

# Get started with HSBC Digital Banking



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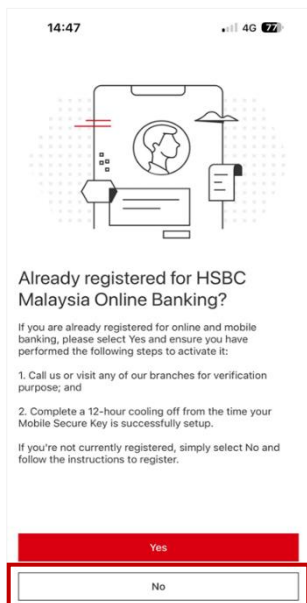
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# HSBC Mobile Banking Guide



# How to register for HSBC Mobile Banking

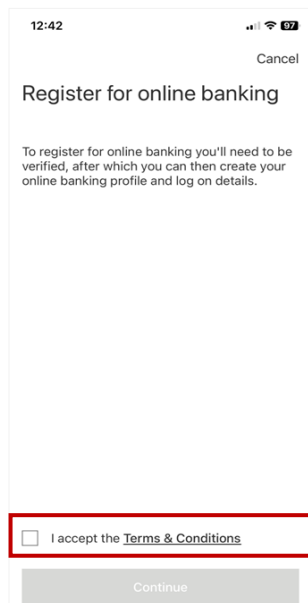
I have just opened an account with the bank, how can I access the HSBC Malaysia Mobile Banking app?



## Step 1

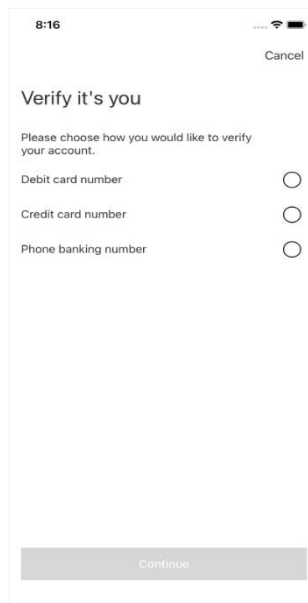
Launch the HSBC MY Mobile Banking App.

For new registration, select 'No'.



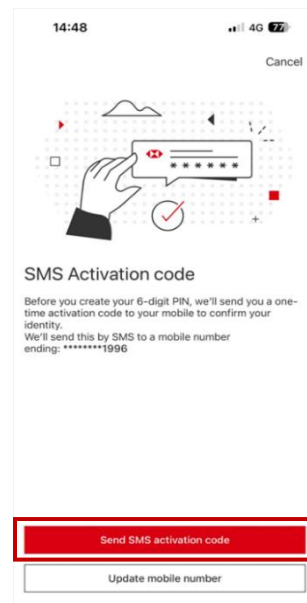
## Step 2

Tick the box to accept the Terms & Conditions.



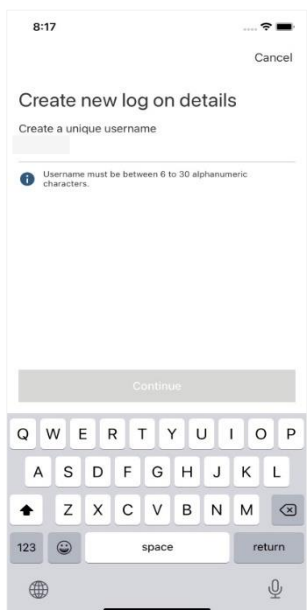
## Step 3

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



## Step 4

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



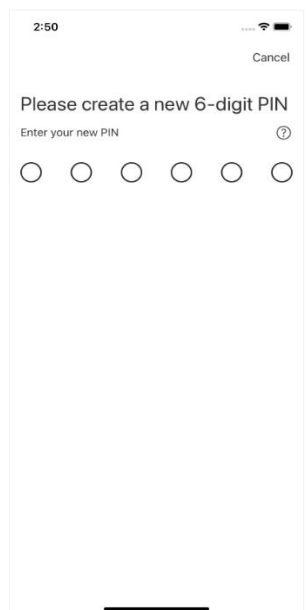
## Step 5

Create a username<sup>1</sup> and password.



