Get started with HSBC Digital Banking







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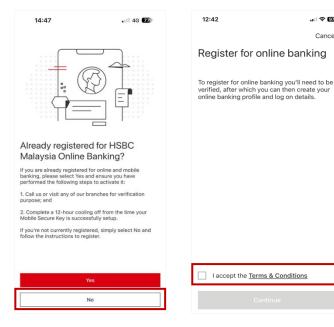
HSBC Mobile Banking Guide

How to register for HSBC Mobile Banking

I have just opened an account with the bank, how can I access the HSBC Malaysia Mobile Banking app?

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Cancel



Step 1

Launch the HSBC MY Mobile Banking App.

For new registration, select 'No'.

							C	ancel
Crea	ate	new		g or	n de	tails	S	
Create								
O Use	ername	must t	e betw	een 6 t	o 30 alı	phanum	neric	
	aracter							
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A •	s z	D	F C	G V	r l H B	J	к м	L

Step 5

Step 6

Step 2

8:18

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Tick the box to accept

the Terms & Conditions.

Choose a security question

Who is your favourite television or film characte

Who is your favourite sports star?

What is your favourite book?

What is your favourite movie?

Who is your favourite writer?

What is your favourite music?

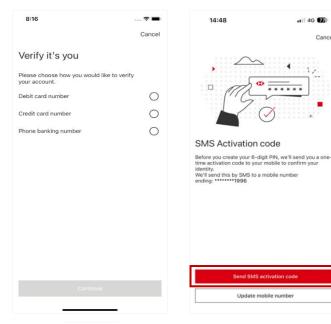
What was your favourite childhood TV programme?

Who is your favourite musical artist? What is your oldest cousin's first name?

Who is the person you most admire?

Create a username¹ and password.

Choose your security questions and confirm your answer to proceed.



Cancel

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Step 3

2:50

Enter your new PIN

Cancel

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Select your preferred verification method and fill in the relevant details.

Please create a new 6-digit PIN

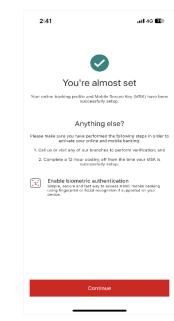
0 0 0 0 0

Step 4

Select 'Send SMS activation code' to receive a one-time activation code to confirm your identity.

1 4G 72

Cancel



Step 7

Create a 6-digit PIN. Reenter your PIN to continue.

Step 8

Call the contact centre to verify your registration.²

¹ Please remember your username as it cannot be changed post setting.

 2 Please ensure you have set up <u>T-PIN</u> for verification purposes.

² Kindly call us with your registered phone number with the bank. Alternatively, you can visit us at your nearest branch by appointment.

² After the <u>12-hour cooling off period</u> for the Mobile Secure Key, you will be able to fully access online and mobile banking services.

How to activate Mobile Secure Key (MSK)

I have completed online / mobile banking registration, how do I activate Mobile Secure Key on my device?







Step 3

Select 'Send SMS

activation code' to

receive a one-time activation code to confirm your identity.

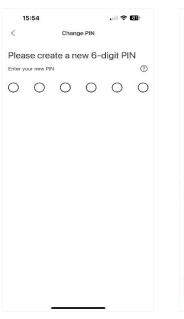


Step 4

Select 'Continue' to proceed.

Step 1

Download the HSBC Malaysia Mobile Banking app and select 'Yes'.



Step 2

Enter your username and password created during registration.¹



Step 5

Step 6

Create a new 6-digit PIN.² Re-enter the PIN to continue. Your Mobile Secure Key has been successfully activated³ and you will receive a SMS confirmation.

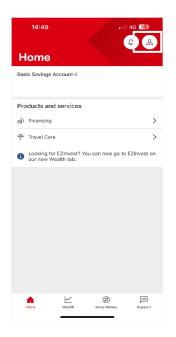
¹ If you have forgotten your Online Banking password, please refer <u>here</u> for steps on how to reset your password.

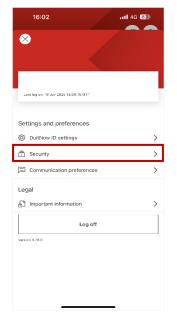
 $^{\rm 2}$ Do not share your PIN with anyone, including HSBC employees.

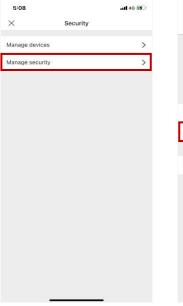
³ After the <u>12-hour cooling off period</u> for the Mobile Secure Key, you will be able to fully access online and mobile banking services.

How to enable Face ID for biometrics authentication

How do I enable Face ID for my HSBC Malaysia app?







Select 'Manage security'.



Step 4 Toggle to the right to enable Face ID.

Step 1

15:58

Logon and tap the profile icon at the top right corner.

Fast and secure access with Face ID Face ID offers a simple, secure and fast way to access the HSBC Mobile Banking using the Face ID stored on your device. By enabling Face ID you agree to the Terms & Conditions Any Face ID registered on this device will be able to access your account.

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Skip

Step 2 Select 'Security'.

15:58l 40 C K Enable Face ID Enter PIN to enable Face ID Enter your 6-digit PIN O <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>								
Enter your 6-digit PIN Image: Second Seco			able Face		4 G	64)	15:59	ull 4G 🚱
Face ID is set up You can now access your accounts and authorise payments with Face ID. You can now recess your accounts and authorise payments with Face ID. Wanage your Face ID access at any time in 'Settings' Forgot your PN?	Enter P	IN to er)	0		
You can now access your accounts and authorise payments with Face ID. Manage your Face ID access at any time in 'Settings' Forgot your PIN?	0 (С	0		
		For	got your Pl	N?			You can now a p	ccess your accounts and authorise ayments with Face ID. Se ID access at any time in 'Settings'

Step 3

Step 5

View the Terms & Conditions and select 'Enable Face ID now'.

Enable Face ID not View Terms & Conditions

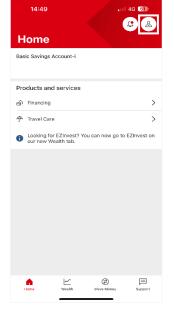
Step 6 Enter your 6-digit PIN.

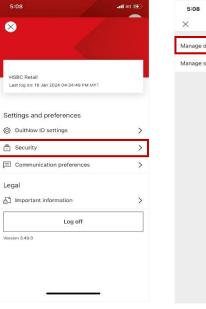
Step 7 Your Face ID has been enabled.

How to remove old device

With a one device limit, how do I remove my old device to allow new device registration?







all 46 💓



Step 1

5:08

This device

iPhone 11 iOS 17.2.1 Added Oct 31, 2023

<

0

Logon to your HSBC Mobile banking app.

Manage devices

ull 46 🚁

Step 2 Tap the profile icon at the top right corner.

Step 5

Step 6

Choose the old device you wish to remove.¹

Select 'Delete'.



Step 7

Step 3

Select 'Security'.

Select 'Remove and log off' to confirm.

¹ Please do not delete the app in the old device before you deregister, as this may prevent you from registering your new device or logging on to the HSBC Malaysia app.

PUBLIC

Step 4

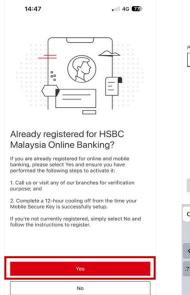
Select 'Manage devices'.

How to transfer Mobile Banking app to a new device

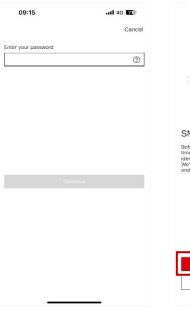
09:15

I am planning to change my mobile device, what should I do to set up the HSBC Malaysia Mobile Banking app on the new device?

Important: Before you begin, please refer here to ensure you have successfully removed your old device.





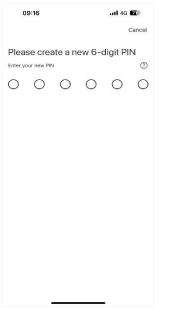




4G 📶

Step 1

Download the HSBC Malaysia Mobile Banking app and select 'Yes'.



Step 2

Enter your username.



Step 5

Step 6

Create a new 6-digit PIN.² Re-enter the PIN to continue. Your device has been set up. You can now log on using your new device.

¹ If you have forgotten your Online Banking password, please refer <u>here</u> for steps on how to reset your password.

² Please ensure you remember your 6-digit PIN as it will be used to log on and for transaction approval.

² Do not share your PIN with anyone, including HSBC employees.

Step 3

Enter your password.1

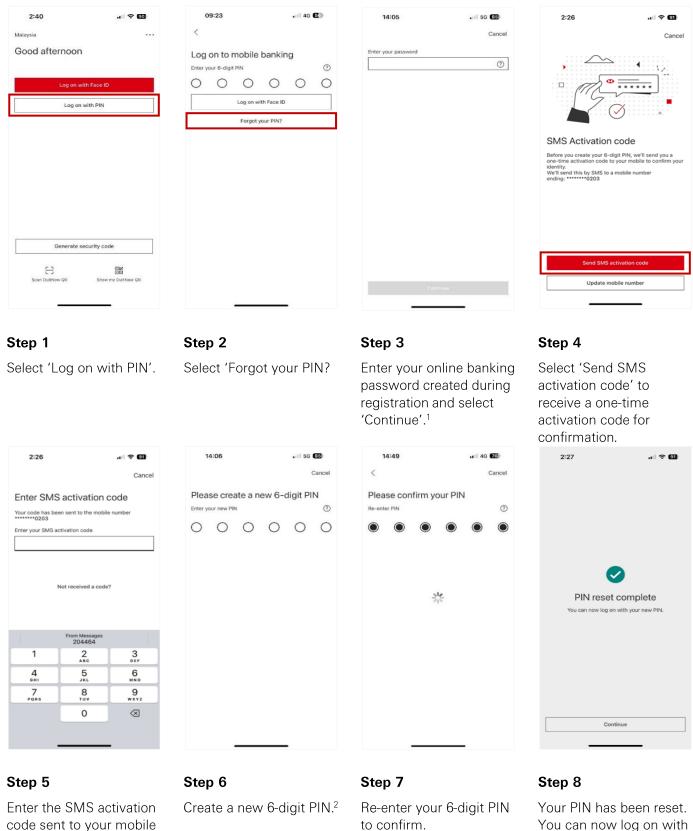
Step 4

09:16

Select 'Send SMS activation code' to receive a one-time activation code for confirmation.

How to reset Mobile Banking PIN

I forgot my 6-digit Mobile PIN and unable to log on, what should I do?



You can now log on with your new PIN.

¹ If you have forgotten your Online Banking password, please refer <u>here</u> for steps on how to reset your password.

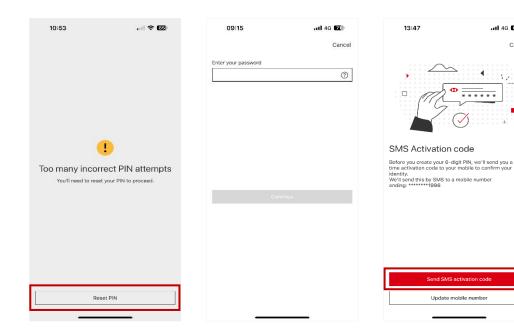
² Please ensure you remember your 6-digit PIN as it will be used to log on and for transaction approval.

 $^{\rm 2}$ Do not share your PIN with anyone, including HSBC employees.

number.

How to reset Mobile Banking PIN for too many incorrect PIN attempts

I entered my PIN incorrectly too many times, how do I reset my PIN?



13:49

		Cancel		
Enter SMS	activation co	ode		
Your code has bee	n sent to the mobile	number		
Enter your SMS ac	tivation code			
	Not received a code?	2		
	From Messages 950261			
1	2 ^**	3		
4 6H1	5	6 MN0		
7 8 9 Poss TUV WXYZ				
0				
		0		

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13:48

Step 1 Select 'Reset PIN'.

Step 2 Enter your online banking password¹ created during registration and select 'Continue'.

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Step 4

ul 4G 🖬

Cancel

Enter the SMS activation code sent to your mobile number.

1	3:48			1 4G	60	
				(Cancel	
	SE CIE		ew 6-c	ligit Pl	N ⑦	
0	\circ	0	0	0	0	

Step 5

Create a new 6-digit PIN.² Re-enter your PIN to confirm.

Step 6

Your PIN has been reset. You can now log on with your new PIN.

Continu

PIN reset complete ow log on with your new PIN.

¹ If you have forgotten your Online Banking password, please refer here for steps on how to reset your password.

