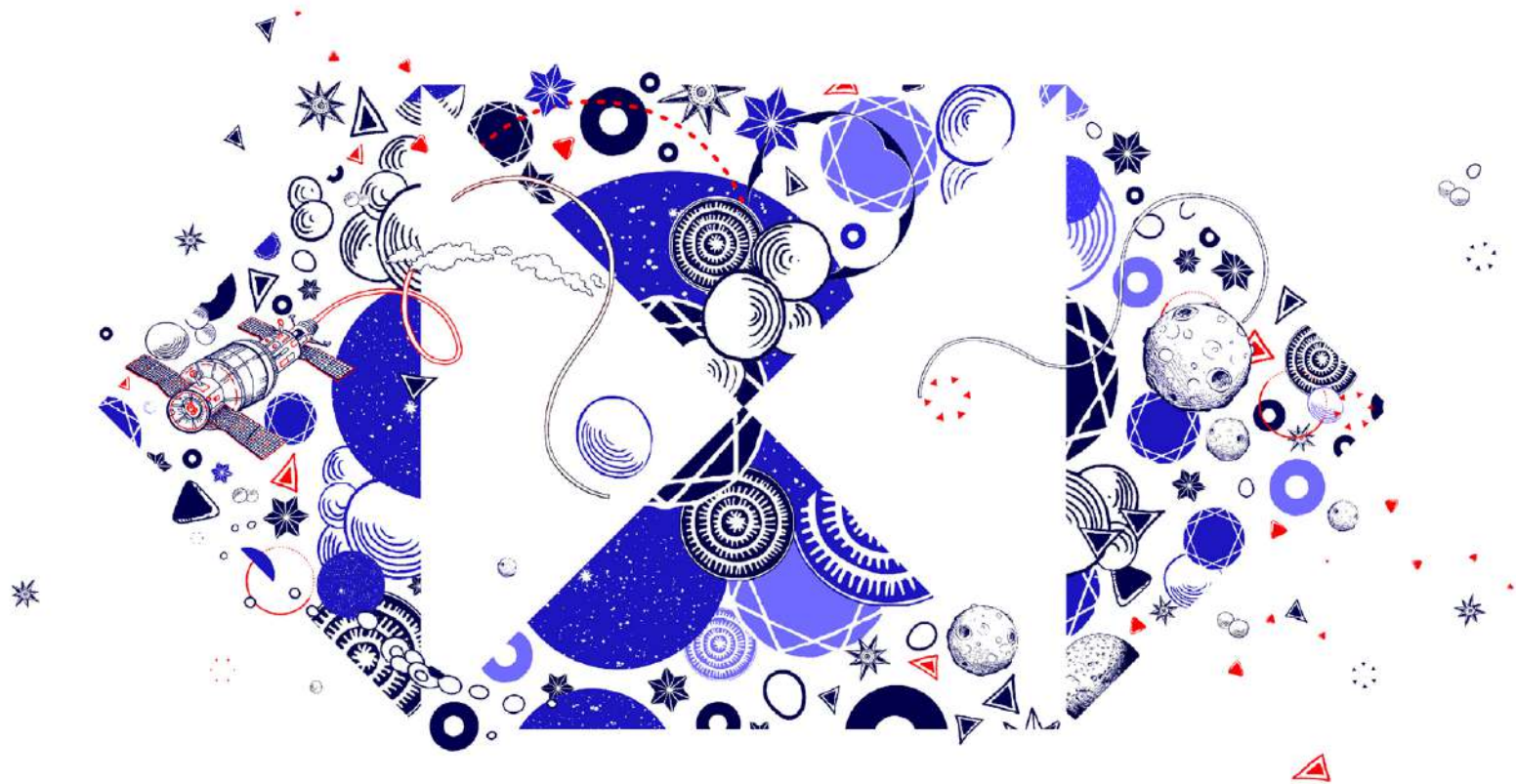











Welcome to

HSBC Premier

Digital Starter Kit



Contents

-  'Register for Online Banking' ▶
-  'Activate your Login Token' ▶
-  'Set up your Payees' ▶
-  'Begin Transacting Anytime, Anywhere' ▶
-  'Global View and Global Transfers' ▶
-  'Setting up E-statements' ▶
-  'Secure Messaging on Online Banking' ▶
-  'Secondary Accounts and Fixed Deposits' ▶
-  'Resetting Passwords' ▶

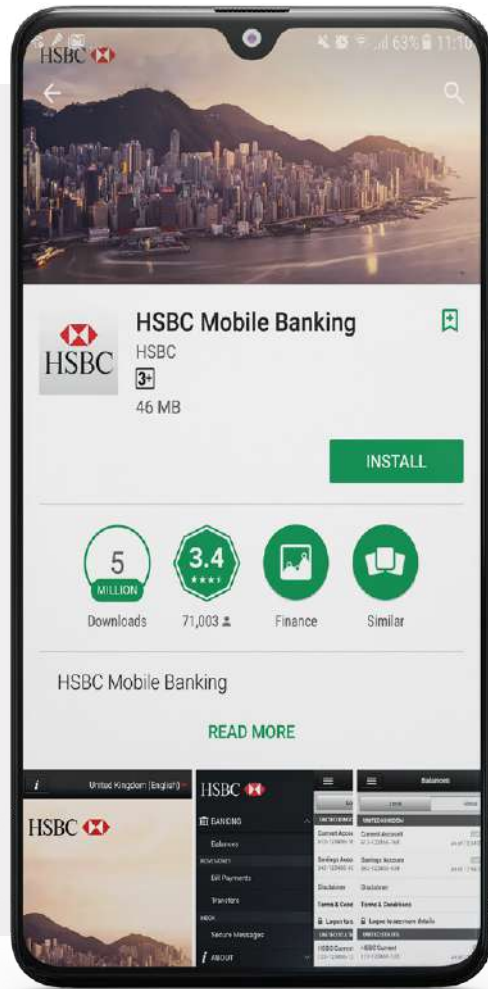
Self register

for HSBC Online Banking

Step 1: Self Register for HSBC Online Banking

1

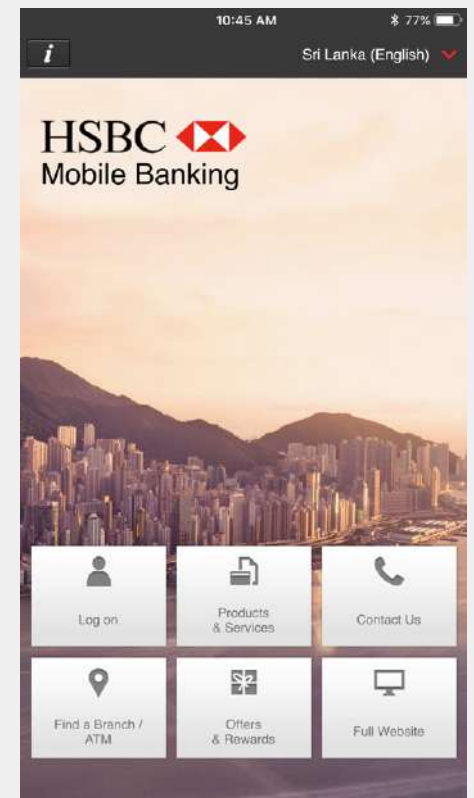
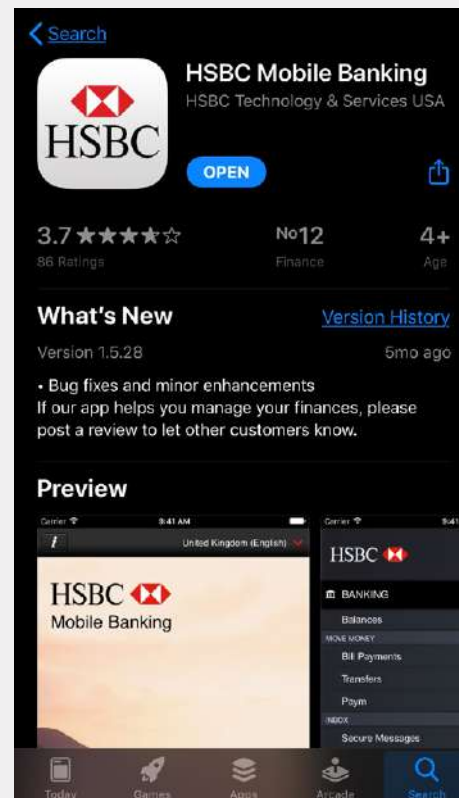
Download the HSBC Mobile Banking app from App Store or Google Play



PREREQUISITES:

Before you Register, ensure you have **one** of the 3 below credentials with you:

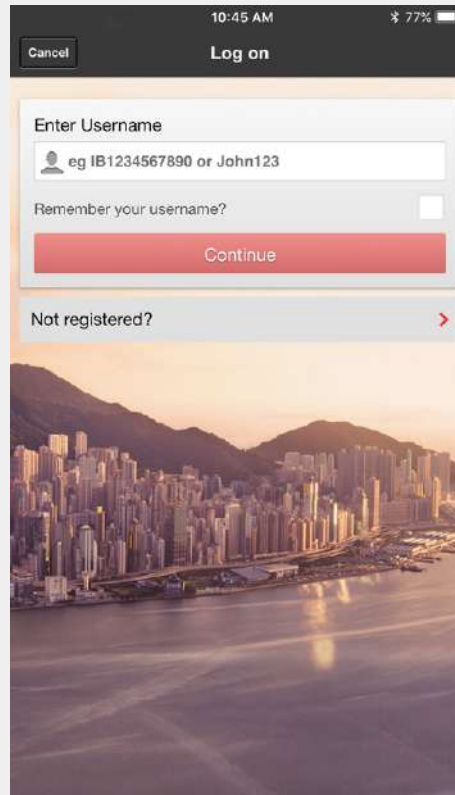
Debit Card Number & PIN • Credit Card Number & PIN • Phone Banking Number & PIN



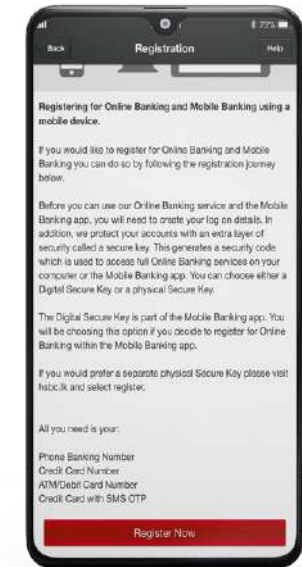
Note: HSBC Online Banking refers to when you login to the HSBC Online Banking Portal using your desktop or other browser-based devices. HSBC Mobile Banking refers to when you login via your HSBC Mobile App

2

Click on
“Logon”
and then
select “Not
registered?”

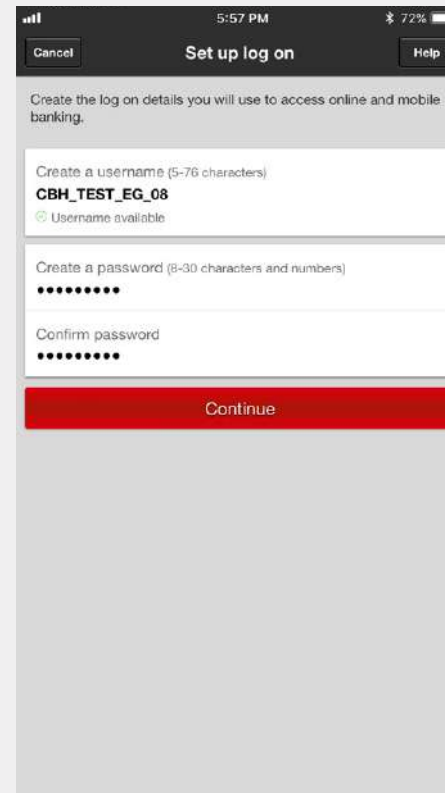


3 Click on “Register now” to start the Online Banking registration process, and accept the T&Cs



4

Select preferred Registration Method and input your credentials



5

Create a Username and Password

6

Set Security Questions and Answers

Cancel Set security questions Help

Please choose your security questions. These will help us to verify you, should you forget your password.

Security question >

Answer (3-30 characters)
Enter your answer

Confirm answer
Repeat answer

Continue

Back Security question

Who is your favourite sports star? ☐

Who is the person you most admire? ☐

What is the name of your favourite book? ☐

What is your favourite movie? ☐

Who is your favourite television or film character? ☐

Who is your favourite writer? ☐

What is your favourite piece of music? ☐

What was your favourite childhood TV programme? ☐

Who is your favourite musical artist? ☐

What is your oldest cousin's first name? ☐

7

Click on "Continue" to complete the registration

Cancel Set security questions Help

Please choose your security questions. These will help us to verify you, should you forget your password.

Security question >

Who is your favourite sports star?

Answer (3-30 characters)
Who is your favourite sports star?
.....

Confirm answer
Who is your favourite sports star?
.....

Continue

Cancel Confirmation

Registration complete

You're ready to use online banking. Please remember to keep your Username, Password and Memorable Answers secure.

Log On Now

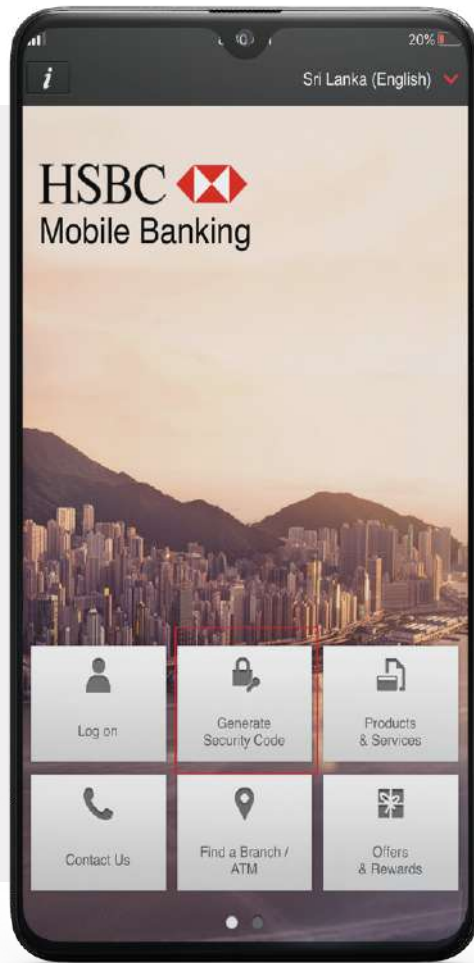
Activate your Login Token

Step 2: Activate your Login Token

Activate Digital Secure Key (DSK)

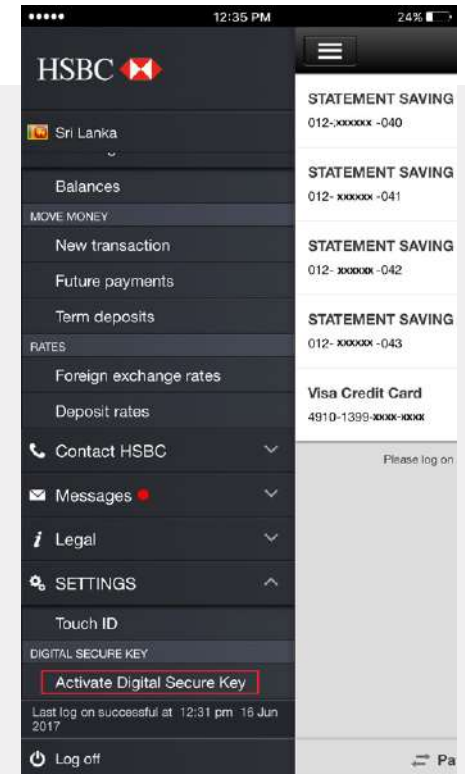
1

Click on
"Logon"
and enter your
Username and
Password



2

Click on
"Settings"
to and select
"Activate
secure key"
and follow the
on screen
instructions to
complete the
DSK activation

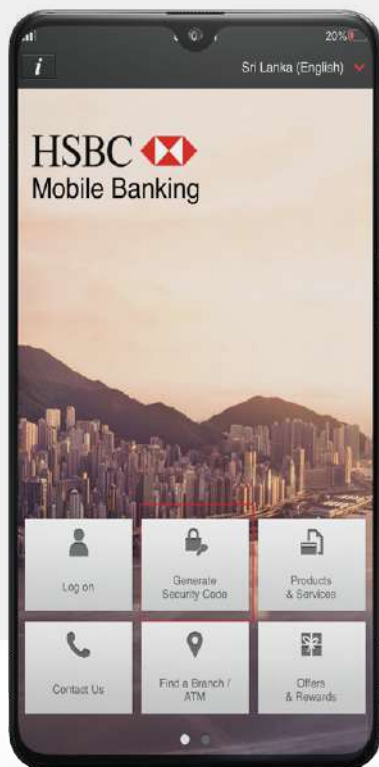


Note: For iPhone users, you can also activate Fingerprint and Facial Recognition found in "settings" in the HSBC Mobile Banking App

