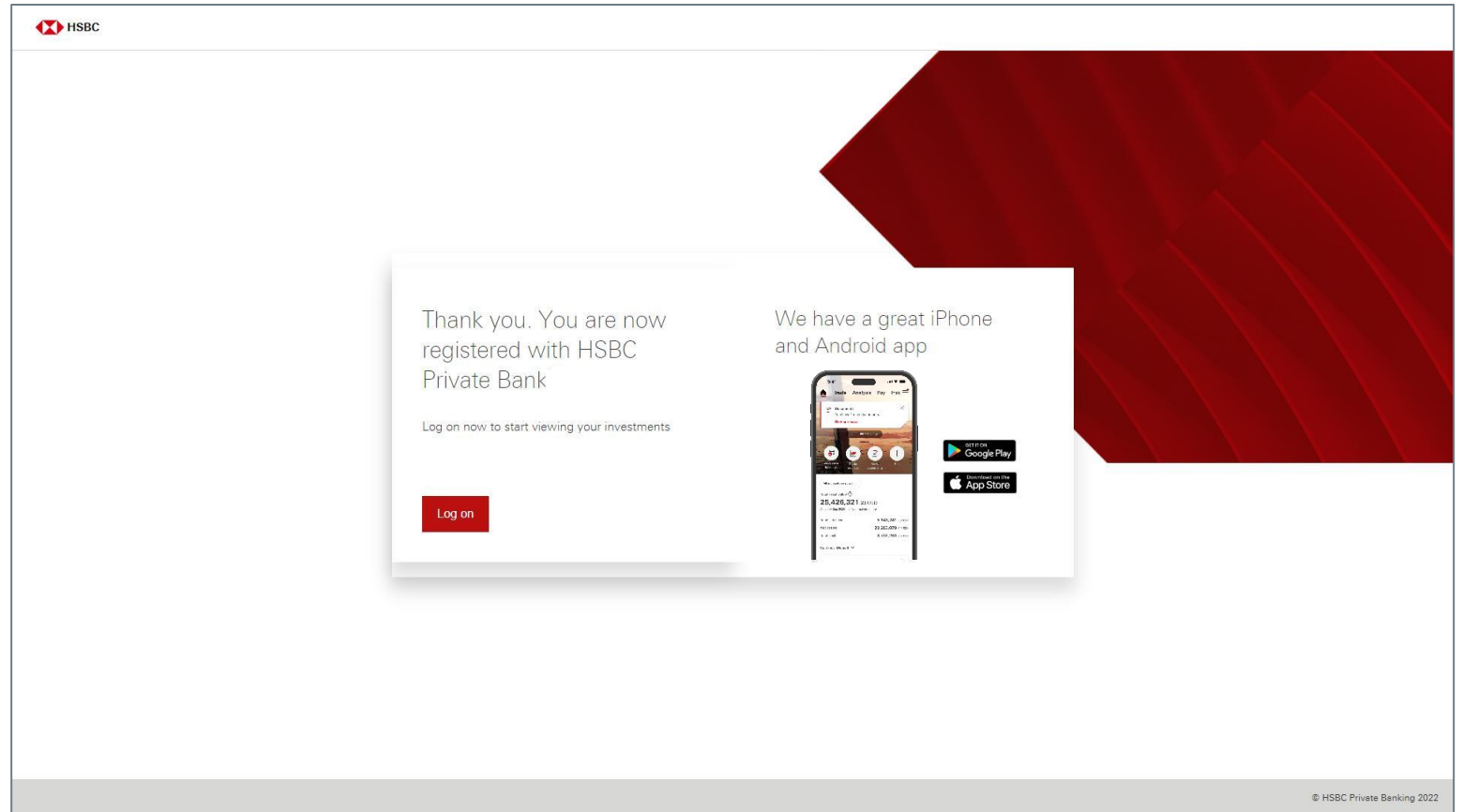
Internet Banking website – Registration

Well done, you successfully registered!

Upon completion of the registration journey, you will be shown an advertisement of 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.



Internet Banking website – Login

Login to Your Account

1. Username and password

Sign in with the username and password you set during the registration journey.

HSBC

English 简体 繁體

HSBC Private Bank
Welcome

Username

[Reset your password](#)

[Register >](#) [Continue](#)

© HSBC Private Bank 2026

Internet Banking website – Login

Verify Your Identity

We keep you safe by verifying your identity.