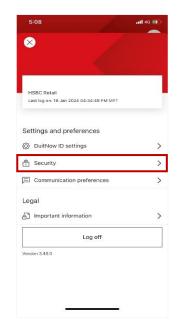
² Please ensure you remember your 6-digit PIN as it will be used to log on and for transaction approval.

² Do not share your PIN with anyone, including HSBC employees.

How to change Mobile Banking PIN

I would like to change / update my 6-digit Mobile PIN, what should I do?

14:49			4G 51)
Home			
Basic Savings	Account-i		
Products an	d services		
			>
🐥 Travel Car	e		>
Looking for our new V	or EZInvest? Y /ealth tab.	ou can now go to	EZInvest on
Home	Wealth	© Move Money) Support



5:08		ull 46 📝
×	Security	
Manage devices		>
Manage security		>



Step 1

Step 2

Select 'Security'.

Step 3 Select 'Manage security'.

Step 4 Select 'Change PIN'.

Logon and tap the profile icon at the top right corner.

15:54 all 후 III 15:54 all 후 III 15:54 all 후 III < Change PIN Change PIN	-
Change PIN Change PIN	
Good afternoon Please create a new 6-digit PIN Enter your 6-digit PIN (?)	
You've successfully cha your PIN	anged
You can now log on with your new	PIN.
Forgot your PIN?	
Continue	

Step 5

Create a new 6-digit PIN.¹

Re-enter your 6-digit PIN to confirm.

Step 6

Step 7

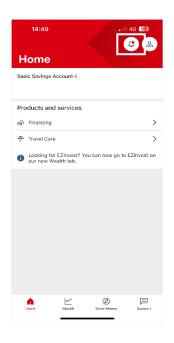
Your PIN has been changed. You can now log on with your new PIN.

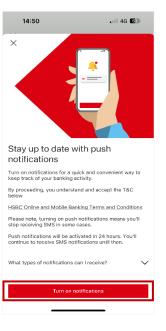
¹ Please ensure you remember your 6-digit PIN as it will be used to log on and for transaction approval.

¹ Do not share your PIN with anyone, including HSBC employees.

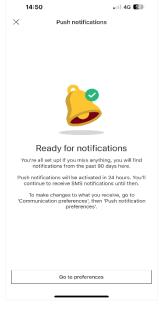
How to enable Push Notifications for the first time

I would like to receive push notifications for banking alerts, how do I opt-in?









Step 1

Step 2

Logon and tap the notifications icon at the top right corner.

Select 'Turn on notifications'.



Step 4

Your push notifications have been enabled and will be activated in 24 hours.

How to manage Credit Card Push Notifications

I would like to turn on my credit card statements and transactions notifications, what should I do?

14:49	5:08	09:02 .11 46 22	09:03 .ill 46 22
Home	⊗	Communication preferences	V Push notification preferences ⑦
Basic Savings Account-i		Statements > Push notification preferences >	Essential alerts If you have notifications turned on in your device settinge, we'll always send you these. <u>Learn more</u>
Products and services	HSBC Retail Last log on: 18 Jan 2024 04:34:49 PM MYT	en den administra de la factoria de anti-	What would you like to receive on this device?
A Financing >	Settings and preferences		Statements Find out when your latest credit card statement is ready.
Travel Care Looking for EZInvest? You can now go to EZInvest on our new Wealth tab.	DuitNow ID settings		Transactions Treck your credit card spending activity. Learn more
our new Wealth tab.	🖹 Security >		
	Communication preferences		
	☐ Important information >		
	Log off		
	Version 3.40.0		
Home Wealth Move Money Support	1. 1. A		

Step 1

Step 2

Logon and tap the profile icon at the top right corner. Select 'Communication preferences'.

Step 3 Select 'Push notifications preferences'.

Step 4

Toggle to the right to switch on credit card statements and transactions notifications.

How to view credit card/-i eStatements

I would like to view my credit card/-i statements, what are the steps?

16:02 Home Basic Saving:		н. 	46 63
HSBC Travel	One Credit Card		588.23 myr
Products a	nd services		
	9		>
Travel Ca	are		>
Looking our new	for EZInvest? Y Wealth tab.	ou can now go to	EZInvest on
Home	Wealth	© Move Money	E Support

16:49			1 🕈 🕼
< ^{HSI}	BC TravelO	ne Credit Car	d
	672.9	99 myr	
🕒 View eS	tatements		>
🗊 Cash Ins	talment Plar	ı	>
••• View mo	ire		>
Transaction his	tory		
ANNUAL FEE - PRIM	ARY		-300.00 MYR
Jun 28, 2024			
			46.16 MYR
Jun 15, 2024			-309.94 MYR
Jun 12, 2024			
SERVICE TAX			-25.00 MYR
Jun 11, 2024			
Home	Wealth	C Move Money	Support

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672.99 мү
e Money Support
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Step 1

Step 2

Log on and select your credit card/-i.

Select 'View eStatements'.

Step 3

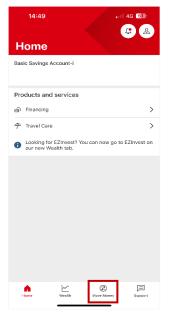
16:50

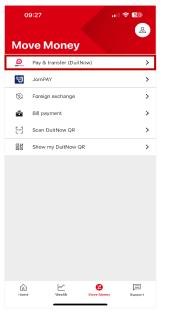
Your credit card/-i statements for the past 12 months will be displayed.¹ You may select the preferred month to view the eStatement.

¹ You will be able to view and download your eStatements for the past 12 months. Learn more.

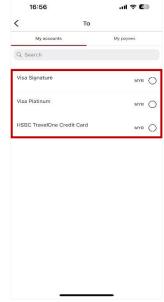
How to pay HSBC/HSBC Amanah credit card/-i bills

I would like to pay my HSBC/HSBC Amanah credit card/-i bills from my HSBC account via mobile banking, what are the steps?





10:50		🗢 💷	
<	From		
Q. Search			
Basic Savings Account-i		(۲



Step 1

Log on and select 'Move Money'.

4:06 🖄		əll 4G 🐝
	Visa Platinum	Cancel
mount		
0.00 MYR		
vailable balance:	MYR	
ansfer date	an amount greater th	
Today		
		0/24

Select 'Pay & transfer
(DuitNow)'.

Step 2

Step 3

4:07 🕸

Confirmation number

From

To Amount

Date

Your reference

Select the account you wish to transfer from.

Confirmation

Thank you request has been received. You request will be processed on the next working day.

Make another transfer

e

...II 4G 🕪

610099X81

Premier Savings/Cheque

Visa Platinum

450.00 MYR

Credit Card

Today

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Step 4

Select the credit card/-i you wish to pay.

(Review	Cancel
From	Premier	Savings/Cheque
То		Visa Platinum
Amount		450.00 MYR
Your reference		Credit Card
Date		Today
Important inform	nation	
 continuing. For credit capayment will Money withor longer protein Malaysia (Plactor) pay financial insistancia linsis Islamic bank member; and the second pay financial second pay financi second pay financial second pay fin	k these details carefu- ard payments made o 1 be updated on the n fawam from your insus cted by Perbadanan DM) if transferred to able outside Malaysis ithution conducting L ang business or held d non-deposit accoun- curities trading accoun-	nline, your latest red deposit is no Insurans Deposit a deposit a, held by a abuan banking/ by a non-PIDM ts such as unit
	Confirm	

Step 5

Fill in the payment details and select 'Continue'.

Step 6

Review the details of your payment and select 'Confirm' to proceed.

Step 7

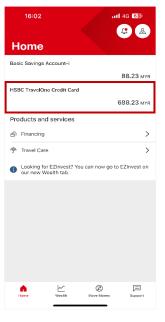
ŵ

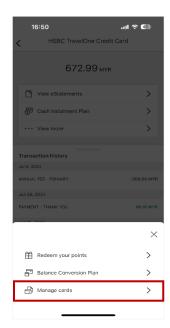
Your credit card/-i bill payment has been submitted for processing.¹

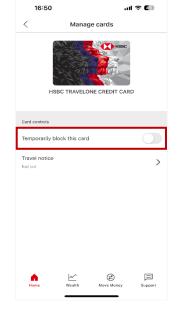
¹The bill payment will be processed at the end of a working day. Your account balance will be reflected after the transaction is processed.

How to place a temporary block on credit card/-i

I have lost or misplaced my HSBC/HSBC Amanah credit card/-i, what are the steps to temporarily block my card?







×	Important information
you're	an block your card temporarily if you've misplaced it, o not planning to use it for a while. Simply toggle the n to block and you can unblock your card whenever you
	RTANT: Please read and understand the following befor lock your card:
•	You can block both your primary and supplementary credit card(s). Blocking your primary card won't block your supplementary card(s). If you wish to block your supplementary card(s), please select the specific card block.
•	Blocking your card will not block all card transactions. you want to block all card transactions, please <u>contact</u> <u>us</u> . You agree to promptly check and report to us of an unauthorised transactions or irregularities.
•	When your card is blocked using this function, transaction types that will not go through include: poin of sale, contactless, device wallet (e.g. Samsung Pay) and online transactions.
•	Transaction type is determined by the merchant's acquiring bank, not HSBC. For example, a transaction which is determined as recurring payment by the merchant's acquiring bank will not be blocked notwithstanding that it is a one-off payment.
	Please note the following transactions will still be processed as usual even you set to block the card usin this function. Direct debits, including standing instructions you created until now, recurring payments (for example: subscriptions with telecom providers, utility bill payments etc) and instalments from previously authorised purchases.
	 Credit transactions made into your card (for example: refunds, reversals etc) or payments made into your credit card.
_	 Fees (for example: annual fee, management fee.
	ок

Step 1

Log on and select the credit card/-i you wish to temporarily block.

16:52		al	i ? 🕼
<	Manage	e cards	
н	BC TRAVELON	HSBC	D
Your card	is temporarily bloc	ked.	
Card controls			
Temporarily b	lock this card		\mathbf{O}
Travel notice 1 travel notice(s)			>
Home	Wealth	C Nove Money) Support

Step 5

Your selected credit card/-i has been temporarily blocked.² An SMS notification will be sent as confirmation. Step 2

Select 'View more' and then select 'Manage cards'.

Step 3

Toggle to the right to temporarily block your credit card/-i.¹



Read through the important information and select 'OK' to proceed.

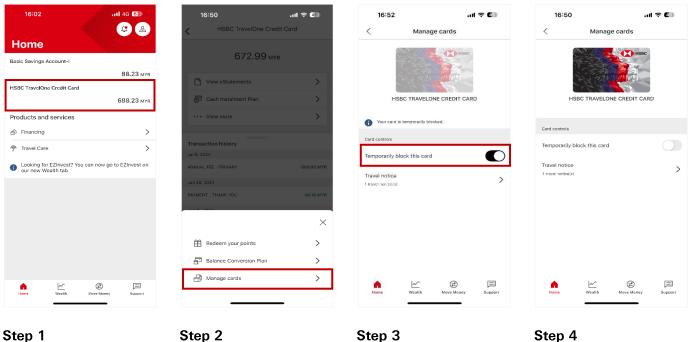
¹ This feature does not permanently block your credit card. To place a permanent block or to request a card reissue, please contact us.

- ² Placing a temporary block does not block all card transactions Direct Debits, recurring payments, payments to credit cards, and returns/refunds will continue to go through. For more information, visit the <u>Credit Card FAQ page</u>.
- ² If you detect any suspicious activity (unauthorised transaction, error, or discrepancy) on your card after placing a temporary block, please <u>contact</u> <u>us</u> immediately to report this.

Note: For suspected fraudulent activity on Current and savings accounts (CASA), please call the contact centre and activate Kill Switch.

How to unblock credit card/-i

I have found my lost/misplaced credit card/-i, how do I unblock my card?



Step 1

credit card/-i that you

have temporarily blocked.

Log on and select the

Select 'View more' and then select 'Manage cards'.

Toggle to the left to unblock your credit card/i.1

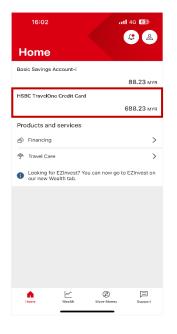
Step 4

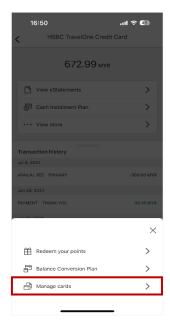
Your selected credit card/-i has been unblocked. An SMS notification will be sent as confirmation.

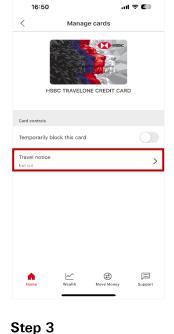
¹ This feature can only be used on temporarily blocked credit cards. If you have permanently blocked or closed your credit card, it will not be displayed on the mobile banking app. Visit the FAQ page or contact us for more details.