Generate Log on Security Code to login into Online Banking (desktop)

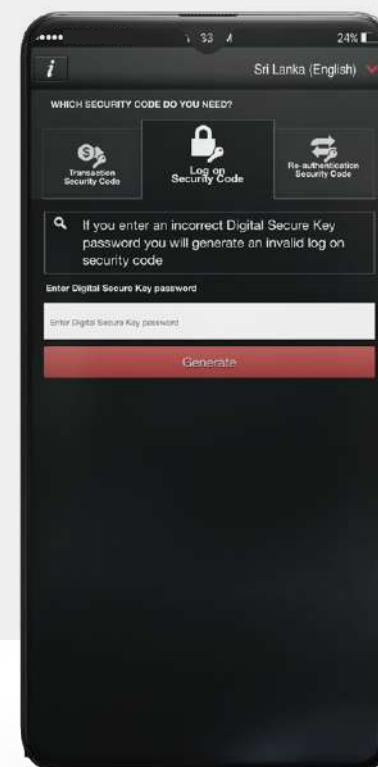
1

Once token is activated
click on **"Generate
Security Code"**



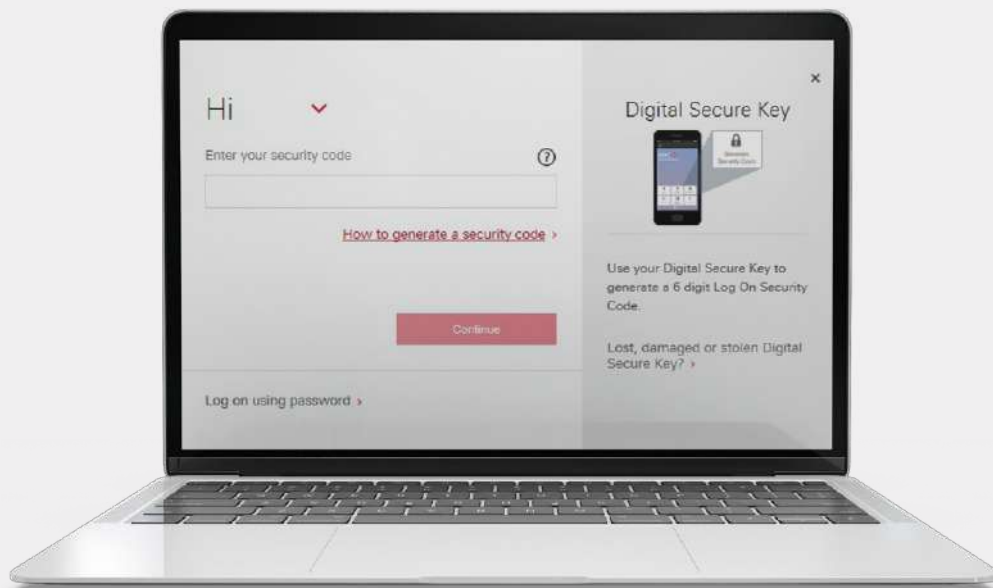
2

Select **"Log on Security Code"**
and enter your Digital Secure
Key Password



3

Key in the Security Code generated from your Mobile app into the Online Banking and click on "Continue"



Note: If you chose to login to Online Banking through your Username and Password, the functionality will be limited to certain functions. (i.e can not make a transfer to a New Payee)

Hi

Enter your security code

[How to generate a security code](#)

Continue

[Log on using password](#)

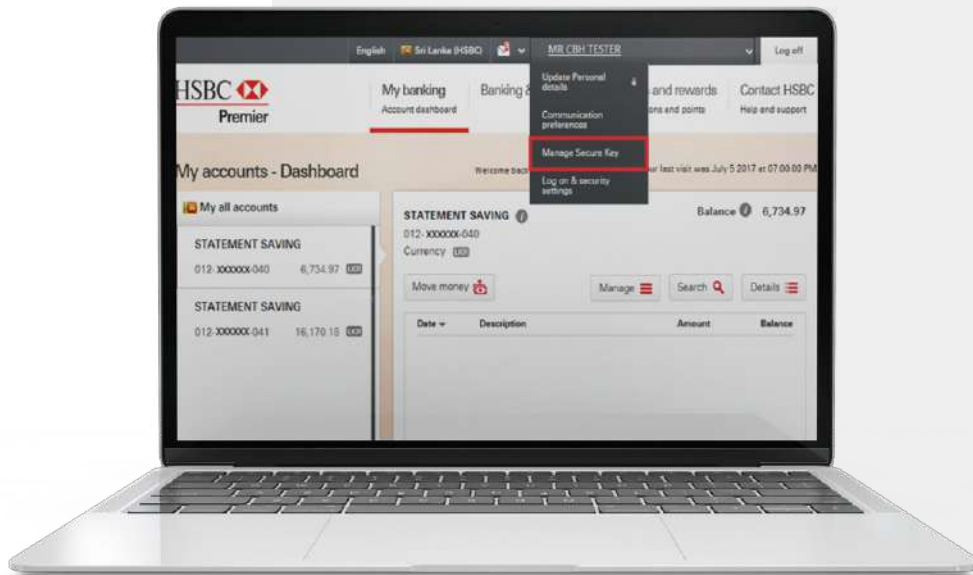
Click here to watch the video:

<https://www.hsbc.lk/ways-to-bank/online/secure-key>

Activate Physical Security Key (PSK device)

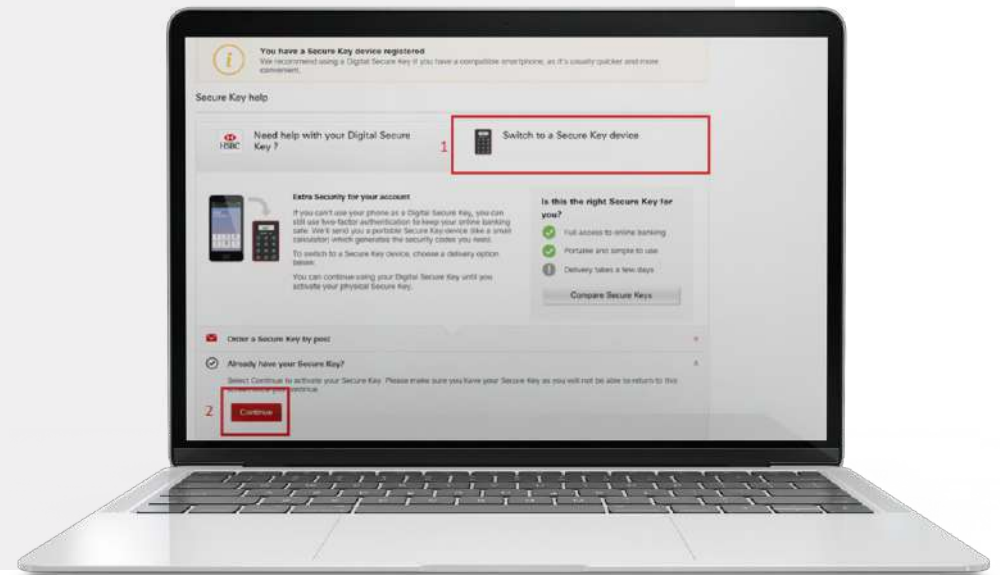
1

Logon to Online Banking using the Password, click on your '**Name**' on the header and then click on "**Manage Secure Key**"



2

Select "**Switch to a Secure Key device**", select "**Already have your Secure Key**" and then click on "**Continue**"

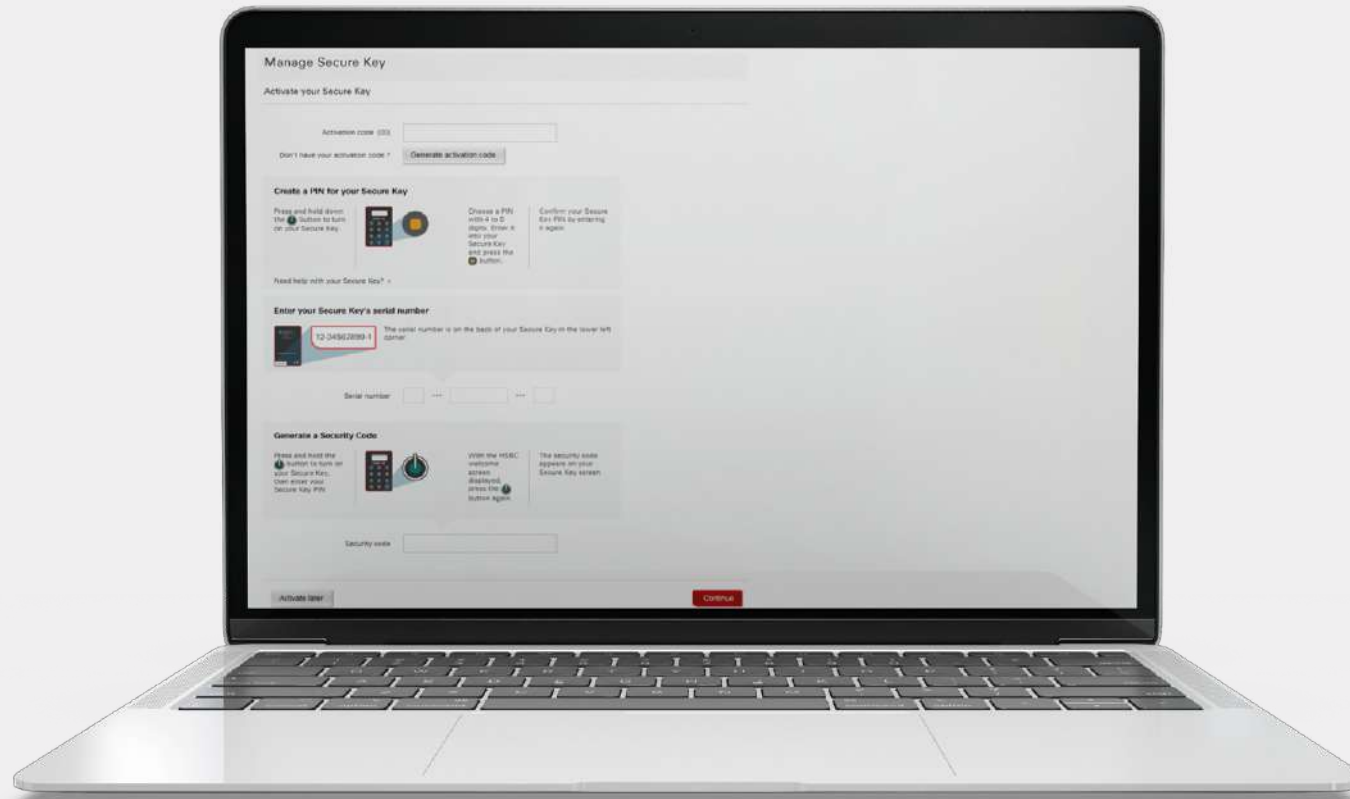


3

Enter the following details and click on “Continue”

Activation Code: Click on “Generate Activation Code” and select the preferred communication method to receive the Activation Code.

Serial Number & Security Code: Please refer the guidance given on the screen to find the Serial Number and Security Code



There are two types of login options :

Password Login is when you login to your Online Banking using your Username and Password.

Token Login is when you login to your Online Banking using your Username and DigitalToken. It can also be done by Finger Print/Facial recognition on the Mobile App on Apple iOS devices.

Here's what you can do with a Password login

Account/Credit Card Balance*

Account History*

Bill Payments*

E-Statement

Third party transfers to Saved Payees*

'Within own Account' transfers*

Later and Recurring transfers to Saved Payees*

Here's what you can do with a Token login

Third party transfers to New Payees*

Add a New Payee

Change of contact details (Address, Mobile and Email)

TMD and Account opening

Request replacement PIN (Phone Banking, Credit Card and Debit Card)

Cheque book request

Later and Recurring transfers to New Payees

*Indicates functionalities available on the HSBC Mobile App

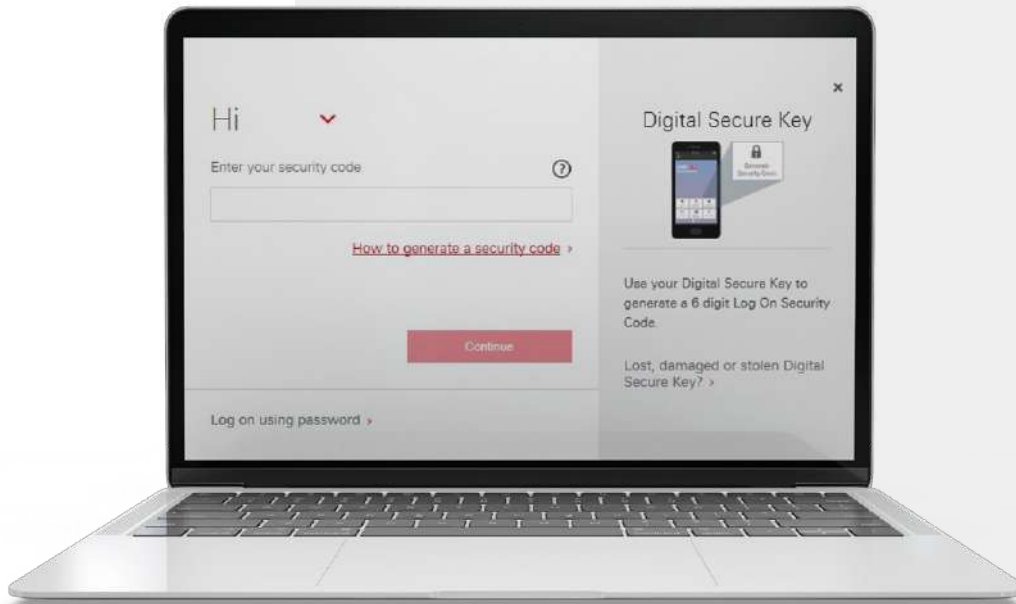
Set up your Payees

STEP 3: Set Up Your Payees

How to Create and Save a Third Party Transfer Payee

1

Logon to your Online Banking using the Token



2

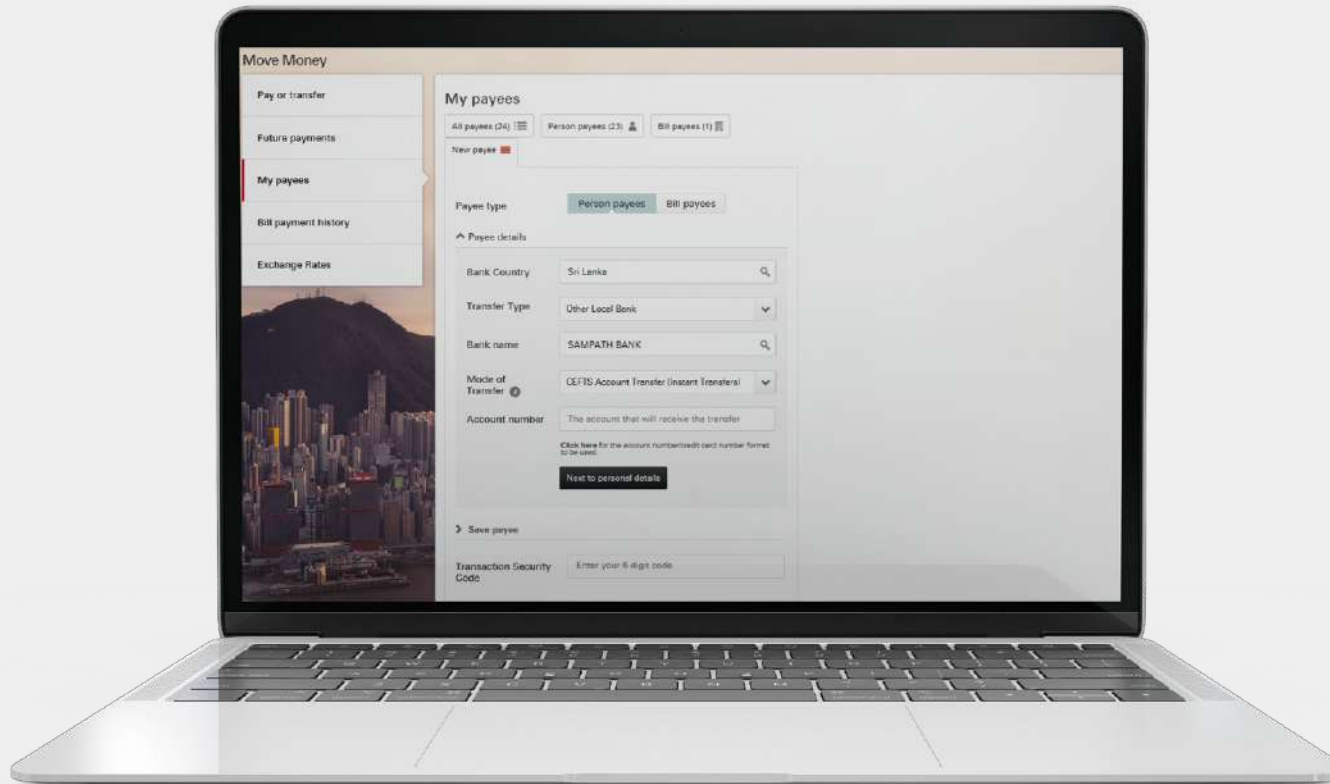
Select **“My Banking”** and click on **“My Payees”** under the **“Move Money”** tab



