

IMPORTANT SECURITY UPGRADE: THREE (3) IMPORTANT ONLINE AND MOBILE BANKING CHANGES COMING YOUR WAY

7 September 2026

We're enhancing the way you access HSBC Malaysia Online Banking and Mobile Banking to make your banking safer, simpler and more seamless. From October 2026 onwards, we'll be introducing:

No	Security Upgrade	Release Date
1	A New Way to Log On to HSBC Online Banking	5 th October 2026
2	A Simplified Mobile Banking setup with electronic Know-Your-Customer (e-KYC)	Starting from November 2026 in phases
3	An Upgraded Mobile Secure Key (MSK)	Starting from November 2026 in phases

Why are we making these changes?

We're making a few updates to help keep your banking safer, while keeping it quick and easy to use. Because your security is our priority, we regularly enhance HSBC Online Banking and the HSBC Malaysia App to meet robust security standards.

What you need to do now?

- Update your HSBC Malaysia Mobile Banking app ("HSBC Malaysia App") to the latest version (if you haven't already).
- Log on as usual.
- If prompted, set up your new 6-digit PIN to continue. For help, refer to our 29 June 2026 communication ([HSBC Malaysia](#) | [HSBC Amanah](#)).
- Review the upcoming changes outlined below:

1

More Ways to Log On

To help keep access secure, whichever Log On option you use will need to be **entered together with your date of birth**.

Step 1: Input your Username or Card Number or Account Number

Step 2: Enter your date of birth

Step 3: Authenticate with HSBC Secure Logon

2

Mobile Banking Setup with e-KYC

You'll be required to take a photo of your identity document (**MyKad or passport**) and a **selfie** so we can verify your identity. This will apply during:

- **Online / Mobile Banking registration**
- **Mobile device set-up**
- **HSBC Malaysia app 6-digit PIN reset**

Step 1: Initiate e-KYC Verification

Step 2: Scan your selected Identity Document

Step 3: Take a selfie

3

Upgraded Mobile Secure Key

You won't need to manually enter a 6-digit security code (Transaction Verification / Re-authentication Code) to authenticate transactions.

Instead, you'll receive a push notification in the HSBC Malaysia app to **review** the request and **approve** or **reject** it with a single tap.

Step 1: Initiate transaction on HSBC Online Banking

Step 2: Receive push notification for an in-app review and approval



Should you require any further assistance, please [contact us](#).

Thank you for choosing HSBC. It's always a pleasure to serve you.

Issued by: HSBC Bank Malaysia Berhad & HSBC Amanah Malaysia Berhad