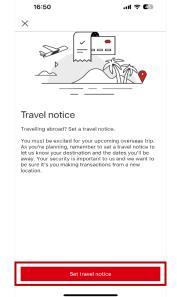
How to set a Travel Notice for credit card/-i

I will be travelling overseas soon, how do I set a travel notice for my credit card/-i?









Step 1

Log on and select the credit card/-i to create a travel notice for.

Select 'View more' and then select 'Manage cards'.

Travel notice

sfully set your travel notice

.ul 🕆 🕼

Step 2

16:51

You've s

AUSTRALIA 1 Sep 2024 - 10 Sep 2024 10 days

<

Select 'Travel notice'.

Step 4

Select 'Set travel notice'.

16:50 🔐 🤋 🕼			
×	Set travel r	notice	
Country/territe	ary		
Select your	destination		>
Start date			
Select start	date		
End date			
Select end	date		1,
Before you pro	oceed, please read Impo	rtant information	2
	Set travel n	otice	

Step 5

Step 6

A

Enter the details of your trip and select 'Set travel notice' to proceed.

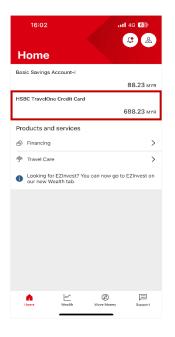
Your Travel Notice has been set. An SMS notification will be sent as confirmation.

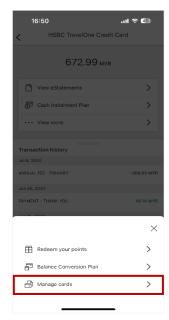
Z

Important: If you detect any suspicious activity (unauthorised transaction, error, or discrepancy) on your card before or after setting a travel notice, please place a temporary block and contact us immediately to report this. For more information, visit the FAQ page.

How to edit credit card/-i Travel Notice

The details of my overseas trip have changed, what are the steps to edit the Travel Notice set?







08:21			ni ? 02
<	Trave	Inotice	
Set trave	el notice		
Ongoing	Upo	coming	Past
AUSTRALIA			
1 Sep 2024 - 1 10 days	0 Sep 2024		
•		Ē	

Step 1

Log on and select the credit card/-i with the travel notice set.

16:51		al 🗢 🖅
<	Travel notice	
Get travel notic	ce	
Ongoing	Upcoming	Past
AUSTRALIA 1 Sep 2024 - 10 Sep 2 10 days	1024	
Options		×
🖉 Edit travel notic	ce .	
Delete travel no	otice	
-		•

Step 5

Select 'Edit travel notice'.

Step 2

Select 'View more' and then select 'Manage cards'.

Country/territory AUSTRALIA Start date 1 Sep 2024	Edit travel notice	
AUSTRALIA Start date		
Start date		
		>
1 Sep 2024		
		1
End date		-
10 Sep 2024		1,
Before you proce	ed, please read <u>Important information</u>	
	Save changes	

Step 6

Edit the details of your trip and select 'Save changes' to confirm. An SMS notification will be sent as confirmation.

Step 3

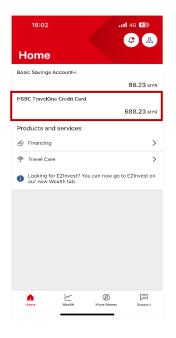
Select 'Travel notice'.

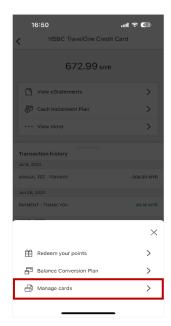
Step 4

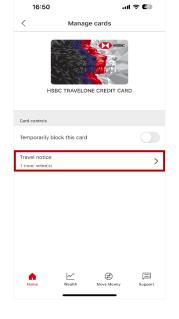
Tap on the three dots at the right corner of your travel notice.

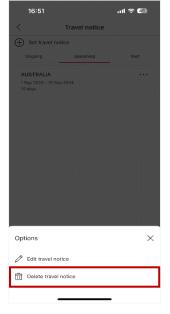
How to delete credit card/-i Travel Notice

My overseas trip was cancelled, how do I delete a Travel Notice that was set previously?





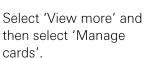




Step 1

Log on and select the credit card/-i with the travel notice set.





Step 2

Step 3 Select 'Travel notice'.

08:21

Travel notice

No travel notices to show, set one to get started.

Move Mo

One, we've deleted your travel notice

<

al 🕆 😡

Step 4

Select 'Delete travel notice'.

<u>`</u>		
+) Set trai	vel notice	
Ongoing	Upcoming	Past
AUSTRAL	IA	
1 Sep 2024 - 10 days	- 10 Sep 2024	
Delete	travel notice	
	out to delete your travel r IA, 1 Sep 2024 - 10 Sep 2	
action can	inot be undone.	
	inot be undone.	
Do you wa		No
Do you wa	int to proceed?	No
Do you wa	int to proceed?	No
Do you wa	int to proceed?	No
Do you wa	int to proceed?	No
Do you wa	int to proceed?	No
Do you wa	int to proceed?	No
Do you wa	int to proceed?	No
Do you wa	int to proceed?	Νο

Step 5

Step 6

Tap on the three dots at the right corner of your travel notice. Review the details and select 'Yes' to confirm deletion.

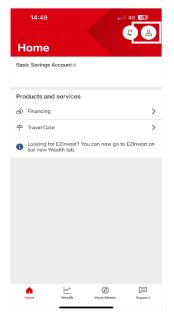
Step 7

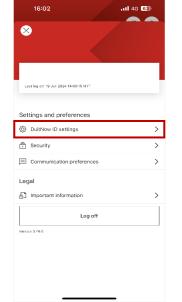
Home

Your travel notice has been successfully deleted. An SMS notification will be sent as confirmation.

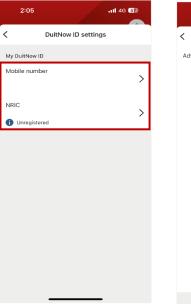
How to register DuitNow ID

I would like to link a DuitNow ID to my HSBC/HSBC Amanah account/-i, what are the steps?





'DuitNow



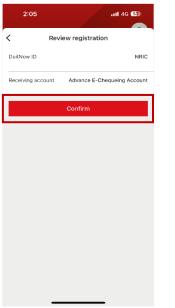
atl 4G (57 Receiving account Advance E-Chequeing Account

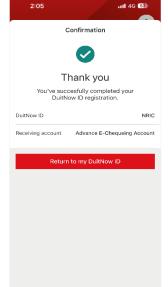
Step 1

Logon and tap the profile icon at the top right corner.

Select settings'.

Step 2





Step 5

Step 6

Review the registration details select and 'Confirm' to proceed.

Your DuitNow ID has been registered.

¹ The types of DuitNow IDs available for registration are mobile number, NRIC number, passport number, Business Registration Number (BRN) or Army/Police number. Visit here to learn more.

Step 3

ID

Select the DuitNow ID1 you wish to register.

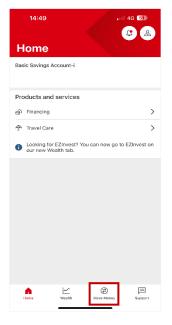
Step 4

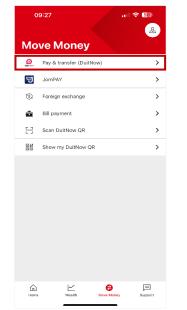
Choose the account in which you wish to receive DuitNow payments.

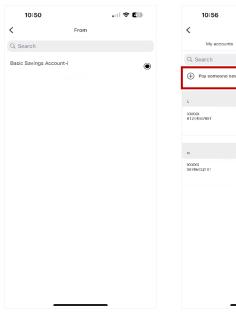
How to transfer money to new payee via DuitNow

I would like to transfer money to a new DuitNow ID, how do I do it?

Important: For your banking security, please note there is a <u>RM10,000 limit per transaction</u> for transfers made to a new payee via mobile app, in addition to the Daily Combined Limit of RM50,000 for all DuitNow transfers (Online Banking, Mobile Banking and QR), Interbank GIRO (IBG) and FPX. For more information, please visit our <u>Online Banking Limit FAQ page</u>.

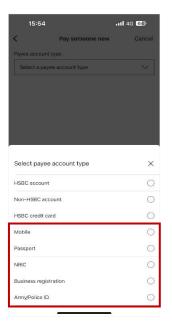






Step 1

Log on and select 'Move Money'.



Step 2

Select 'Pay & transfer (DuitNow)'.

09:	40 📲	∻ 4 ∋
<	Pay someone new	Cance
Payee acc	count type	
		\sim
Account r	lame	
		192
Davoa'e a	ccount number	
Fayeesa		
Bank nam	e	
		\sim
	ir payee list for easier transfers in the fi	
	ir payee list for easier transfers in the fi	uture.
Add to yo	ur payee list	
	Continue	

Step 3

Select the account you wish to transfer from.

Step 4

Select 'Pay someone new'.

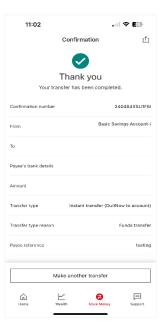
. II 🕆 💷

 \odot

My payee

То

<		Review	Cance
From			Basic Savings Accoun
То			
Amo	unt		1.00 MY
Paye	e reference		testi
Date			Tod
Imp	ortant informatio	n	
		a details carefully t	
:	Money withdrawn protected by Perb transferred to a de by a financial instit banking business	from your insured o adanan Insurans D sposit account paya tution conducting L or held by a non-PI	sefore continuing: tepositi is no tenger eposit Mailaysia (PIOM) tibe outside Malaysia, h abuan banking/felamic DM member; and non- to securities trading



Step 5

Select the DuitNow ID you wish to transfer to.

Step 6

Fill in the transfer details and toggle to the right if you wish to save the payee for future transfers. Select 'Continue' to proceed.

Step 7

Review the details of your transfer and select 'Confirm' to proceed.

Step 8

Your transfer has been completed.

How to transfer money to a saved payee via DuitNow

Step 2

(DuitNow)'.

15:55

<

To

Payee reference Date Important information

Select 'Pay & transfer

Review

4G 💽

Cancel

1.00 MYR

I would like to pay a saved payee via DuitNow, how do I do it?

14:49			1 4	G 51)
Home				
Basic Savings	Account-i			
Products an	d services			
				>
🗇 Travel Ca	re			>
Looking for our new V	or EZInvest? ' Vealth tab.	You can now	go to E2	Invest on
	<i>٣</i>	Ø	٦.	
Home	Wealth	Move Mor	неу	Support
			•	

0	9:27	† 50 (A)
Мо	ve Money	
<u>0</u>	Pay & transfer (DuitNow)	>
*T	JomPAY	>
٩	Foreign exchange	>
ò	Bill payment	>
믕	Scan DuitNow QR	>
	Show my DuitNow QR	>





Step 1

Log on and select 'Move Money'.