Note: Setting up payees can only be done on HSBC Online Banking. Only once a payee is set up on Online Banking can the customer transfer to the saved payee via the Mobile App

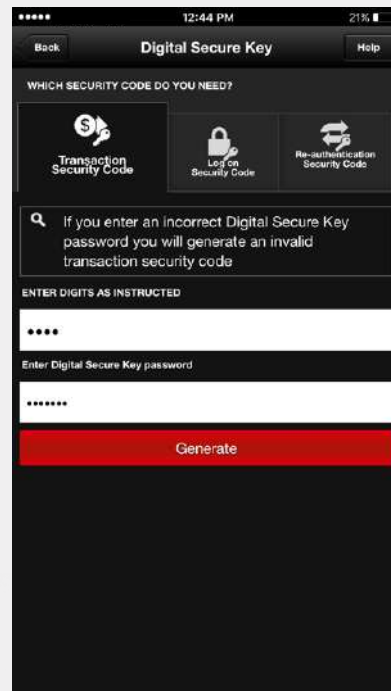
3

Select the **“Person Payee”** option as the Payee Type, choose **“Other Local Banks”** as Transfer Type, input the **Third party Account Number** and click on **“Save Payee”**



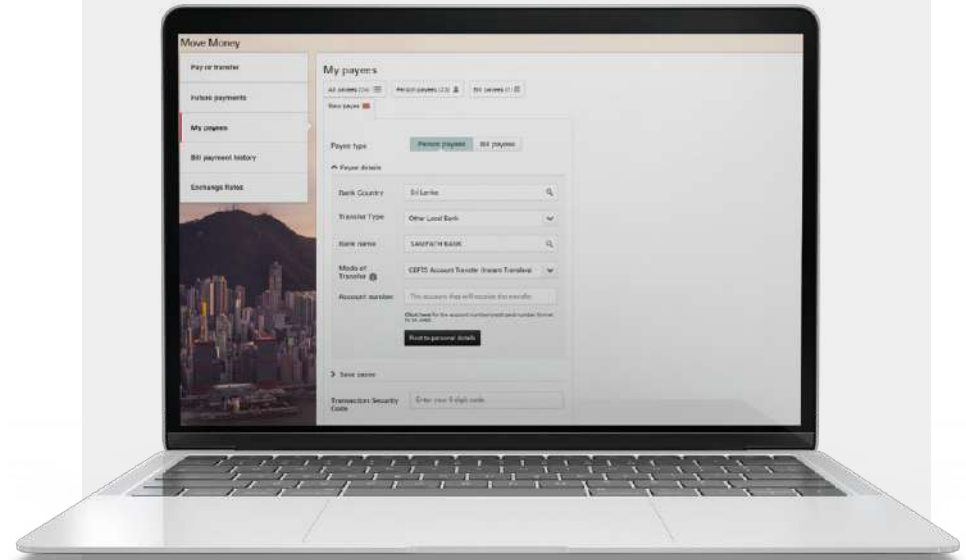
4

Open your Mobile app and select “**Generate security code**”, then click on “**Transaction Security Code**” and enter the **last 4 digits of the third party account number** and input the **Digital Secure Key Password**



5

Click on “**Save Payee**”



Premier Digital Starter Kit

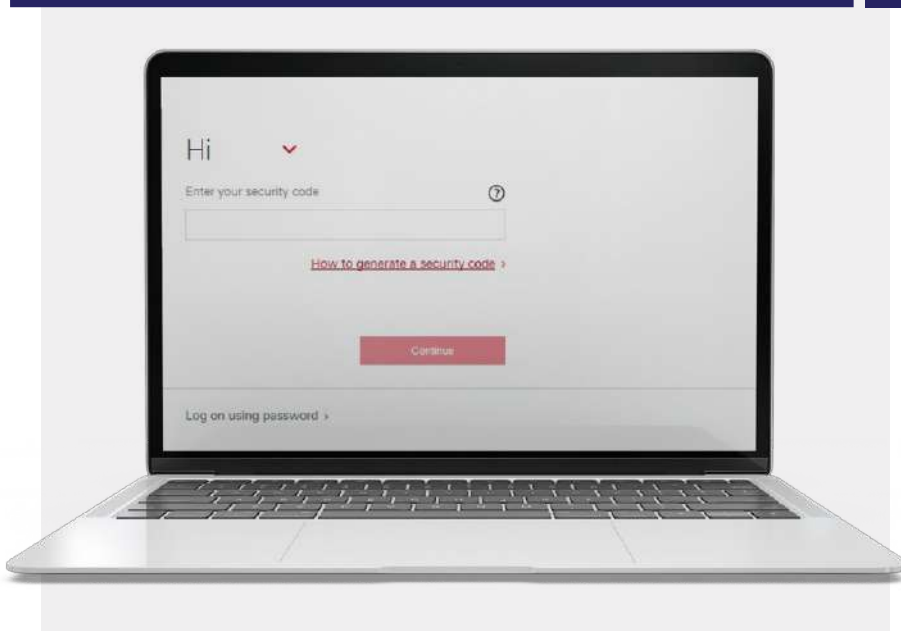
There are two types of Payees:

- Bill Payees - create and save Bill Payees for frequent Bill Payments, so that they can be easily found under My Payees. Bill Payments can also be made via the HSBC Mobile App to saved Bill Payees.
- Third Party Transfer Payees - create and save Third Party Payees for frequent Payments, so that they can be easily found under My Payees. Third Party Transfers can also be made via the HSBC Mobile App to saved Third Party Payees.

How to Create and Save a Bill Payee

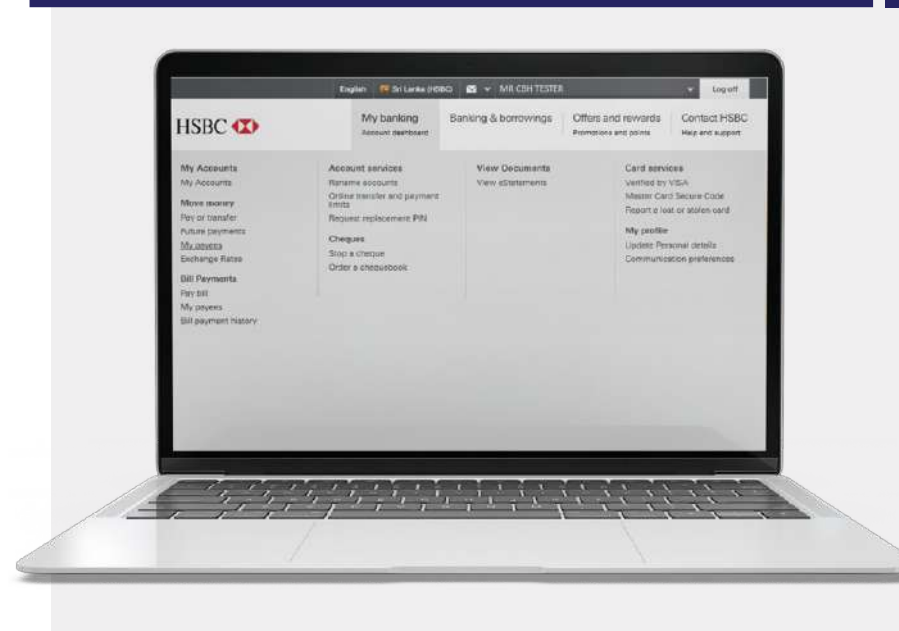
1

Logon to Online Banking (Logon using an HSBC Secure Key is not mandatory)



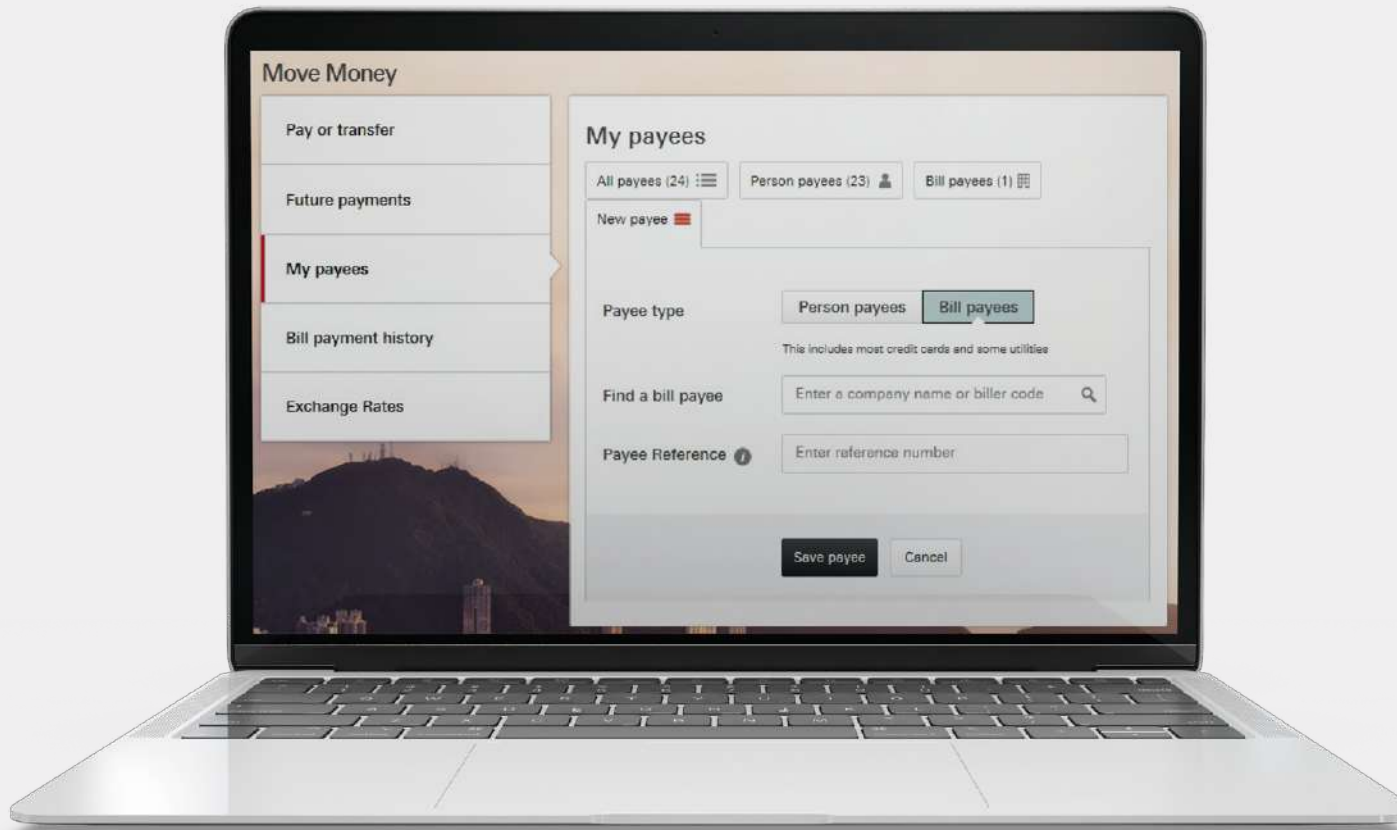
2

Select “My Banking” and Click on “My Payees” under the “Bill Payments” tab



3

Click on **"Bill Payee"** as the Payee Type and then choose your Bill Payee from the Payee list and click on **"Save Payee"**



Begin Transacting

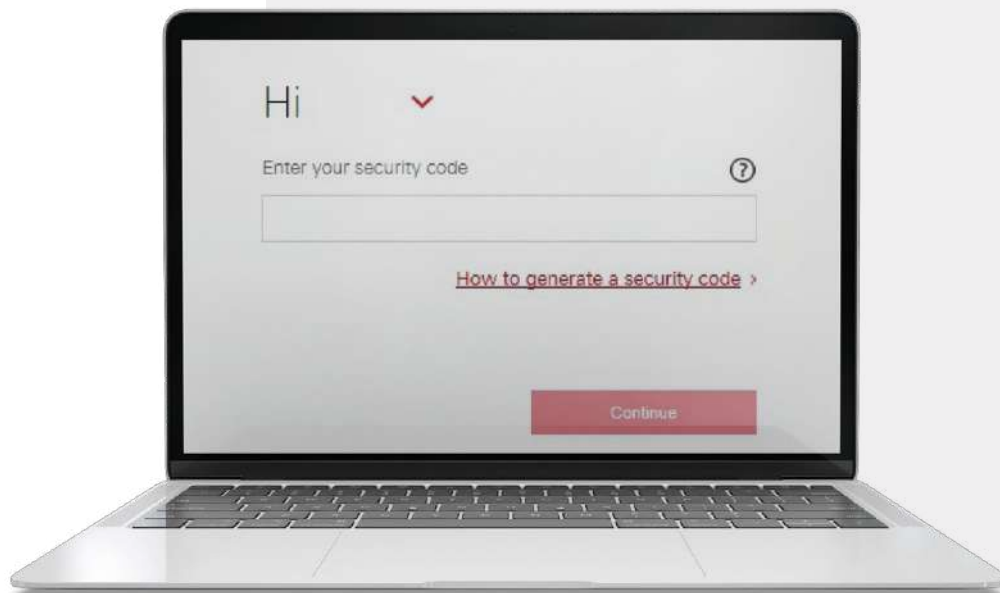
*Anytime.
Anywhere*

STEP 4: Begin Transacting Anytime, Anywhere

Make a Third Party Transfer to a Saved Payee on Online Banking

1

Logon to your Online Banking using your Username and Password (Logon using an HSBC Secure Key is not mandatory)



