

Your guide to HSBC Digital Banking



Table of Contents

Your guide to HSBC Digital Banking



Navigate through this guide by clicking on any of the journeys below or the headers in the following pages!

HSBC Singapore App

1. Mobile Banking registration

- Online Banking Registration

2. Transfers & Payments

- Outward transfers

3. Card management

- Credit card activation
- Credit card payment
- Debit card activation
- Debit card PIN reset

HSBC Online Banking

1. Transfers & Payments

- Change in transfer limit
- PayNow registration

2. Accounts management

- Time Deposit Withdrawal / Update Maturity Instructions
- Update of mobile number
- Update of email
- Update of address



Using the HSBC Singapore App





[HSBC Singapore App](#) | [Mobile Banking registration](#) • Transfers & Payments • Card management

[HSBC Online Banking](#) | Transfers & Payments • Accounts management



Using the HSBC Singapore App

Mobile Banking registration





Online Banking Registration



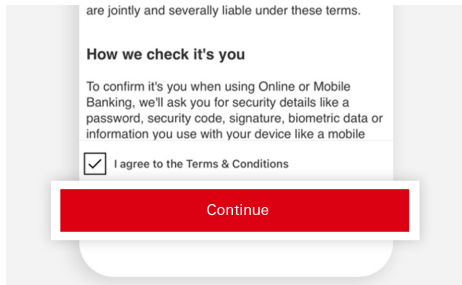
Download the HSBC Singapore App on the Apple App Store or Google Play Store.

Note: To register via HSBC Singapore App, you will need to have:

- ✓ An active account with HSBC Singapore
- ✓ A Singpass account
- ✓ The Singpass app installed on your mobile device

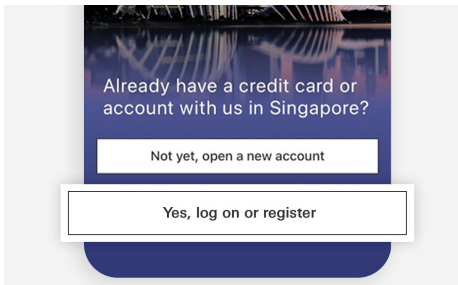
Your NRIC/FIN information with Singpass should also match your record with HSBC.

Otherwise, you can register via hsbc.com.sg/register



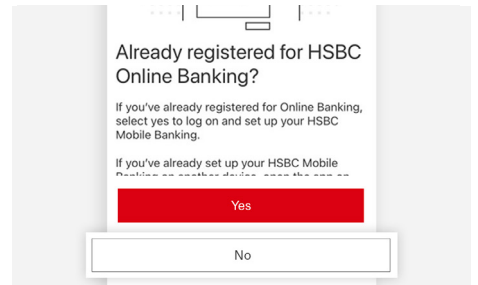
Step 1

Launch the HSBC Singapore App and accept the terms and conditions.



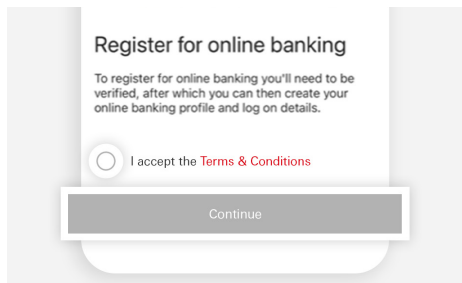
Step 2

Select '**Yes, log on or register**' button.



Step 3

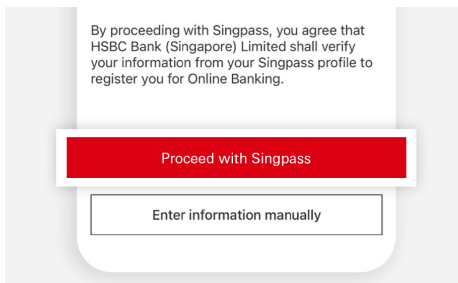
Select '**No**' to proceed.



Step 4

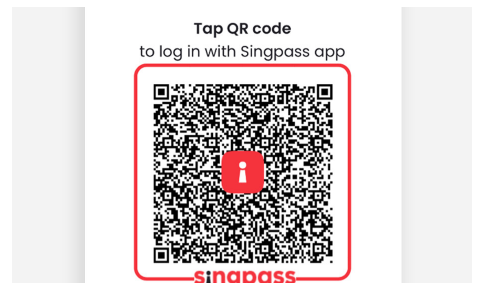
Accept the Terms & Conditions then select '**Continue**' to proceed.

Note: You can tap on the Terms & Conditions hyperlink to view it.



Step 5

- If you have Singpass: Select '**Proceed with Singpass**' to proceed with the journey.
- If you do not have Singpass: Select '**Enter information manually**', and you will be directed to continue via a webpage.



Step 6

If you have selected '**Proceed with Singpass**', you can tap on the QR code to proceed to the Singpass mobile app.



A fake email claiming to be from Singpass is circulating. Please do not click on hyperlinks or open attachments in the email as they may lead to phishing websites or contain malicious software. If you suspect that you have fallen prey, please call 6335 3533 to report it to Singpass Helpdesk.

Log in with Singpass

Your trusted digital identity

Tap QR code to log in with Singpass app



Note: You will need to have the Singpass app downloaded to proceed.

Create new log on details

Create a unique username

Username must be between 6 to 30 alphanumeric characters and can't be changed once set. Do not include sensitive/ confidential information for your username.

Continue

Step 7

Note: After allowing the use of Singpass, you will be directed back to the HSBC Singapore App.

Create a username and password for your Online Banking account, then tap **'Continue'**.

What was your favourite childhood TV programme?

Who is the person you most admire?

Who is your favourite musical artist?

Who is your favourite sports star?

Who is your favourite television or film character?

Who is your favourite writer?

Continue

Step 8

Select a Security Question, then tap on **'Continue'** to proceed.

Answer security question

What was your favourite childhood TV programme?

Your security answer cannot be more than 30 alphanumeric characters.

Confirm answer

Continue

Step 9

Input your answer and confirm it. Then select **'Continue'** to proceed.

Please create a new 6-digit PIN

Enter your new PIN



Step 10

Create a 6-digit Mobile PIN and re-enter it to confirm.

Note: This Mobile PIN will be used for mobile app logins if you do not enable biometric login.

Your Digital Secure Key will be activated after 12 hours. During this time you will not be able to complete transactions that require your Digital Secure Key, however you can still log on to view your account balances and transactions via the app and Online Banking.

Here are a few things that you can set up, or you can amend later within your settings:

Enable biometric authentication
Simple, secure and a fast way to access HSBC Mobile Banking using fingerprint or facial recognition if supported on your device.

Continue to log on

Step 11

Your Online Banking profile is now set up. Select **'Continue to log on'** to proceed to HSBC Singapore App.



Using the HSBC Singapore App

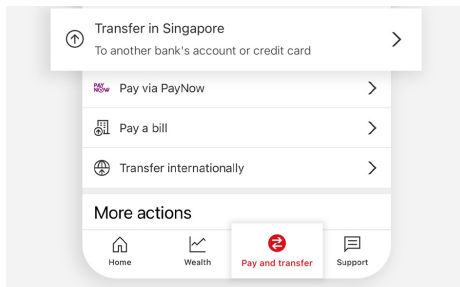
Transfers & Payments





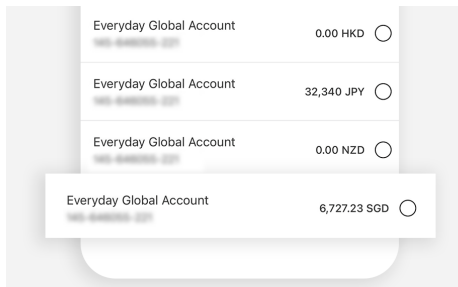
Outward Transfers (to a new payee)

Transfer funds easily and conveniently using the HSBC Singapore App!



