

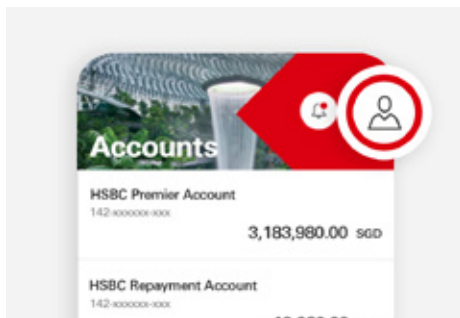


Changing your phone?

For your security, HSBC Singapore App can only be set up on one device at a time.

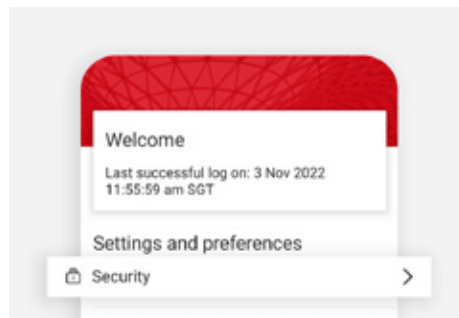
Before switching to your new phone, follow these simple steps to remove your old phone from our records and set up the HSBC Singapore App on your new phone.

Make sure you have a physical NRIC / Passport / MyKad ready before setting up the app on your new phone.



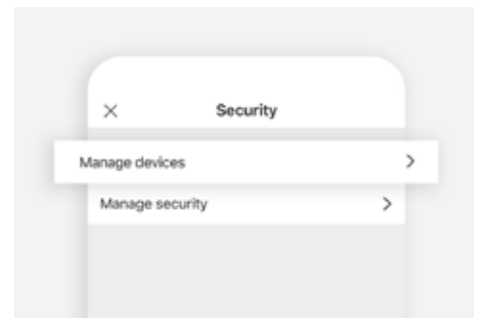
Step 1

Login to HSBC Singapore App on your old phone. Tap on Profile icon on top right corner of the home page.



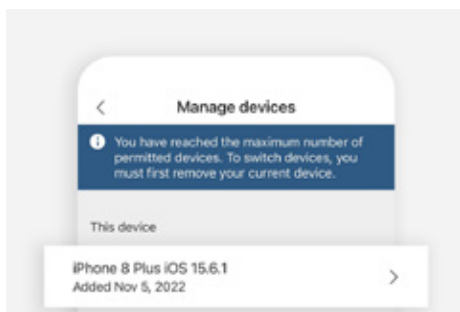
Step 2

Tap on 'Security'.



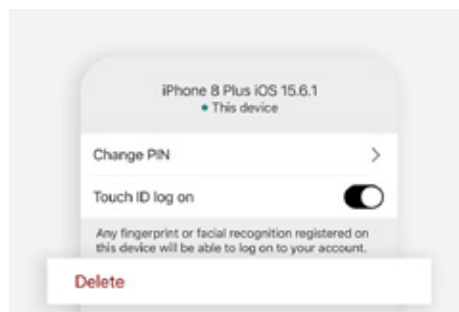
Step 3

Tap on 'Manage devices'.



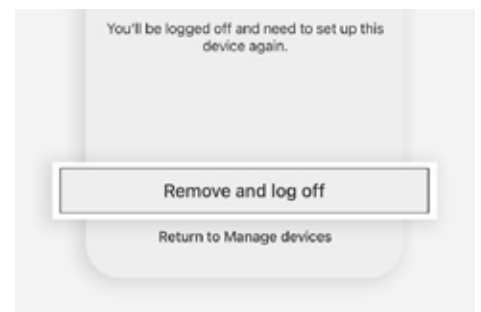
Step 4

Select the device you wish to remove from the app.



Step 5

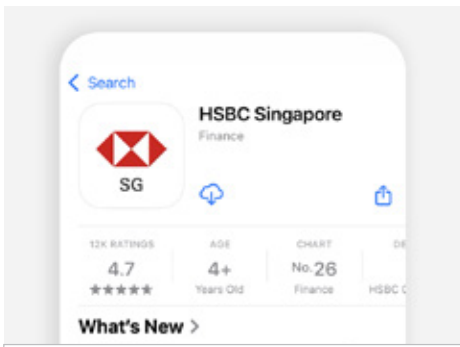
Tap on 'Delete' to remove the old device.