Amount Amount Amount Amount Transfer date Today Payee reference Enter a payee reference This reference will appear on your payee's statements and transaction hardy. Rease enter us to 24 characters Transfer date into the rHSR0 accounts, 20 for GIRO and 40 for Dubliko Per-Du-Account. Other transfer details (optional) Enter details	13:21	11 4G ⊡
Available huberice: 645.23 MVR. Transfer date Today Payee reference Enter a payee reference This reference will appear on your payee's statements and transaction history. Reuse enter up to 24 characters for transfer to draw reference. Other transfer details (optional) Enter details Other transfer details	¢	Cancel
Transfer date Today Toda	Amount	
Today Today Payse reference Enter a payse reference This reference will appear on your payse's statements and transaction history. Fluese enter us to 24 characters for transfer to the rHSt0 accounts, 20 for GIR0 and 40 for Dubtitive Pay-to Account. Other transfer details (optional) Enter details P This reference will appear on your payse's statements and transaction history. Fluese enter us to 20 characters for Transfer Markor. Fluese enter us to 20 characters for	Available talence: 645.23 MYR	
Payee reference Enter a payee reference Enter a payee reference This reference will appear on your payee's statements and transaction history. Reuse enter us to 24 characters for transfer to their HSIG accounts, 20 for GIRO and 40 for Dubtitive Pay-to Account. Other transfer details (optional) Enter details Other transfer details Other transf	Transfer date	
Enter a payee reference: This reference will appear on your payee's statement of transfers to believe, freeway that you a 34 statement of transfers to believe, freeway that you a 34 statement and transfers to believe reference will appear on your payee's statement and This reference will appear on your payee's statements and transfers to their freeway our your payee's statement statement and transfersence will appear on your payee's statements and transfersence will appear on your payee's statement statement and transfersence will appear on your payee's statements for transfersence will appear on your payee's statement and transfersence will appear on your payee's statements for	Today	đ
This reference will appear on your payer's statements and timasection Natory. Prease enter up to 24 claimactics for transfers to other HSBG accounts, 20 for GIRO and 40 for builtNew Pay-to-Account. Other transfer details (optional) Enter details	Payee reference	
This reference will appear on your paywe's statements and Transaction Marcin Flowes even to be 2.4 canacters for Transaction Marcin Flowes even to be 2.4 canacters for Transaction Marcin Flowes even DuiltNew Pay-to-Account. Other transfer details (optional). Enter details This reference will appear on your paywe's statements and transaction Marcin Plaque even true to 2.0 claracters for transaction Marcin Plaque even true to 2.0 claracters for true to 2.0 claracters for true to 2.0 claracters for true to 2.0 claracters for true to 2.0 claracters for true to 2.0 claracters for true to	Enter a payee reference	
on This reference will appear on your payee's statements of transaction history. Please enter up to 20 characters for	transaction history. Please enter transfers to other HSBC account	r up to 24 characters for
This reference will appear on your payee's statements and transaction history. Please enter up to 20 characters for	transaction history. Please enter transfers to other HSBC accound DuitNow Pay-to-Account.	r up to 24 characters for
	transaction history. Please enter transfers to other HSBC accoun DuitNow Pay-to-Account. Other transfer details (optional)	r up to 24 characters for
	transection history, Prease enter transfers to other HSRG accoun DuilNew Pey-to-Account. Other transfer details (optional) Enter details This reference will appear on yo transection history. Prease enter	r up to 24 characters for ts, 20 for GIRO and 40 for up payee's statements and r up to 20 characters for

Step 5

Step 6

Enter the transfer details and select 'Continue' to proceed. Review the details of your transfer and select 'Confirm'.

Step 3

Select the account you wish to transfer from.

11:02			🗢 💷
	Confirm	nation	Ē.
	Thank	k you	
Your tra	ansfer has	been comple	ted.
Confirmation number			240484XSU1FBI
From		Basic	Savings Account-i
То			
Payee's bank details			
Amount			
Transfer type	Instar	it transfer (Du	itNow to account)
Transfer type reason			Funds transfer
Payee reference			testing
N	lake anoth	er transfer	
) Home	Wealth	Co Move Money) Support

Step 7

Your transfer has been completed.

Important: Please note that IBG, DuitNow (Online Banking, Mobile Banking, QR) and FPX are all subject to a Daily Combined Limit of RM50,000 for saved payees. For example, if you transfer RM50,000 via IBG, you will not be able to make any third-party transfers via DuitNow (Online Banking, Mobile Banking, QR) or FPX within the same day. For more information, please visit our <u>Online Banking Limit FAQ page</u>.

For Non-Residents, under the <u>Bank Negara Malaysia (BNM)</u> Foreign Exchange Policy, different limits will apply depending on your residency status and whether you have domestic ringgit borrowing or financing. If a Non-Resident does not fall within the exempted category, they're subject to a limit of RM10,000 per transaction. Learn more.

PUBLIC

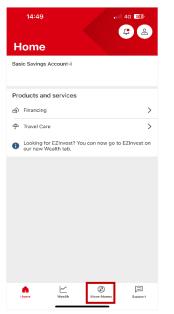
Step 4

Select the saved payee you wish to transfer to.

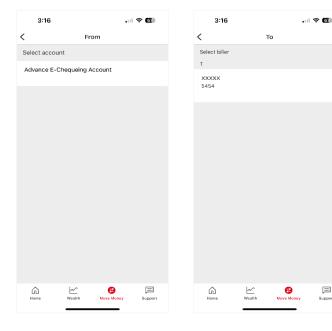
How to pay bills with JomPAY

I would like to pay my utility bills to a saved biller using JomPAY, how do I do it?

Important: Please note that you will need to save the biller as a favourite via Online Banking before using JomPAY on mobile. Refer here for the steps.



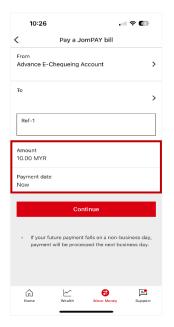
0	9:27		
Мо	ve Money		<u>~</u>
Ø	Pay & transfer (DuitNow)	>
*T	JomPAY		>
\$	Foreign exchange		>
ō	Bill payment		>
Η	Scan DuitNow QR		>
	Show my DuitNow QR		>
Â	w^	6	
Home	Wealth N	Nove Money	Support



Step 1

Step 2

Log on and select 'Move Money'.





10:26	. 11 🗢 💷
<	Verify
From	Advance E-Chequeing Account
То	
Ref-1	
Amount	10.00 MYR
Date	Now
	Confirm
	Confirm Cancel
longer prote account pay financial inst Islamic bank Member; and	Cancel

Step 3 Select the account you wish to transfer from.

.....

Step 4

Select the saved biller you wish to pay.

10:27	. il 🗢 🖾
c	onfirmation
	5 × 0
TI	hank you
	nt has been completed.
Confirmation number	137444X59383
JomPAY reference number	20240620-5454-B6K5SR1
From	Advance E-Chequeing Accourt
То	
Ref-1	22026913110
Amount	10.00 MY
Date	Not
Make	another payment
 ^	C 😝 🛤

Step 5

Step 6

Enter the amount and the payment date¹ and select 'Continue' to proceed.

Verify the details of the payment and select 'Confirm'.

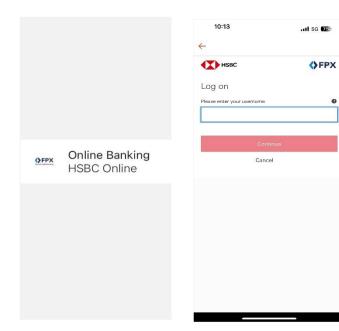
Step 7

Your payment has been submitted for processing.

¹ JomPAY payments are subject to business day working hours. Payments that fall on non-business days will be processed on the next business day. Learn more.

How to pay with FPX

I want to complete my online purchase via FPX, what do I do?



Step 2

10:15 🕇

Step 1

Select FPX as your payment method and select HSBC as your preferred bank option when checking out your online purchase.

dditional secu	
complete this acti de from your Mobi	on, you must enter a Re-authentication ile Secure Key.
-	Step 1
Ø	Open the HSBC Malaysia Mobile Banking app and select Generate security code.
	Step 2
	Select Re-authenticate code from the security code list. You'll be asked to entor your B- digit PM), or use alther your. Fingerprint or Facial recognition to verify your identity.
	Step 3
	Enter the 6-digit security code shown on your Mobile Secure Key
ecurity code	
mportant Info	rmation
∘ If vou s	elect 'Cancel', you'll be loaged off from
	panking and redirected to the merchant's
site.	

Step 5

Follow the instructions to generate the '<u>Re-</u> <u>authenticate code</u>' via Mobile Secure Key.¹ Enter the code and select 'Continue'.

24/06/2024 10:13: Step 6

After successful payment, you will be redirected back to the merchant's page.

Step 3

10:13

Make a payment

4

From

То

Details

Date and time 24/06/2024 10:13:19

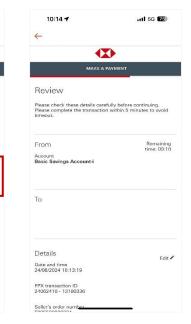
FPX transaction ID 24062410 - 13190336

oose an ac

11 5G 75

Remaining time: 09:48

Choose the account you wish to pay with.



Step 4

Review the details of your purchase.

	MAKE A PAYMENT	
Paymo	ent successful	
Ø Ye	our account has been deducted.	
Our refe	erence	
Confirmati 849363XH	on number Y1DYN	
From		
Account Basic Sav	ings Account-i	
То		
Details		
Details		

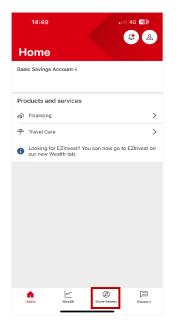
Enter your online banking

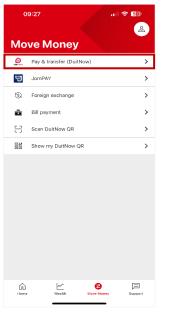
username and password.

¹ Please note that for transactions <u>above RM10,000</u>, you are required to generate <u>Transaction verification code</u> to proceed with your transaction.

How to save new payee

I am transferring money to someone new, how do I save the payee for future transactions?





09:51		🗢 🚇	
<	From		<
Q, Search			
Basic Savings Acc	ount-i	441.61 MYR 🔘	Q 9
			\oplus
3		-	



Step 1

Step 2

Log on and select 'Move Money'.

10:02	•1	- 🗢 🕢
<	Pay someone new	Cancel
Payee account	type	
Non-HSBC a	account	\sim
Account name		
		14/140
Payee's accou	nt number	
Bank name		
		\sim
Add to your paye	e list for easier transfers in the f	uture.
Add to your pa	yee list	

Select 'Pay & transfer (DuitNow)'.

10:02 Confirmation Û Thank you Your transfer has been completed 958956XEIOUCW Confirmation number Basic Savings Account-i From То Payee's bank details 10.00 MYR Amount Transfer type Instant transfer (DuitNow to account) Funds transfer Transfer type reason Payee reference Testing Make another transfer) Support 6 Home 1 e Morres

Step 5

Step 6

Toggle to the right to add the payee.

Your payee has been saved.

Step 3

Select the account you wish to transfer from.

Step 4

Select 'Pay someone new'.



HSBC Online Banking Guide

How to reset Online Banking password

I forgot my Online Banking password, how do I reset it?

Important: Please do not share your password with anyone, including HSBC employees.

Personal Business SME Ban	king HSBC Amanah				English Register	Log On 👻
НЅВС	Banking Accounts & products	Credit cards Cards & rewards	Borrowing Personal financing & montgages	Wealth Insights & protections	Digital banking Banking on the go	

 Be aware of phishing SMS/emeils/fraudulent websites. HSBC will never send SMS with a link requesting you to log on to your Online Banking. Learn more 	×
Money withdrawn from your insured deposit(s) is longer protected by PIDM if transferred to a:	10
(a) deposit account payable outside Malaysia; (b) deposit account hald by a financial institution conducting Labuan banding business or Labuan Islamic banking business; (c) dipposit account held by a non-OTM; or (d) non-deposit account led by an on-OTM; or (d) non-deposit account led by a financial by	
Please enter your username	•
Remember me	

Step 1: Visit HSBC / HSBC Amanah website and select Step 2: Enter your username. 'Log on' at the upper right corner.

Good morning 🗸		
Please enter your security code	•	
	Log on	

Step 3: Select 'Continue using your password'.

Reset using security code This is the fastest way to get back online - Answer your security question then generate a security code using your Security Device or Mobile Secure Key. I can't use any of these Cancel Continue	Pleas	gotten password? choose a method to reset your password. We recommend ing your Mobile Secure Key for a faster experience.
Cancel Continue		This is the fastest way to get back online - Answer your security question then generate a security code using your Security Device or Mobile Secure Key.
		Cancel Continue

Step 5: Select 'Reset using security code'.

If you are unable to reset using this method or have forgotten your security answer, please refer here.

Good morning 🗸	Password help
Please enter your password	If you have previously set up a Primary password, it will no longer
Ţ	be used. Your secondary password is now the ONLY password required
	to log on. If you have recently registered for
	Log on online banking with one single password from June 2020, you may
	continue to log on with the password that you've set up.
Forgotten your password? >	
Continue with Security Device or Mobile Securi	a Key 🗲

Step 4: Select 'Forgotten your password?'.

Verify security question	
? Security question	
What is your oldest cousin's first name?	0
	Show
Cancel	Continue

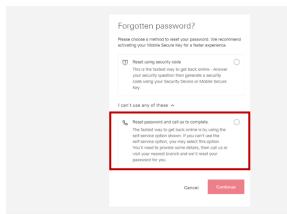
Step 6: Enter the answer to your security question that was set during online banking registration.

Create new password	
New password	
Show	•
Password must be 8-30 characters.	
It can only contain letters, numbers or these special characters I \$ * -, = ? @ _ '	Password reset
 It can't include common patterns or words e.g. password, 123486, overry It must contain at least 1 letter and 1 number. 	You've successfully reset your password.
t must contain at least i retter and i number.	
Confirm password	
Show	Log on
Cancel Continue	

to confirm.

Step 7: Create a new password. Re-enter the password Step 8: Your online banking password has been changed. You can now log on using your new password.

