

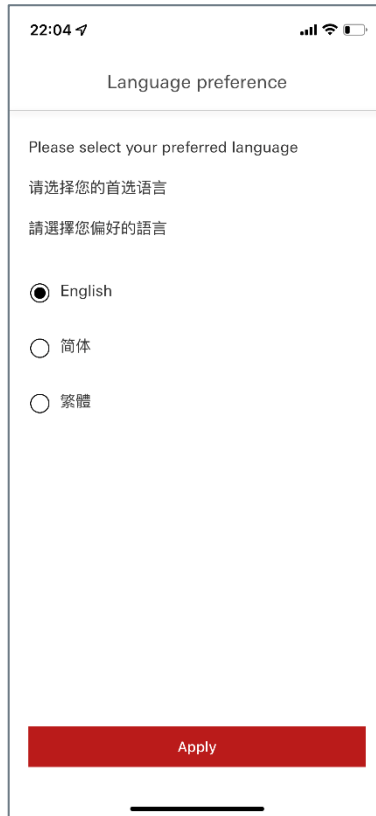
Internet Banking

Mobile Login



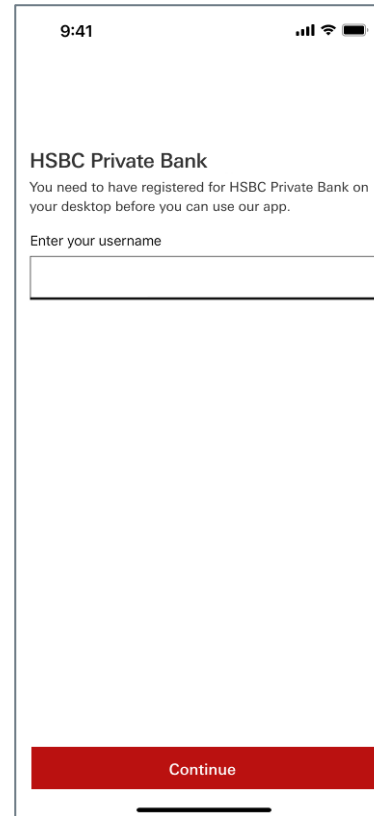
Internet Banking mobile app – One-time set up

One-time set up on the mobile app



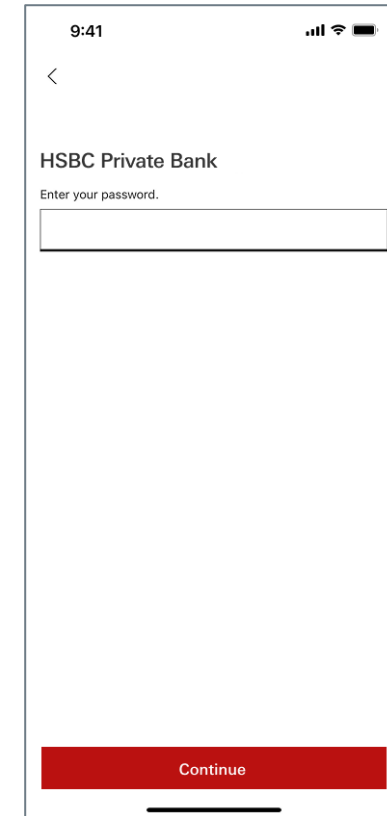
1. Language settings

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.