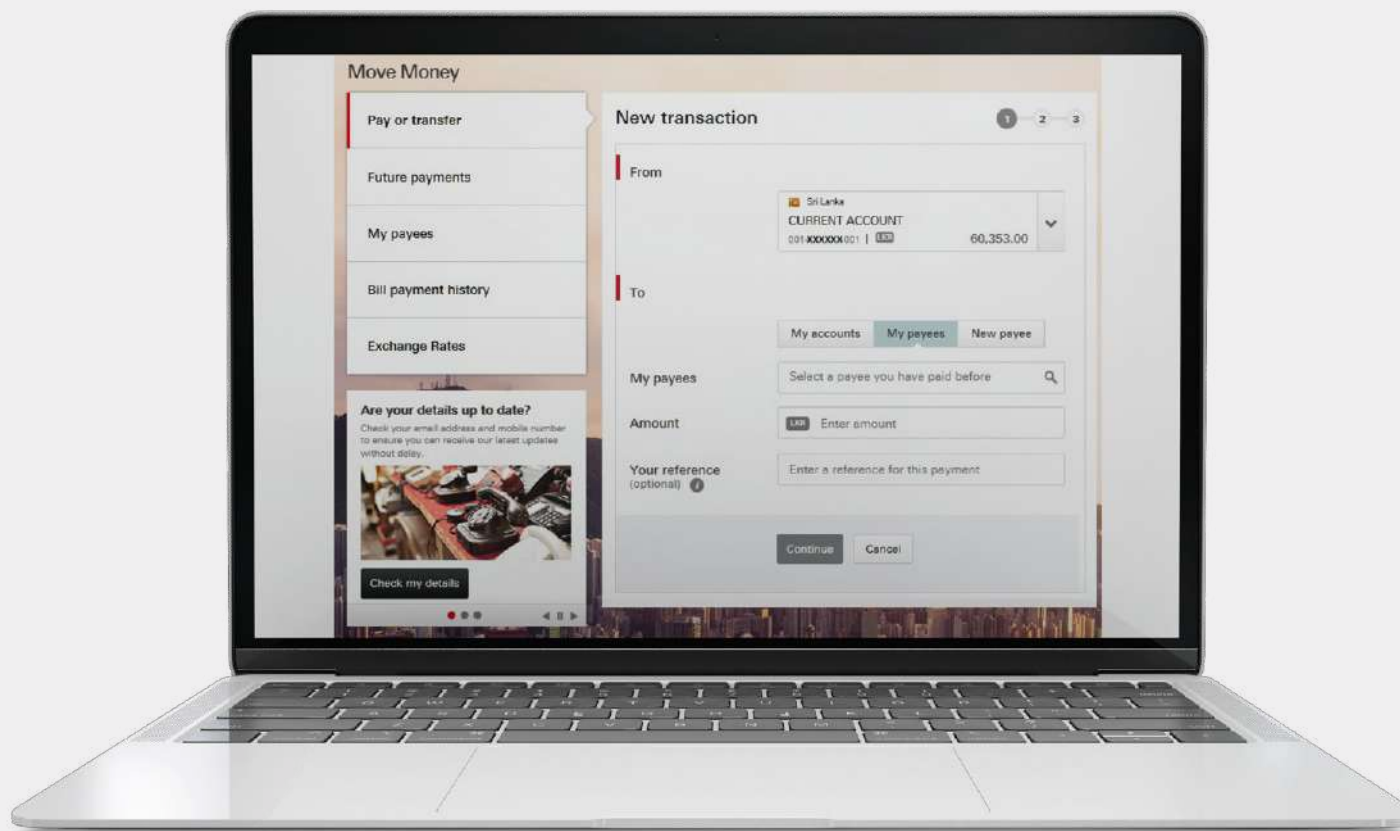
2

Select “My Banking” and Click on “Pay or Transfer” under Move Money tab



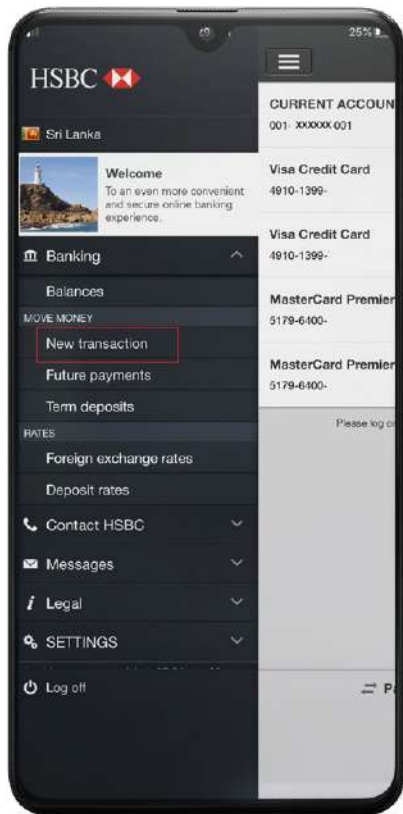
3

Click on **"My Payee"** and then select the payee name that you have saved before. Enter the amount which needs to be transferred and click on **"Continue"**

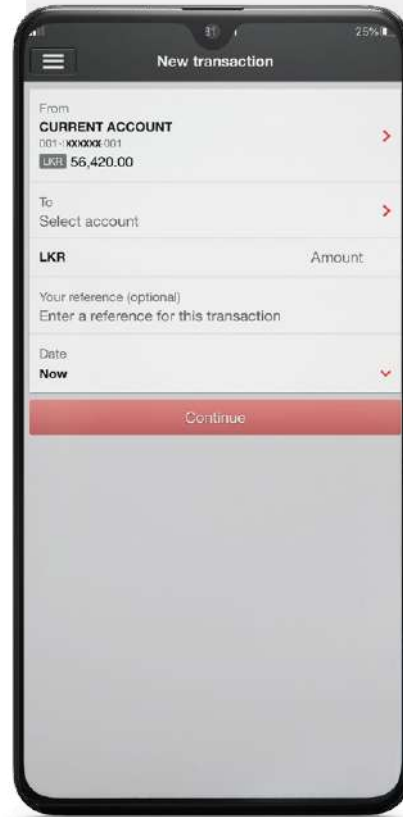


Make a Third Party Transfer to a Saved Payee on the Mobile Banking App

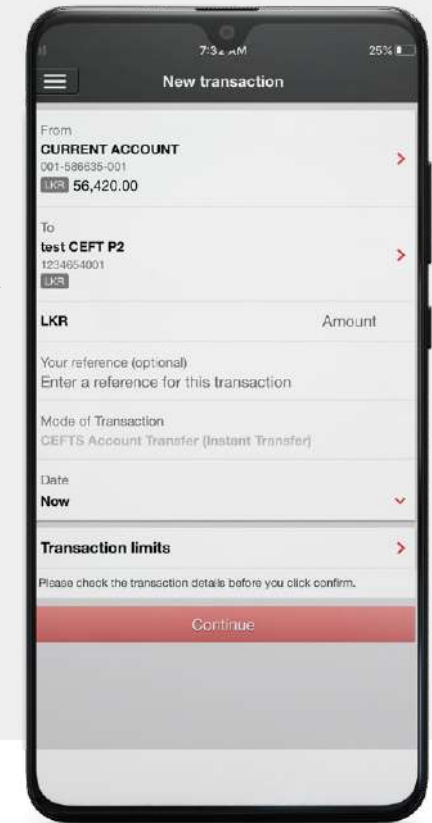
1 Logon to Mobile Banking app and select **"New Transactions"**



2 Select the **"From"** account which the transaction amount should be debited. Then select the saved payee from the **"To"** list and click on **"Continue"**

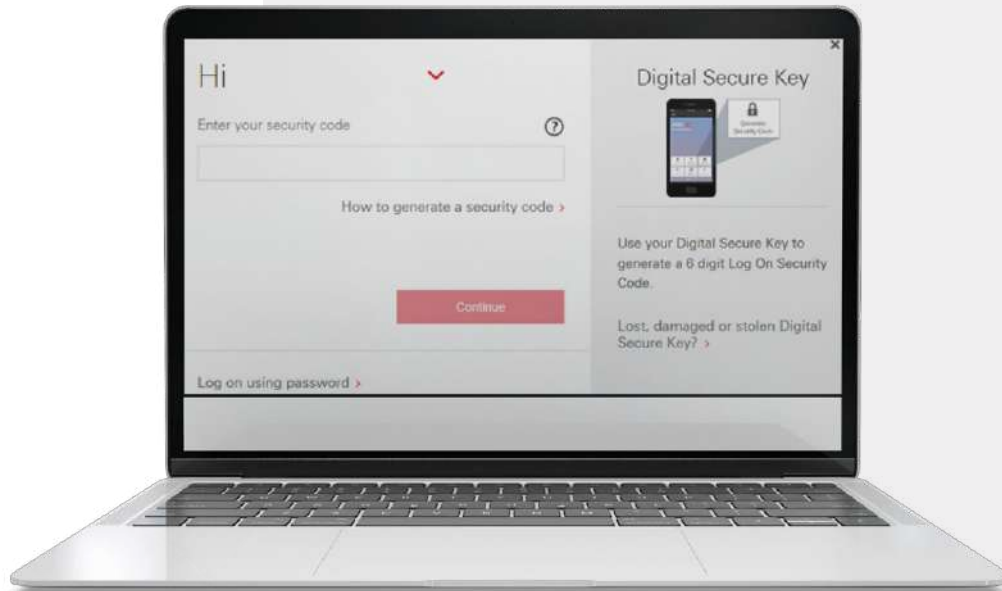


3 Enter the transaction amount and click on **"Continue"**

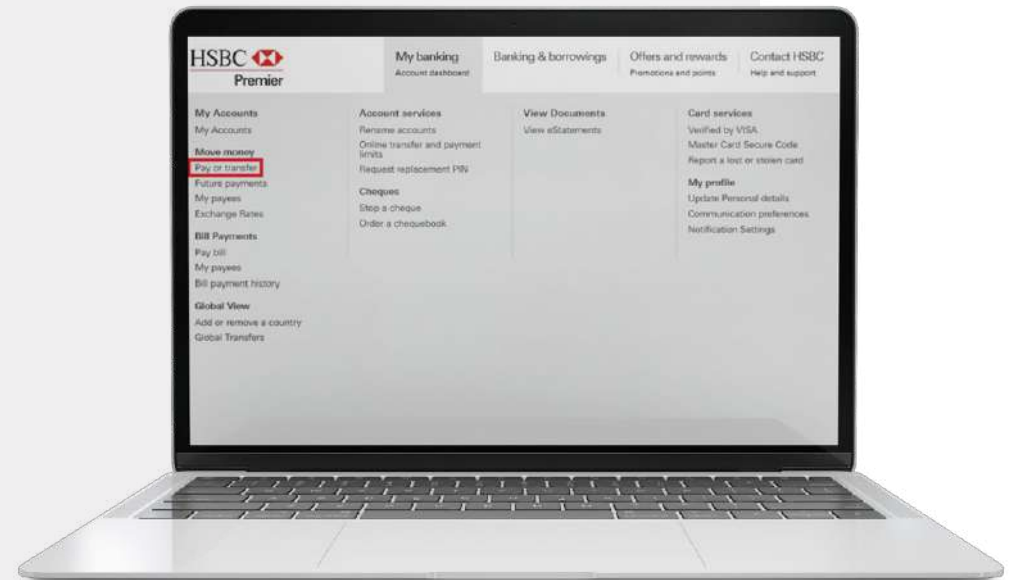


Make a Third Party Transfer to a New Payee

1 Logon to your Online Banking using your Username and Security Code

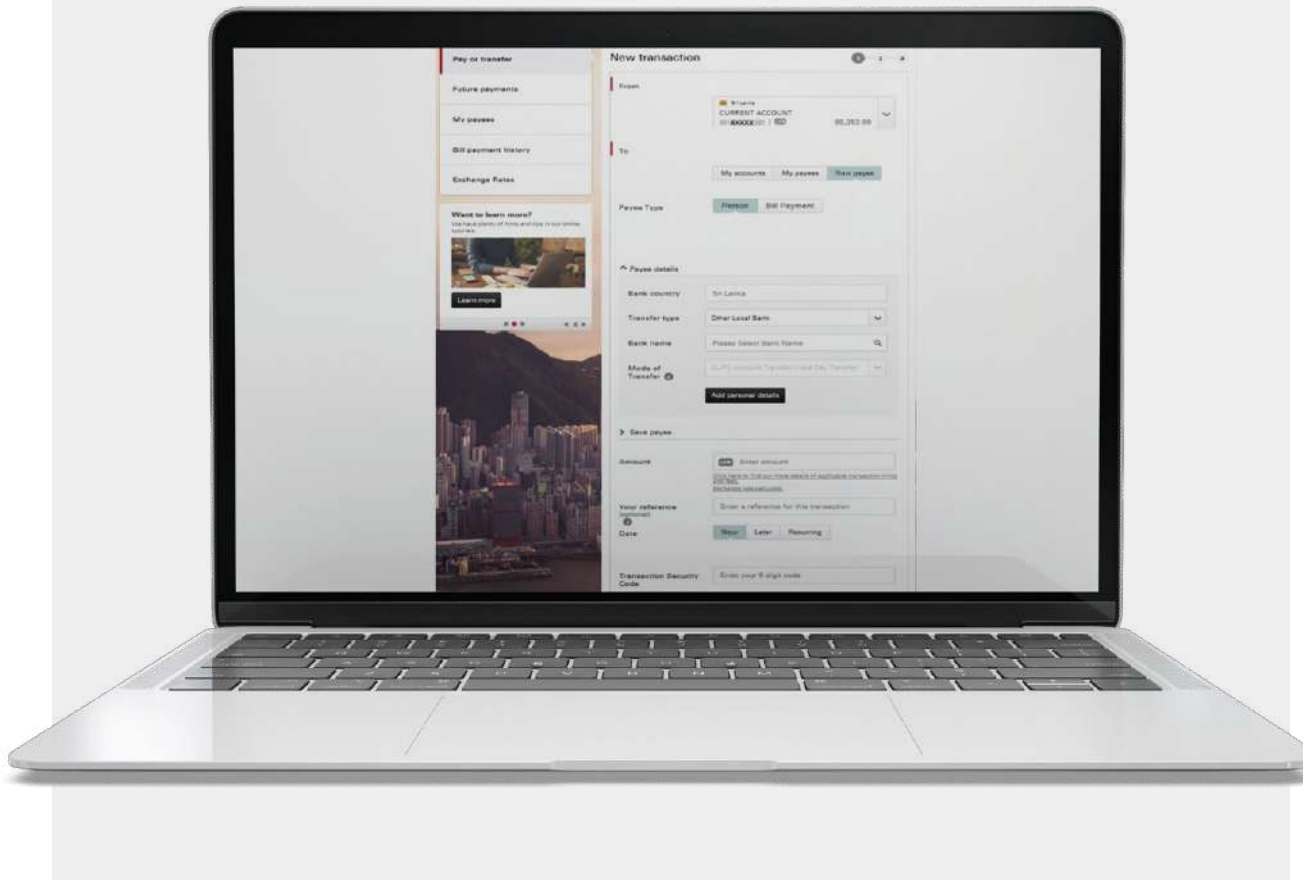


2 Select **“My Banking”** and click on **“Pay or transfer”** under **Move Money** tab



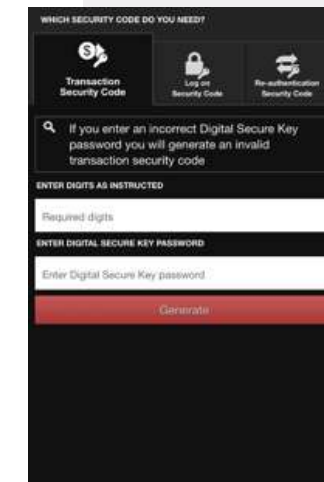
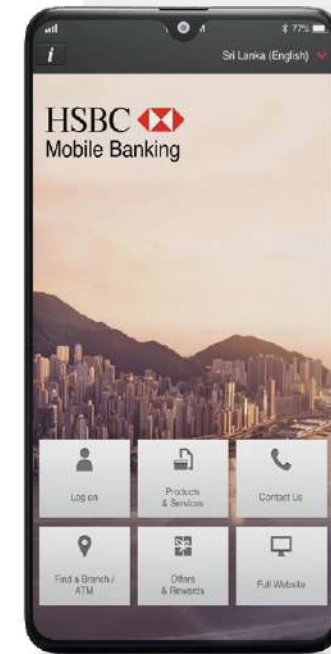
3

Click on **"New Payee"** then click **"Persons"** as the Payee Type, choose **'Other Local Banks'** as Transfer Type, **CEFTS** as mode of transfer, input Third party Account Number, Transaction details and click on **"Continue"**



4

Open your Mobile app and select **"Generate security code"**, then click on **"Transaction security Code"** and enter the last 4 digits of the third party account number and input the **Digital Secure Key Password**

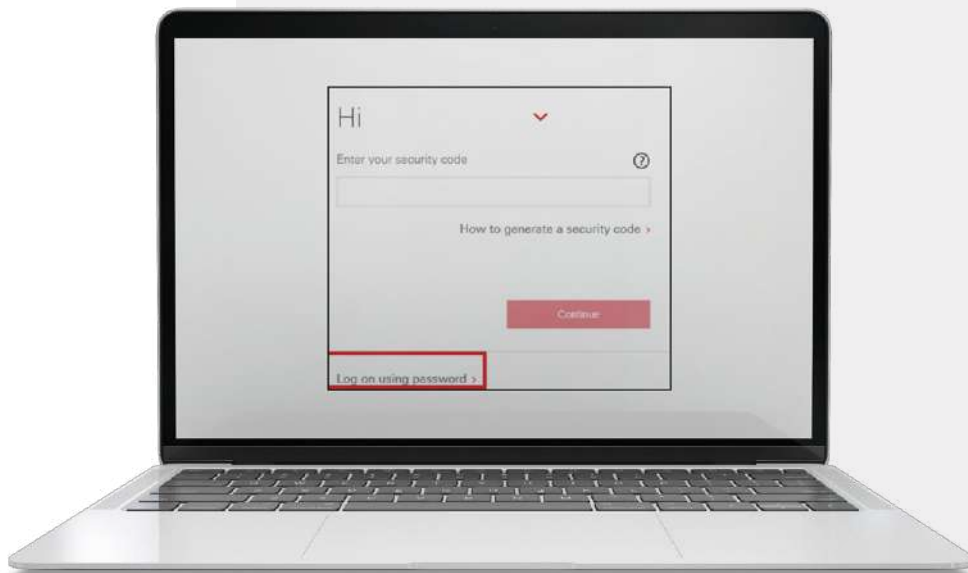


Make a Bill Payment to a Saved Payee on Online Banking

Note: Bill Payments can be done for Saved payees via HSBC Mobile App

1

Logon to your Online Banking using your Username and Password (Logon using an HSBC Secure Key is not mandatory)