Unable to reset Online Banking password using security code (post Step 1 to 4)



 As you've forgotten your log on details, you'll need to create new ones. 	
To complete the process you'll then need to call us with the reference number we give you. Flease note that Voice ID or Telebanking PIN verification will be required to activate your new password.	
8	
Reset password	
New password	
New password Show	
Show	
Show Password must be 8-30 characters It can only contain letters, numbers or these	
Show Password must be 8-30 characters It can only contain letters, numbers or these special characters 1 S $^+$, $=$ 7 Q $_{\rm e}$, '	
show Password must be 8-30 characters It can only contain letters, numbers or these special characters 15 * - = 7 @ _ * It can 'induce common patterns or words e.g.	
Show Password must be 8-30 characters It can only contain letters, numbers or these special characters 1 S $^+$, $=$ 7 Q $_{\rm e}$, '	
Show Password must be 8-30 characters It is an only contain first, numbers or these spocal characters (5 * 2 \oplus ,	

Step 5: Select 'I can't use any of these' to expand the dropdown and select 'Reset password and call us to complete'.

Step 6: Create a new password. Re-enter the password to confirm.

New security question Please select ↓ New security answer	Reset security question	
New socurity answer Confirm security answer Show	New security question	
Confirm security answer Show	Please select	
Confirm security answer Show	New security answer	
Show	Show	
	Confirm security answer	
	Show	
Cancel Continue	Cancel Continue	

✓ Log on details created	
Your reference number is: MYPIBO1343158NCSD	
Please make a note of it.	
What next?	
Please call us with your registered mobile number and reference number to complete the verification process. Alternatively, you may visit our branch with the reference number.	
Donnestic calls: HSBC Pernie & Amanah Premier: 1300-88-9393 HSBC Bank Matsyria: 1300-88-1388 HSBC Amanah: 1300-80-2826	
If you're calling from overseas, please refer to our international call numbers. For a taster and converient password reset process in the future, be sure to remember your security answer and download our <u>Mobile Secure Key</u> .	
Back to log on	

Step 7: Create a new security question and answer. Reenter your answer to confirm.

Step 8: Please note down the reference number shown on the screen and call the contact centre to complete the verification process.1

¹ Prior to calling the contact centre, please ensure you have set up <u>T-PIN or Voice ID</u> for verification purposes and call us with your registered phone number with the bank.

How to trust browser

After providing the correct username and password, I was prompted with a trust browser alert. How do I proceed?

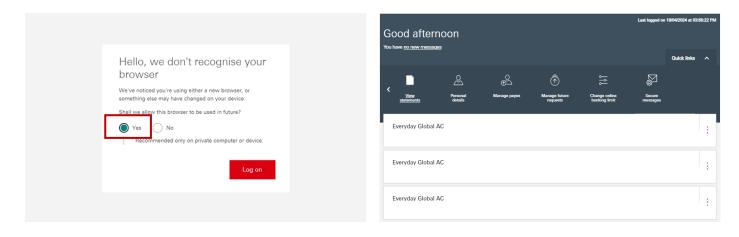
Ease norme of photolog SMS/emeral/strauculated and and and and and and and and and an	Good morning V Mobile Secure Key Plesse enter your security code
telamic banking burnerstein (c) depoint account held by an on DTM, or ind mondepoint account is gu unit trust, securities trusting securities Please enter your username 1	How to generate a security code >
Remember me	Continue using your password >

Step 1: Enter your username.

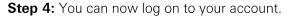
Step 2: Generate 'Log on code' via Mobile Secure Key.

(Alternatively, you can opt to log on using your online banking password by selecting 'Continue using your password'.)

A) If you have logged in using your Mobile Secure Key:



Step 3: Select 'Yes' to trust the browser.¹



B) If you have logged in using your online banking password:

Hello, we don't recognise your browser For your security we need to make sure it's definitely you logging on. We've noticed you're using either a new browser, or something les may have changed on your device. To verify your access, you'll need to generate a security code using your Mobile Secure Key or Security Device. Iverify using Mobile Secure Koy Continue			
on. We've noticed you're using either a new browser, or something else may have changed on your device. To verify your access, you'll need to generate a security code using your Mobile Secure Key or Security Device. How to generate a security code >	Hello, we don't recognise your browser	Verification	
To verify your access, you'll need to generate a security code using your Mobile Secure Key or Security Device.	on. We've noticed you're using either a new browser, or something	D Mobile Secure Key	
Voté unice Mabile Serure Kor		Enter your security code	0
Verify using Mobile Secure Key Continue		How to generate a security code >	
	Verify using Mobile Secure Key	Contin	ue

Step 3: Select 'Verify using Mobile Secure Key'.

Step 4: <u>Generate 'Log on code'</u> via Mobile Secure Key. Enter the code to continue.

	Last logged on 1804/2024 at 02 Good afternoon You have <u>no new messages</u>	:55:22 PM
Thanks Shall we allow this browser to be used in future?	Cucick linka Cucick linka Cucick linka Cucick linka Verez <u>Verez</u> <u>Verez</u> <u>Prescual</u> <u>Alanago popeo</u> <u>Manago futare</u> <u>Durakk linka</u> <u>Cucick linka</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u> <u>Secure</u>	
Recommended only on private computer or device.	Everyday Global AC	:
Log on	Everyday Global AC	:
	Everyday Global AC	:

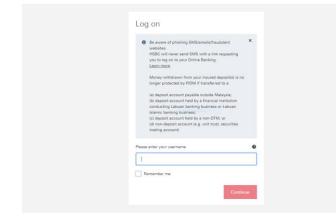
Step 5: Select 'Yes' to trust the browser.¹

Step 6: You can now log on to your account.

¹ For security purposes, please ensure you use the latest version of the browser. Learn more.

How to change Online Banking transaction limits

I would like to increase / decrease my Online Banking transaction limits, how do I change them?



Good morning 🗸	
Mobile Secure Key	
Please enter your security code	0
-j	
How to generate a security code >	
	Log on

Step 1: Logon to HSBC Online Banking.

	ood afterno ^{havo} <u>no new messages</u>	on				Last logged on	18/04/2024 at 03: Quick links	55:22 PM
<	View statements	Personal details	ی ک Managa payee	Asnage future requests	Change online banking limit	Secure messages		
	Everyday Global AC							:
	Everyday Global AC							:
	Everyday Global AC							:

Step 3: Select 'Change online banking limit.'

	Step 1	Step 2	Step 3
0	Open the HSBC Malaysia Mobile Banking app and select Generate security code.	Select Re-authenticate code from the security code list. You'll be asked to enter your 6-digit PIN, or use either your fingupprint or faclai recognition to verify your identity.	Enter the 6-digit security cod shown on your Mobile Secur Key
Security code			
Important informa	ation		

Step 2: Generate 'Log on code' via Mobile Secure Key. (Alternatively, you can opt to log on using your online banking

	, , ,			0		0 /		
password	by sel	ecting	'Cont	inue	using	your	password'.)	

Open new Time Deposit/Term Deposit-i View statements	Manage your daily lin	nits				
Change online banking limit	From here, you can review and amend yo	our daily limits for payments and transfers.				
	Daily limits	Edit 🖍				
	Own account transfer	MYR 99,999,999,999.99				
	Bill payments	MYR 5,000.00				
	Overseas transfer (Telegraphic transfer)	MYR 5,000.00				
	Third party HSBC transfer	MYR 5,000.00				
	Daily limits for other transfo	ers				
	For your account security, the Daily Combined Limit for DuitNow (Online Banking), DuitNow (Mobile Banking), DuitNow OR, Interbank GIBO (IBG) and FFX is RM50,000. Own account transfer and Overseas transfer are not affected. If you wish to transfer above RM50,000 within same day, please visit the nearest HSBC branch or ATM.					
		RM50,000 within same day, please visit the nearest HSBC branch or ATM.				

Step 4: Select 'Edit' to change your online banking limits according to your preferences.

Open new Time Deposit/Term Deposit-i View statements	Manage your daily lin		
Change online banking limit	Daily limits		dit 🖍
	O Thank you, your changes have	re been saved.	
	Own account transfer	MYR 99,999,999,999.99	
	Bill payments	MYR 5,000.00	
	Overseas transfer (Telegraphic transfer)	MYR 5,000.00	
	Third party HSBC transfer	MYR 5,000.00	
	Daily limits for other transfe	rs	
	Banking), DuitNow QR, Interb transfer are not affected.	Daily Combined Limit for DuitNow (Online Banking), DuitNow (Mobile ank GIRO (IBG) and FPX is RM50.000. Own account transfer and Overse RM50,000 within same day, please visit the nearest HSBC branch or ATN	

Step 5: <u>Generate 'Re-authenticate code'</u> via Mobile Step 6: Your online banking limits have been changed.

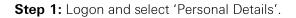
Secure Key. Enter the security code in the box to update. An SMS notification will be sent to your mobile number.

Important: Please take note that IBG, DuitNow (Online Banking, Mobile Banking, QR) and FPX are all subject a Daily Combined Limit of RM50,000. For example, if you transfer RM50,000 via IBG, you will not be able to make any third-party transfers via DuitNow (Online Banking, Mobile Banking, QR) or FPX within the same day. For more information, please visit our Online Banking Limit FAQ page.

How to update Email Address

My email address has changed, how do I update the email address registered with the Bank?

Good aftern ^{Du have} <u>no naw messages</u>					Last logged or	18/04/2024 at 03:55:22 PM Quick links	Your Personal Details	Your profile Here you can review and update your personal details
K Vienw statements	Parsonal details	O O Manago payee	Aanage future requests	o o Change online banking limit	Secure messages			Personal details Name Date of birth
Everyday Global A	с					:		Number of dependants Multiple nationalities
Everyday Global Al	с					:		Contact details Mobile number Home number
Everyday Global A	с					:		Office number Email address



Your Personal Details		
1	Update your contact deta	ils
	Changes to your phone numbers will apply to all please call contact centre or visit any HSBC/HSB	of your individual accounts only. To update changes for any joint accounts, C Amanah branch.
	Contact details	
	Mobile number	
		 If you wish to update your mobile number, please <u>call contact center</u> or visit any HSBC/HSBC Amanah branch.
	Home number (optional)	· ·
	Office number (optional)	· ·
	Email address	
	Important information	
	Your details will be updated real time.	
	All correspondences including statements and m bank's records. To update your preference, pleas	arketing materials will be sent to the email address and contact number in the e visit Online Banking.
		Cancel Continue

	Email addross	
Step 2: Select	'Edit' to change your email address.	

Step 2	: Select	'Edit' t	to change	your	email	address.
--------	----------	----------	-----------	------	-------	----------

(-)	Step 1	Step 2	Step 3
æ	Open the HSBC Malaysia Mobile Banking app and select Generate security code.	Select Re-authenticate code from the security code list. You'll be asked to enter your 6-digit PIN, or uso either recognition to verify your identity.	Enter the 6-digit security or shown on your Mobile Sec Key
Security code			
Important inform	ation		
Marchana dha andian da ina	rease your limit as per the bank's r		
	rease your minit as per the bank's r	naximum limit or reduce at anytir	ne.

Edit 🖊

Step 3: Update your email address. Select 'Continue' to Step 4: <u>Generate 'Re-authenticate code'</u> via Mobile proceed.

Your profile	
Here you can review and update your personal details	
Personal details	
Name	
Date of birth	
Number of dependants	
Multiple nationalities	
Contact details	Edit 🖊
Thank you, your details have been updated.	
Mobile number	
Home number	
Office number	
Email address	
	Porsonal details Nume Date of birth Number of dependants Multiple nationalities Contact details

Step 5: Your email address has been updated. An SMS notification will be sent as confirmation.

Secure Key. Enter the code to confirm the update.

How to update Home / Mailing Address

My home / mailing address has changed, how do I update the addresses registered with the Bank?

Good afternod	on				Last logged on	18/04/2024 at 03:	55:22 P
, • [Personal details	O ⊙⊃ Manage payee	The second secon	Chango online banking limit	Secure messages	Quick links	
Everyday Global AC							:
Everyday Global AC							:
Everyday Global AC							:

Contact details	Edit 4
Mobile number	
Home number	
Office number	
Email addross	
Address details Home address	Edit
Mailing address	
	Back to your accounts

Step 1: Logon and select 'Personal Details'.

Home address	
Current address	
Lived here since	
New home address	
Address line 1	
Address line 2	
City and state	
Postcode	
Country/territory	~
Lived here since	

Step 2: Select 'Edit' to change your address details.

	Step 1 Open the HSBC Malaysia	Step 2 Select Re-authenticate code	Step 3 Enter the 6-digit security co
œ	Upon the HSBC Matayta Mobile Banking app and solicit Generate security code.	Select He-aurienticate code from the security code list. For the security code list. Geligit PIN, or use either your Fingerprint or Facial recognition to verify your identity.	Enter the e-aigit socurry co shown on your Mobile Secu Key
Security code			
Important informa	ation		
You have the option to incr	ease your limit as per the bank's r	maximum limit or reduce at anytir	ne.
	its will affect your future transfer(s		

Step 3: Update your home address.