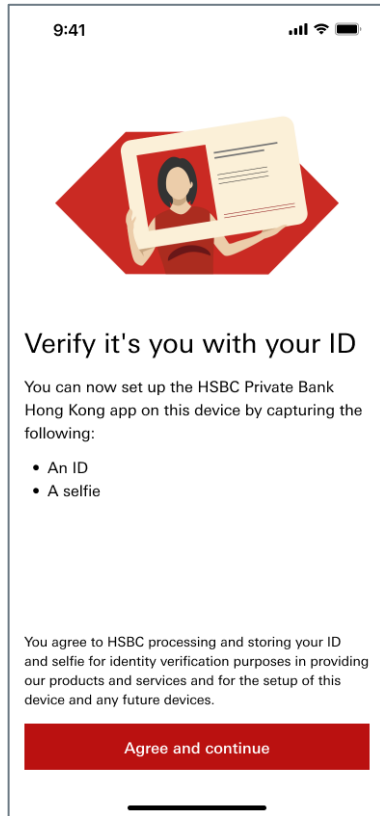


3. Password

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

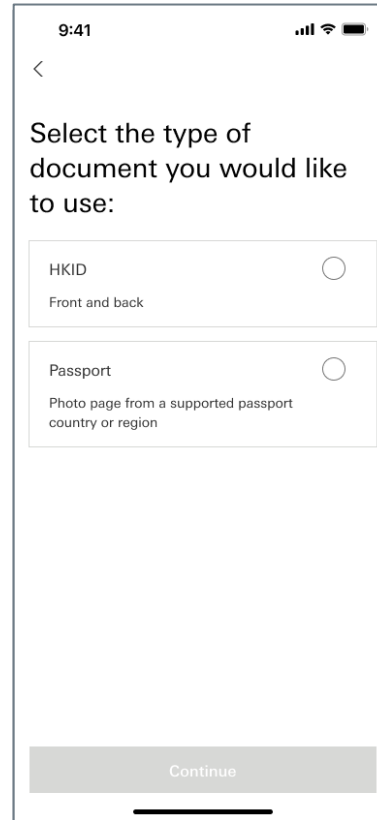
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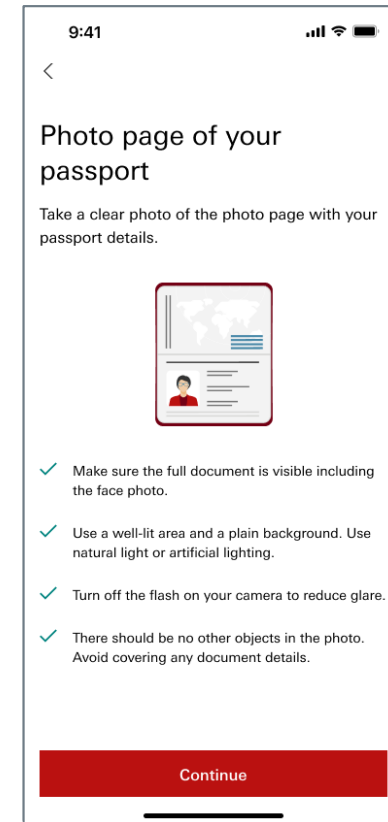
4. ID and Selfie Verification

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



5. Document Type

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



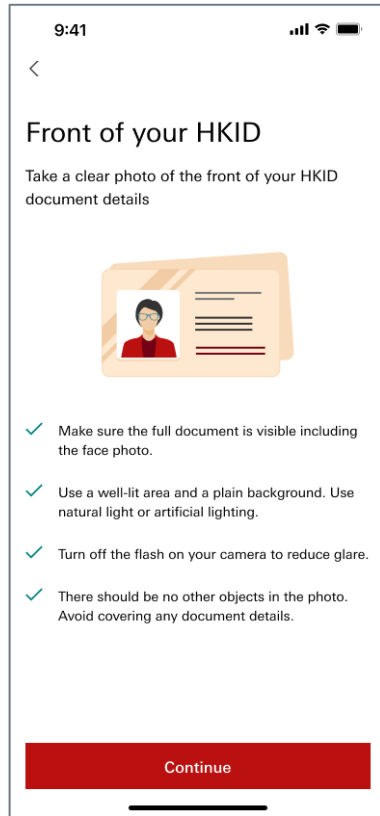
6. Passport*

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

*Internet Banking mobile app currently supports both HKID and Passport.