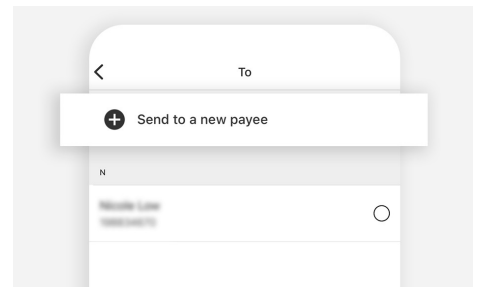
Step 1

Log in to your HSBC Singapore App and select **'Pay and transfer'**, before selecting **'Transfer in Singapore'**.



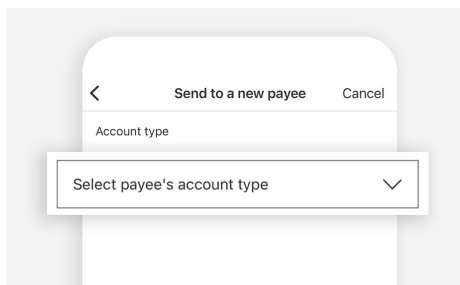
Step 2

Select the account to make your transfer from.



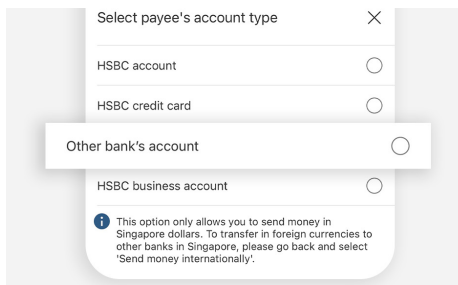
Step 3

Select **'Send to a new payee'**.



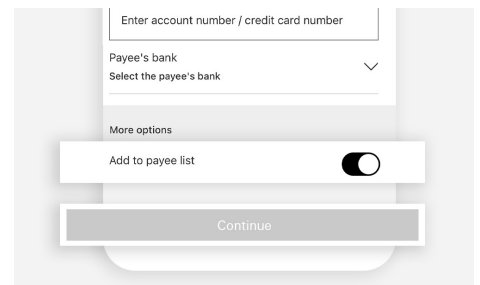
Step 4

Select **'Select payee's account type'**.



Step 5

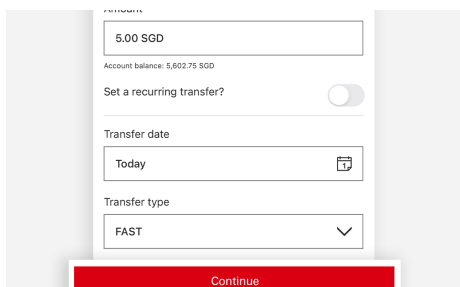
Select the appropriate account type, e.g. **'Other bank's account'**.



Step 6

- Input relevant information.
- Select **'Continue'** once done.

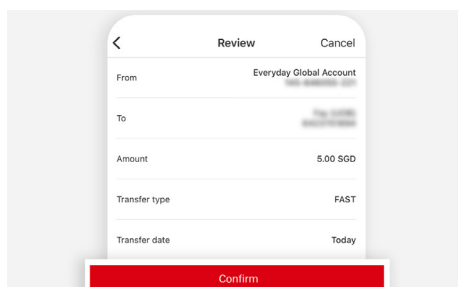
Note: You can add this account to your payee list for quick transfers.



Step 7

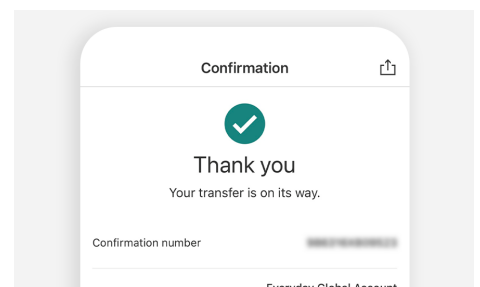
- Input relevant information.
- Select **'Continue'** once done.

Note: You can choose to set as a recurring transfer.



Step 8

Select **'Confirm'** after reviewing your information.



Step 9

Your transfer is now complete.



Using the HSBC Singapore App

Card management

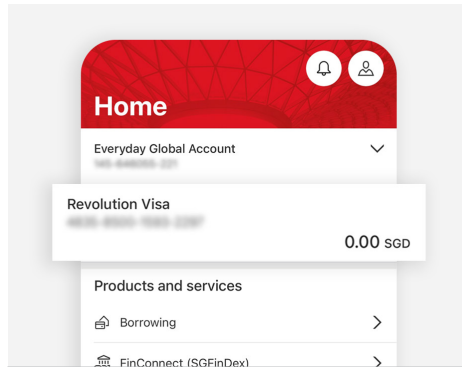
- Credit card activation
- Credit card payment
- Debit card activation
- Debit card PIN reset





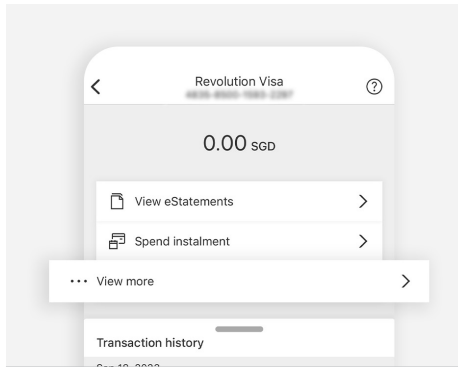
Activating your credit card?

The fastest and simplest way to activate your credit card is through HSBC Singapore App once you have received your physical card.



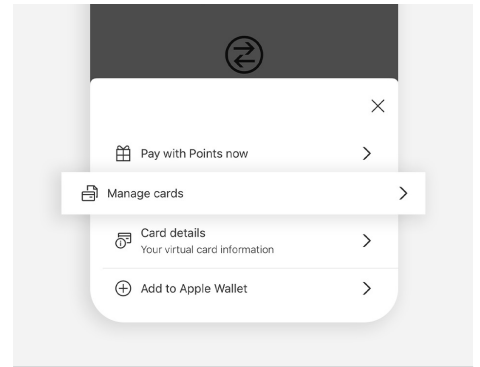
Step 1

Login to the app and **select the credit card** to be activated from the Home page.



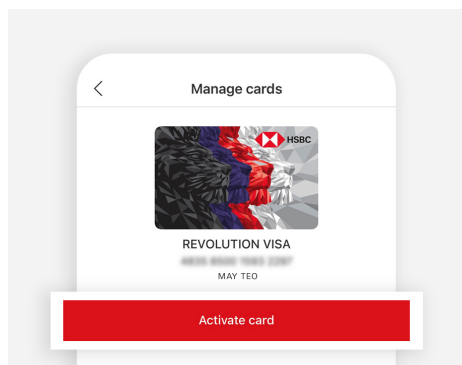
Step 2

Tap on **'View more'**.



