

Changing your phone?



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

Before switching to your new phone, follow these simple steps to remove your old phone from our records before installing the App on your new phone.

Accounts Accounts Accounts Account	Welcome Last successful log on: 3 Nov 2022 11:55:59 am SGT Settings and preferences Security	X Security Manage devices > Manage security >
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'.
Manage devices You have reached the maximum number of permitted devices. To switch devices, you must first remove your current device. This device When the second device is the second device device is the second device is the second device device device is the second device device is the second device devi	iPhone 8 Plus iOS 15.6.1 • This device Change PIN Touch ID log on Any fingerprint or facial recognition registered on this device will be able to log on to your account. Delete	You'll be logged off and need to set up this device again. Remove and log off Return to 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.