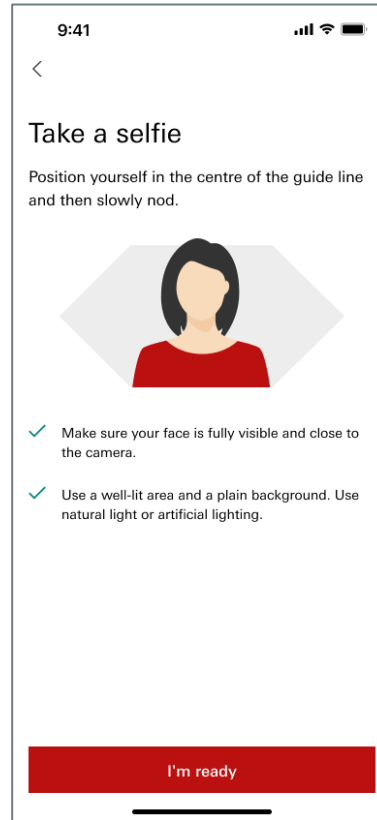
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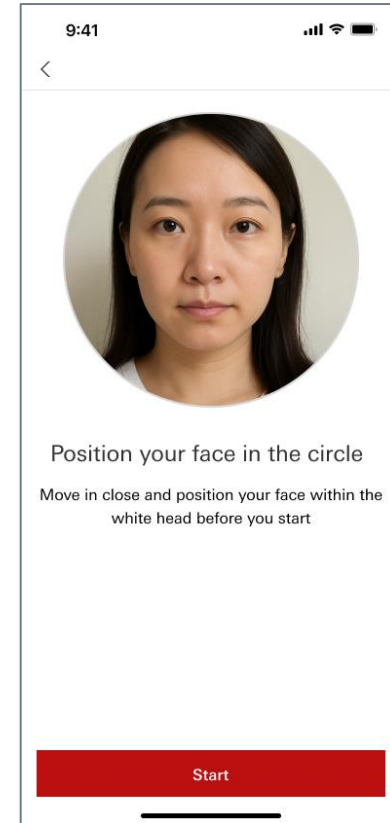
7. HKID

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.



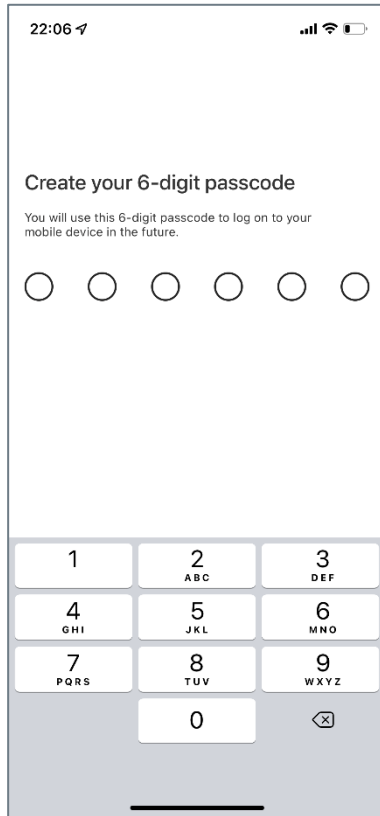
9. Selfie Capture*

Follow the instructions provided on the screen.

*Please ensure you're in a well-lit area for selfie capture.