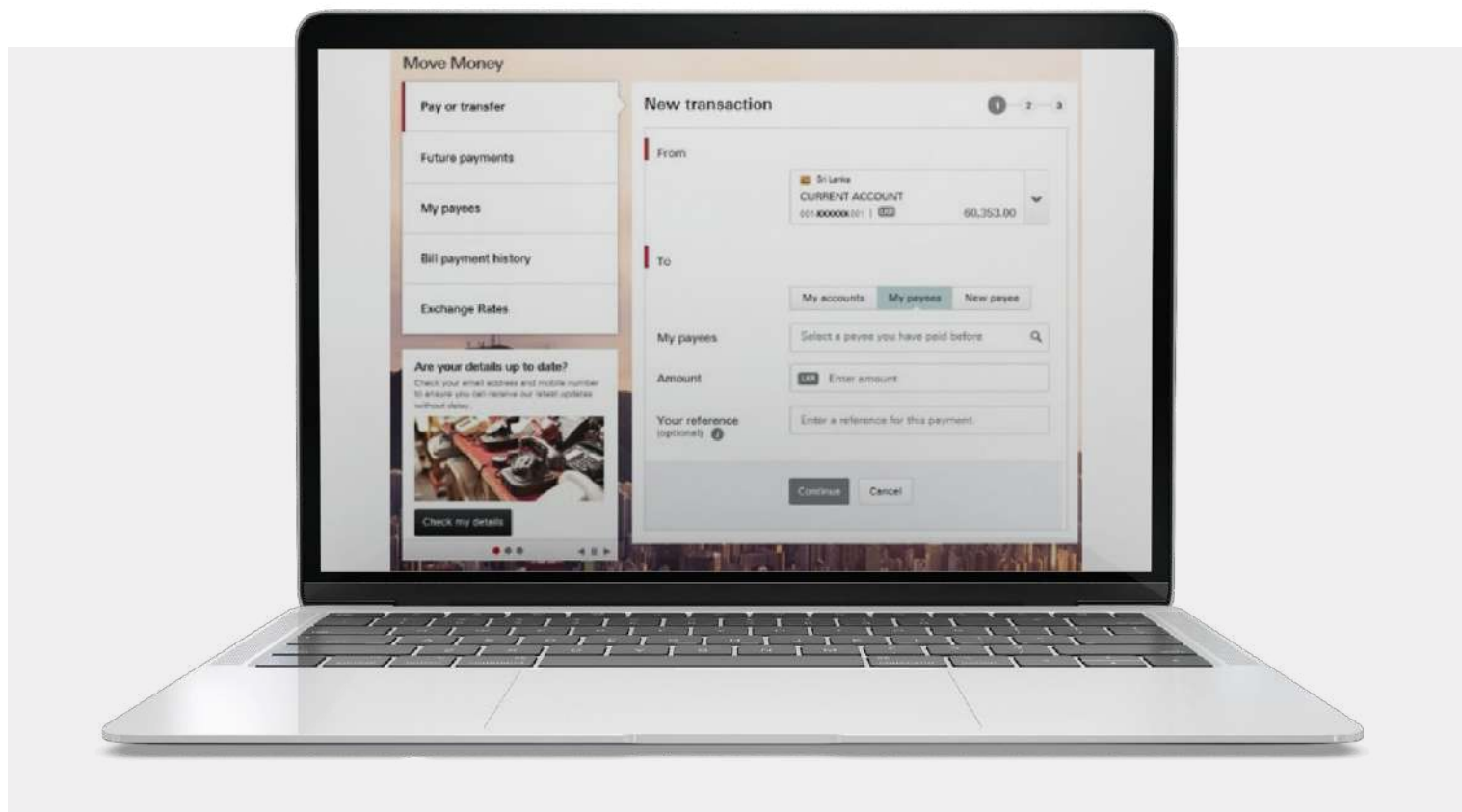
2

Select "My Banking" and Click on "Pay or Transfer" under Move Money tab



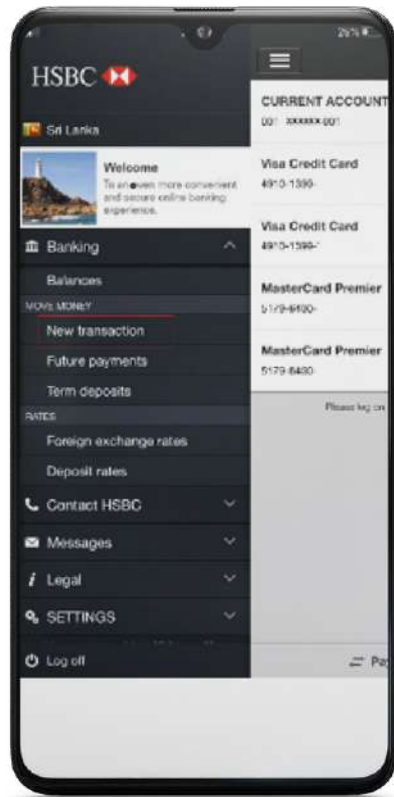
3

Click on “**My Payee**” and then select the Bill Payee name that you have saved before, **Enter the amount** which needs to be transferred and click on “**Continue**”

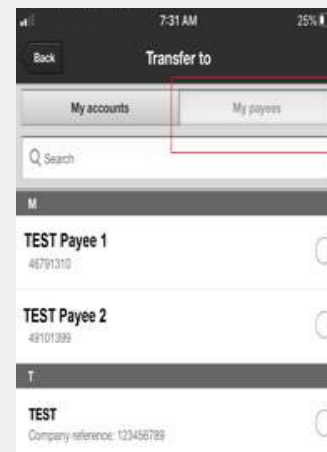
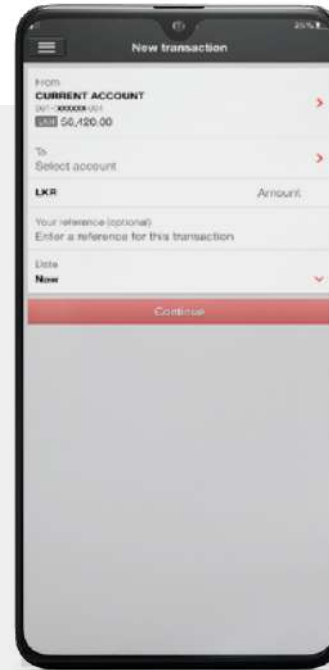


Make a Bill Payment to a Saved Payee on Mobile Banking App

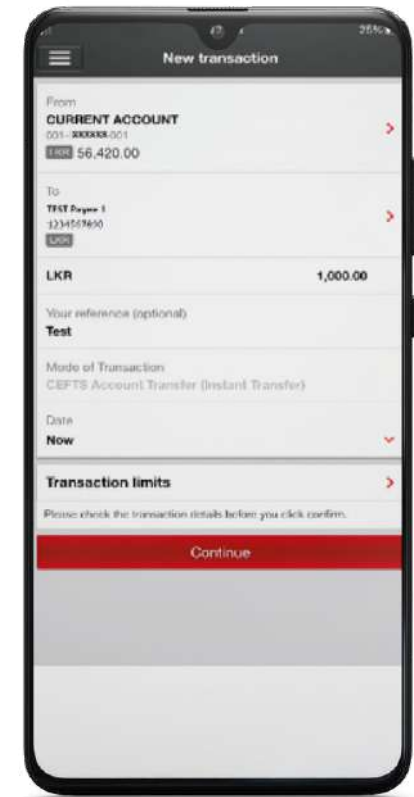
1 Logon to the Mobile Banking App and select **"New Transaction"**



2 Select the **"From"** account which the transaction amount should be debited. Then select the saved **"Bill Payee"** from the **"To"** list and click on **"Continue"**



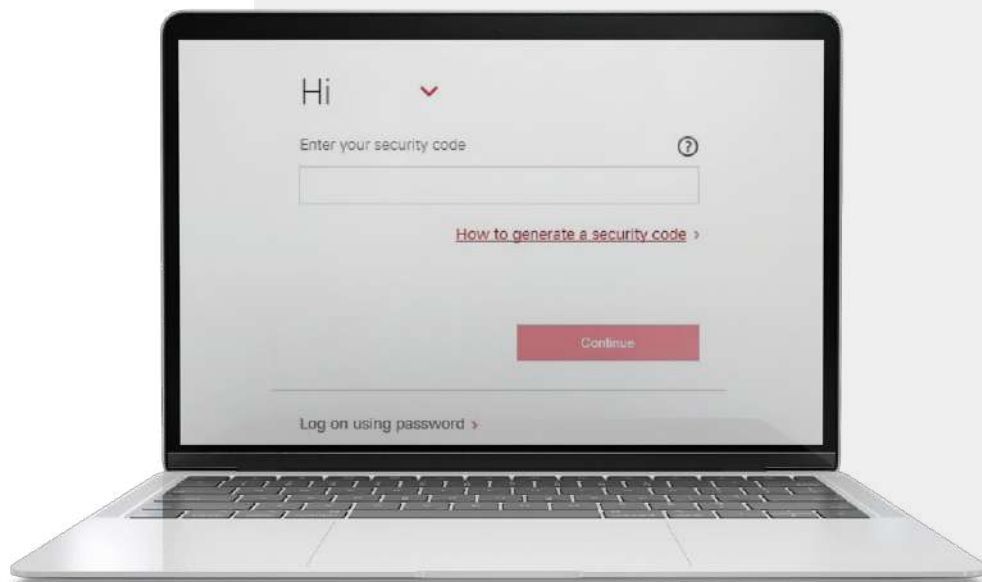
3 Enter the transaction amount and click **"Continue"**



Make a Bill Payment to a New Payee

1

Lagon to your Online Banking using your Username and Password (Lagon using an HSBC Secure Key is not mandatory)



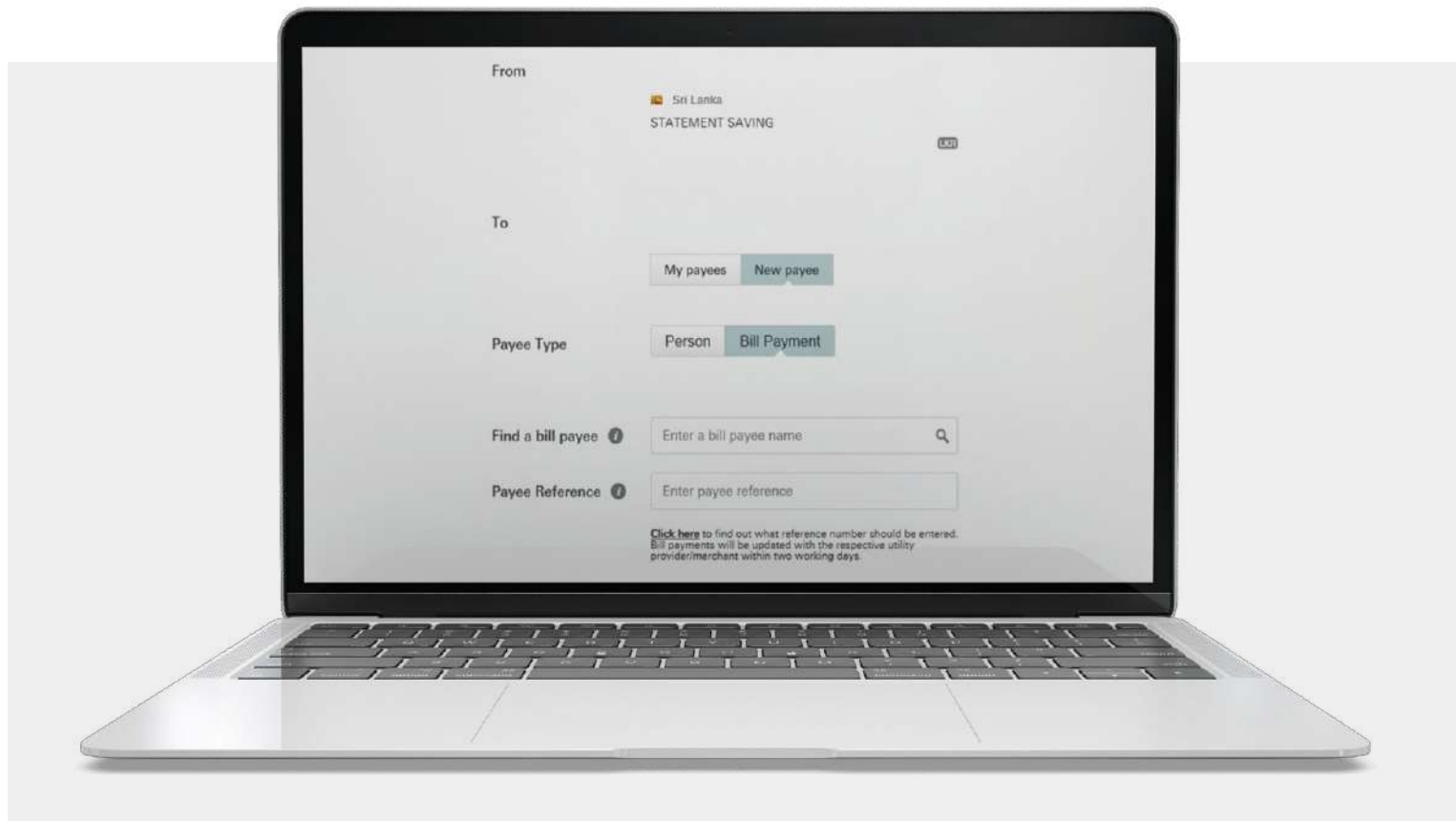
2

Select "My Banking" and Click on "Pay or Transfer" under Move Money tab



3

Click on **"New Payee"**, then click Bill Payment as the Payee Type, choose **"Bill Payee"** from the Bill Payee list, Input the bill payee reference, Transaction amount and click on **"Continue"**