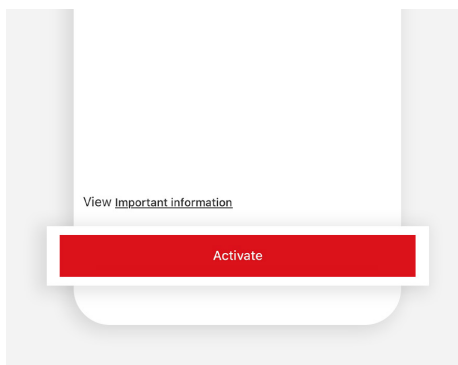
Step 3

Tap on **'Manage cards'**.



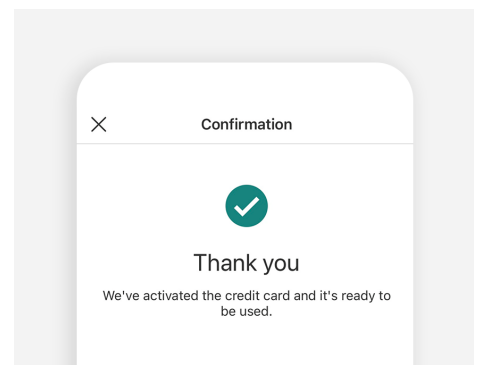
Step 4

Tap on **'Activate card'**.



Step 5

Tap on **'Activate'**.



Step 6

Your card is now activated and ready for use!

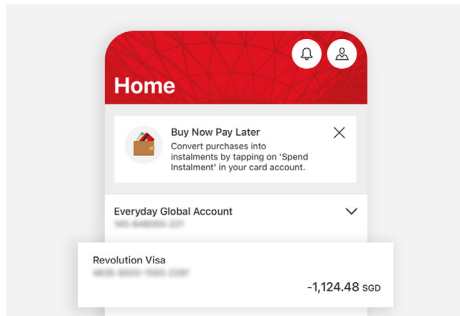
If you do not have the HSBC Singapore App, download the app and register via Singpass. Once you've successfully logged on to HSBC Singapore App, you can activate your credit card following the steps above.



Credit Card Payment

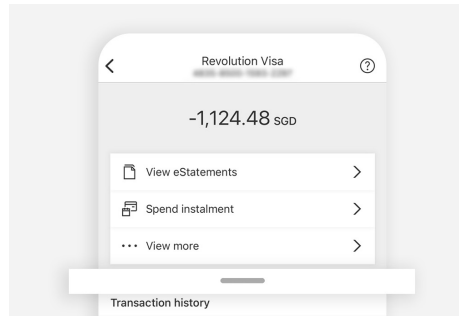
(HSBC Account Owners)

Pay your HSBC Credit Card bill easily through your HSBC Singapore App (for HSBC Account Owners).



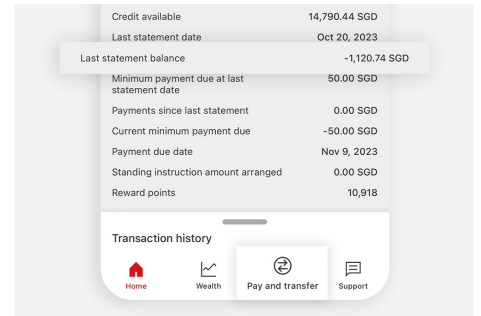
Step 1

Log in to your HSBC Singapore App and select the credit card you'll like to make payment for.



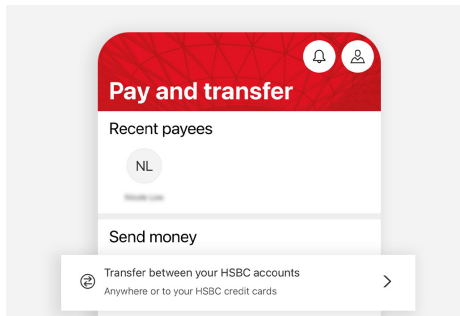
Step 2

Drag section down to view credit card statement summary.



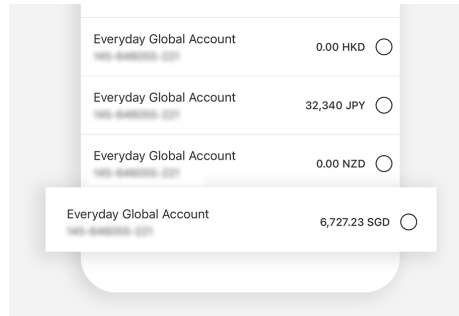
Step 3

- Refer to '**Last statement balance**' for the amount to be paid this month.
- Select '**Pay and transfer**'.



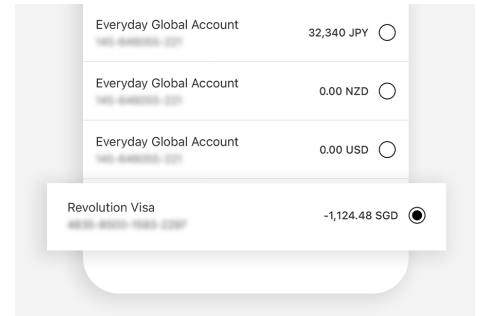
Step 4

Select '**Transfer between your HSBC accounts**'.



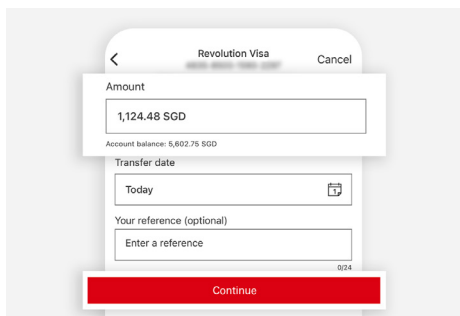
Step 5

Select the account to make payment from.



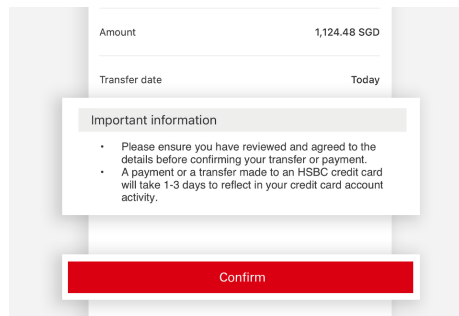
Step 6

Select your credit card to make payment for.



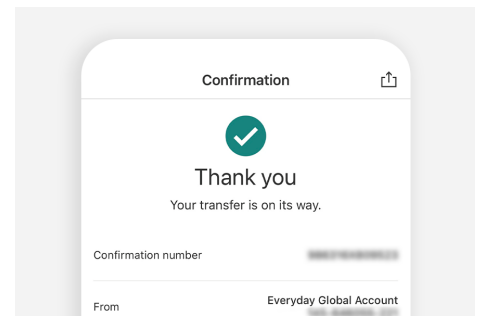
Step 7

- Input the amount to be paid (from Step 3).
- Select '**Continue**'.



Step 8

Tap '**Confirm**'.
Note: Your payment will take 1-3 days to be reflected.



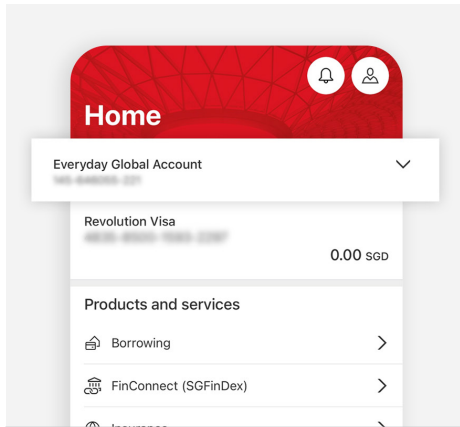
Step 9

Your credit card bill has been successfully paid!