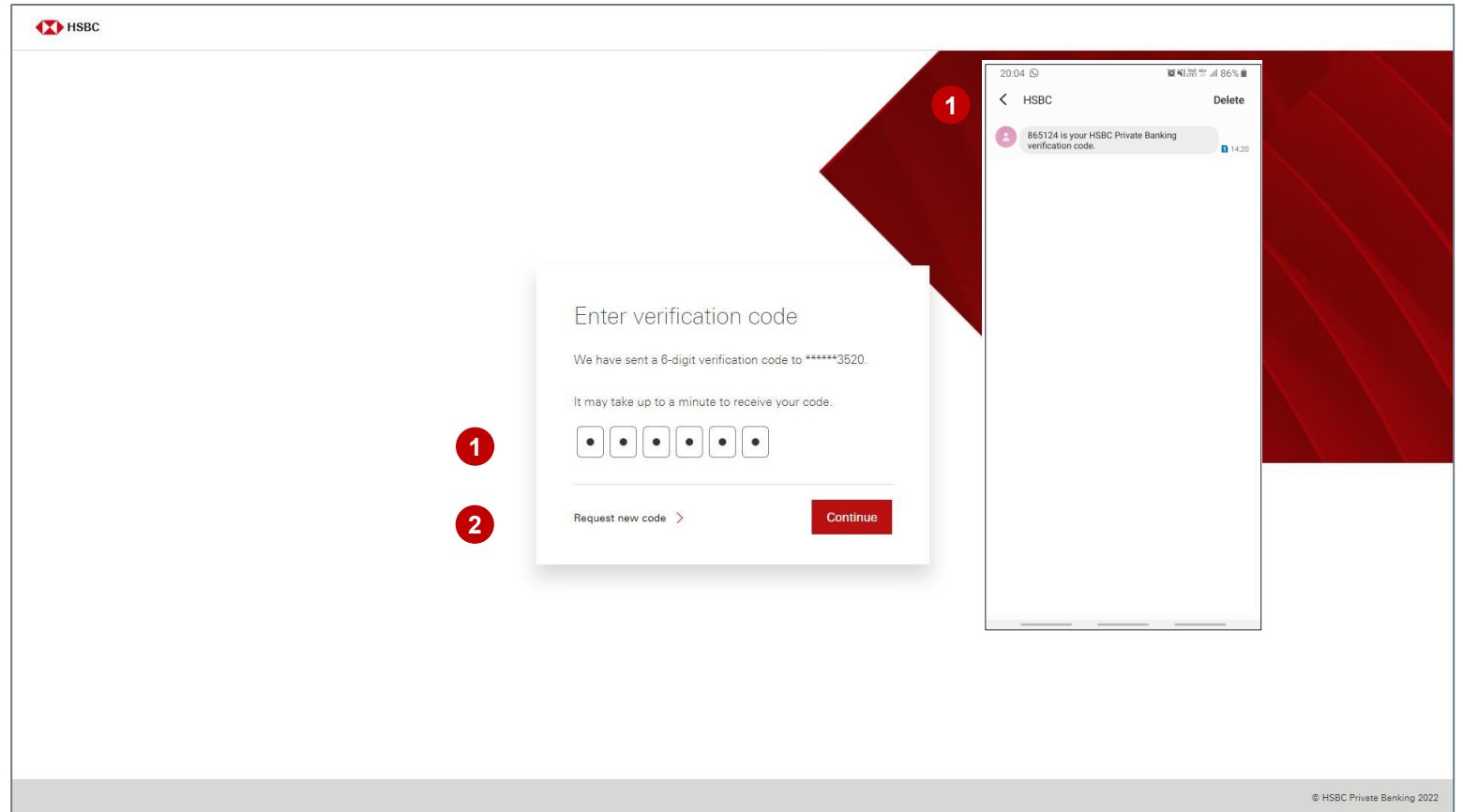
1. 6-digit verification code

Select a mobile phone number and enter the 6-digit verification code sent to your registered mobile number.

2. Request new code

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

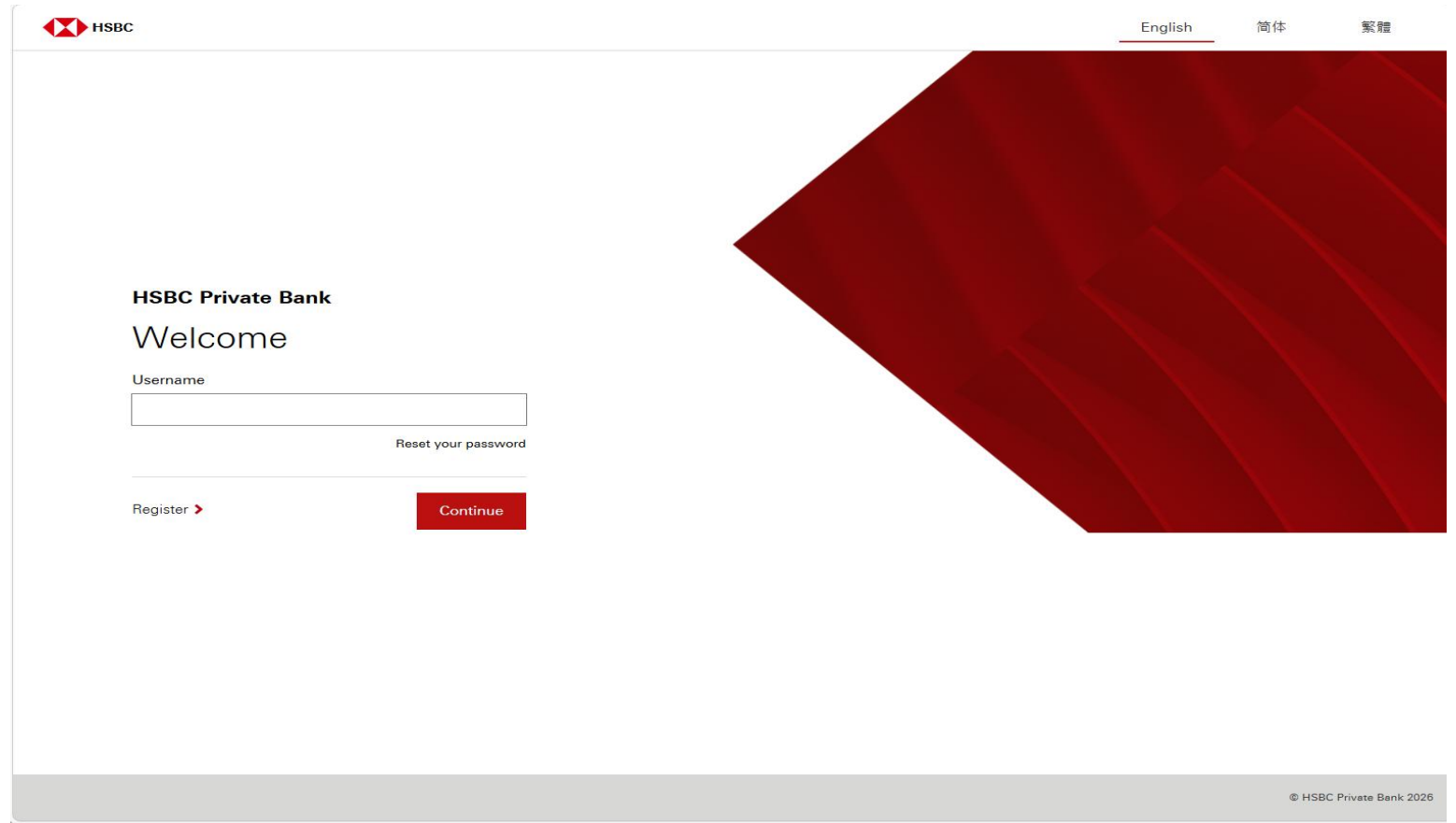
You will be logged in after successful OTP validation.



Internet Banking website – Reset password

Forgotten your password?

1. Click “Reset password”



The screenshot shows the HSBC Private Bank login interface. At the top left is the HSBC logo. At the top right are language links: English (underlined), 简体, and 繁體. The main content area features the text "HSBC Private Bank" and "Welcome". Below this is a "Username" label and a text input field. To the right of the input field is a link that says "Reset your password". At the bottom left of the login section is a "Register >" link. At the bottom right is a red button labeled "Continue". A large, dark red geometric graphic is on the right side of the page. The footer contains the copyright notice "© HSBC Private Bank 2026".