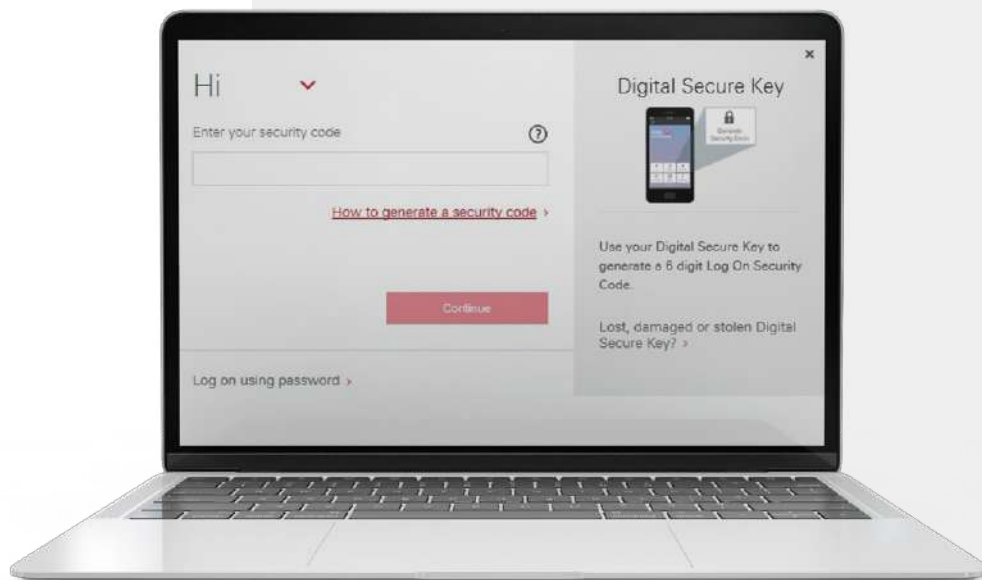
Global View And Global Transfers

How to access Global View

Note : Contact your RM before attempting Global Transfers

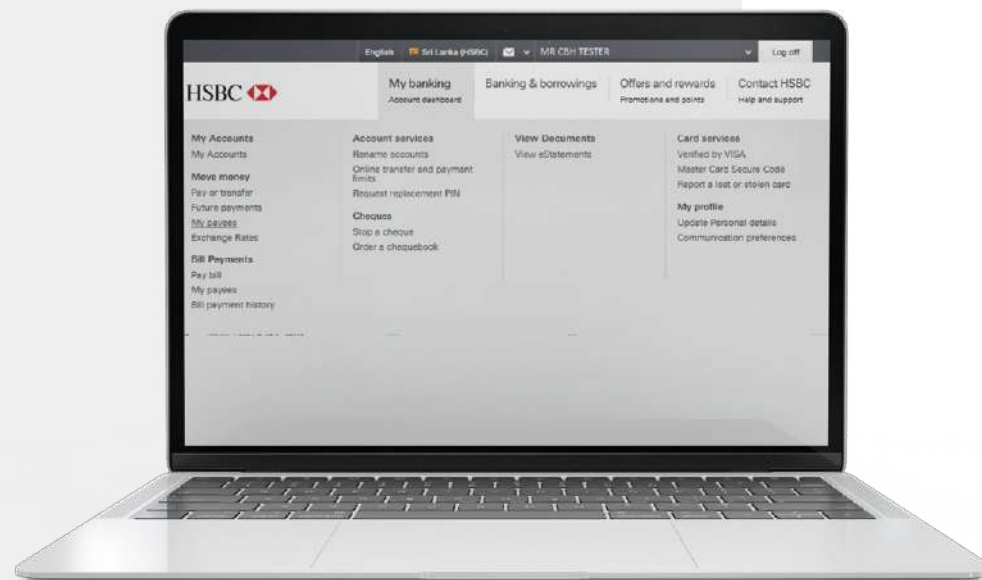
1

Logon to your Online Banking using your Username and Security Code



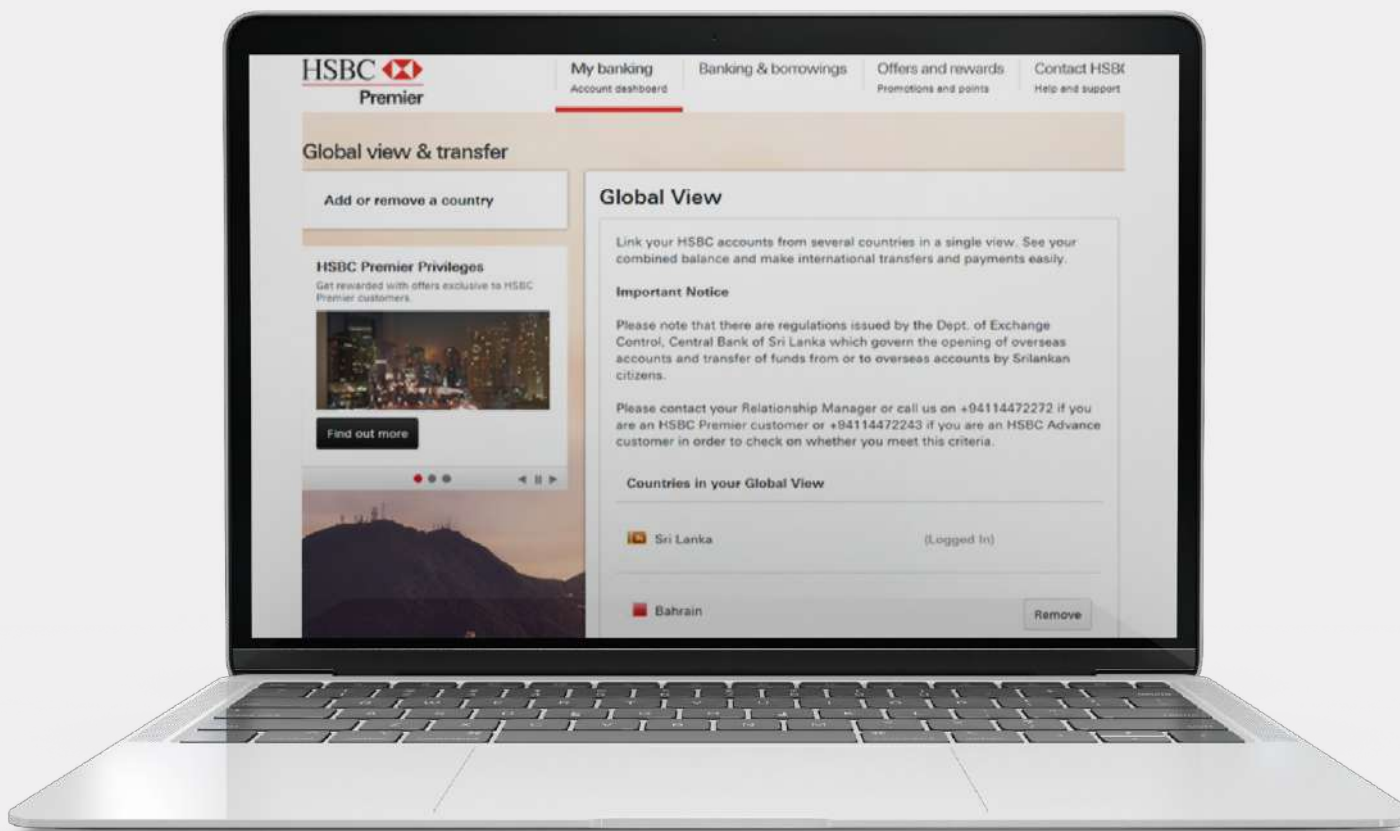
2

Select **"My Banking"** and Click on **"Add or Remove Country"** under **"Move Money"** tab



3

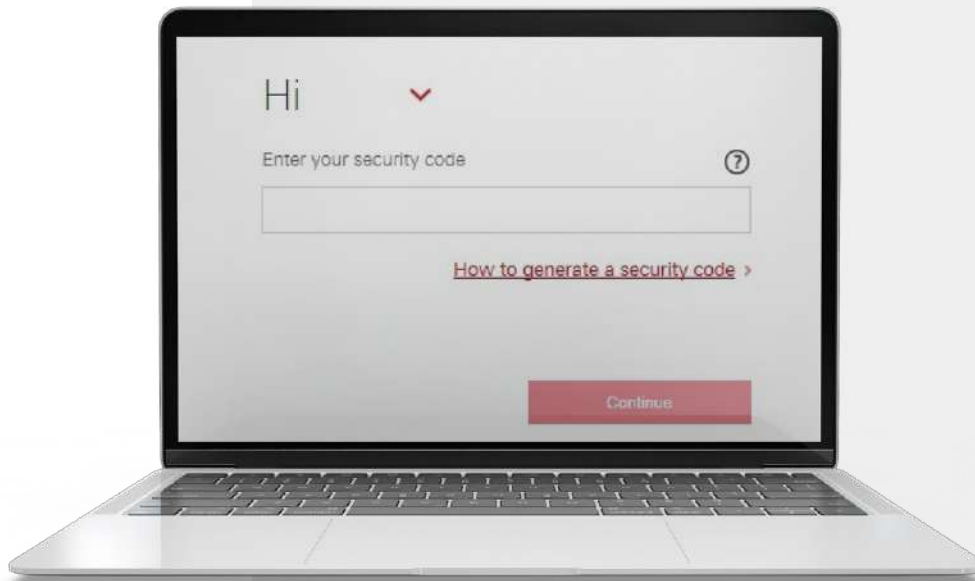
Search the Country and follow the on screen instructions to complete the Global View Registration. Please speak to your Relationship Manager/Branch Manager to check the eligibility



Setting up
E-statements

How to activate E-Statements via Online Banking

1 Logon to your Online Banking using your Username and Password

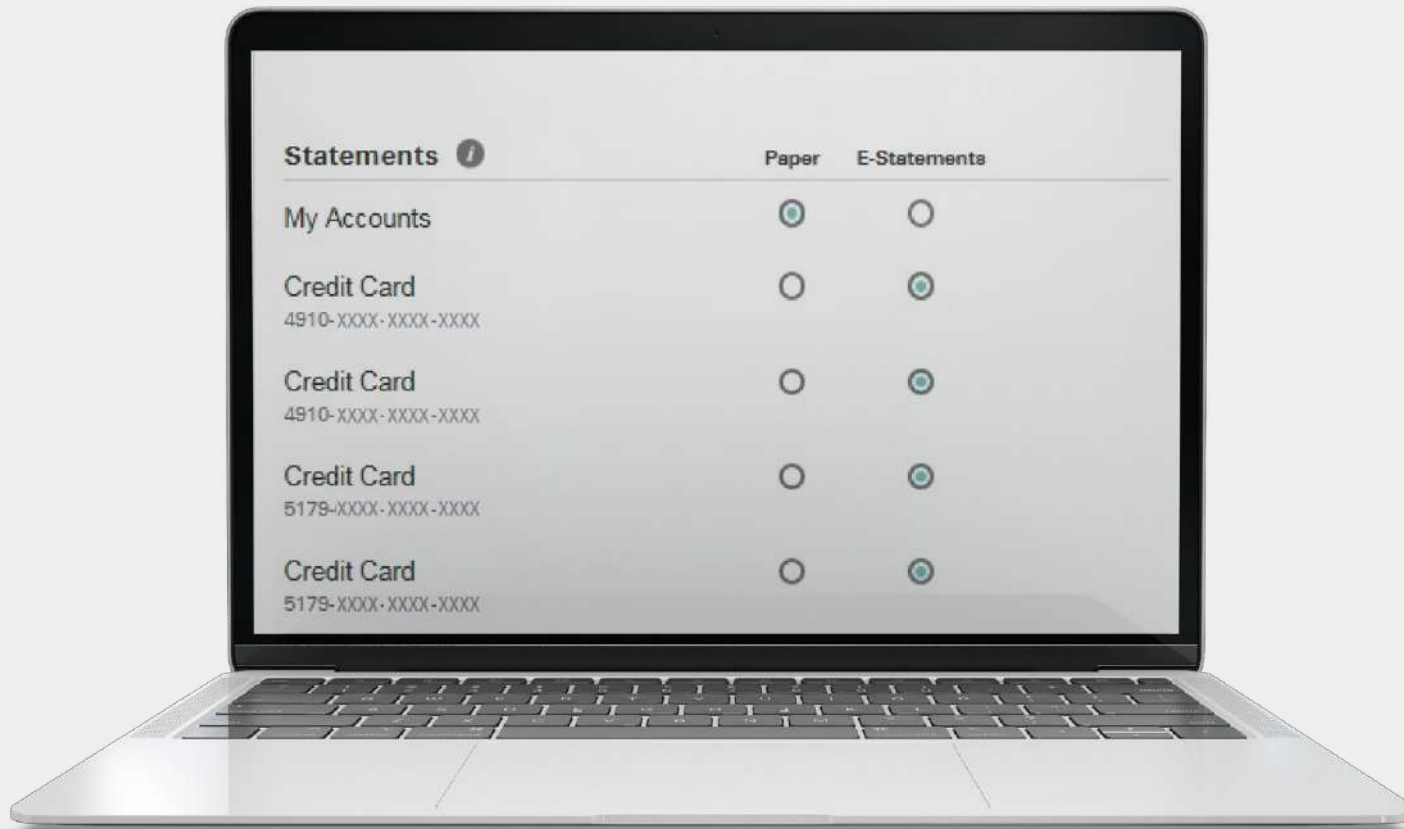


2 Click on "Communication Preference" under "My Banking"



3

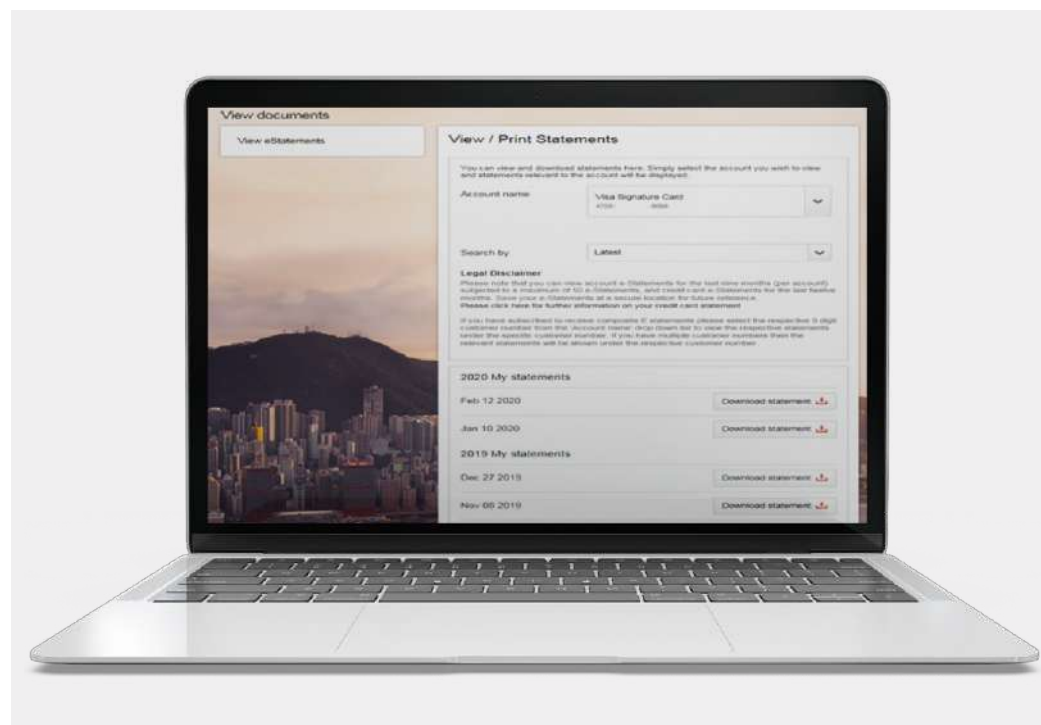
Select the
"E-Statement" option
and then click on
"Save"



How to download/view E-Statements via Online Banking

1

Logon to your Online Banking using your Username and Password and then click on **'View eStatement'** under **"My Banking"**



2

Select the **"Account Number/ Credit Card Number"** from the drop down to view the statement

If you have subscribed to receive composite E-statements, please select the respective 9-digit customer number from the **'Account name'** drop down list to view the respective statements under the specific customer number. If you have multiple customer numbers, then the relevant statements will be shown under the respective customer number

Secure Messaging

on Online Banking

How to send a Secure Message on Online Banking

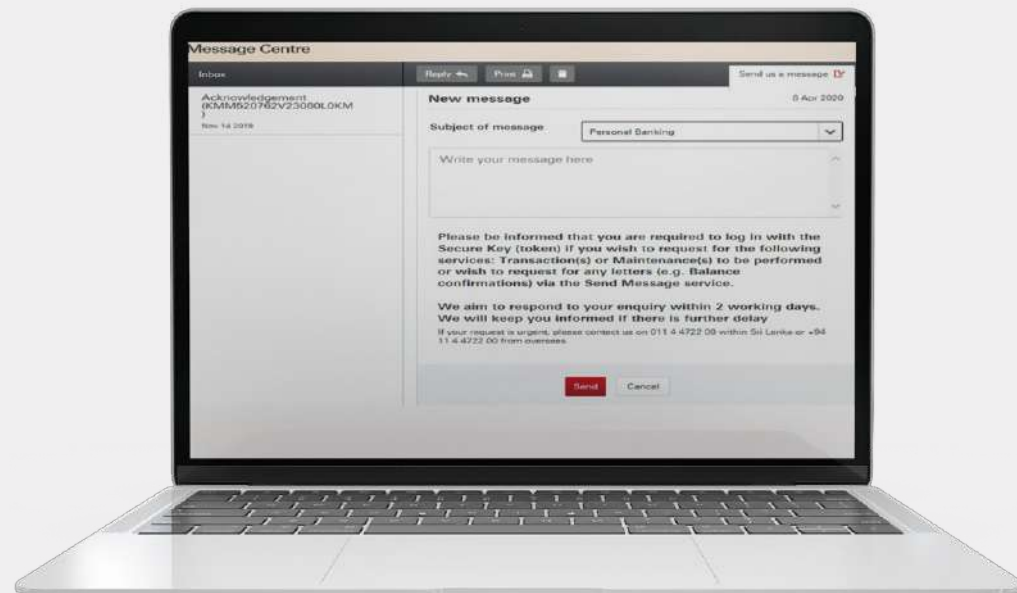
1

Logon to your Online Banking using your Username and Security Code and then Select the 'Envelop' icon on the header and click on "Send a Message"



2

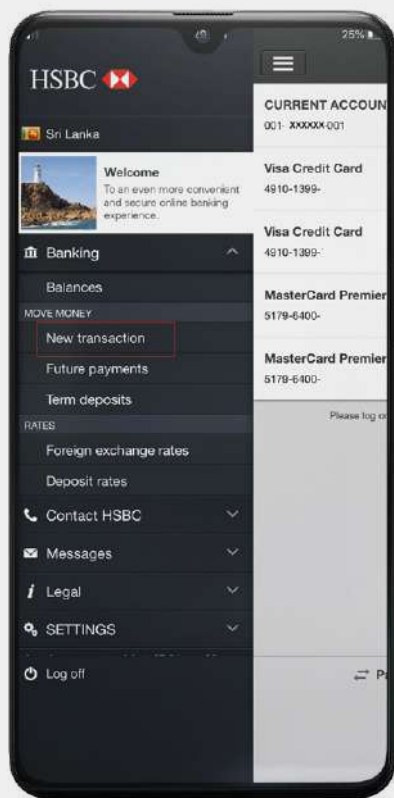
Select the relevant "Subject" from the subject list, Write the message and then click on "Send"