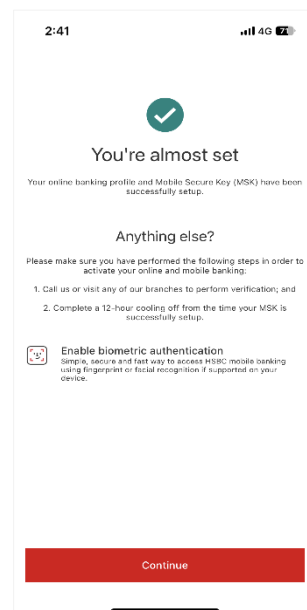
## Step 6

Choose your security questions and confirm your answer to proceed.



## Step 7

Create a 6-digit PIN. Re-enter your PIN to continue.



## Step 8

Call the contact centre to verify your registration.<sup>2</sup>

<sup>1</sup> Please remember your username as it cannot be changed post setting.

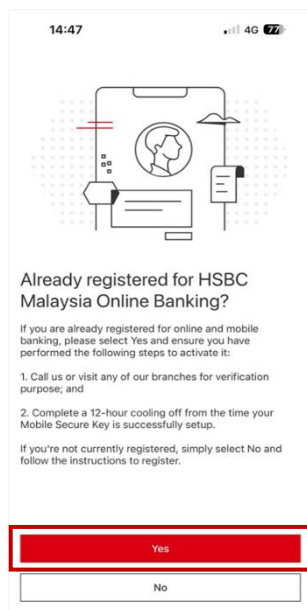
<sup>2</sup> Please ensure you have set up [T-PIN](#) for verification purposes.

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

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

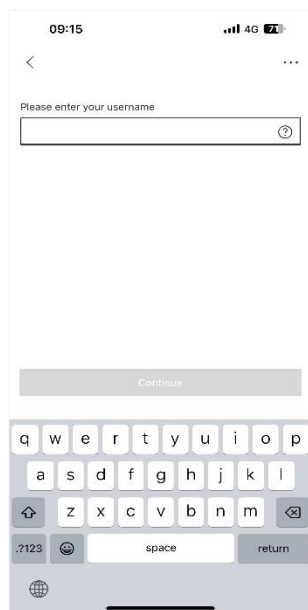
# How to activate Mobile Secure Key (MSK)