HSBC

English 简体 繁體

HSBC Private Bank
Welcome

Username

Reset your password

Register > Continue

© HSBC Private Bank 2026

Internet Banking website – Reset password

Your username

1. Key in your username

HSBC

English 简体 繁體

Forgotten password

Username

Continue

1

© HSBC Private Banking 2022

Internet Banking website – Reset password

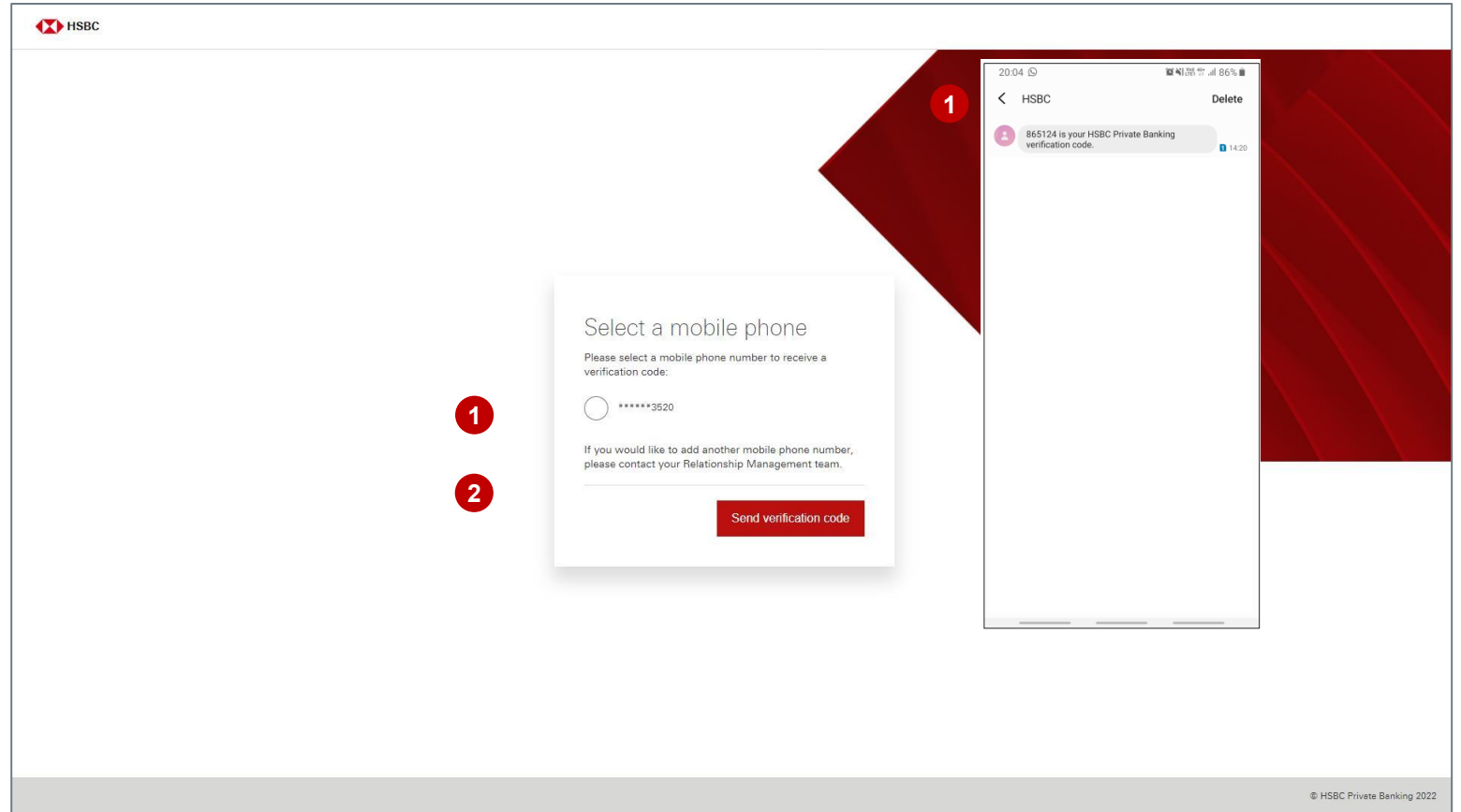
SMS OTP

1. SMS OTP Verification

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

2. Request new code

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



Internet Banking website – Reset password

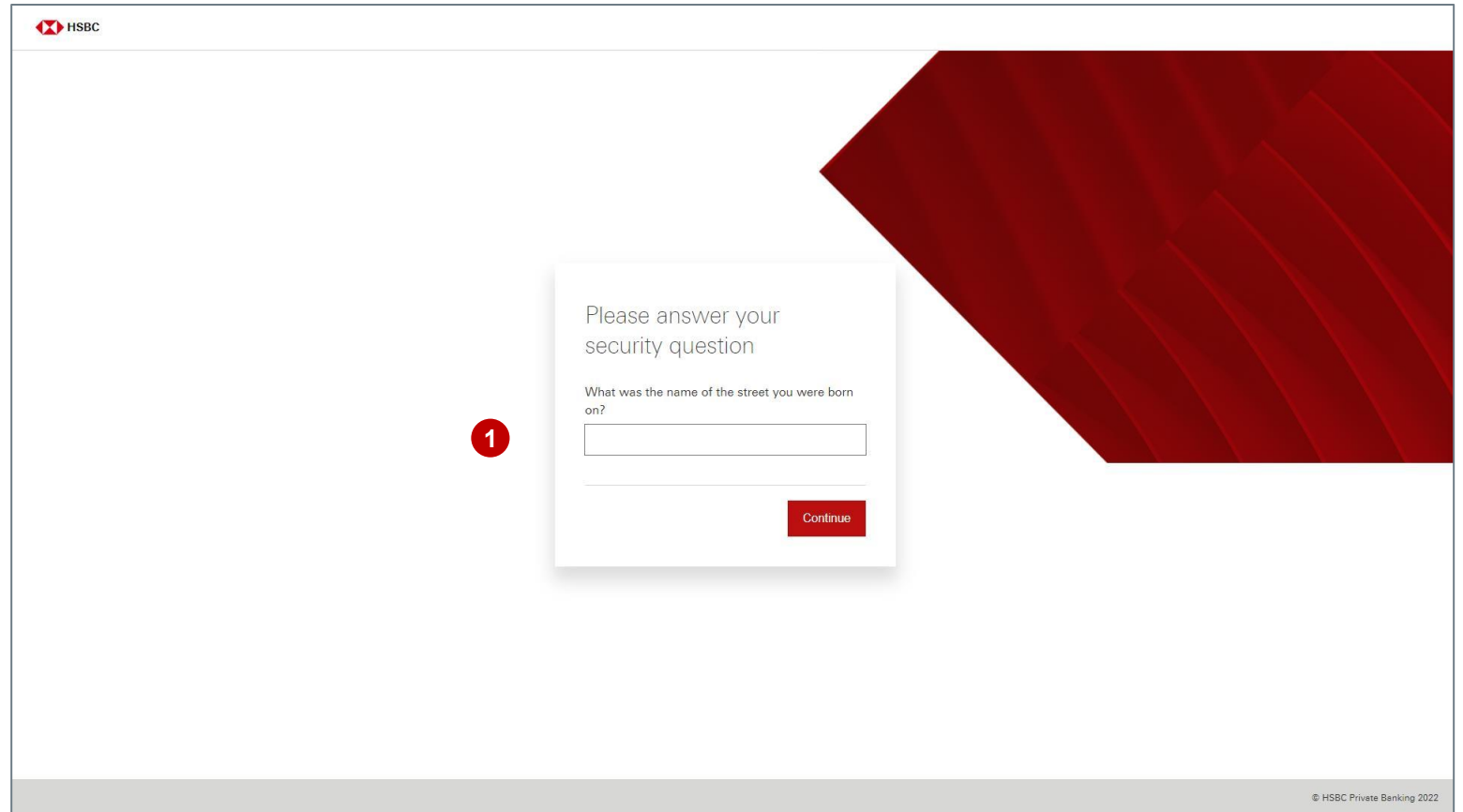
Answer your security question

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 the password reset process. The HSBC logo is in the top left corner. A large, dark red, abstract geometric shape is on the right side of the page. In the center, there is a white modal box with a red circle containing the number '1' to its left. The modal box contains the text 'Please answer your security question' and 'What was the name of the street you were born on?'. Below the text is a text input field. At the bottom right of the modal box is a red button labeled 'Continue'. The footer of the page contains the text '© HSBC Private Banking 2022'.

HSBC

Please answer your security question

What was the name of the street you were born on?