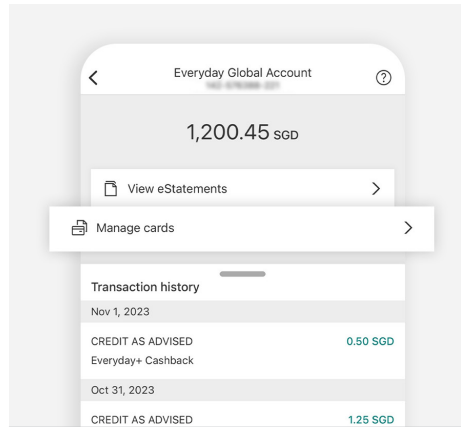
Debit Card Activation

The fastest and simplest way to activate your debit card is through HSBC Singapore App once you have received your physical card.



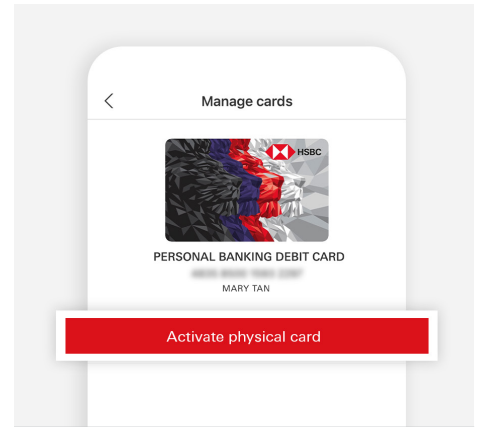
Step 1

Login to the app and **select the account that is linked to the debit card** to be activated from the Home page.



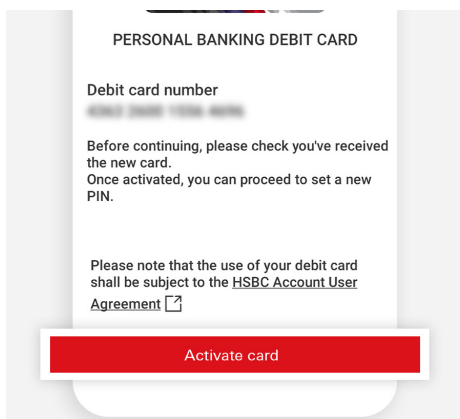
Step 2

Tap on **'Manage cards'**.



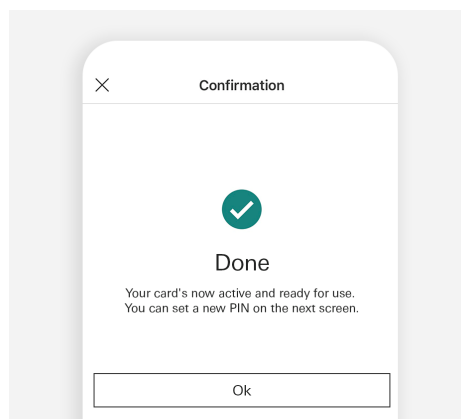
Step 3

Tap on **'Activate physical card'**.



Step 4

Tap on **'Activate card'**.



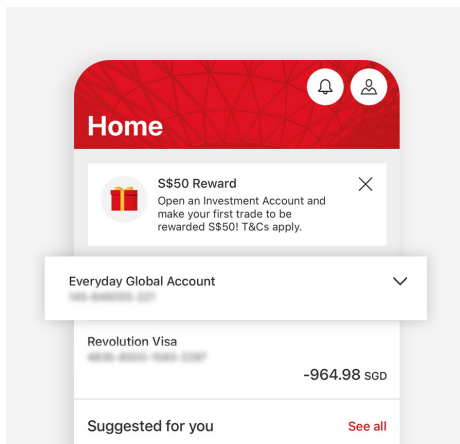
Step 5

Your card is now activated and ready for use!



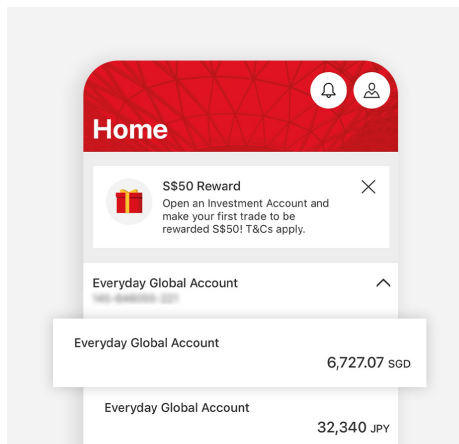
Debit Card Pin Reset

Forgot your PIN to your Debit Card? Simply head to your HSBC Singapore App to reset your PIN immediately in 6 simple steps.

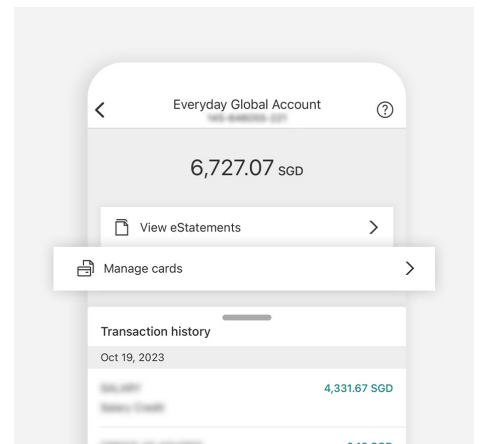


Step 1

Log in to your HSBC Singapore App and select the account which your debit card is linked to.

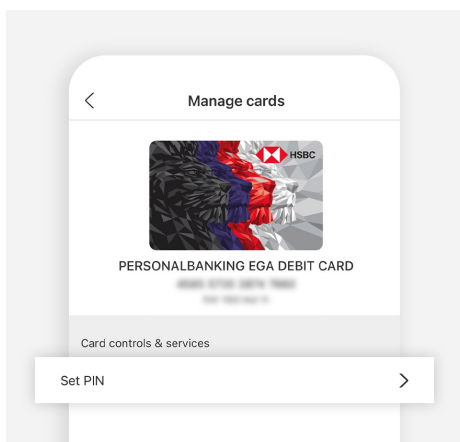


Note: For Everyday Global Account, select any currency under your account.



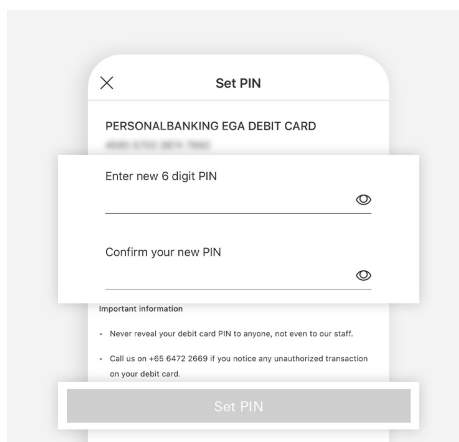
Step 2

Tap on 'Manage cards'.



Step 3

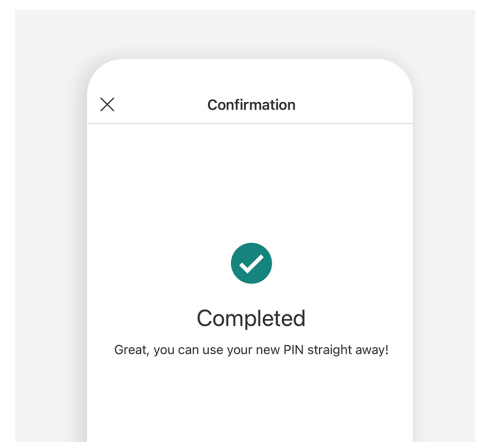
Tap on 'Set PIN'.