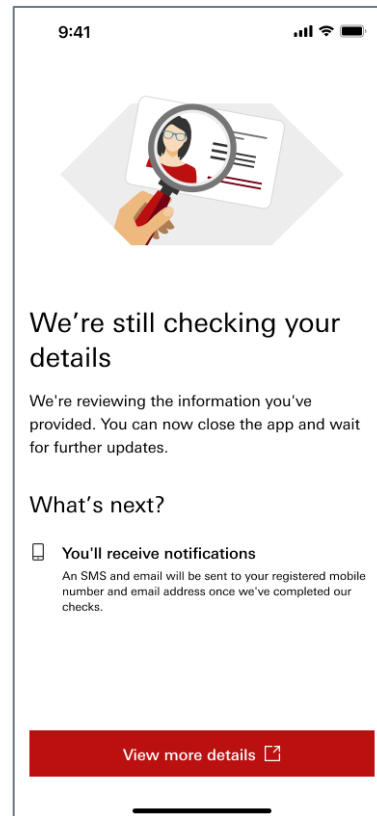
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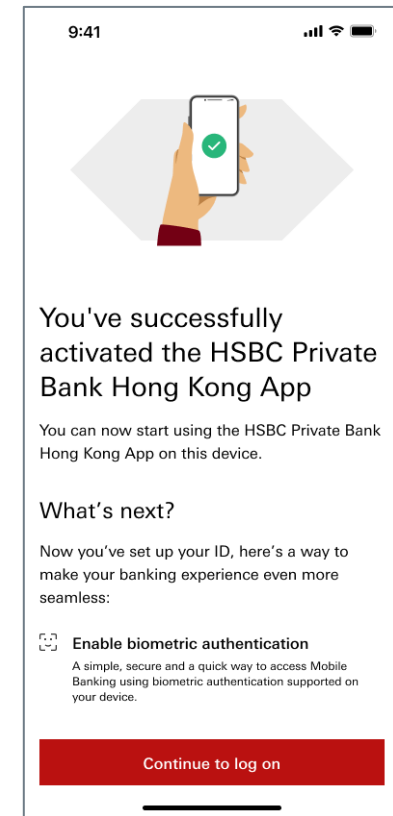
10. 6-digit passcode*

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.



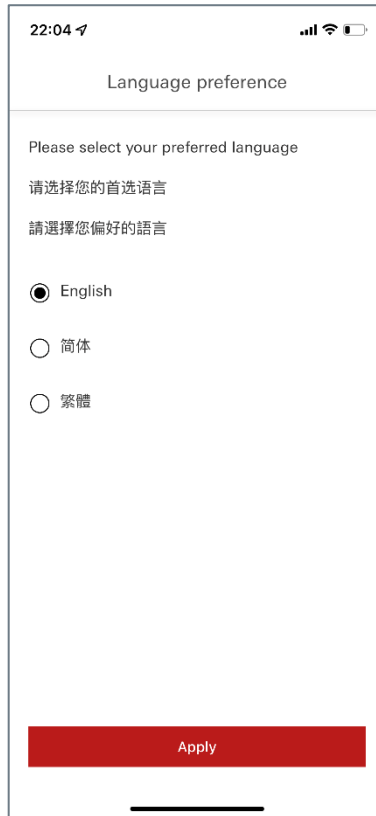
12. Set up completed

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

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

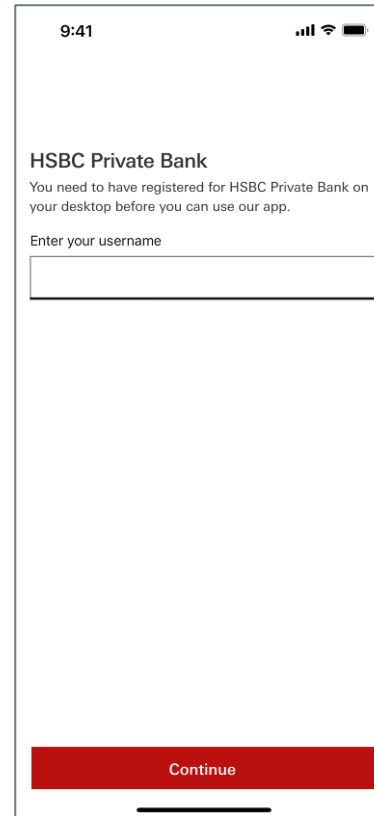
Internet Banking mobile app – Subsequent device set up