Continue

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Internet Banking website – Reset password

Create a new password

1. New password

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

- Avoid sequential characters;
- Do not use the same character for more than half the total;
- Do not use a sequence of three or more equal or consecutive characters;
- Avoid using any sequence of letters from your username;
- Avoid ASCII characters;
- Avoid using easily accessible personal information or the same passwords for accessing other services.

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 @ _ ' . - ? ! \$ * =

In addition:

- please avoid sequential characters (eg 'qwerty' or '12345');
- please do not use the same character for more than half the total (eg 12121212121212);
- please do not use a sequence of three or more equal or consecutive characters (eg 111, abc or 2468);
- please avoid using any sequence of letters from your username;
- please avoid ASCII characters (eg 汇丰);
- please avoid using easily accessible personal information (e.g. first name, last name, date of birth, telephone number, etc.) or the same passwords for accessing other services.

1

Re-enter password

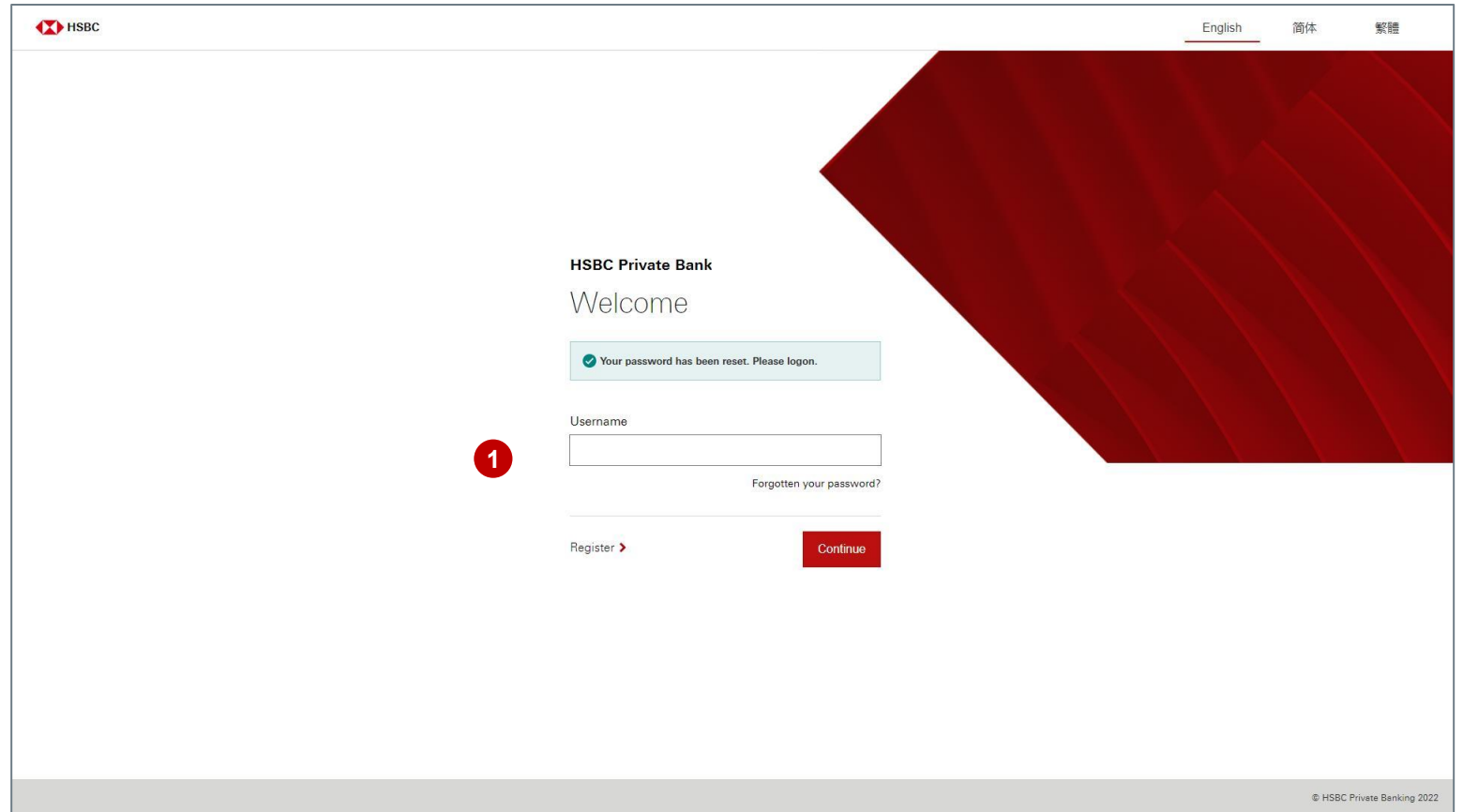
Continue

Internet Banking website – Reset password

Congrats, your password has been reset!

1. Password reset success

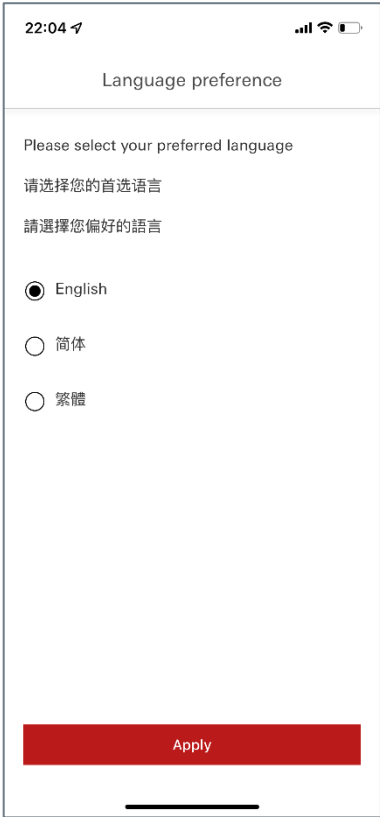
You will be redirected back to the login page where you may login with your new credentials.



The screenshot shows the HSBC Private Bank login interface. At the top left is the HSBC logo. At the top right are language links: English (underlined), 简体, and 繁體. A large red decorative graphic is on the right side. The main content area says "HSBC Private Bank" and "Welcome". Below this is a green success message: "Your password has been reset. Please login." followed by a red circle with the number "1". There is a "Username" label and an input field. Below the input field is a link "Forgotten your password?". At the bottom left is a "Register >" link, and at the bottom right is a red "Continue" button. The footer contains the text "© HSBC Private Banking 2022".

Internet Banking mobile app – One-time set up

One-time set up on the mobile app



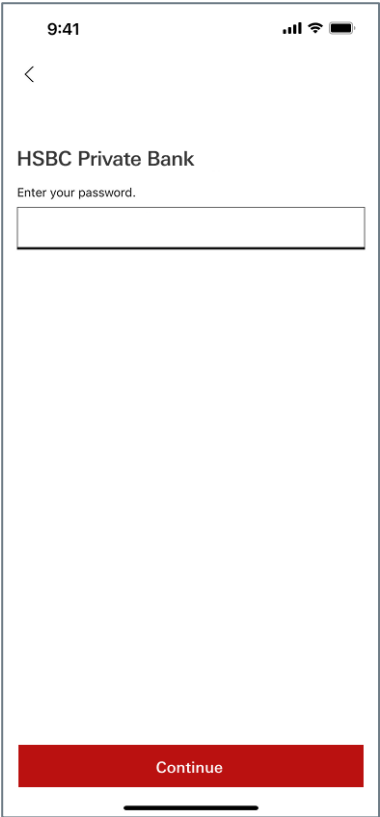
1. Language settings

Select your preferred language which will be applied for all future sessions.