Step 4

Enter and confirm your new PIN. Tap on 'Set PIN' when done.

Note: You will need to authenticate this change using your 6-digit Mobile PIN or biometrics.



Step 5

Your Debit card PIN has been successfully reset!



HSBC Singapore App | Mobile Banking registration • Transfers & Payments • Card management

HSBC Online Banking | Transfers & Payments • Accounts management



HSBC Online Banking





HSBC Online Banking

Transfers & Payments

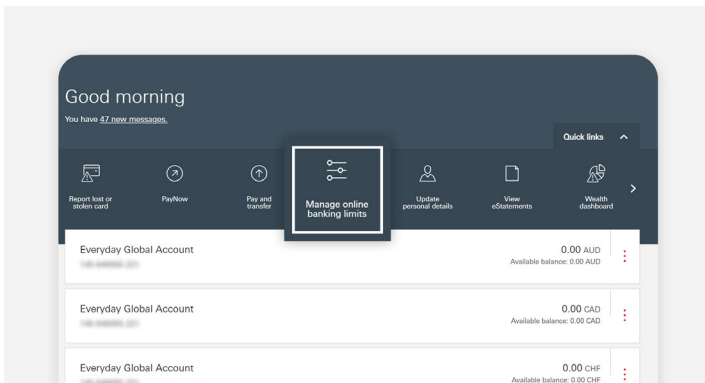
- Change in transfer limit
- PayNow registration





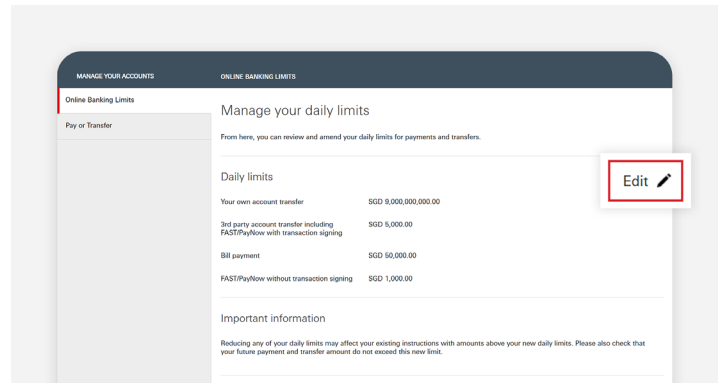
Change in Transfer Limit

Wanting to increase or decrease your transfer limits? Do it easily via HSBC Online Banking, anytime anywhere.



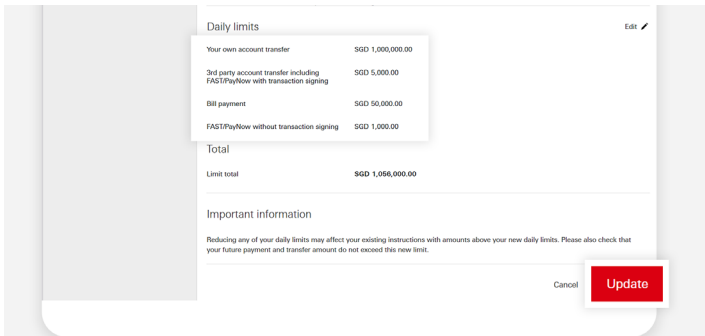
Step 1

Log in to HSBC Online Banking and select 'Manage online banking limits'.



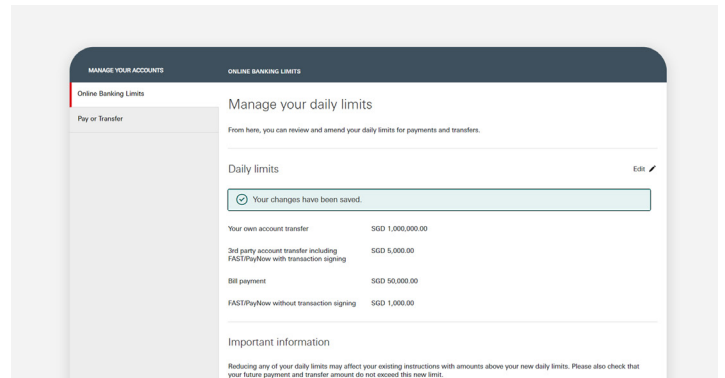
Step 2

Select 'Edit'.



Step 3

- Edit the relevant limits.
- Select 'Update' when done.



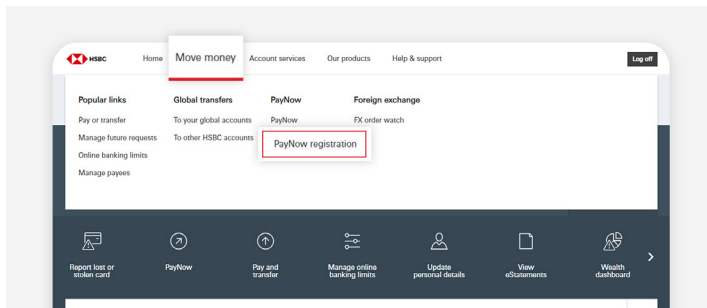
Step 4

Your transfer limit has been successfully changed.



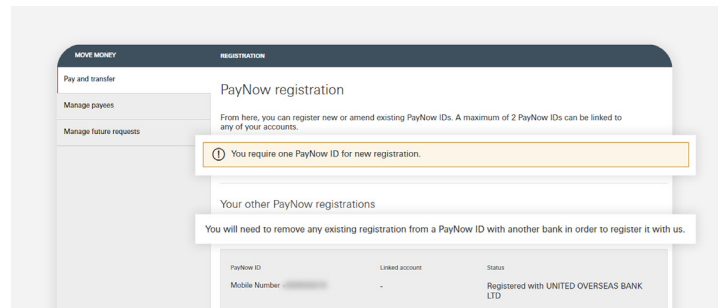
PayNow Registration

Want to receive or send money using your HSBC bank account via PayNow? Register for PayNow via HSBC Online Banking today!

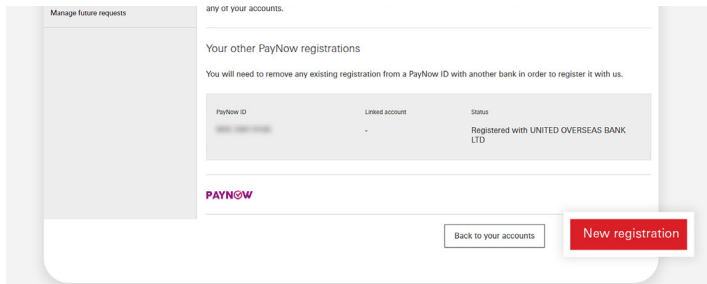


Step 1

- Log in to HSBC Online Banking.
- Select **'Move money'**.
 - Select **'PayNow registration'**.

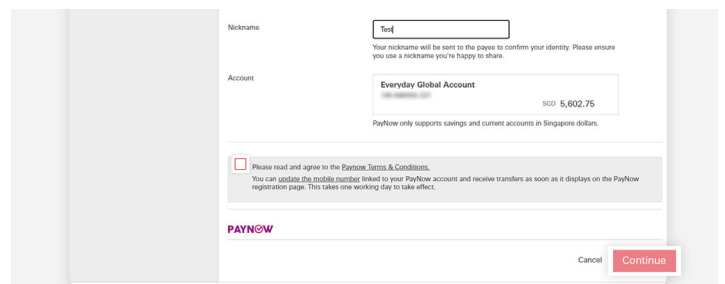


Note: You may need to remove an existing PayNow registration with another bank before registering with HSBC. You can do so on the other bank's app or Online Banking platform.