Subsequent device set up on the mobile app



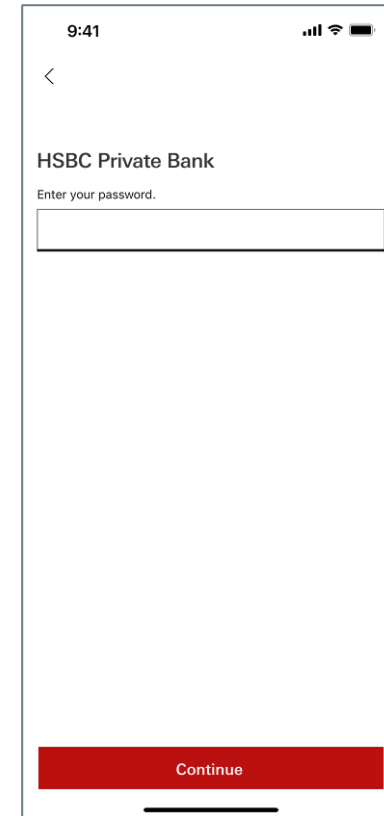
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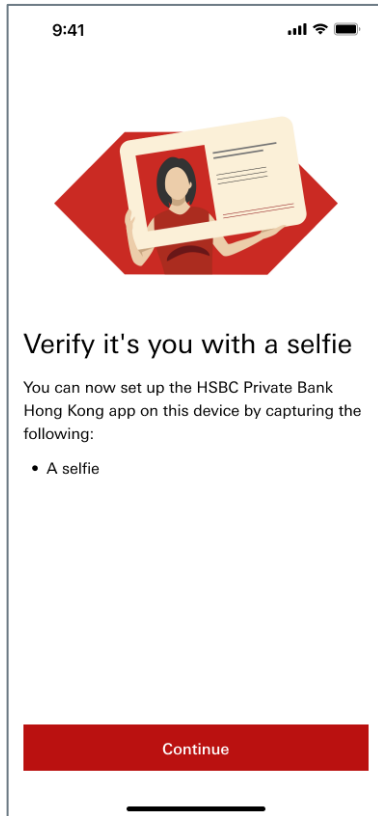


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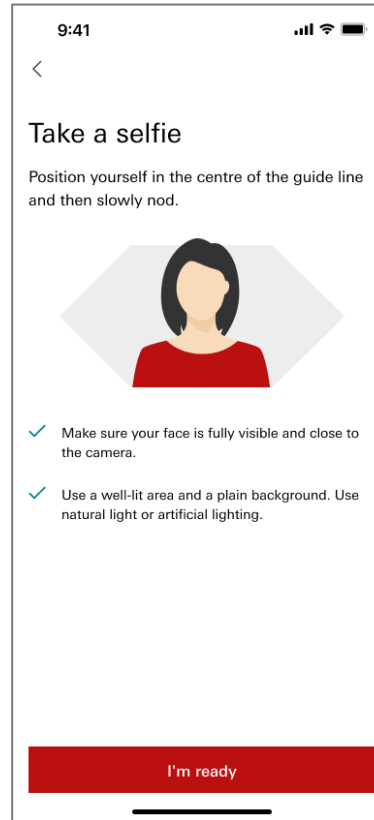
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Subsequent device set up on the mobile app