2. Username

Key in the username you used when registering to the HSBC Private Bank website.

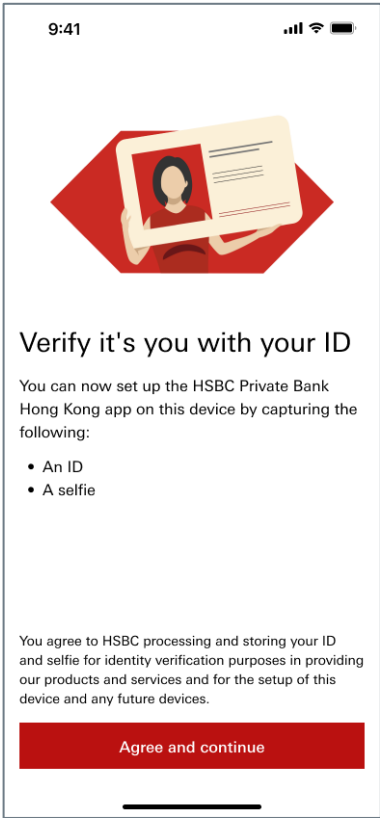


3. Password

Key in the password you created when registering to the HSBC Private Bank website.

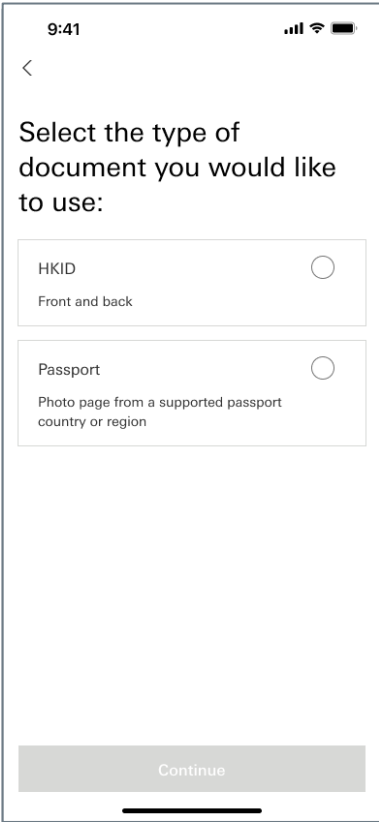
Internet Banking mobile app – One-time set up

One-time set up on the mobile app



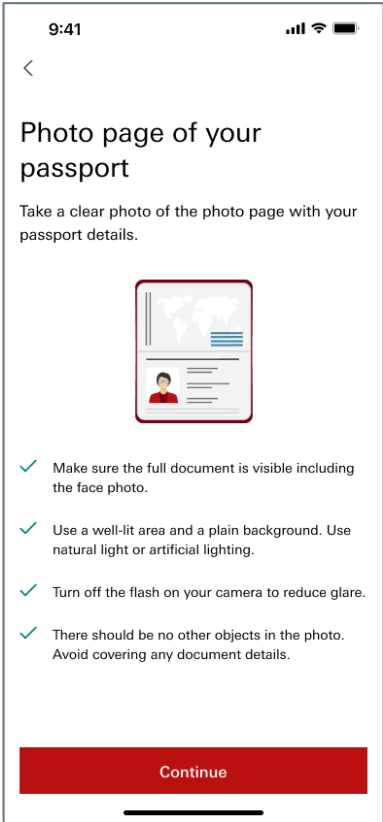
4. ID and Selfie Verification

Verify your identity with your HKID/ Passport and a selfie.



5. Document Type

Select the type of document. Both HKID and Passport are supported.

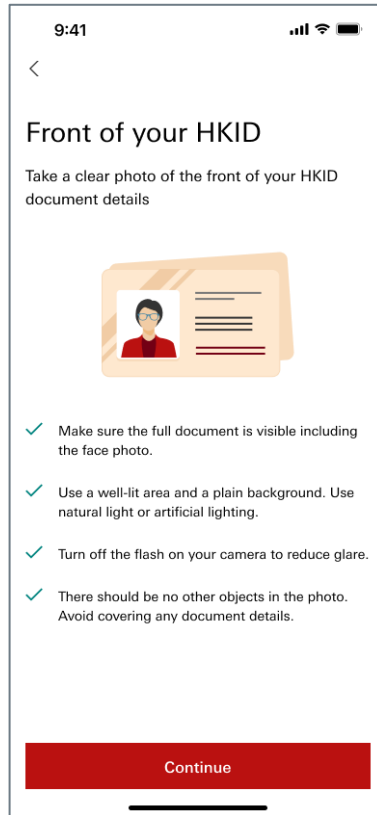


6. Passport*

Take a clear photo of the photo page with your passport details.

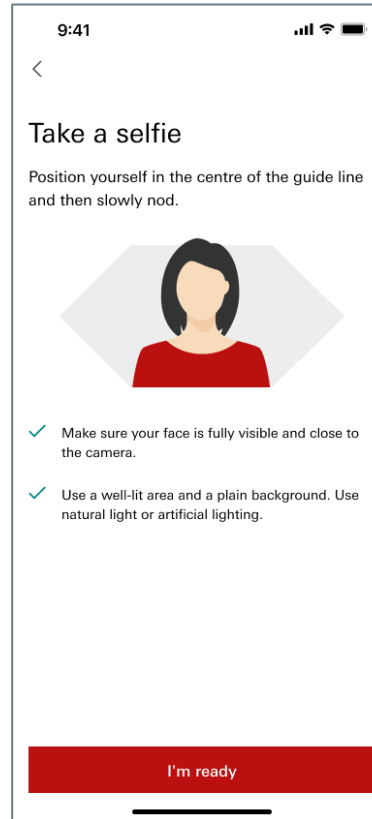
Internet Banking mobile app – One-time set up

One-time set up on the mobile app



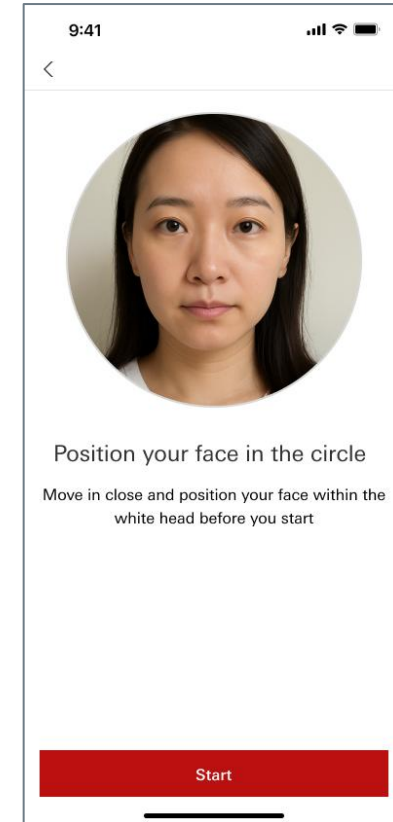
7. HKID

Take a clear photo of the front and back of your HKID.