Step 6

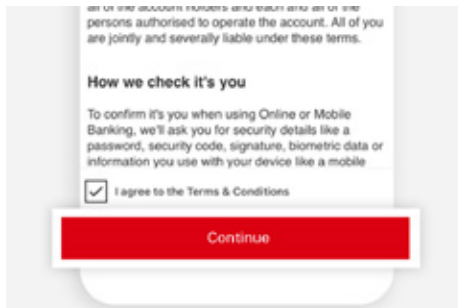
Click on 'Remove and log off' to confirm.

If you do not have your old phone or encounter issues installing the HSBC Singapore App on your new phone after following these steps, please contact our hotline or visit any HSBC branch for assistance.



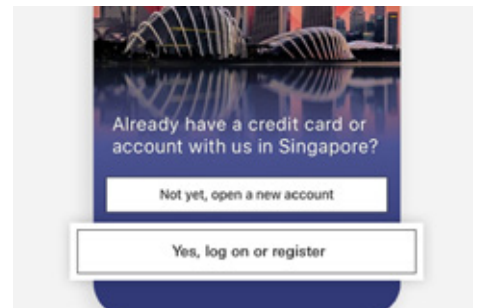
Step 7

On your new phone, download the HSBC Singapore app via the App Store (iOS) or Google Play (Android).



Step 8

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



Step 9

Select 'Yes, log on or register' button.



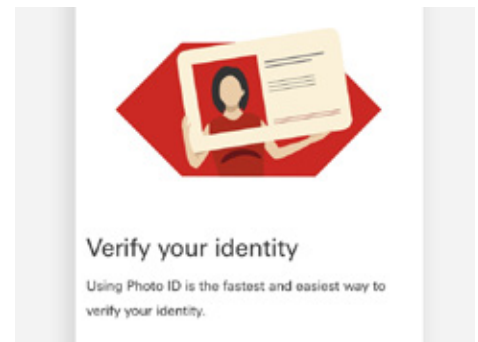
Step 10

Select 'Yes, continue' proceed.



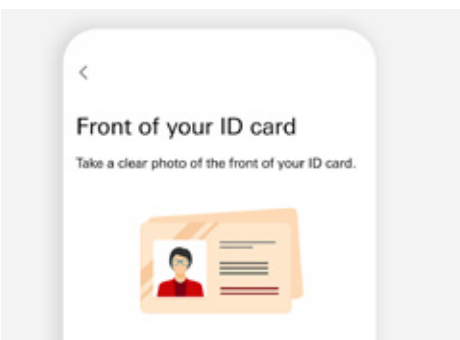
Step 11

Input your username.



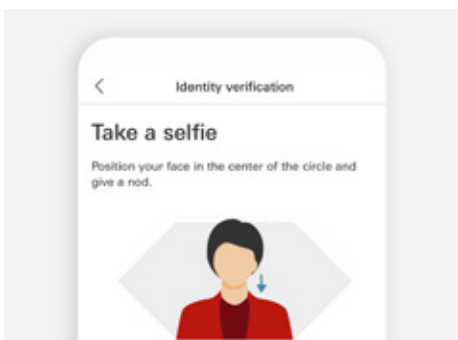
Step 12

Verify your identity with PhotoID.



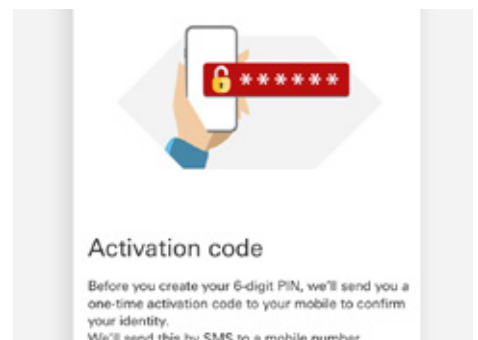
Step 13

Capture a photo of your ID document (front and back for ID cards or the photo page for passports).



Step 14

Take a selfie for verification.



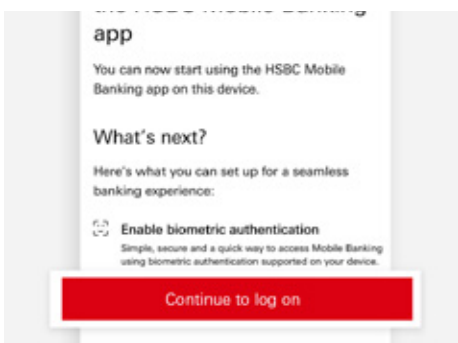
Step 15

Use a one-time activation code sent via SMS to confirm your identity.



Step 16

Create your 6-digit PIN.



Step 17

To complete registration, tap on 'Continue to log on' to proceed to HSBC Singapore App.