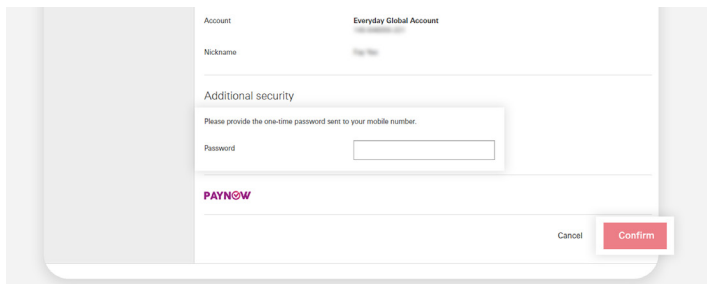
Step 2

Select **'New registration'**.



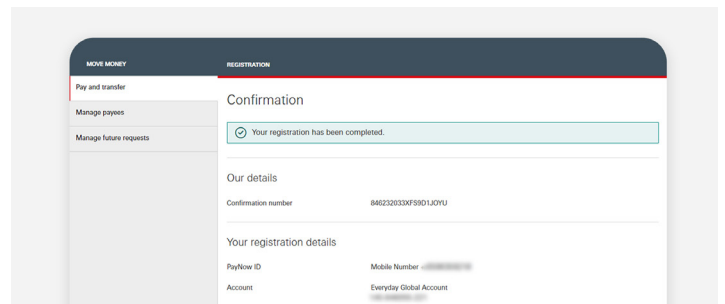
Step 3

Input the relevant details, before agreeing to the T&Cs and select **'Continue'**.



Step 4

- Input the one-time password sent to your mobile number.
- Select **'Confirm'**.



Step 5

Your registration is now complete.



HSBC Online Banking

Accounts management

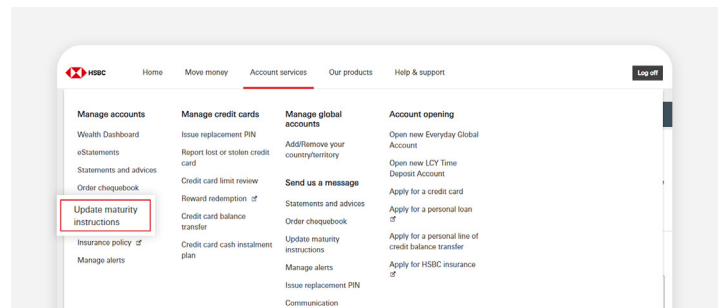
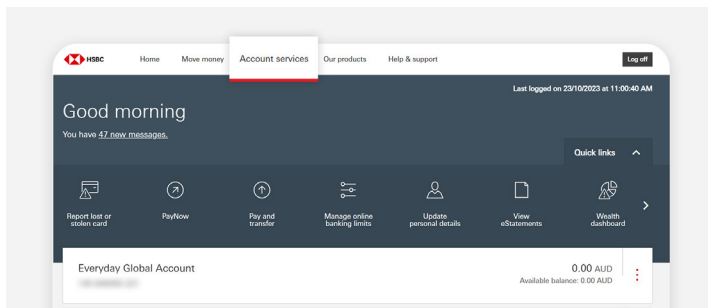
- Time Deposit Withdrawal / Update Maturity Instructions
- Update of mobile number
- Update of email
- Update of address





Time Deposit Withdrawal / Update Maturity Instructions

Wanting to update your Time Deposit maturity instructions or withdraw it? You can leave your instructions via HSBC Online Banking quickly and easily!

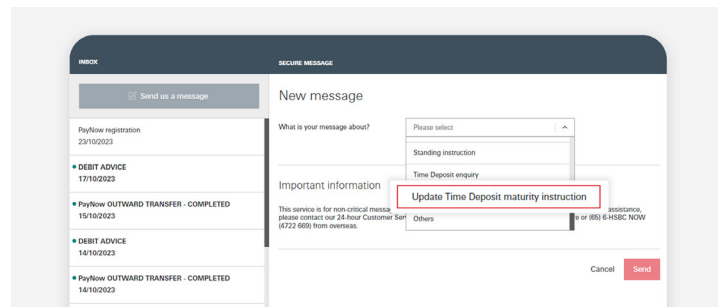
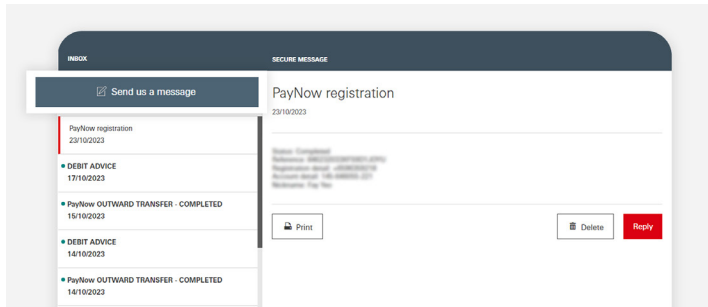


Step 1

Log in to HSBC Online Banking and select 'Account services'.

Step 2

Select 'Update maturity instructions'.

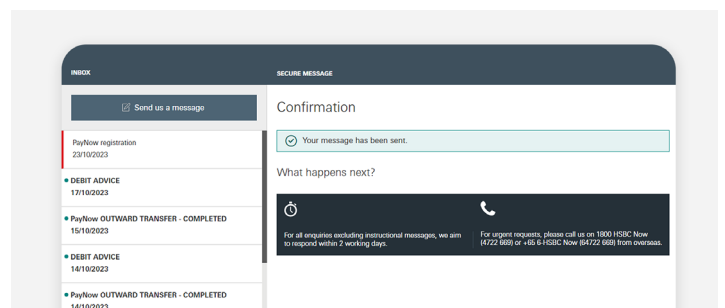
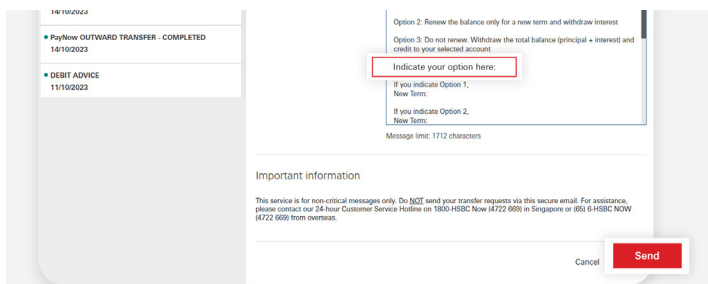


Step 3

Select 'Send us a message'.

Step 4

Select 'Update Time Deposit maturity instruction'.



Step 5

- Indicate your desired option and the relevant information based on the options given in the message template.
- Once done, click 'Send'.