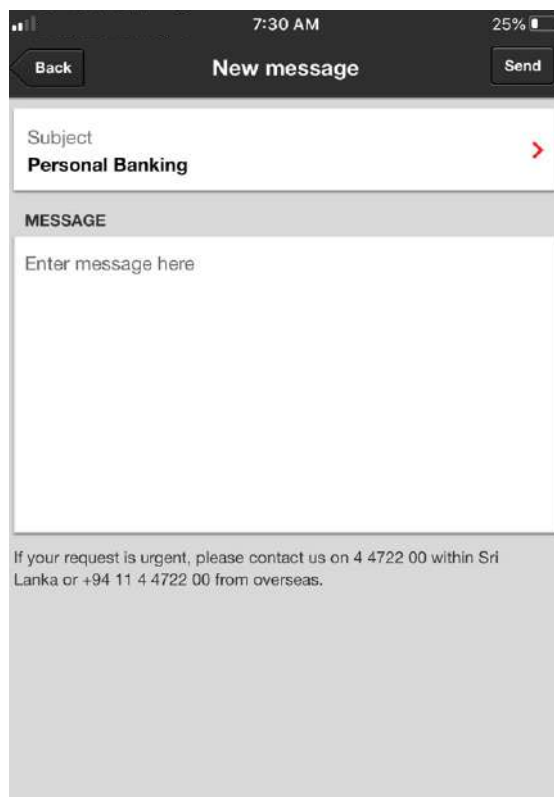
Note: Premier customers are required to **send secure messages by picking the premier queue when sending various** instructions irrespective of the nature of the request (eg : Premier customers to always forward instructions under "premier" from the subject of message drop down)

How to send a Secure Message on Mobile Banking

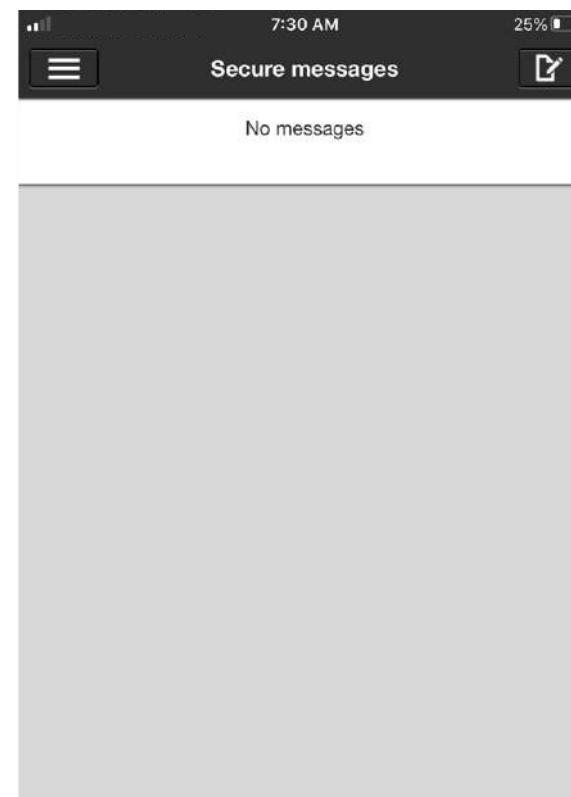
1 Logon to Mobile Banking app and then select **'Secure Messages'** under **"Messages"**



2 Select the **"Message"** icon in the top-right corner



3 Select the relevant **"Subject"** from the subject list, Write the message and then click on **"Send"**







Secure Messaging refers to the messaging option on the Online Banking platform

Requests that are accepted via Secure Messaging

Standing order placement, cancelation, amendments	Debit/ ATM card/ Phone banking/ Credit card PIN	Third party limit increments	TMD placement/ upliftment	Credit card activation/ Closures/ card blocking
Reversal of annual fees/ Utility payments	Replacement card/ Transfer cards/ Reinstate card	Card delivery instructions	Enrollment/ Redemption of Mileage and rewards points	Requests to share flexi, HIP, CIP, CBT plan details/ Requests pertaining to CIP/HIP (early settle/ cancellations)
Credit card balance disbursement	Issuance of online banking security tokens	Upgrade cards, HSBC advance credit card downgrades	Billing cycle changes	Repayment account change
Request vehicle book copies, HML document copies	Settle or raise inquires on Car/ HML loans	Interest rate reduction	Request for exchange control letters	Settlement of facilities and releasing of security documents

Requests that are No longer accepted via Secure Messaging

 Chequebook requests
 Transfer of funds (SLIPs requests)
 Address change
 Standing Instructions

Secondary Accounts and Fixed Deposits

How to open a Secondary Account on Online Banking

Step 1 - Logon to HSBC Online Banking

Step 2 - Click on “Banking & Borrowings” and then select “Saving Accounts”

Step 3 - Click “Find Out More”

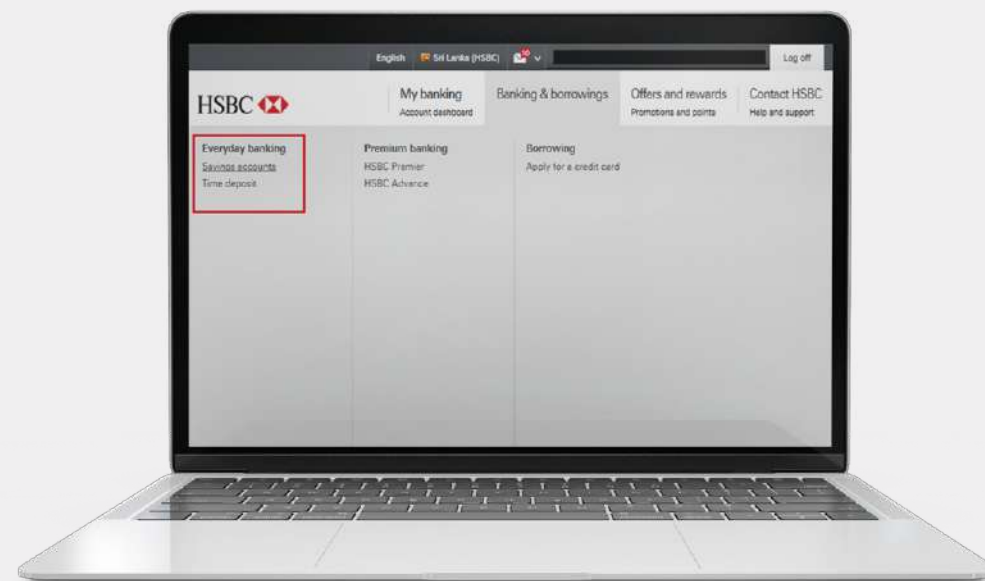
Step 4 - Click “Apply Now”

Step 5 - Tick “I confirm these details are correct” and click “Continue”

Step 6 - Select the account from which the initial amount should be, the currency, the amount to be transferred to the new account and the purpose.

Step 7 - Review all the details and click “Confirm” if they are correct.

Step 8 - Tick “I have read and agree to the Terms and Conditions as stated” and click “Continue”



How to open a Fixed Deposit on Online Banking

Step 1 - Login to HSBC Online Banking

Step 2 - Click on “Banking & Borrowings” and then select “Time Deposits”

Step 3 - Click “Find Out More”

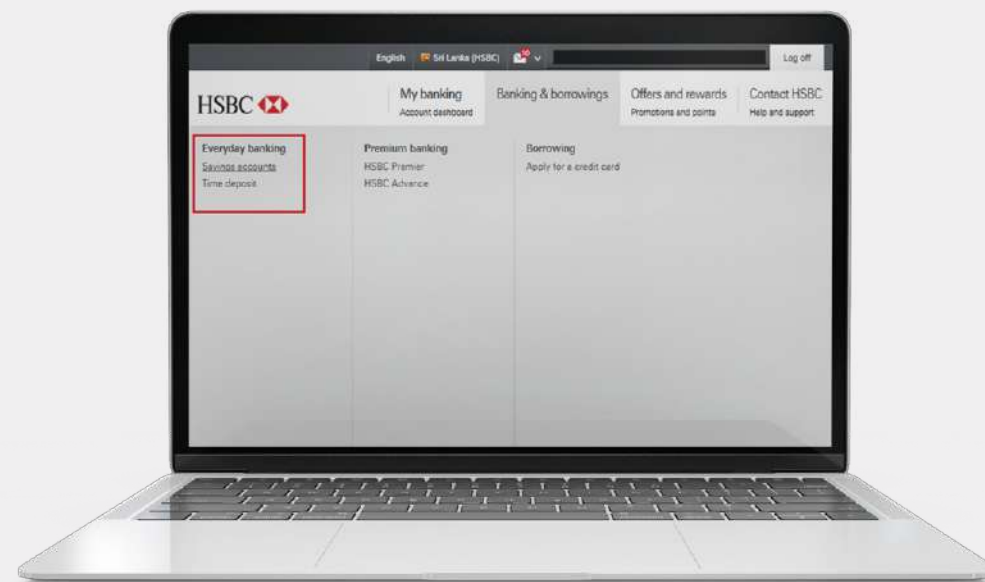
Step 4 - Click “Open Now”

Step 5 - Tick “I confirm these details are correct” and click “Continue”

Step 6 - Select the account from which the initial amount should be, the currency, Term of the Deposit and the amount to be transferred to the Fixed Deposit.

Step 7 - Review all the details and click “Confirm” if they are correct

Step 8 - Tick “I have read and agree to the Terms and Conditions as stated” and click “Continue”

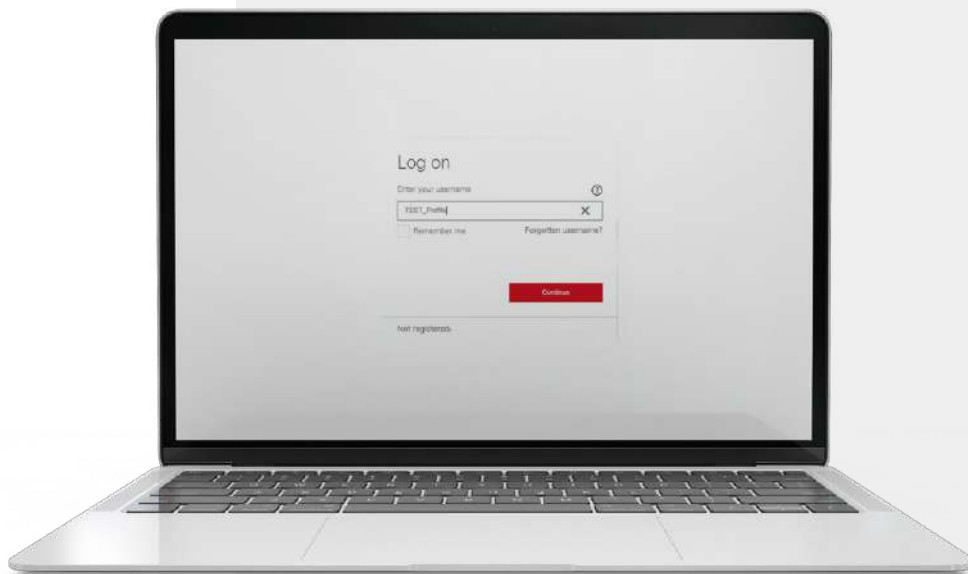


Resetting Passwords

How to reset Online Banking Password (Online Password Reset)

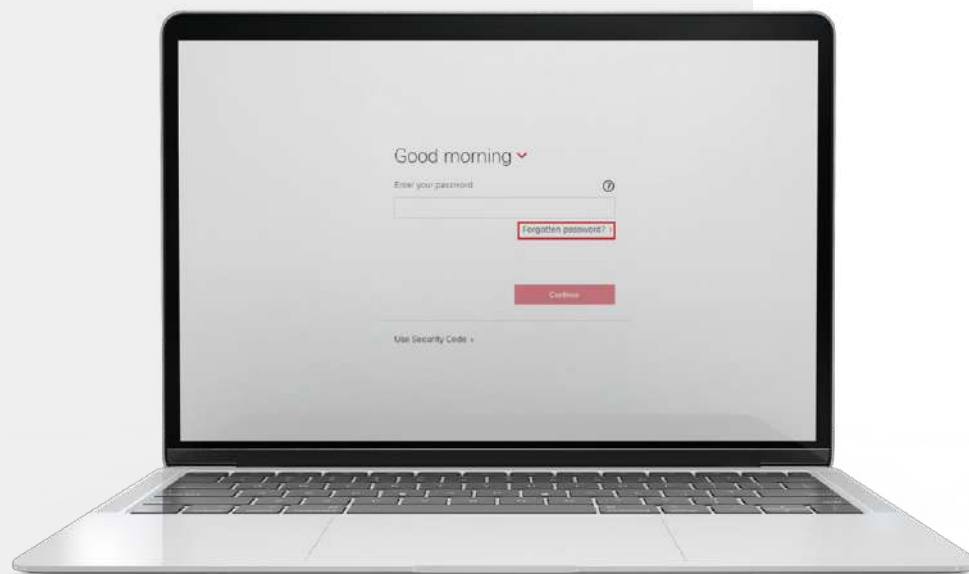
1

Enter your 'User Name'
and click on "Continue"



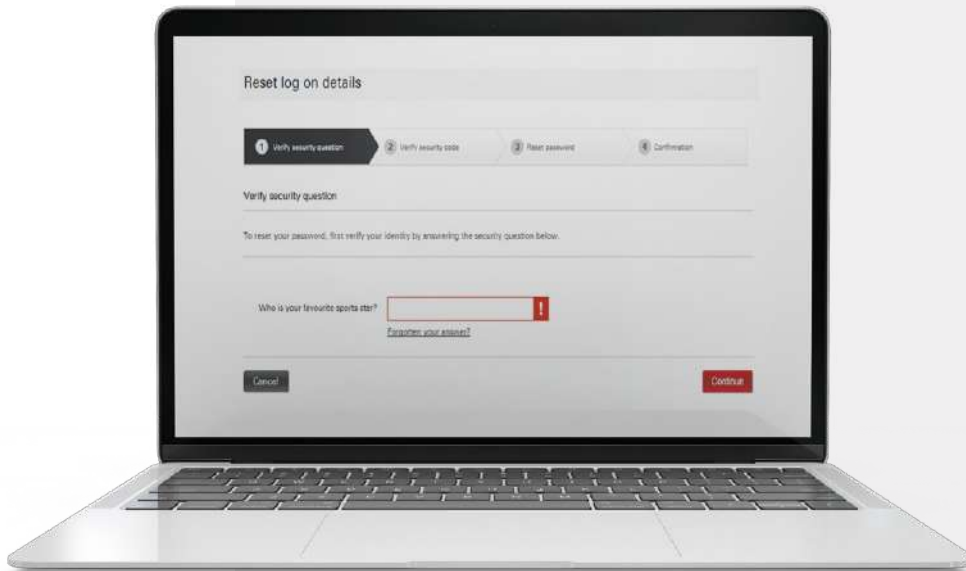
2

Click on
"Forgotten
Password"



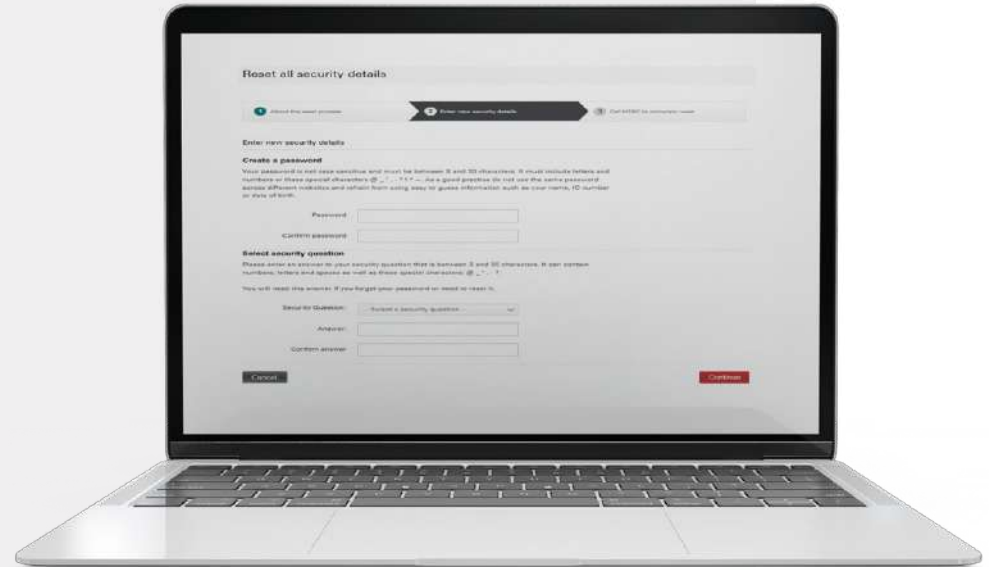
3

Answer the security question and click on "Continue"