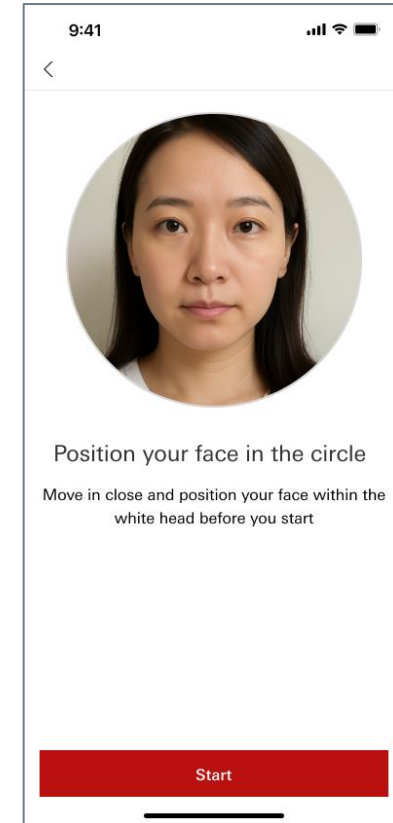
4. Selfie Verification

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.



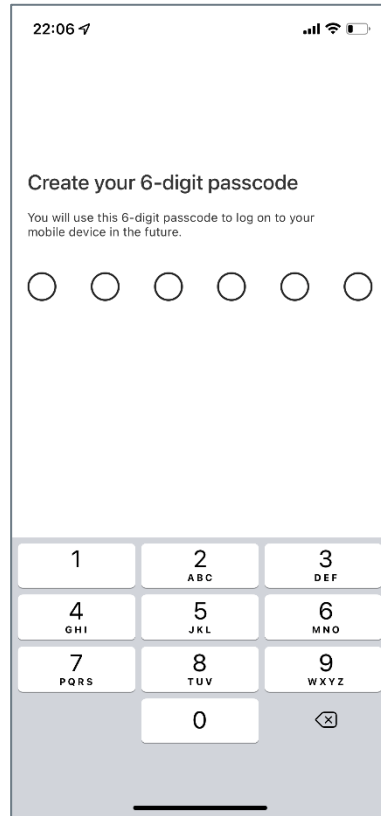
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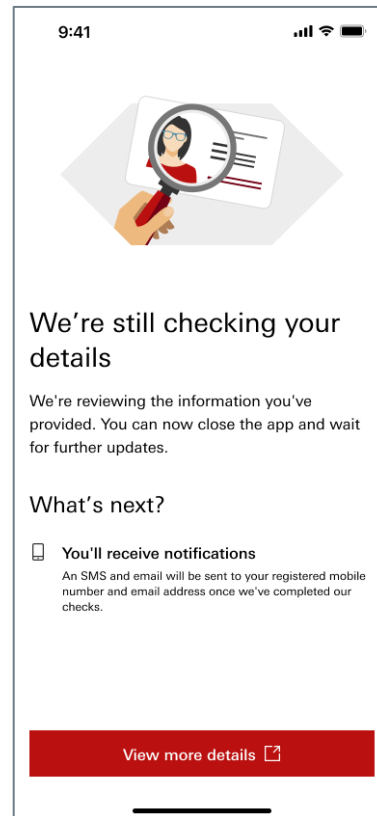
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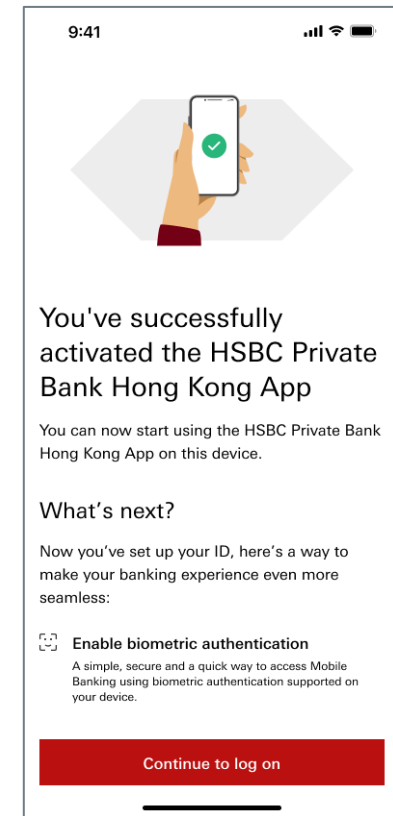
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Contact Points

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.