Step 4: <u>Generate 'Re-authenticate code'</u> via Mobile Secure Key. Enter the code to confirm the update.

Address details	Edit 🖊
Your details have been updated.	
Home address	
Mailing address	
Back to your ac	counts

Step 5: Your home address has been updated. An email will be sent as confirmation.

How to perform a new 3rd party transfer

I would like to transfer to a new payee, how do I perform the transaction via Online Banking?

Good afte					Last logged or	103/05/2024 at 02:28:09 PM	'
						Quick links 🔨	
Mako a DuitNow transfer	The second secon	Open an investment account	Purchase a Travel Care policy	Unit Trusts Browser	Opon new Time Deposit/form Deposit/	Update maturity instructions	
Everyday Glo	bal AC					:	
Everyday Glo	bal AC					:	
Everyday Glo	bal AC					:	
Everyday Glo	bal AC					:	

MOVE MONEY	PAY AND TRANSFER					
Make a DuitNow transfer DuitNow ID registrations & manage	From here, you can move mo	New payments and transfers From here, you can move money between your accounts or to another person's account, whether at home or overseas. You can also send money to companies.				
Pay and transfer	home or overseas. You can al					
View statements Manage payees	From					
Manage future requests	Account	Choose an account				
Change Internet Banking Limit	Important information	1				
	DuitNow & JomPay.	completing domestic and international payments and transfers. These include				
	DuitNow	k of Paymants Network Malaysia Sán Bhd (136743-0). c of Payments Network Malaysia Sán Bhd (136743-0).				
		Back to your accounts				

Step 1: Log on and select 'Pay and transfer'.

Step 2: Select the account you wish to transfer from.

То			MOVE MONEY	PAY AND TRANSFER		
Select an option			Make a DuitNow transfer	Transfer to a new paye	20	
Select all option	Your accounts or someone you've paid before Transfer between your own accounts or someone from your payee list.	>	DuitNow ID registrations & management			
	H31.		Pay and transfer	From here, you can transfer to some	one for the first time and add them to your payee lis	st.
	Pay a biller you've paid before Send money via JomPAY or to a biller from your payee list.	>	View statements	From		Edit 🖌
		_	Manage payees		Everyday Global AC	
	New payment to a person Send money to someone for the first time. You'll need their bank details or DuitNow ID for this.	>	Manage future requests	Account		
	desites or pullinow to for this.					
	New payment to a biller Send money to a biller or new JomPAY payee for the first time. We have a predefined list for you to choose from.	>		То		
	nave a predelined list for you to choose from.			Раусо Туре	Please select	
					Non-HSBC Account	
Important information				Important information	HSBC Account	
We provide different methods of complete DuitNow & JomPay.	ting domestic and international payments and transfers. These include			For more detailed information, please rear	Telegraphic Transfer	
DuitNow is a trademark of Pay	ments Network Malaysia Sdn Bhd (836743-D).			DuitNow is a trademark of Parr	HSBC Credit Card	
JomPAY is a trademark of Payr	nents Network Malaysia Sdn Bhd (836743-D).					Cancel Continue

Step 3: Select 'New payment to a person'.

Step 4: Select the payee type you wish to transfer to.

То	Edit 🖌
Payee type	
Namo	
Account number	
Transfer currency	×
	Add to your payees
Details	
Amount	MYR
Relationship to payee	Please select 🗸 🗸
Payee reference	
	This reference will appear on your payee's statements and transaction

Step 5: Enter the details of the payee and transaction.

Step 6: <u>Generate 'Transaction verification code'</u> via Mobile Secure Key. Enter the code to continue.

MOVE MONEY	PAY AND TRANSFER		MOVE MONEY	PAY AND TRANSFER
Make a DuitNow transfer	Review		Make a DuitNow transfer	Confirmation
DuitNow ID registrations & management			DuitNow ID registrations & management	Commation
Pay and transfer	Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.		Pay and transfer	O Your transfer has been completed.
View statements	From		View statements	
Manage payees	Account Everyday Global AC		Manage payees	Our details
Manage future requests			Manage future requests	Confirmation number E2X1FVBV
	To	lit 🖊		From
	Payee type HSBC Account Name			Account Everyday Global AC
	Account number			То

Step 7: Review the details of your transaction to confirm. Step 8: Your transaction has been completed.

How to transfer via DuitNow ID

I would like to perform a DuitNow transaction to a mobile number or other DuitNow ID, how do I do it?

Good afte					Last logged or	1 03/05/2024 at 02:28:09 Pf	м
tou navo <u>no now mo</u>	<u></u>					Quick links 🔨	
Mako a DuitNow transfer	Tay and transfer	Open an investment account	Purchase a Travel Care policy	Unit Trusts Browser	Opon new Time Deposit/Term Deposit-i	Update msturity instructions	
Everyday Glol	oal AC				Берозич	:	
Everyday Glol	oal AC					:	
Everyday Glol	oal AC					:	
Everyday Glol	oal AC					:	

MOVE MONEY	PAY AND TRANSFER					
Make a DuitNow pay-to-proxy transfer DuitNow ID registrations & management	Transfer to a new payee From here, you can transfer to someone for the first time and add them to your payee list. From					
Pay and transfer View statements						
Manage payees	Account					
Manage future requests		Everyday Global AC				
	To Payment type	DuitNow Pay-to-Proxy				
	DuitNow ID type	Please select Buoness Registration number Mobile number NIIIC				
	Details	Passport number				

Step 1: Logon and select 'Make a DuitNow transfer'.

Step 2: Select the account you wish to transfer from a	nd
the DuitNow ID type you wish to transfer to.	

Details		Details	Edit 🖊	
Amount	MYR	Amount	MYR 10.00	
Recipient reference	This reference well appear on your recipient's statements and transaction hotory.	Recipient reference	trial	
Other payment details (optional)		Recurring	No	
	Your reference will appear on your transaction history. No OYes	Date	07/05/2024	
Date	0306/2024 III This can be today or a deferred date	DuitNow is a trademark of Pa	rymonts Network Malaysia Sdn Bhd (836743-D)	
ALERT : Don't be a victim of scams. Plot you to transfor funds to unfamiliar third-	ents Network Malaysia Sdn Bhd (BSE/K3-D) see note, banks and government/law enforcement agencies will never call you and sik party accounts. If you're wer umera about consist you're received, please get in Newr than you forthere Bharling Di-parword/NUCOF with anyone.	ALERT : Don't be a victim of scans. Please note, banks and government/law enforcement agency you to transfer funds to unfamiliar third party accounts. If you're ever unsare about contact you' touch with Customer Services for advice. Never share your Internet Banking ID, Password/PINO		
	Cancel Continue		Cancel Confirm	

proceed.

Step 3: Fill in the relevant details. Select 'Continue' to Step 4: Review the details of your transaction before proceeding.¹ Select 'Confirm' to continue.

MOVE MONEY	PAY AND TRANSFER
Make a DuitNow pay-to-proxy transfer	Confirmation
DuitNow ID registrations & management	
Pay and transfer	O Your payment has been completed.
View statements	
Manage payees	Our details
Manage future requests	Confirmation number 556365X251433
	From
	Account Basic Savings Account-i

Step 5: Your transaction has been completed.

¹ Please note that for transactions above RM250, you will have to generate <u>Transaction verification code</u> to proceed with your transaction.

How to pay and add a new JomPAY Biller

I would like to pay my utility bills through JomPAY, what are the steps?

HSBC	Home Move mon	oy Services Ou	r products Help & sup	port		Logo	off	MOVE MONEY	PAY AND TRANSFER		
Last logged on					i on 08/05/2024 at 08:14:20 PM			New payments and transfers			
Good m	orning				DuitNow ID registrations & management				From here, you can move money between your accounts or to another person's account, whether at		
You have <u>no new m</u>	<u>1essages</u>							Pay and transfer	home or overseas. You can also send	I money to companies.	
						Quick links 🔨		View statements	From		
\oslash	\odot			G	-	5		Manage payees			
Mako a DuitNow	Pay and transfor	Open an investment	Purchase a Travel Care	Unit Trusts Browser	Open now	Update meturity	>	Manage future requests	Account	Choose an account	~
transfor		account	policy		Open naw Time Deposit/Term Deposit-i	instructions		Change Internet Banking Limit			
Everyday Gl	obal AC								Important information		
									We provide different methods of completi	ng domestic and international payments and transfe	rs. These include
Everyday Gl	obal AC								DuitNow & JomPay. DuitNow is a trademark of Paym	nents Network Malaysia Sdn Bhd (836743-D).	
Everyddy Gr	obul Ao								DuitNow		
									JomPAY is a trademark of Paym	ents Network Malaysia Sdn Bhd (836743-D).	
Everyday Gl	obal AC					1					
											Back to your accounts

Step 1: Log on and select 'Pay and transfer'.

Step 2: Select the account you wish to transfer from.

			Pay and transfer			
To Select an option	Your accounts or someone you've paid before		View statements	From		Edit
	Transfer between your own accounts or someone from your payee list.	>	Manage payees	Account	Everyday Global AC	
	Pay a biller you've paid before Send money via JomPAY or to a biller from your payee list,	>	Manago futuro requests			
				То		
	New payment to a person Send money to someone for the first time. You'll need their bank dotails or DuitNow ID for this.	>		Biller type	Jompay Biller	
	New payment to a biller Send money to a billor or new JomPAY payee for the first time. We	>		Biller code		
	have a predefined list for you to choose from.				You'll find the biller code and reference number on your bill.	
Important information				Rof-1		
We provide different methods of complet DuitNow & JomPay.	ing domestic and international payments and transfers. These include			Rof-2		
DuitNow is a trademark of Pays	ments Network Malaysia Sdn Bhd (836743-D).			Important information		
JomPAY is a trademark of Payn	nents Network Malaysia Sdn Bhd (836743-D).				ments made with a credit card, you'll only be able to make immediate paym ants Network Malaysia Sdn Bhd (636743-D).	nonts.

Step 3: Select 'New payment to a biller'.

Step 4: Fill in the details of the biller you wish to pay.

(For Ref 1 and 2, please refer to your utility bills.)

Additional security required - New

æ

NEY	PAY AND TRANSFER					
low transfer	Pay a biller					
egistrations & management						
sfer	From here, you can make payments t	to multiple billers. You can also use JomPAY.				
ants	From					
es	Account	Amanah Advance Account-i				
re requests						
	То					
We'll automatically add your payee to your payee list.						
	Biller type	Jompay Biller				
	Biller code	5454				
	Biller Code Name					
	Ref-1					

automatically added to your saved payee list.

	reference. Followed by transfer amount including cent. For example, if transferring RM245.00 to Ref-1/Biller reference ABNH0123, please enter 012324500.		
Security code			
	ith a credit card, you'll only be able to n falaysia Sdn Bhd (836743-D).	nake immediate p	bayments.
		Cancel	Continue

Step 5: Select 'Continue' to proceed. This biller will be Step 6: Generate 'Transaction verification code' via Mobile Secure Key. Enter the code to continue.

Make a DuitNow transfer	Deview			MOVE MONEY	PAY AND TRANSFER			
DuitNow ID registrations & management	Review			Make a DuitNow transfer				
Pay and transfer	Please check these details carefully	before continuing. Once confirmed, your payment cannot be recalled.		DuitNow ID registrations & management	Confirmation			
View statements	From			Pay and transfer	 Your transfer has been com 	pleted.		
Manage payees	Account	Amanah Advance Account-i		View statements				
Manage future requests				Manage payees	Our details			
	То	Edit 🖌	•	Manage future requests	Confirmation number	814018X865021 20240513-5454-85DLFG5S		
	Biller type	Jompay Biller			NDP3 Reference	2024001370404/B0DLF000		
	Biller code				From			
	Biller Code Name				Account	Amanah Advance Account-i		
	Ref-1							
	Details	Edit /			То			
	Amount	MYR 1.00			Biller type	Jompay Biller		
	Recurring	No			Biller code			
	Date	13/06/2024			Biller Code Name			

Step 7: Review the details of your payment to confirm. Step 8: Your payment has been completed.

How to pay with FPX

I would like to complete my online payment using the FPX option, what are the steps?



Step 1: Select FPX as your payment method and select HSBC as your preferred bank option when checking out your online purchase.

MARE A PAYMENT							
Make a payment Please complete your transaction in time to avoid timeout.							
From			Remaining time: 09:44				
Account	Choose an account	~					
То							
Merchant name							
Details							
Date and time	10/06/2023 19:15:30						
FPX transaction ID	23051019 - 15300092						
Seller's order number	50767324						
Transaction amount	MYR 20.65						
Fee amount	MYR 0						
Your reference							

Step 2: Log on to HSBC Online Banking.