8. Selfie

Take a selfie and make sure your face is fully visible and close to the camera.

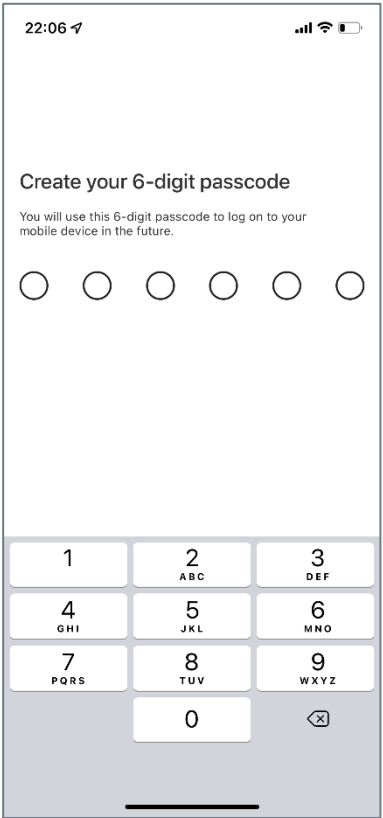


9. Selfie Capture*

Follow the instructions provided on the screen.

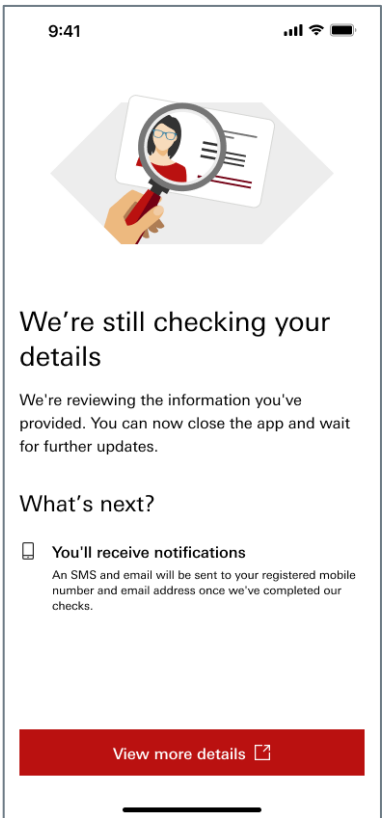
Internet Banking mobile app – One-time set up

One-time set up on the mobile app



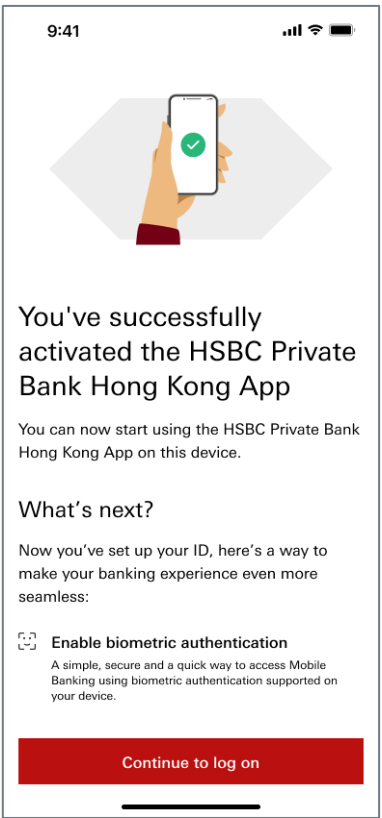
10. 6-digit passcode*

Set up a 6-digit passcode, which will be used for mobile app login.



11. Pending

You can close the app and wait for further updates via SMS and Email within 24 hours.

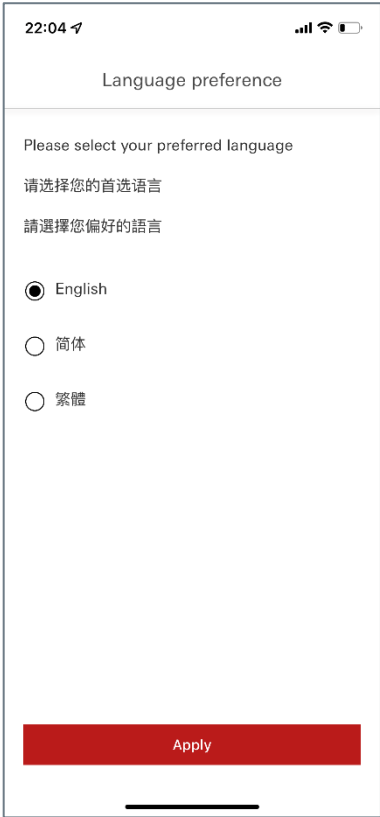


12. Set up completed

The profile is now linked to your mobile device. You may link up to 5 mobile devices with your profile.

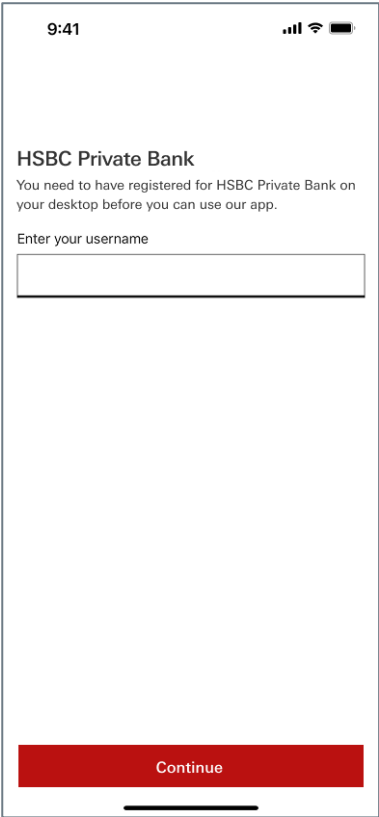
Internet Banking mobile app – Subsequent device set up

Subsequent device set up on the mobile app



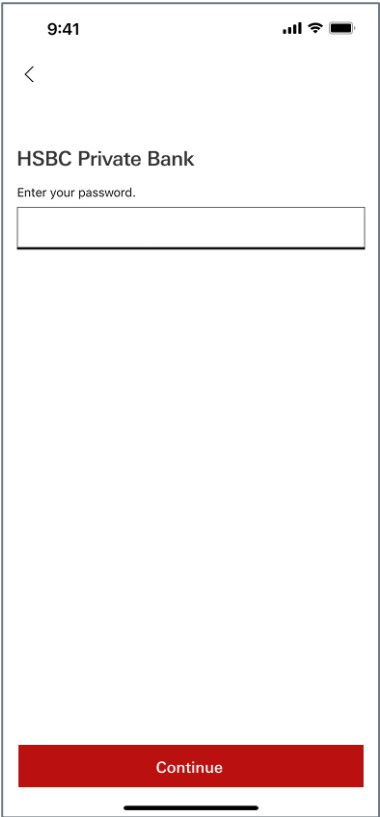
1. Language settings

Select your preferred language which will be applied for all future sessions.



2. Username

Key in the username you used when registering to the HSBC Private Bank website.