4

Generate the password reset code from Security Token or to your mobile/email, and then reset the password



How to reset Online Banking Password (Offline Password Reset)

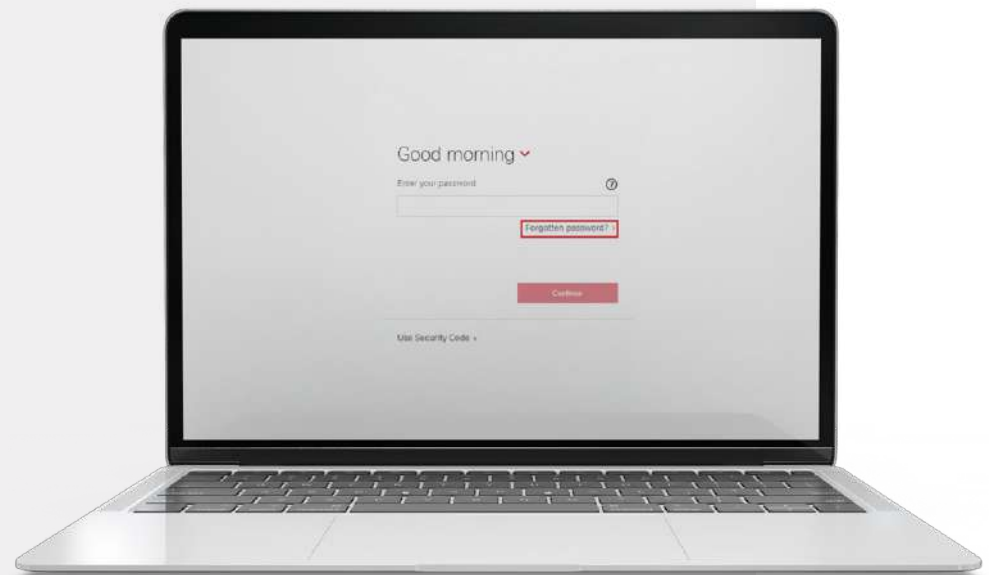
1

Enter your 'User Name' and click on "Continue"



2

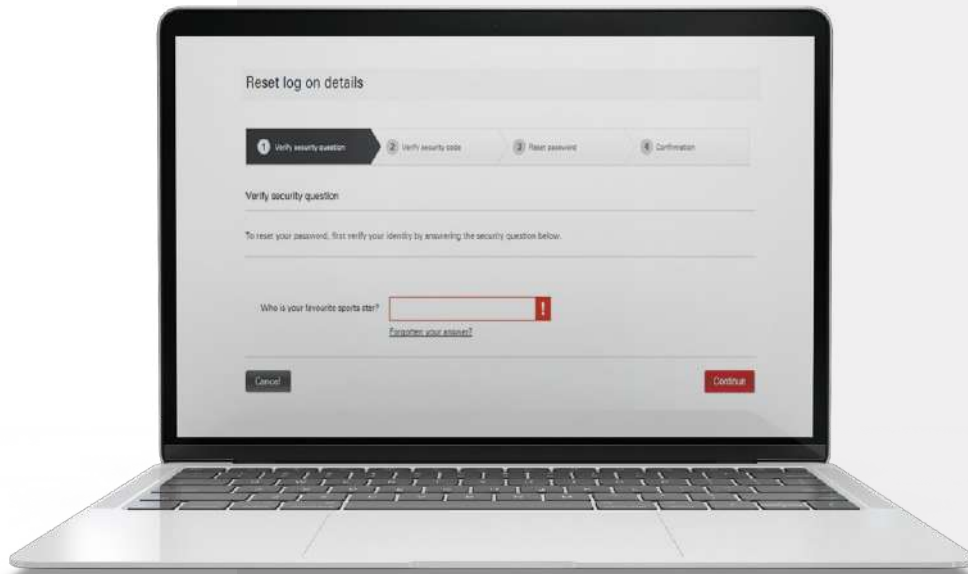
Click on "Forgotten Password"



Note: Customer should use Offline Password Reset when customer cannot recall the answer for the security question

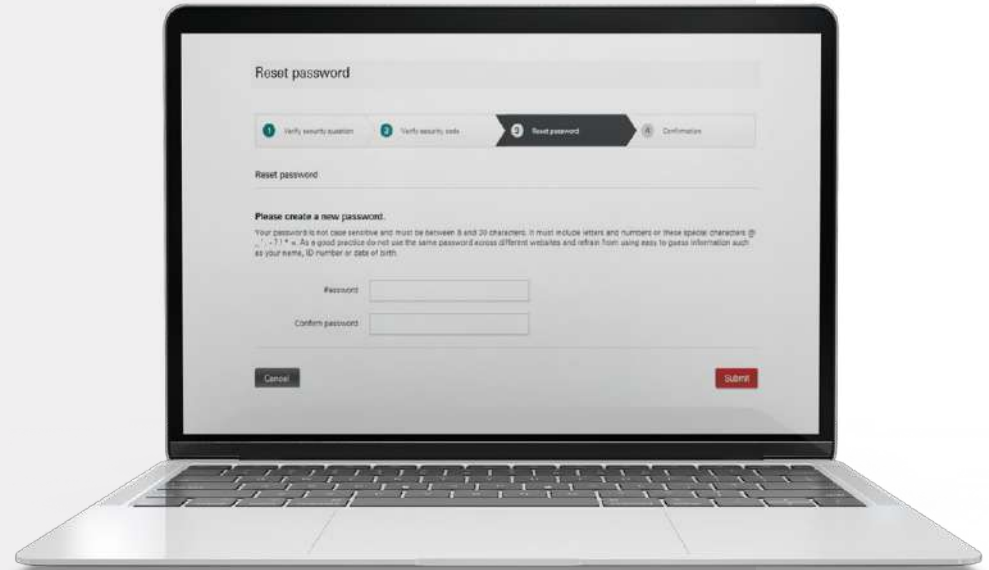
3

Click on “Forgotten your answer”



4

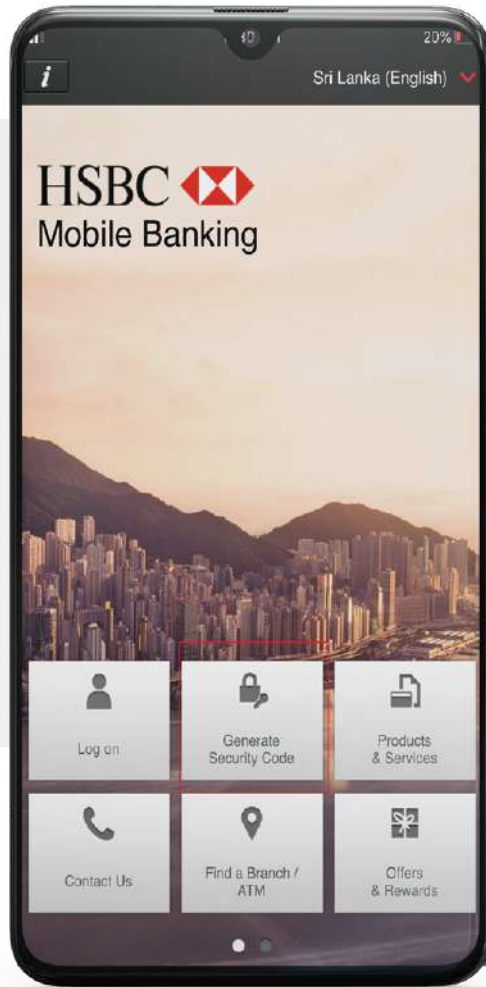
Setup a new password and a Security question and then call contact center with the password reset reference number to activate the new password



How to reset Digital Token Password

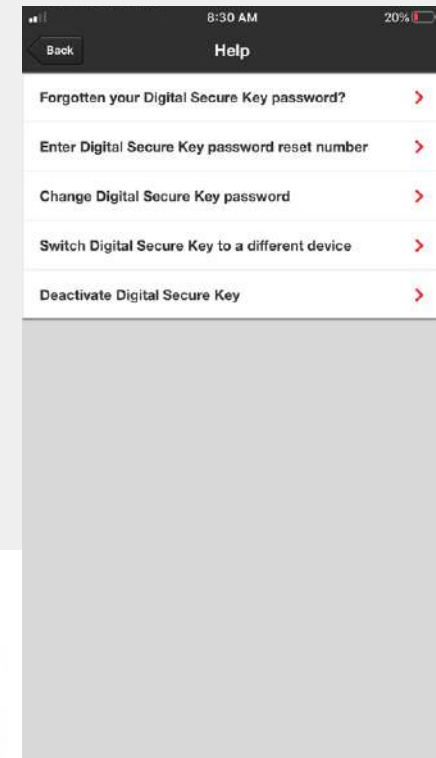
1

Open the Mobile Banking app and click on "Generate Security Code"



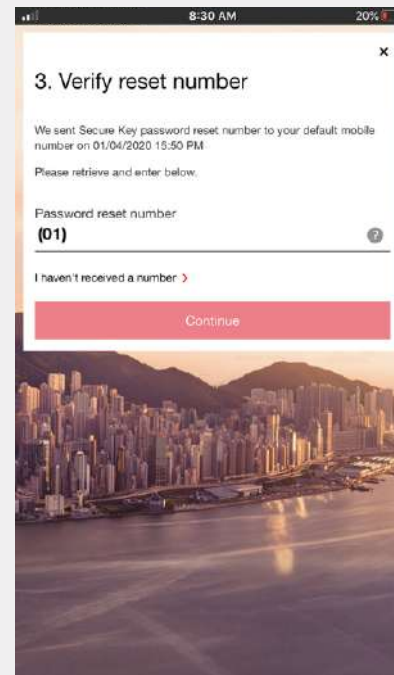
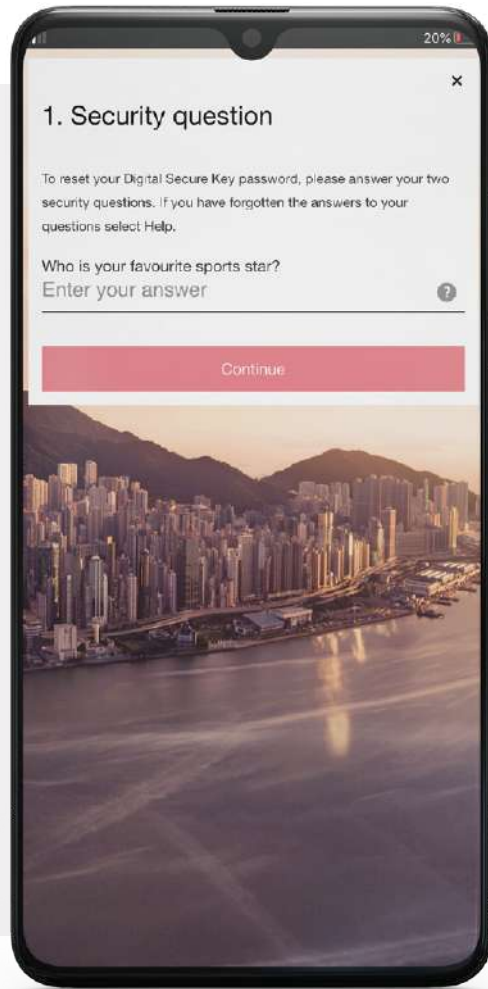
2

Click on "Help" on top right corner and then select 'Forgotten your Digital Secure Key' password



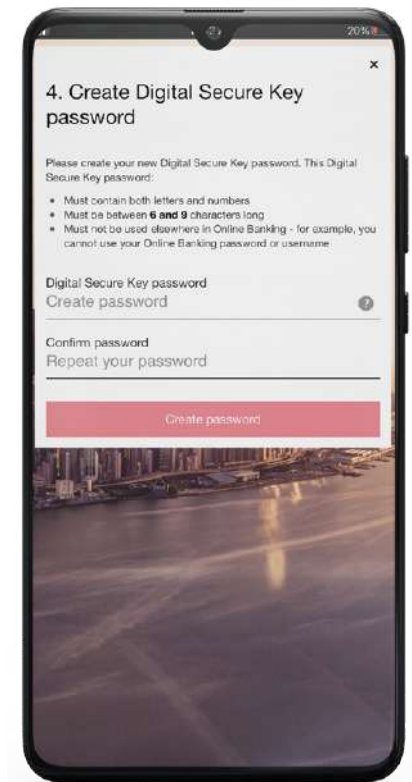
3

Answer the security question, Generate the password reset code to your mobile/email and then enter the password reset number



4

Setup a new password and click on "Create Password"

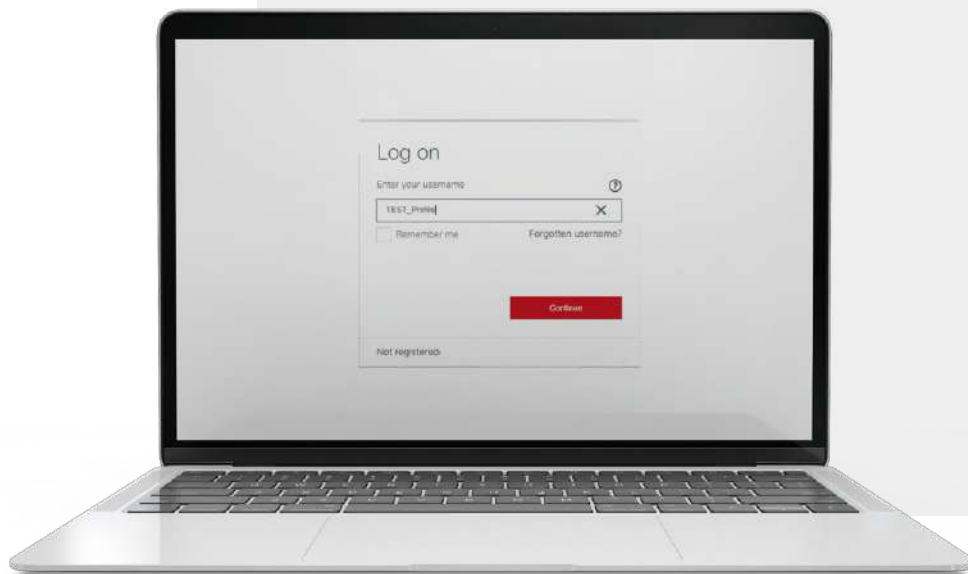


How to reset Physical Token Password

1

If your HSBC Secure Key is locked, It will display a 7-digit code on screen whenever its turned on. To continue to use internet banking with the token, you will need to reset the physical token PIN online

Enter your **'User Name** and click on **"Continue"**

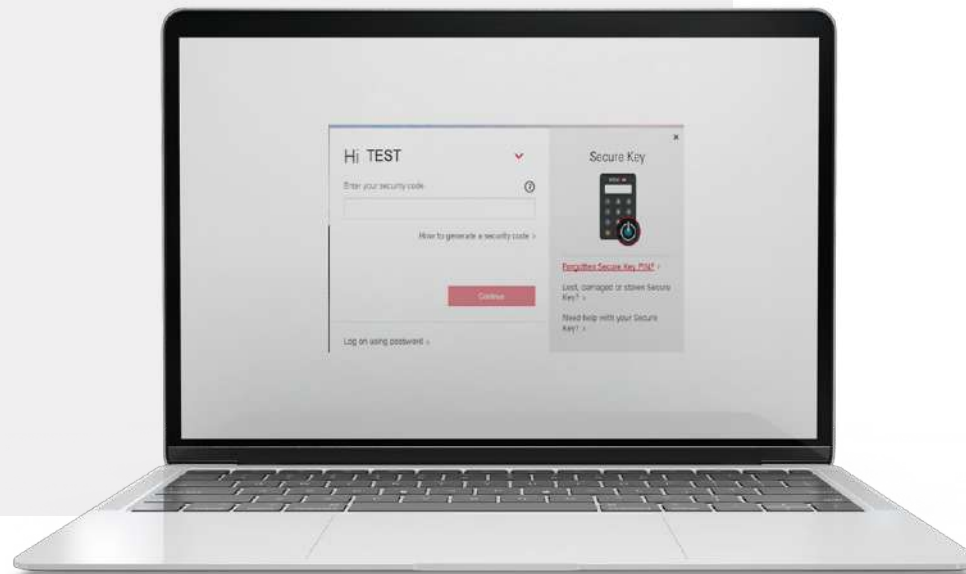


2

Select **"Use Security Code"** and click on **"Forgotten your secure key PIN"**

Follow the on screen instruction and you will be given a PIN reset code

Once you have the code, press the green button lightly and then setup the new password



HSBC Premier

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