HSBC		FP>
Please check these details carefully be	fore continuing and complete your payment within 10 minutes to avoid b	eing logged off.
From		Remaining time: 08:41
Account	Everyday Global AC	
То		
Merchant's name		
Details		Edit #
Date and time	16/05/2023 10:47:32	
FPX ID	23051610 - 47320321	
Seller's order number	5153085949568910301	
Payment amount	MYR 13	
Fee amount	MYR 0	
Recipient reference		

Step 3: Choose the account you wish to pay from and fill Step 4: Review the details of your payment to confirm in the reference of the payment.

e 6-digit security code n your Mobile Secure Key

Additional security required we this writes we

Important Information

MAKE A PAYMENT		
Payment successful		
O Your account has been deduce	od.	
Our reference		
Confirmation number	757257244XC29CDQNMC	
From		
Account	Statement Savings	

Step 5: Generate 'Re-authenticate code' via Mobile Step 6: After successful payment, you will be redirected Secure Key. Enter the code to continue.¹

back to the merchant's site.

¹ Please note that for transactions above RM10,000, you will have to generate Transaction verification code to proceed.

How to manage payees

I have too many saved payees, how do I remove the payees or billers that I no longer require?

					Last logged or	n 18/04/2024 at 03:56	5:22 PM	MOVE MONEY	YOUR PAYEES				
Good aftern	oon							Make a DuitNow transfer	Your existing payees				
You have no new messages								DuitNow ID registrations & management	From here, you can view and search	through your naves	liet for people or billere	You can also dalata fr	
						Quick links	^	Pay and transfer	payee list.	ninougii your pay aa	nation people of onlera.	Tou can also delete in	om your
	2	©	Ô	ព្រ	Š			View statements	Payees				
View statements	Personal details	Manage payee	Manage future requests	Change online banking limit	Secure messages			Manage payees	Search			٦	
								Manage future requests	Search				
Everyday Global A	с						÷1.		Filter	All payees	~]	
							4		Personal payee	3		Billers	
Everyday Global A	С						8		Payee name 👻	Account/DuitNow I	ID Payee t	уре	
Everyday Global A	c										Your do	omestic payees	â
Everyddy Global Al	0						-				Your do	omostic payoos	÷

Step 1: Logon and select 'Manage payees'.

This will permanently de	elete your payee.	
	e deleted. Any outstanding future dated pa d to be cancelled separately.	yments will still debit your
Payee details		
Payee name		
Account/DuitNow ID		
Рауее туре	Your domestic payees	

Step 2: Select the payee or biller you wish to remove.

Confirmation Orur payse has been deleted. Paysee details	
Pause detaile	
Pauce details	
Payee details	
Confirmation number 7417X191515	
Payee name	
Account/DuitNow ID	
Payee type Your domestic payees	

Step 3: Select 'Delete' to proceed.

How to open a HSBC Time Deposit/HSBC Amanah Term Deposit-i account

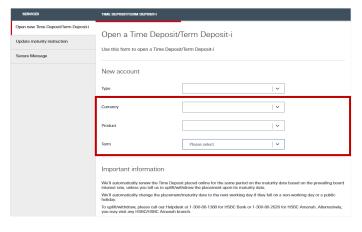
I would like to open a Time Deposit/Term Deposit-i account, what should I do?

Good aft You have <u>no new m</u>					Last logged or	03/05/2024 at 02:28:09 PM Quick links ^	
Moto a DuitNow transfer	The second secon	Opon an investment account	Purchase a Travel Care policy	Unit Trusts Browser	Open new Time Deposit/Irrm Deposit-i	Update maturity instructions	
Everyday Gl	obal AC					:	
Everyday Gl	obal AC					÷	
Everyday Gl	obal AC					:	
Everyday Gl						:	

SERVICES	TIME DEPOSIT/TERM DEPOSIT/					
Dpen new Time Deposit/Term Deposit-i Update maturity instruction Secure Message	Open a Time Deposit/Term Deposit-i Usa this form to open a Time Deposit/Term Deposit-i					
	New account					
	Type Select entity AMANAH PRODUCTS					
	Important information					
	We'll automatically renew the Time Deposit placed online for the same period on the maturity date based on the prevailing board interest rate, unless you tell us to uplift/withdraw the placement upon its maturity date.					
	We'll automatically change the placement/maturity date to the next working day if they fall on a non-working day or a public holiday.					
	To uplift/withdraw, please call our Helpdesk at 1-300-88-1388 for HSBC Bank or 1-300-80-2626 for HSBC Amanah. Alternatively, you may visit any HSBC/HSBC Amanah branch.					
	Money placed in Time Deposits are protected by PIDM up to RM250,000 for each depositor. If the money withdrawn from your insured deposits it transferred to overseas branches or banks, it will be no longer protected by PIDM. Please refer to the <u>PIDM</u> <u>DIS brochure</u> for details.					
	The interest rates for Time Deposits are subject to change as notified in the "Interest Rates" social available on HSBC website under "Important Information", with the exception of Foreign Currency Time Deposits where interest rates are updated daily.					
	Cancel Continue					

Deposit-i'.

(Alternatively, you can click on 'Services' at the top to open a new Time Deposit/Term Deposit-i account.)



Step 1: Log on and select 'Open new Time Deposit/Term Step 2: Select the type of Time Deposit/Term Depositaccount you wish to open.

From account	Everyday Global AC	
	Time Deposit Interest rate	
Amount	MYB	
	Minimum deposit MYR 1.000.00	
Important inform		turity date based on the pr
We'll automatically renew interest rate, unless you to	ation the Time Depend placed online for the same period on the me is to updifficient taken the placement upon its maturity data. In the placement/maturity date to the next working day if they to	
We'll automatically renew interest rate, unless you to We'll automatically chang holiday.	the Time Deposit placed online for the same period on the ma tas to uplift/withdraw the placement upon its maturity data. a the placement/maturity date to the next working day if they to call our Helpdesk at 1-300-88-1388 for HSBC Bank or 1-300-81	lall on a non-working day o
We'll automatically renew interest rate, unless you te We'll automatically chang holiday. To uplit/withdraw, please you may visit any HSBC/H Money placed in Time Dep	the Time Deposit placed online for the same period on the ma tas to uplift/withdraw the placement upon its maturity data. a the placement/maturity date to the next working day if they to call our Helpdesk at 1-300-88-1388 for HSBC Bank or 1-300-81	fall on a non-working day o 0-2626 for HSBC Amanah. itor, If the money withdraw

Step 3: Select the currency, product, and term.

Deposit details

From account

Effective date

Important information so road the following before

Step 4: Choose the HSBC/HSBC Amanah account/-i to be debited and enter the amount you wish to deposit. Select 'Continue' to proceed.

SERVICES	TIME DEPOSIT/TERM DEPOSIT-I				
Open new Time Deposit/Term Deposit i	Confirmation				
Update maturity instruction	Commutation				
Secure Message	O Thank you. Your Time Deposit/Term Deposit-i has been successfully opened.				
	Our reference				
	Confirmation number	545305XJD2Q1			
	New account				
	Туре	CONVENTIONAL PRODUCTS			
	Currency	MYR - MALAYSIAN RINGGIT			
	Product	Time Deposits			
	Term	2 Months Fixed			
	Interest rates	2.50%			
	Account number				
	Interest amount	MYB 4.23			
	Maturity date	10/09/2024			

Step 5: Review the details and important information Step 6: Your Time Deposit/Term Deposit-i account has and then select 'Confirm' to proceed.

. You understand that a financing/overdraft fee may be applied for usage of pe placement (if any).

You have read and understood the Specific Terms & Conditions for Time Deposit which form part of <u>HSBC Bank Universal Te</u> and <u>Conditions/Specific Terms & Conditions</u> for Time Deposit. You agree to be bound by the applicable terms and conditions including all amendments. You understand that your Time Deposit account is protected by PIDM up to RM250,000 for each depositor per bank. If the r withdrawn from your insured deposits is transferred to overseas branches or banks, it will be no longer protected by PIDM. Please refer to the <u>PIDM DIS brochung</u> for details. You understand that we'll automatically renew your Time Deposit for the same period on maturity date b board interest rate at the time of renewal unless you tell us to uplift/withdraw the placement upon its ma You understand we'll automatically change the placement or maturity date to the next working day if the p falls on a non-working day or a public holiday. You understand that we will not provide interest in full for any premature Time Deposit withdrawal. You understand that the interest rates are subject to change by the Bank as notified in the "Interest Rate HSBC website under "Important Information", with the exception of Foreign Currency Time Deposits with restricted and the second sec

been successfully opened.

Important: You must have at least one active HSBC/HSBC Amanah current or savings account/i to open a time deposit. The minimum deposit amount to open a Time Deposit/Term Deposit-i is RM5,000 for a 1-month tenure, and RM1,000 for 2 months and above. Learn more.

Edit /

For information on interest/profit payment terms and conditions, kindly read the HSBC/HSBC Amanah Universal Terms and Conditions.

Confirm

How to update maturity instructions for Time Deposit/Term Deposit-i account

How do I update the maturity instructions for my Time Deposit/Term Deposit-i account?

HSBC	Home	Move money	Services	Our products	Help & support			Log off	I
Good m You have <u>no new n</u>		g					Last logged on :	26/06/2024 at 10:21:22 AM Quick links A	
 Updato maturity instructions 		Viow statemonts	Perso	nal	⊕ Manage payee	Manage future roquests	Change online banking limit	Secure messages	
Everyday G	obal AC							÷	
Everyday G	lobal AC							:	
Everyday G	obal AC							:	

SERVICES	TIME DEPOSIT/TERM DEPOSIT-I MATURITY								
ransaction selection	Your Time Deposit/Te	- rm Deposit-i maturity instructions							
pdate maturity instruction		r withdraw from your Time Deposit/Term Deposit-i at maturity.							
ashboard	From here, you can choose to add o	The construction of the co							
	Your maturity instruction								
	We'll follow your new instruction when your Time Deposit/Term Deposit-I matures.								
	Account	Advance FlexiTime Deposits							
	Your current Time Deposit	Advance FlexiTime Deposits							
	Amount	MYR 1,000.00							
	Term	Advance FlexiTime Deposits							
	Start date	MYR 1,000.00							
	Maturity date	06/11/2024							

Step 1: Log on and select 'Update maturity instructions'.

(Alternatively, you can click on the three dots at your Time Deposit account to update your maturity instructions.)

Interest rate 2.6	55%
Interest amount	
Balance at maturity	
Current instruction Ren	new the total balance for a new term
New instruction	
Maturity instruction	Choose an option
F	Renew the total balance for a new term
Important information	Renew the principal balance for a new term but withdraw interest
Time Deposit amount and interest will be ter	Renew balance and add or withdraw funds
	Do not renew. Withdraw the total balance and credit your selected account
Interest will not be given in full for any proven	
Money withdrawn from your insured deposits is banks. Please refer to our PIDM DIS brochure.	no longer protected by PIDM if transferred to overseas branches or

Step 2: Choose the account in which you wish to update the maturity instructions.

2.65%
Renew the total balance for a new term
Renew the total balance for a new term
5 months
4 months
5 months
6 months
7 months
a
nature Time Deposit withdrawal.
its is no longer protected by PIDM if transferred to overseas branches or are.
Cancel Continue

Step 3: Choose your new instructions.1

preferred maturity Step 4: Select a new term if you wish to change the term duration during rollover.²

TIME DEPOSIT/TERM DEPOSITE M/	ATURITY	
Beview		
Please check the information	n you've given is correct.	
New instruction		Edit /
Account	Advance FlexiTime Deposits	
Maturity instruction	Renew the total balance for a new term	
New term	5 months	
Important Information	n	
Time Deposit amount and intere- times for more information.	st will be renewed for the same period on the maturity date. Please refer to $\underline{cul-o!!}$	
To uplift/withdraw before maturi you may visit any HSBC branch.		
Interest will not be given in full fe	or any premature Time Deposit withdrawal.	
Money withdrawn from your insi banks. Please refer to our <u>PIDM</u> .	ured deposits is no longer protected by PIDM if transferred to overseas branches or DIS brochure.	
	Review Please check the information New instruction Acours Maturey instruction New term Important Information The Deposit amount and mere time information T	Review Please check the information you've given is correct. New Instruction Account Avance FlexTime Deposits Maturity instruction Review the local balance for a new term New term 6 months Important Information Former the local balance for a new term Important Information Former the local balance for the maturity date. Please refer to tagging the service of the same period on the maturity date. Please refer to tagging the service of the same period on the maturity date. Please refer to tagging the service of th

(Otherwise, your current term will remain unchanged.)