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



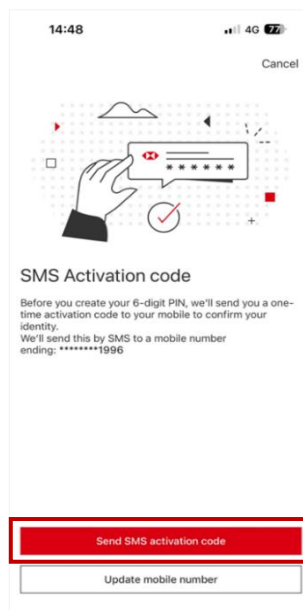
## Step 1

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



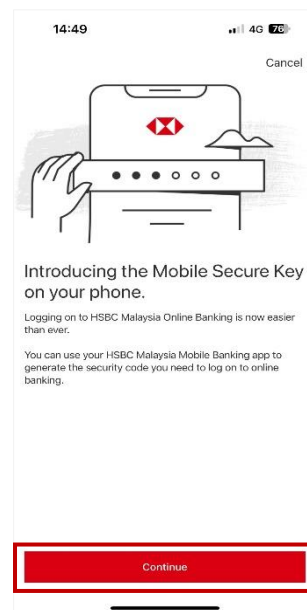
## Step 2

Enter your username and password created during registration.<sup>1</sup>



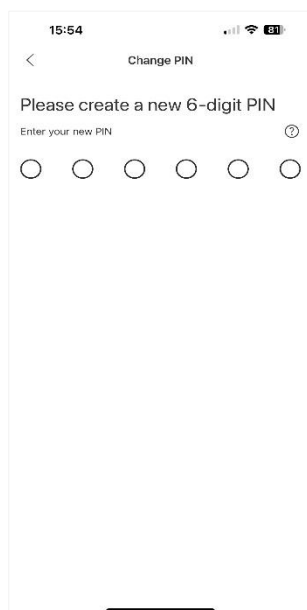
## Step 3

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



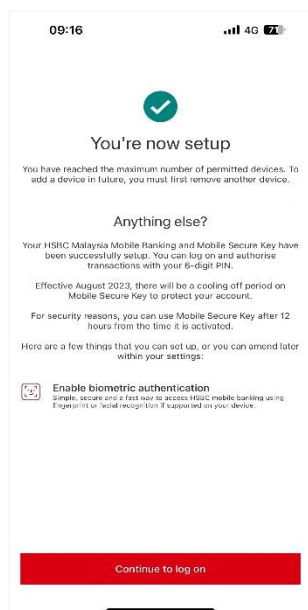
## Step 4

Select 'Continue' to proceed.



## Step 5

Create a new 6-digit PIN.<sup>2</sup>  
Re-enter the PIN to continue.



## Step 6

Your Mobile Secure Key has been successfully activated<sup>3</sup> and you will receive a SMS confirmation.

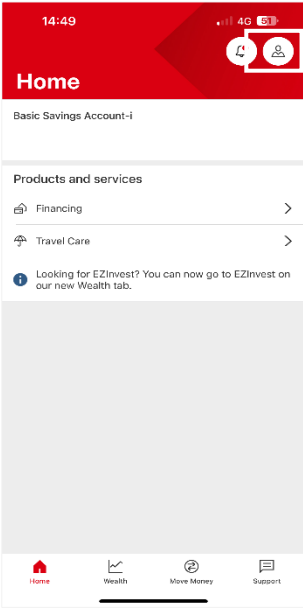
<sup>1</sup> If you have forgotten your Online Banking password, please refer [here](#) for steps on how to reset your password.

<sup>2</sup> Do not share your PIN with anyone, including HSBC employees.

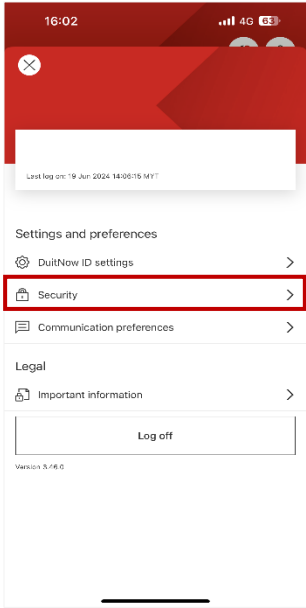
<sup>3</sup> After the [12-hour cooling off period](#) for the Mobile Secure Key, you will be able to fully access online and mobile banking services.

# How to enable Face ID for biometrics authentication

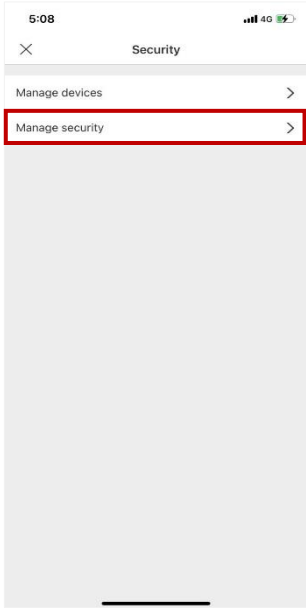
How do I enable Face ID for my HSBC Malaysia app?