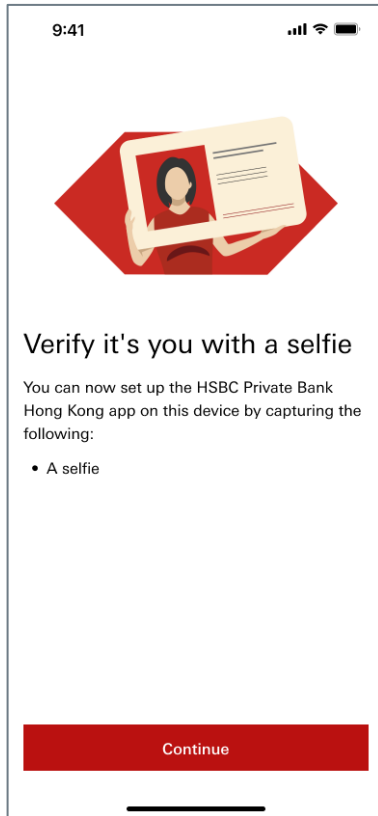


3. Password

Key in the password you created when registering to the HSBC Private Bank website.

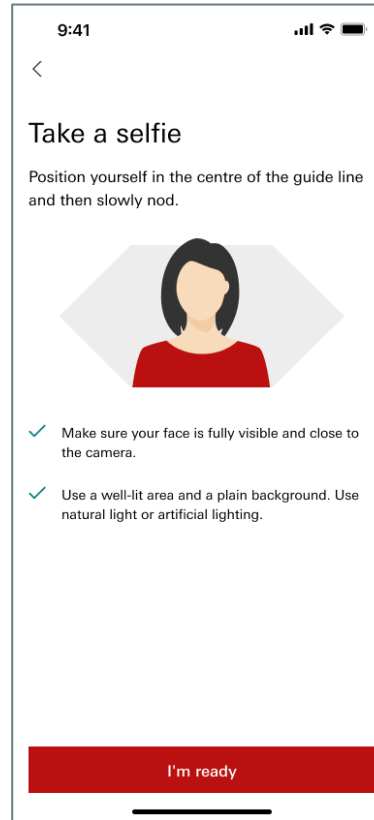
Internet Banking mobile app – Subsequent device set up

Subsequent device set up on the mobile app



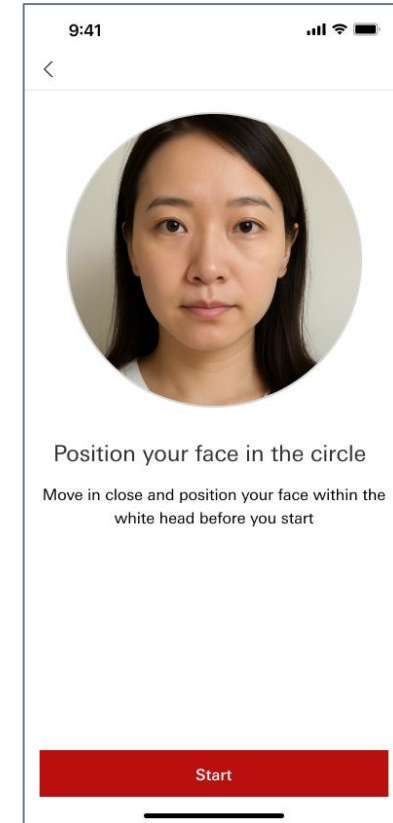
4. Selfie Verification

Verify your identity with a selfie only.



5. Selfie

Take a selfie and make sure your face is fully visible and close to the camera.

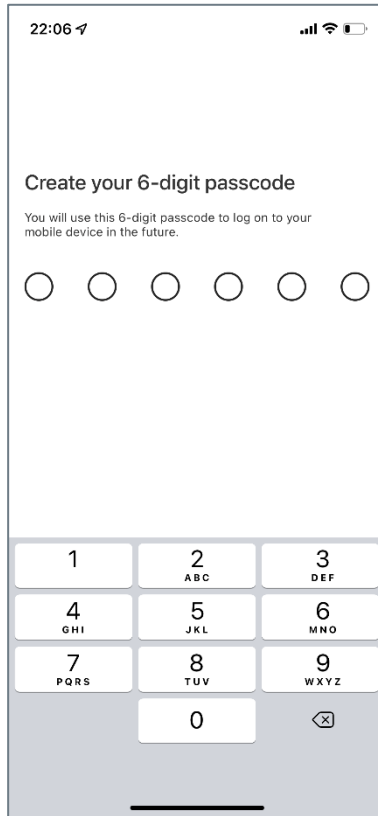


6. Selfie Capture*

Follow the instructions provided on the screen.

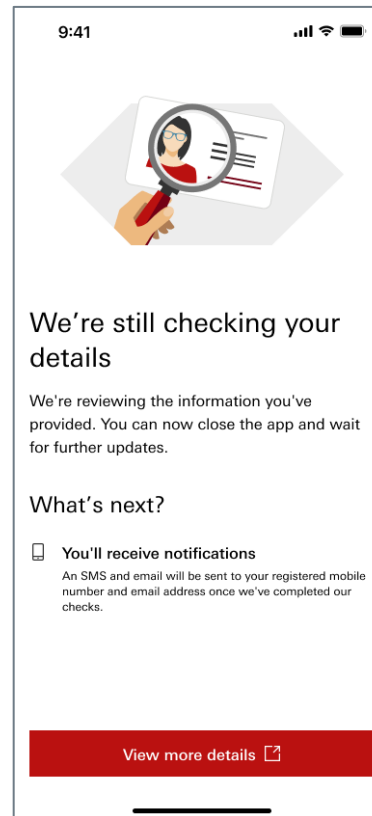
Internet Banking mobile app – Subsequent device set up

Subsequent device set up on the mobile app



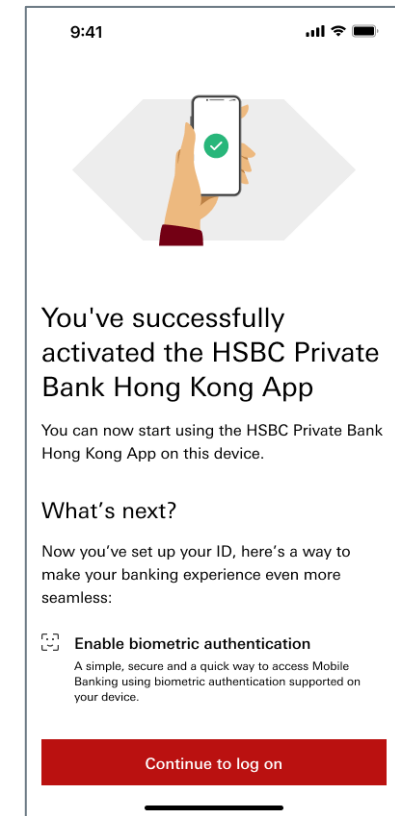
7. 6-digit passcode*

Set up a 6-digit passcode, which will be used for mobile app login.



8. Pending

You can close the app and wait for further updates via SMS and Email within 24 hours.

