

Internet Banking

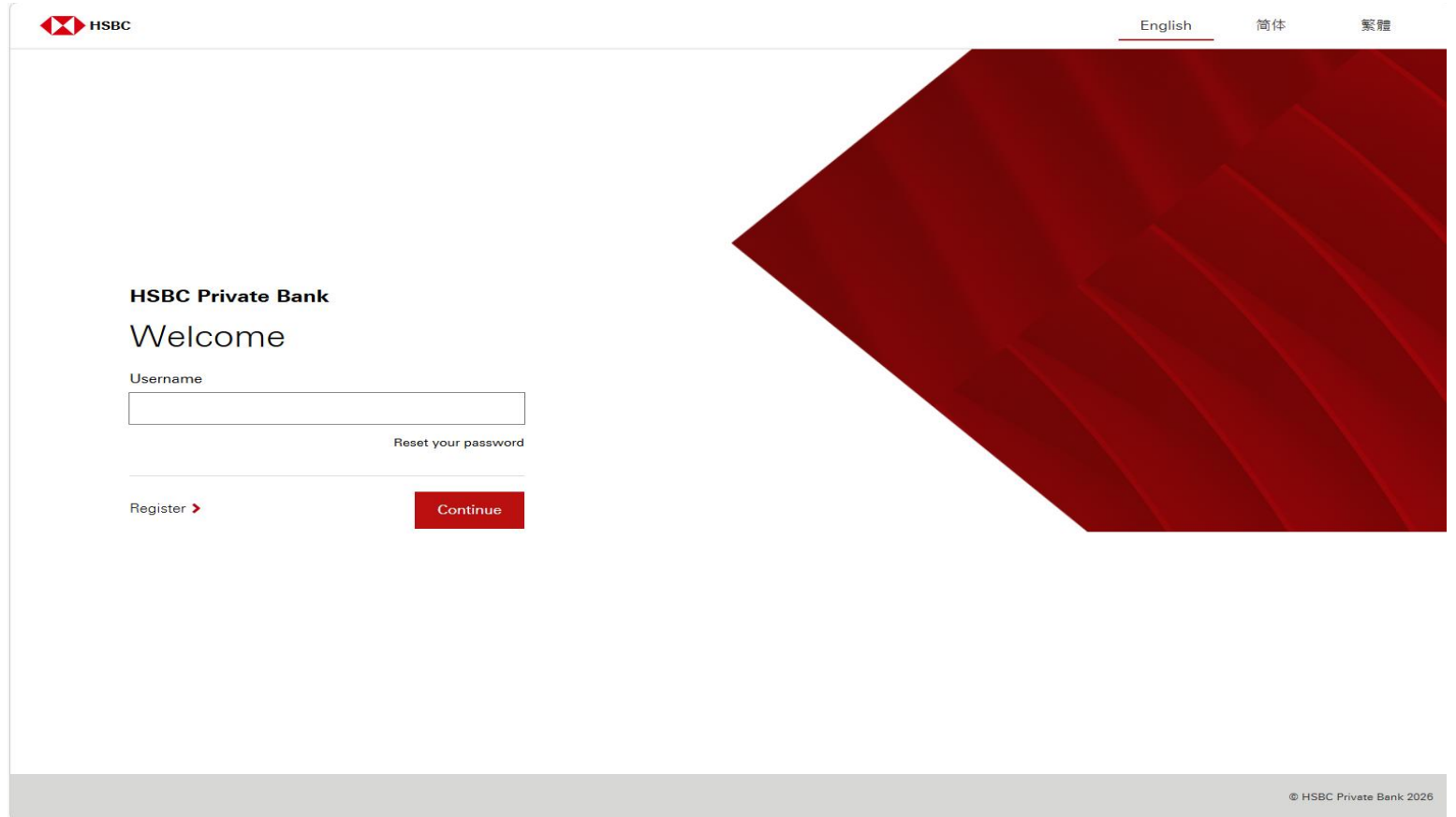
Reset Password Guide



Internet Banking website – Reset password

Forgotten your password?