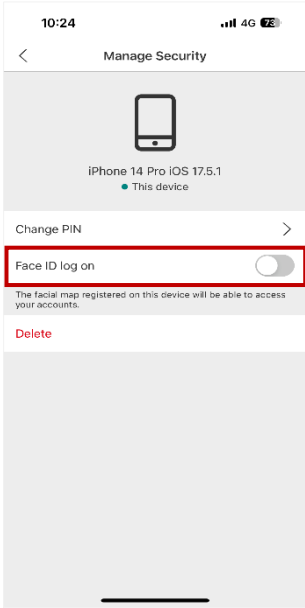
**Step 1**  
Logon and tap the profile icon at the top right corner.



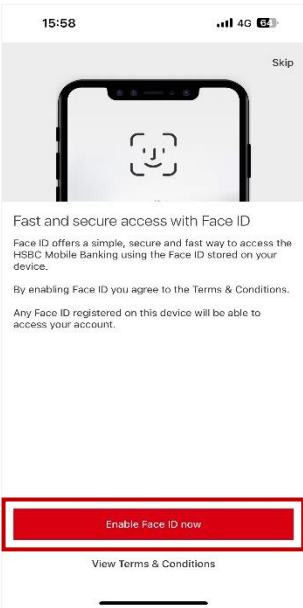
**Step 2**  
Select 'Security'.



**Step 3**  
Select 'Manage security'.



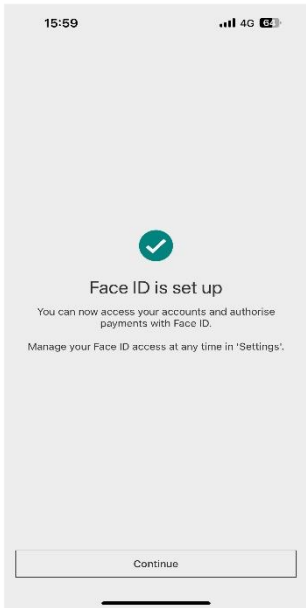
**Step 4**  
Toggle to the right to enable Face ID.



**Step 5**  
View the Terms & Conditions and select 'Enable Face ID now'.



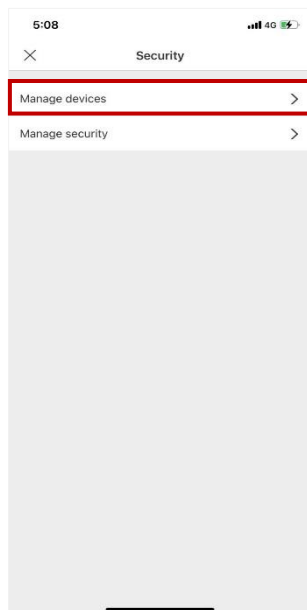
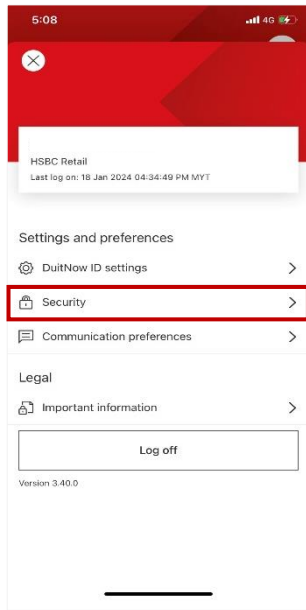
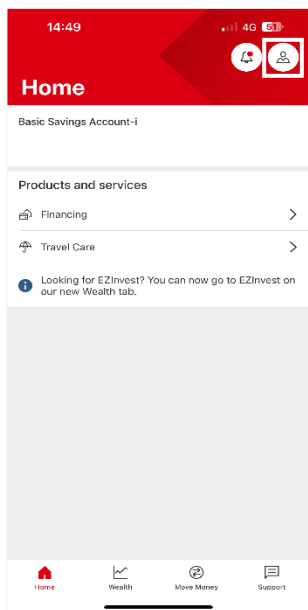
**Step 6**  
Enter your 6-digit PIN.