SERVICES	TIME DEPOSIT/TERM DEPOSIT-I MATURITY								
Transaction selection	Confirmation								
Update maturity instruction									
Dashboard	O Your maturity instruction has been registered.								
	Our details								
	Confirmation number	672880XJVTOC							
	New instruction								
	Account	Time Deposits							
	Maturity instruction	Do not renew. Withdraw the total balance and credit your selected account							
	Account to credit	Everyday Global AC							
	Important Information								

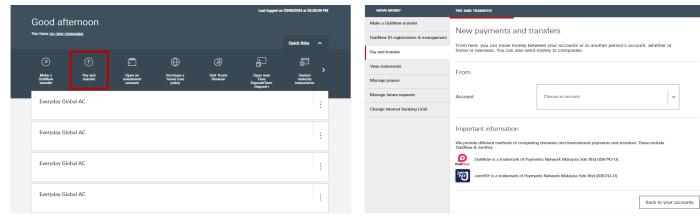
Step 5: Review the details of the instructions and select **Step 6:** Your maturity instructions have been updated. 'Continue' to proceed.

¹ New maturity instructions must be placed at least one day before the maturity date to apply on current term. If new instructions are placed on or after the maturity date, the changes will only apply to the next term. Learn more.

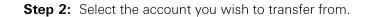
² Choosing a new term duration does not apply to the current term and will only be applicable to the new term.

How to set up future transfers to a new payee

I would like to schedule a transfer for a later date to a new payee, what are the steps?



Step 1: Log on and select 'Pay and transfer'.

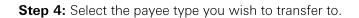


То			MOVE MONEY	PAY AND TRANSFER			
Select an option	Your accounts or someone you've paid before		Make a DuitNow transfer	Transfer to a new paye	20		
Select un option	Transfer between your own accounts or someone from your payee list.	>	DuitNow ID registrations & management				
			Pay and transfer	From here, you can transfer to someone for the first time and add them to your payee list.			
	Pay a biller you've paid before Send money via JomPAY or to a biller from your payee list.	>	View statements	From		Edit 🖌	
			Manage payees		Everyday Global AC		
	New payment to a person Send money to someone for the first time. You'll need their bank details or DuitNow ID for this.	>	Manage future requests	Account			
I							
	New payment to a biller Send money to a biller or new JomPAY payee for the first time. We have a predefined list for you to choose from.	>		То			
				Payee type	Please select		
Important information					Non-HSBC Account		
				Important information	HSBC Account		
We provide different methods of complet DuitNow & JomPay.	ing domestic and international payments and transfers. These include			For more detailed information, please re-	Telegraphic Transfer		
DuitNow is a trademark of Payr	ments Network Malaysia Sdn Bhd (836743-D).			DuitNow is a trademark of Parm	HSBC Credit Card		
JomPAY is a trademark of Payn	nents Network Malaysia Sdn Bhd (836743-D).			L		Cancel Continue	

Step 3: Select 'New payment to a person'.

То		Edit 🖍
Payee type		
Namo		
Account number		
Transfer currency	~	
	Add to your payees	
Details		
Amount	MYR	
Relationship to payee	Please select 🗸	
Payee reference	This reference will appear on your payee's statements and transaction	

Step 5: Enter the details of the payee and transaction.



Details	
Amount	MYR
Transfer method	Instant Transfer (DuitNow to Account)
	Interbank GIBO (IBG)
Payao rafaranco	
Other transfer details (optional)	This reference will appear on your payee's statements and transaction history.
Recurring	No Yes
Frequency	Please select V
Start date	DOMMYYY This is the start date for a recurring transfer. Your first transfer will be taken on the new working day.

Step 6: Select the start date of the future transfer.¹

(For recurring future transfers, select 'Yes' at 'Recurring' and enter the relevant details.)

Additional security requ	uired - New			MOVE MONEY	PAY AND TRANSFER		
St St	ep 1	Step 2 - New	Step 3	Make a DuitNow transfer	Review	-	
M M Ge	oen the HSBC Malaysia obile Banking app, select enerate security code then lect Transaction		Enter the 6-digit security code shown on your Mobile	DuitNow ID registrations & management			
verification code. (numbers only) of the payee's account or card number. Followed by transfer	Secure Key.	Pay and transfer	Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.				
		number. Followed by transfer amount including cent. For example, if transferring RM245.00 to payee's		View statements	From		
ninezou do Dapiero S account 012 346 678 901 or card number 0123 4667 3210 8901, please enter		Manage payees	Account	Everyday Global AC			
		890124500.		Manage future requests			
Security code					То		Edit 🖊
nportant information					Payee type	HSBC Account	
r more detailed information, plea	ase refer to <u>cut-off times</u> and	d tariff charges			Name		
			Cancel Continue		Account number		

Step 6: <u>Generate 'Transaction verification code'</u> via Mobile Secure Key. Enter the code to continue.

Step 7: Review the	details of you	ir transaction to	confirm.
--------------------	----------------	-------------------	----------

MOVE MONEY	PAY AND TRANSFER
Make a DuitNow transfer	Confirmation
DuitNow ID registrations & management	
Pay and transfer	Your transfer request has been received.
View statements	Our details
Manago payees	Confirmation number 157330X292020
Manage future requests	
	From
	Account Everyday Global AC
	То
	Payoo
	Bank name

Step 8: Your transfer request has been received.

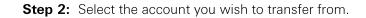
¹ Please note that if your future transfer request falls on a non-working day, it will only be processed on the next working day.

How to set up future transfers to a saved payee

I would like to schedule a transfer for a later date to a saved payee, what are the steps?

			Last logged on 03/05/2024 at 02:28:09 PM					19 PM	MOVE MONEY	PAY AND TRANSFER			
	Good afternoon						Make a DuitNow transfer	New payments and transfers					
You have <u>no new mossages</u> Quick links A					DuitNow ID registrations & management		From here, you can move money between your accounts or to another person's account, whether						
									Pay and transfer	 From here, you can move money bet home or overseas. You can also send 	ween your accounts or to another person's ac I money to companies.	ount, whether at	
	Ø	\bigcirc		\oplus	œ	F	<u>s</u>	\$	View statements				
	Mako a DuitNow transfer	Pay and transfer	Open an investment account	Purchase a Travel Care policy	Unit Trusts Browser	Open new Time Deposit/Term	Update maturity instructions		Manage payees	From			
						Deposit-i			Manage future requests	Account	Choose an account		
	Everyday Glo	bal AC						÷	Change Internet Banking Limit				
	Everyday Glo	bal AC						:		Important information We provide different methods of completi DuitNow & JoniPay.	ng domestic and international payments and transfer	s. These include	
	Everyday Glo	bal AC						:		DuitNow	ents Network Malaysia Sdn Bhd (836743-D). ents Network Malaysia Sdn Bhd (836743-D).		
	Everyday Glo	bal AC						E				Back to your acce	ounts

Step 1: Log on and select 'Pay and transfer'.



То			Manage payees				
Select an option	Your accounts or someone you've paid before Transfer between your own accounts or someone from your payee list.	>	Manago future requests Change Internet Banking I	Choose your ac	count or payee	×	52.70
	Pay a biller you've paid before Send money via JomPAY or to a biller from your payee list.	>		Filter	All accounts and payees	~	
	New payment to a person Send money to someone for the first time, You'll need their bank details or DuitNow ID for this.	>		 Everyday Global AC 		sar 0.00	r payoo >
	New payment to a biller Sond money to a biller or new JomPAY payee for the first time. We	<u> </u>		 Everyday Global AC 		SGD 0.28	
	send money to a billior or new JomPAY payse for the first time. We have a predefined list for you to choose from.			Everyday Global AC XXXXX	Mobile	USD 0.00	>
Important information					WOOR		bank >
We provide different methods of comple DuitNow & JomPay.	ting domestic and international payments and transfers. These include			© xxxxx			,
DuitNow	monts Notwork Malaysia Sdn Bhd (836743-D).			DuitNow is a trademark of Paya (836743-D).	nents Network Malaysia Sdn Bhd	Cancel Continue	
JomPAY is a trademark of Payl	nents Network Malaysia Sdn Bhd (836743-D).			Important inform	ation		

Step 3: Select 'Your accounts or someone you've paid S before'.

Step 4: Select the payee you wish to transfer to.	Step 4:	Select the	payee y	ou wish	to trar	nsfer to.
---	---------	------------	---------	---------	---------	-----------

Details		MOVE MONEY	PAY AND TRANSFER
Amount	MYR	Make a DuitNow transfer	Review
Transfer method	Instant Transfor (DuitNow to	DuitNow ID registrations & management	
	Account)	Pay and transfer	Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.
	(IBG)	View statements	From
Payee reference		Manage payees	Account Everyday Global AC
Other transfer details (optional)		Manage future requests	
	This reference will appear on your payee's statements and transaction history.		
Recurring	No Yes		To Edit /
Frequency	Plass select v		Payee type HSBC Account
Start date	DD/MM/YYYY 🗎		Name
	This is the start date for a recurring transfer. Your first transfer will be taken on the next working day.		Account number
	This is the start date for a recurring transfer. Your first transfer will be		

Step 5: Enter the transfer details and select a start date.¹ **Step 6:** Review the details of your transaction to confirm.

MOVE MONEY	PAY AND TRANSFER					
Make a DuitNow transfer	Confirmation					
DuitNow ID registrations & management	Commutation					
Pay and transfer	 Your transfer request has been received. 					
View statements	Our details					
Manage payees	Confirmation number 157330X292020					
Manage future requests						
	From					
	Account Everyday Global AC					
	То					
	Рауоо					
	Bank name					

Step 8: Your transfer request has been received.

¹ Please note that if your future transfer request falls on a non-working day, it will only be processed on the next working day.

How to delete a future transfer request

I previously set a future transfer request that I would like to delete, what are the steps?

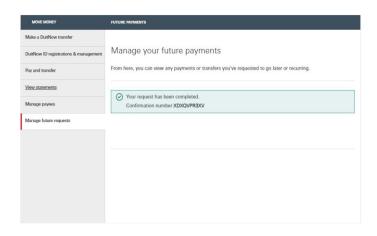
Φ	HSBC H	iomo Movo monoy	Services Our pro	ducts Help & support	t		Log off	MOVE MONEY	FUTURE PAYMENTS				
						Last logged on 194	07/2024 at 02:59:12 PM	Make a DuitNow transfer					
Go	od afte	rnoon						DuitNow ID registrations & management	Manage y	our future paym	ents		
You ha	ave <u>no new mes</u>	<u>52005</u>						Pay and transfer	From here, you	can view any payments or tr	ansfers you've requested to go late	r or recurring.	
							Quick links 🔨	View statements					
	<u>s</u>		ھ	e O	Ō	۱۹ ۱		Manage payees				♀ Filter and sea	arch 🗸
	Updato	View	Personal details	Manago payee	Manago futuro requests	Change online banking limit	Secure	Manage future requests					
	maturity	SECTOR FILM ILS	Cotans		Techano	Can kung in me	masayas						
EV	veryday Glob	al AC							Date	То	From	Amount	More
									26/07/2024	XXXXXX	Everyday Global AC	MYR 1.00	
										12345678901		Recurring	
EV	veryday Glob	al AC										Delete	
									🖴 Print				
Ev	veryday Glob	al AC											

Step 1: Log on and select 'Manage future requests'.

Step 2: Tap on the three dots at the right corner of your future transfer request and select 'Delete'.

MOVE MONEY	FUTURE PAYMENTS			MOVE MONEY			
Make a DuitNow trans			×	Make a DuitNow trans	Request type	Recurring	
	Are you sure you want	to delete this request?			Payment type	Domestic transfers (Non-HSBC)	
DuitNow ID registratio	Please check these details carefully before			DuitNow ID registratio	Amount	MYR 1.00	
Pay and transfer	Please check these details carefully bein	ore deleting.		Pay and transfer	Date	26/07/2024	
View statements	Transaction reference number	157330X292020	ĩ	View statements	Beneficiary bank name		
Manage paynes	From	Everyday Global AC	and search	Manage payees	Frequency	Weekdy	and search 🗡
Manage future miquest		MYR	62.0°	Manage future request	Amount of last transfer	MYR 2.00	iter.
	То	X000XX			Payments processed	0	
		12345678901	Móre		Payments rejected	0	More
	Request type	Recurring			Payments remaining	1	
	Payment type	Domestic transfers (Non-HSBC)	8) E				
	Amount	MYR 1.00				Don't delete Delete	
	Date	26/07/2024			_		
	Date	26/07/2024					

Step 3: Review the details of your request before **Step 4:** Select 'Delete' to confirm. proceeding.



Step 5: Your future transfer request has been deleted.