1. Click “Reset password”



The screenshot shows the HSBC Private Bank 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 Bank" and "Welcome". Below this is a "Username" label and an input field. To the right of the input field is a link that says "Reset your password". Below the input field are two buttons: "Register >" and "Continue". A large red graphic is on the right side of the page. At the bottom right, there is a copyright notice: "© 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

© HSBC Private Banking 2022

Internet Banking website – Reset password

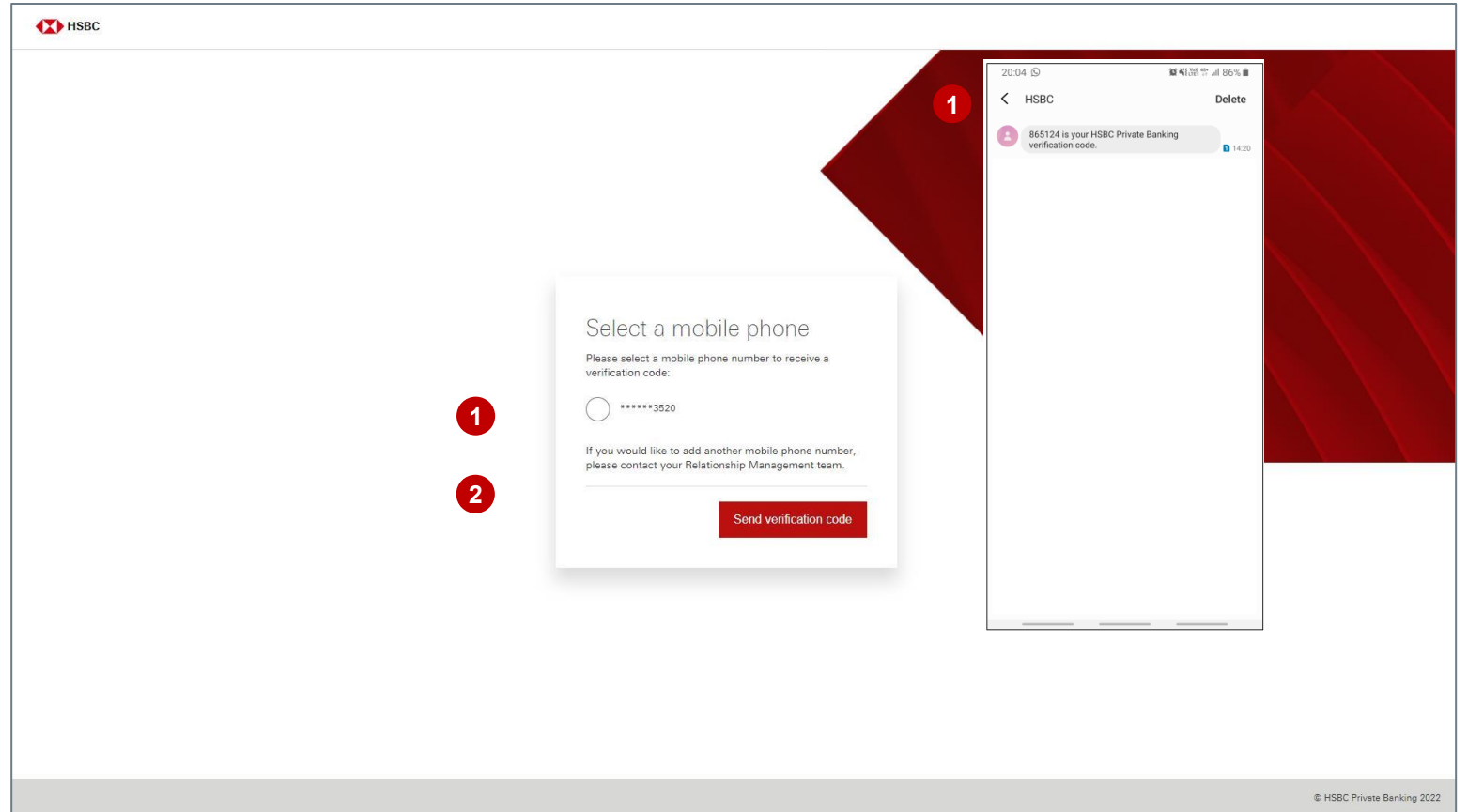
SMS OTP

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

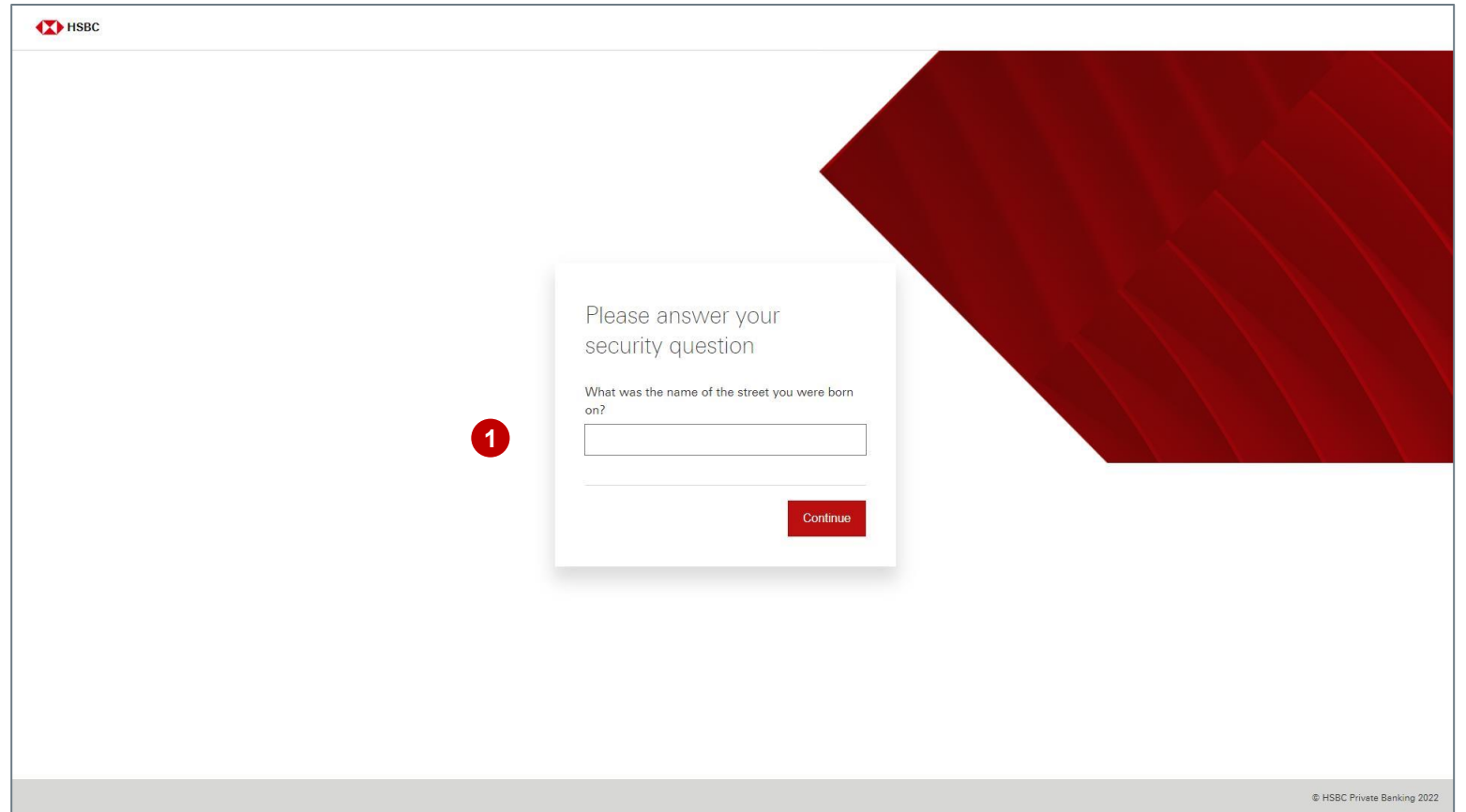
Answer your security question

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 a password reset. At the top left, the HSBC logo is visible. The main content area features a white card with a red border. The card contains the text "Please answer your security question" and a question: "What was the name of the street you were born on?". Below the question is a text input field. A red button labeled "Continue" is positioned at the bottom right of the card. A red circle with the number "1" is placed to the left of the card, indicating the first step in the process. The background of the website is white with a large red abstract graphic on the right side. The footer of the page contains the text "© HSBC Private Banking 2022".