Step 6

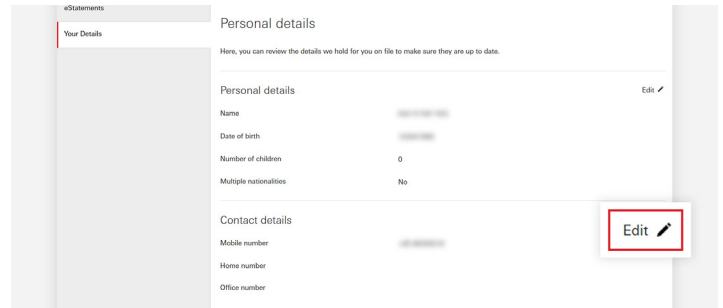
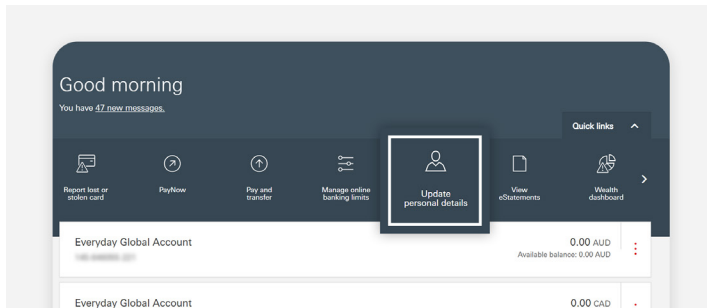
Your instruction to update your Time Deposit Maturity has been sent in for processing.



Update of mobile number

Changed your mobile number and need to update it with HSBC? Go on to HSBC Online Banking and update it anytime and anywhere!

Note: You will also need the HSBC Singapore App or your Physical Security Device to generate security codes for this process. Download the HSBC Singapore App if you have not already done so.

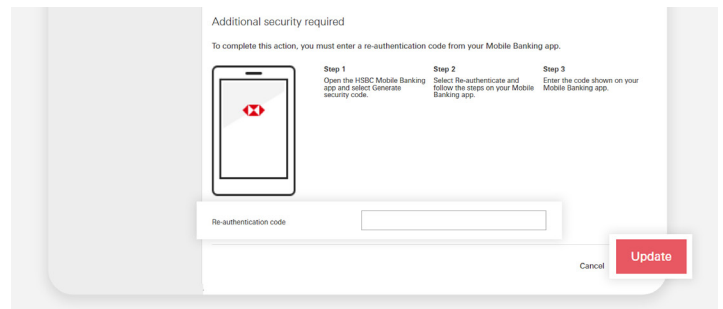
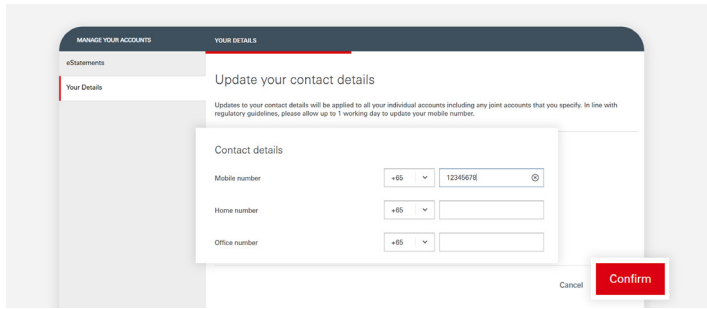


Step 1

Log in to HSBC Online Banking and select 'Update personal details'.

Step 2

Select 'Edit' beside the Contact details field.

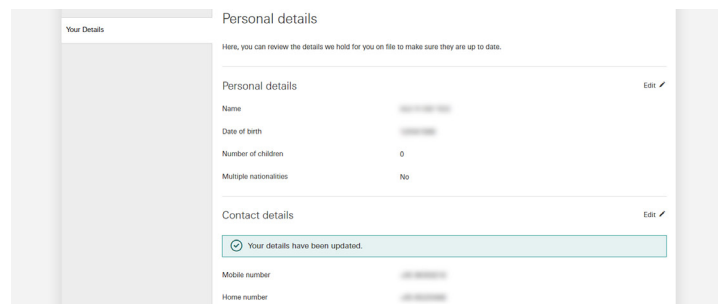
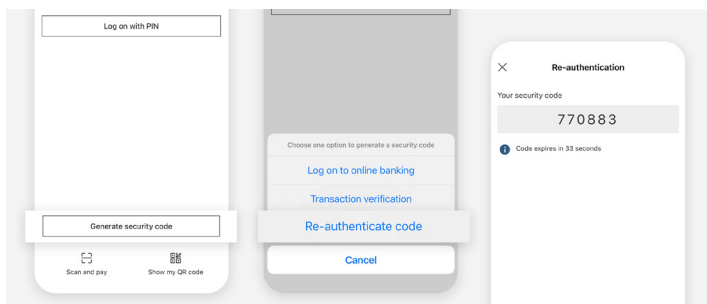


Step 3

- Input relevant details.
- Select '**Confirm**' once done.

Step 4

- Follow the instructions onscreen to obtain your security code via HSBC Singapore App.
- Select '**Update**' once done.



Guide to receiving re-authentication code

1. Select '**Generate security code**' on your HSBC Singapore App.
2. Select '**Re-authenticate code**'.
3. Input code in the HSBC Online Banking webpage.

Step 5

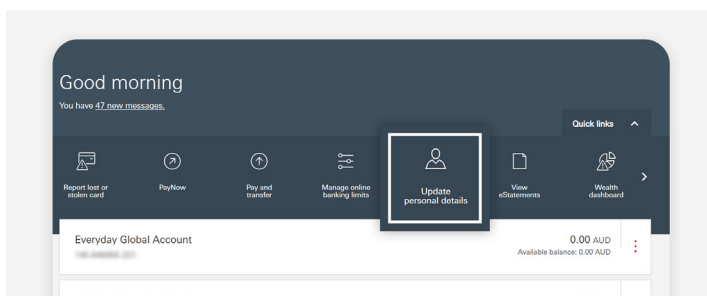
Your contact details have been successfully updated.



Update of email

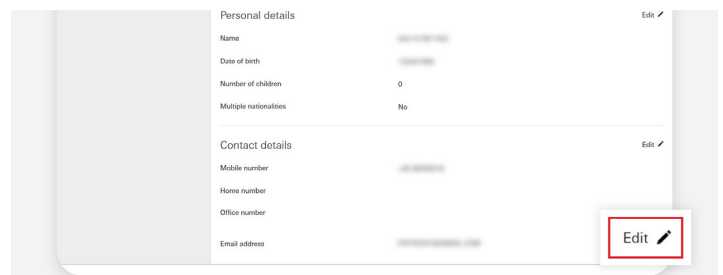
Changed your email and need to update it with HSBC? Go on to HSBC Online Banking and update it anytime and anywhere!

Note: You will also need the HSBC Singapore App or your Physical Security Device to generate security codes for this process. Download the HSBC Singapore App if you have not already done so.



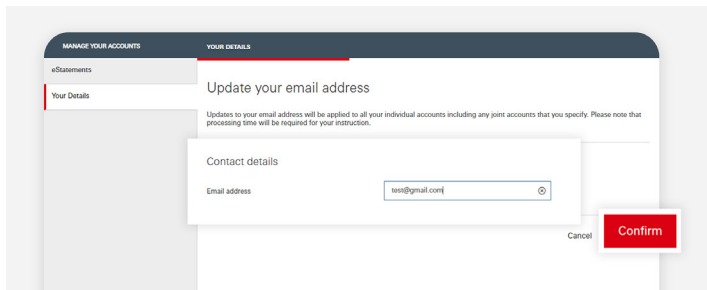
Step 1

Log in to HSBC Online Banking and select 'Update personal details'.