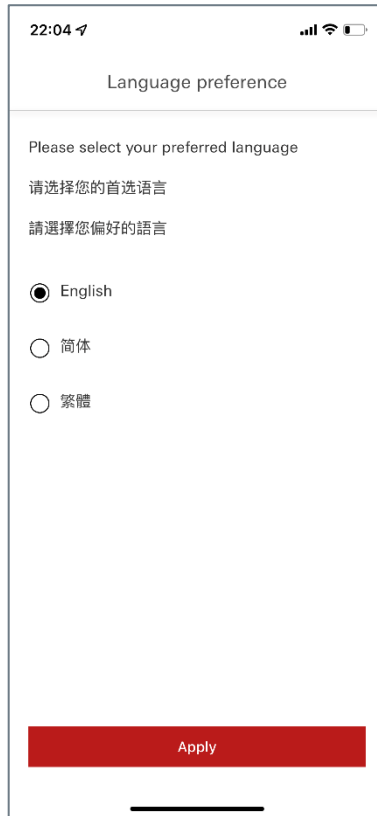


9. Set up completed

The profile is now linked to your mobile device. You may link up to 5 mobile devices with your profile.

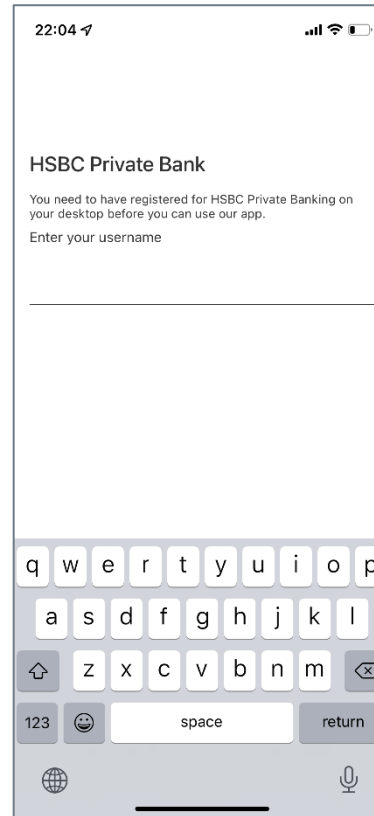
Internet Banking mobile app – SMS OTP set up

SMS OTP set up on the mobile app



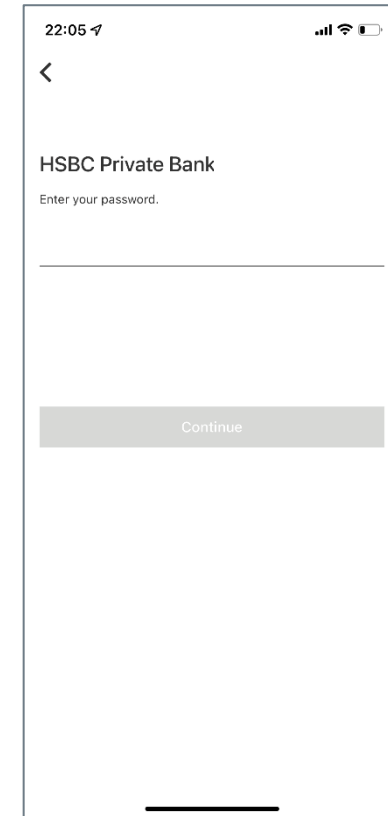
1. Language settings

Select your preferred language which will be applied for all future sessions.



2. Username

Key in the username you used when registering to the HSBC website

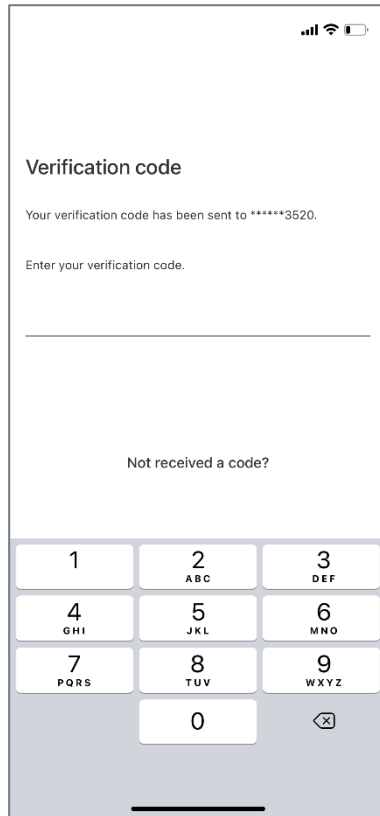


3. Password

Key in the password you created when registering to the HSBC website

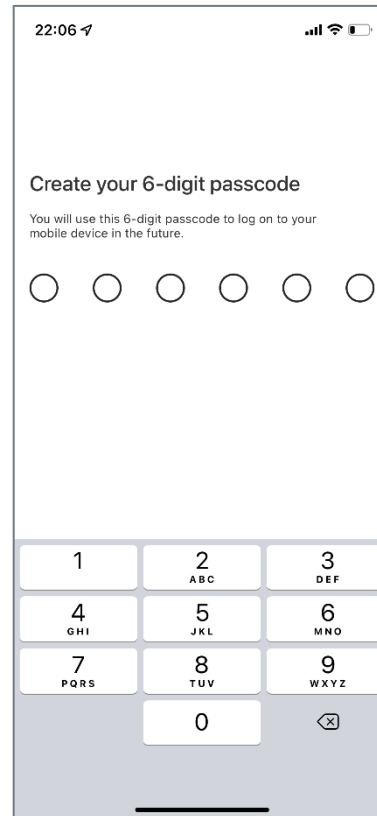
Internet Banking mobile app – SMS OTP set up

SMS OTP set up on the mobile app



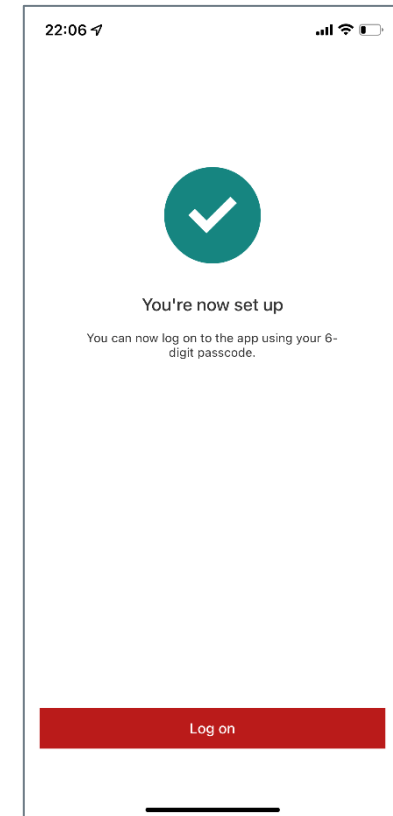
4. One-time SMS OTP

Key in the verification code sent to your registered mobile number.



5. 6-digit passcode*

Set up a 6-digit passcode, which will be used for mobile app login.



6. Set up completed

The profile is now linked to your mobile device. You may link up to 5 mobile devices with your profile.

*If supported by your mobile device, you may enable Fingerprint or Face ID authentication when you first login.

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 Private Bank website > Disclaimer > Cross Border Disclaimer for disclosure of cross-border considerations regarding your location of residence.