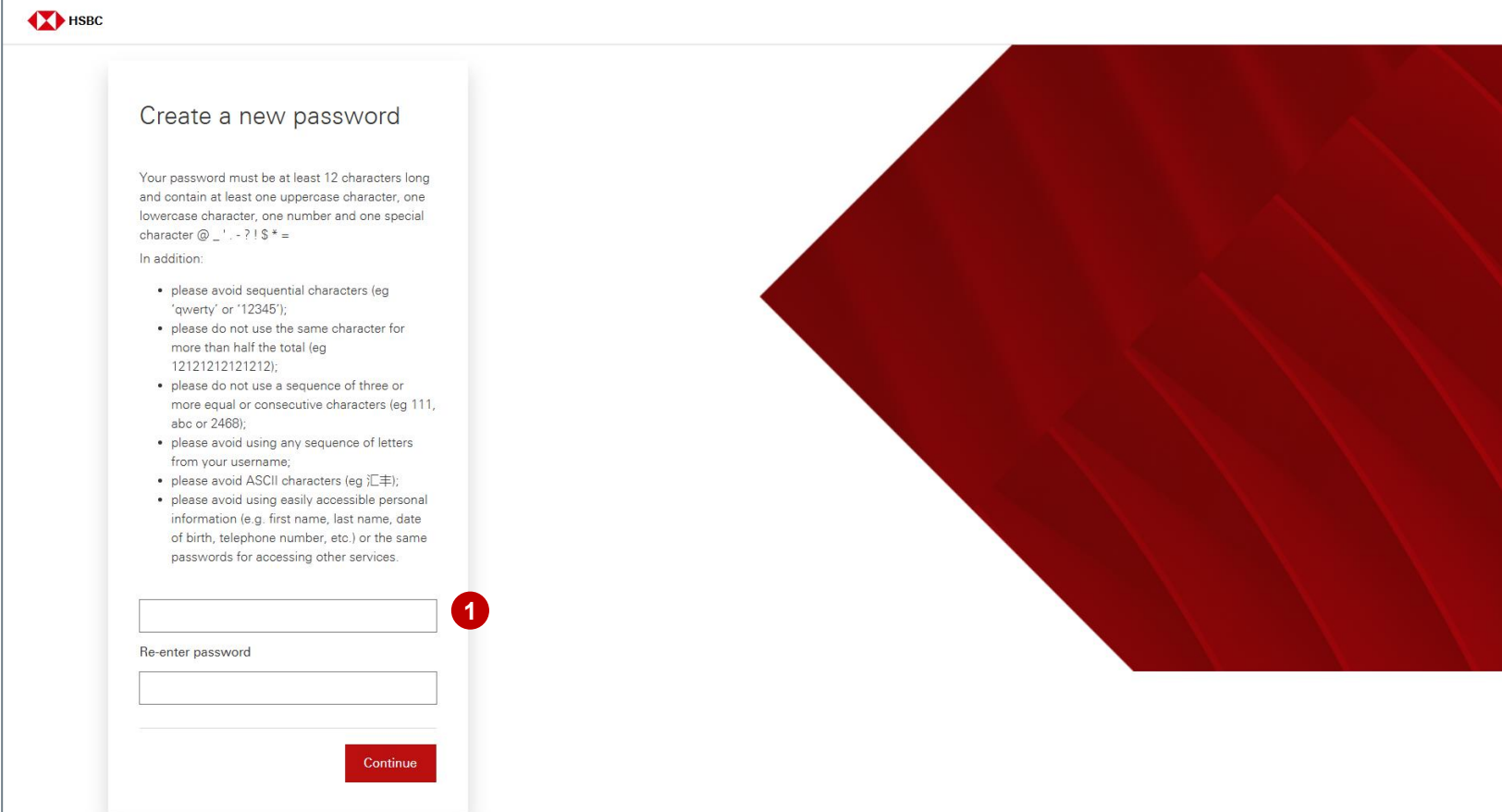
Internet Banking website – Reset password