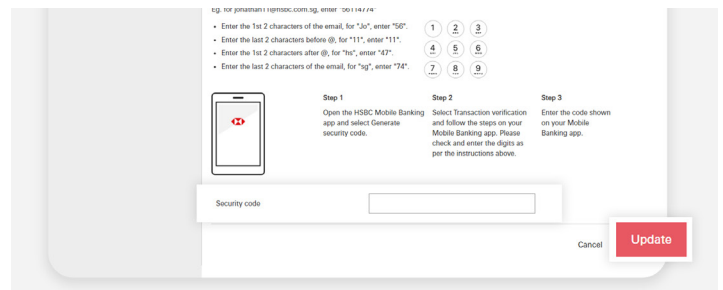
Step 2

Select 'Edit' beside the Email address field.



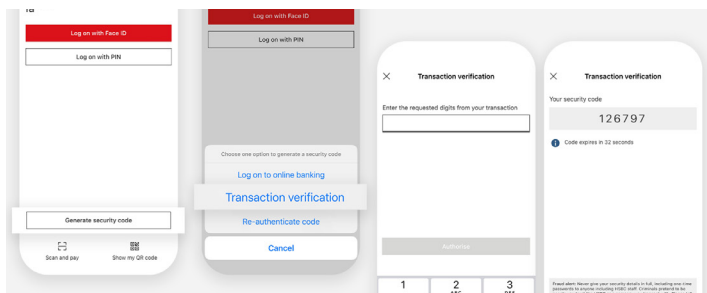
Step 3

- Input relevant details.
- Select 'Confirm' once done.



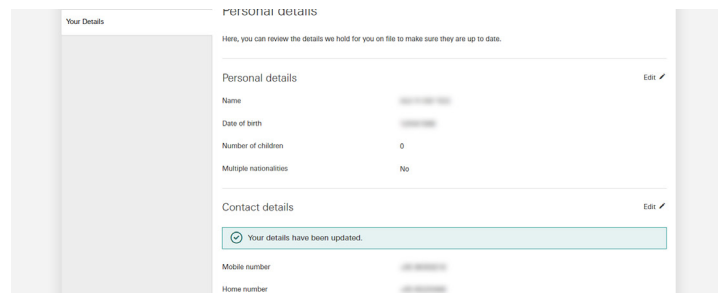
Step 4

- Follow the instructions onscreen to obtain your security code via HSBC Singapore App.
- Select 'Update' once done.



Guide to receiving transaction code

1. Select 'Generate security code' on your HSBC Singapore App.
2. Select 'Transaction verification'.
3. Follow instructions on HSBC Online Banking to input into the App.
4. Input the generated security code from the App back into HSBC Online Banking.



Step 5

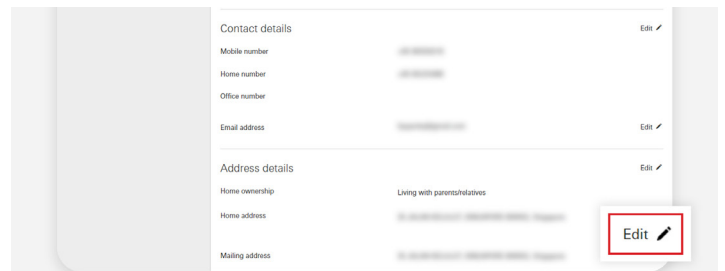
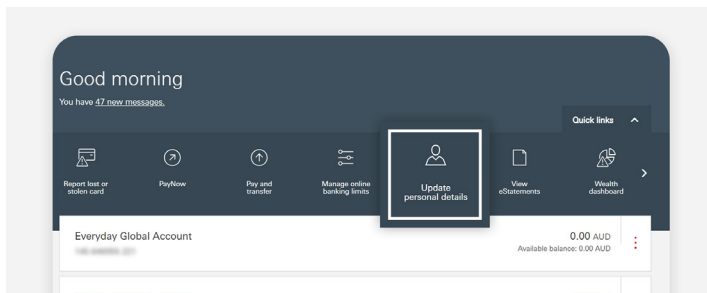
Your contact details have been successfully updated.



Update of address

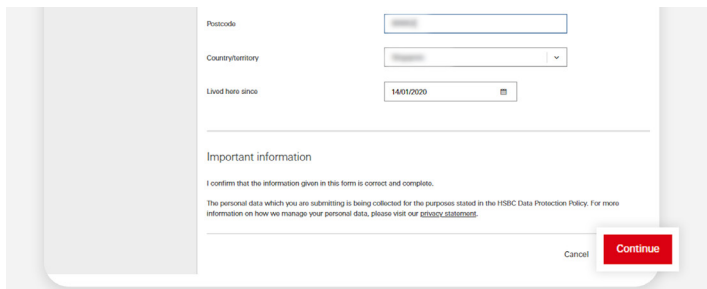
Changed your address and need to update it with HSBC? Go on to HSBC Online Banking and update it anytime and anywhere!

Note: You will also need the HSBC Singapore App or your Physical Security Device to generate security codes for this process. Download the HSBC Singapore App if you have not already done so.

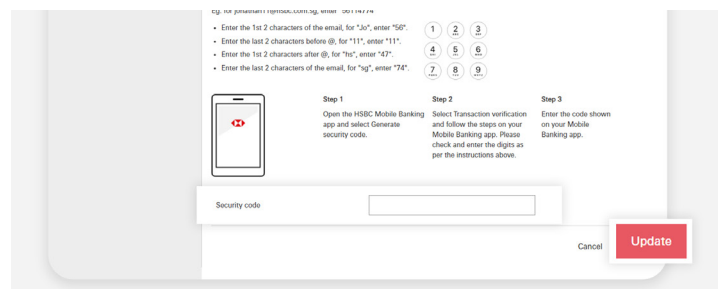


Step 1
Log in to HSBC Online Banking and select **'Update personal details'**.

Step 2
Select **'Edit'** beside the Address details field.

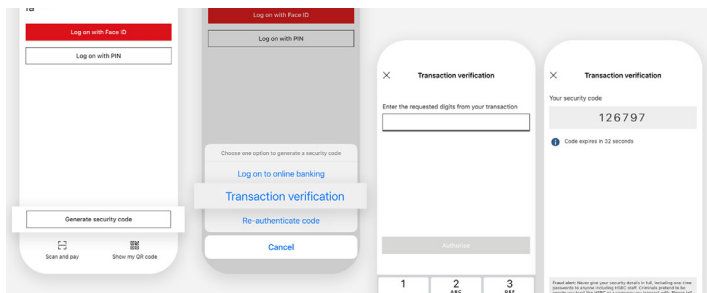


Step 3
Input relevant details, then select **'Continue'**.



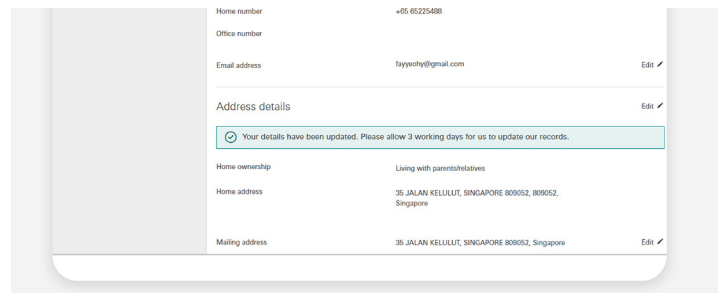
Step 4

- Follow the instructions onscreen to obtain your security code via HSBC Singapore App.
- Select **'Update'** once done.



Guide to receiving transaction code

- Select **'Generate security code'** on your HSBC Singapore App.
- Select **'Transaction verification'**.
- Follow instructions on HSBC Online Banking to input into the App.
- Input the generated security code from the App back into HSBC Online Banking.



Step 5
Your address has been updated.