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

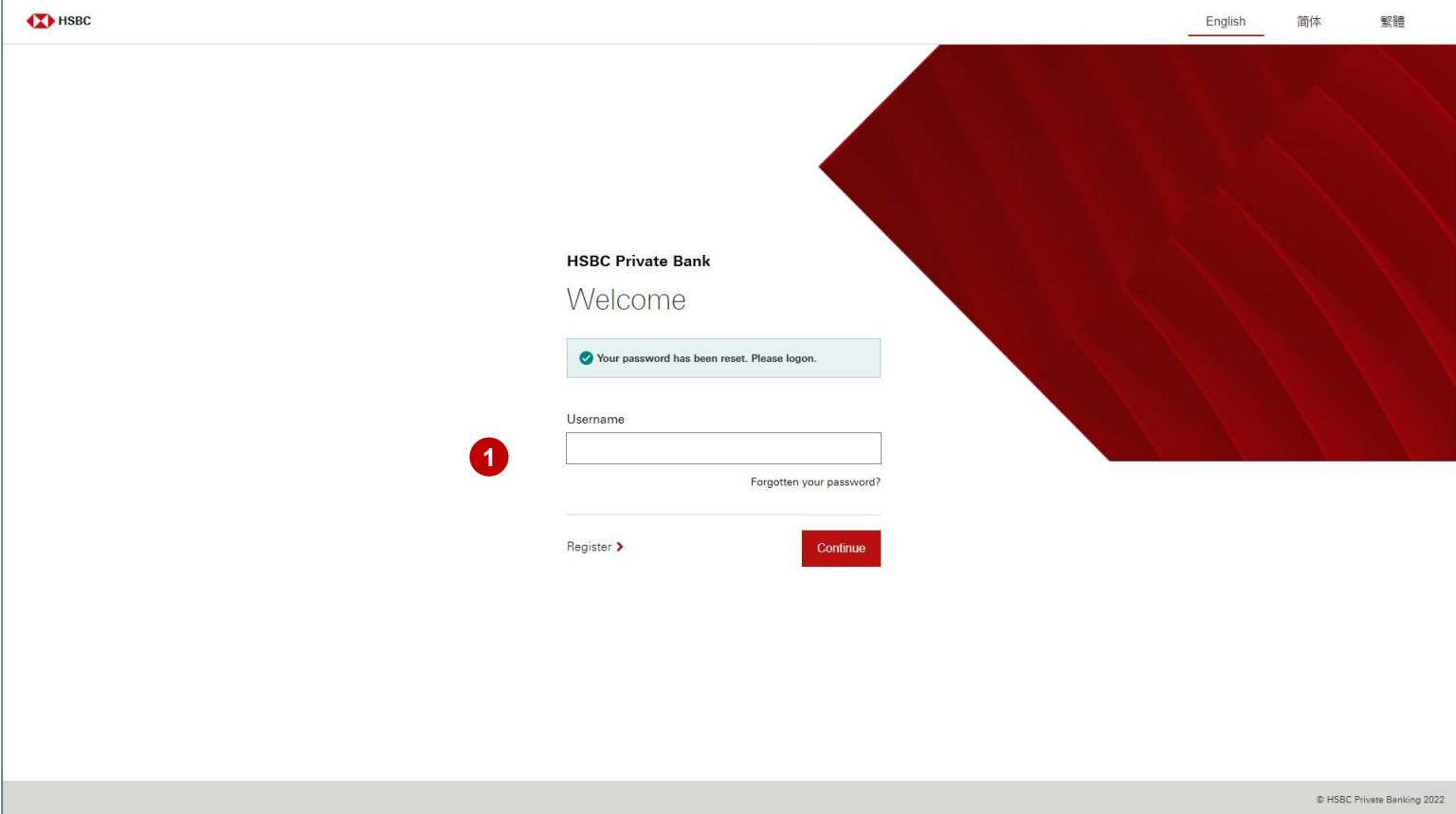
Continue

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 displays the HSBC Private Bank 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 HSBC Private Bank logo and the word "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" label and an input field. A red circle with the number "1" is positioned to the left of the input field. To the right of the input field is a link that says "Forgotten your password?". At the bottom left of the login area is a "Register >" link, and at the bottom right is a red "Continue" button. The footer of the page 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

 +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.