**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?



## Step 1

Logon to your HSBC Mobile banking app.

## Step 2

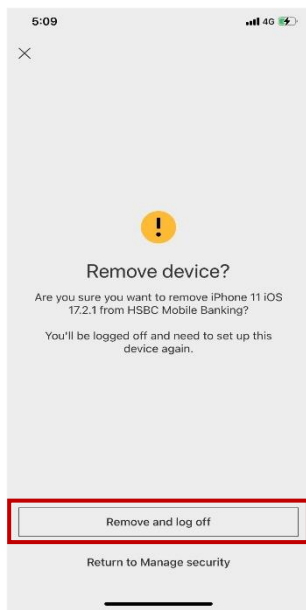
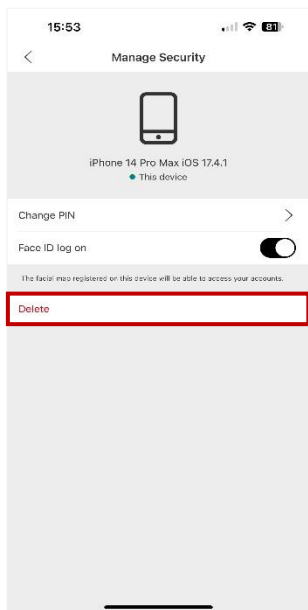
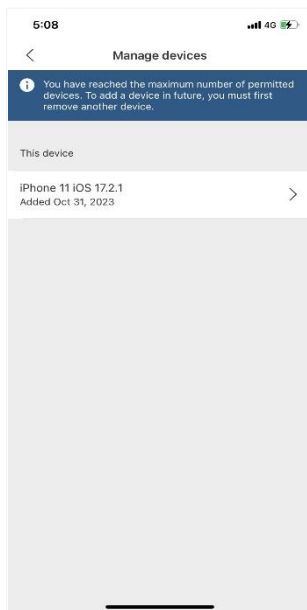
Tap the profile icon at the top right corner.

## Step 3

Select 'Security'.

## Step 4

Select 'Manage devices'.



## Step 5

Choose the old device you wish to remove.<sup>1</sup>

## Step 6

Select 'Delete'.

## Step 7

Select 'Remove and log off' to confirm.

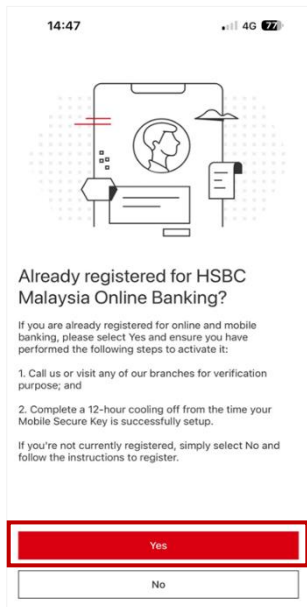
<sup>1</sup> Please do not delete the app in the old device before you deregister, as this may prevent you from registering your new device or logging on to the HSBC Malaysia app.



# How to transfer Mobile Banking app to a new device

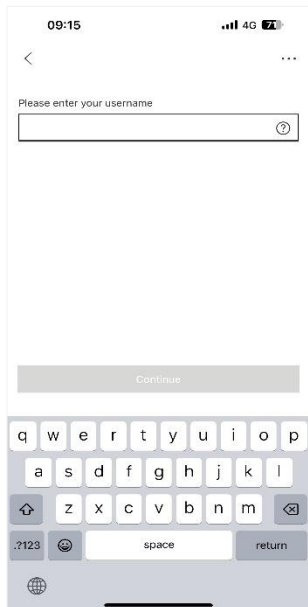
I am planning to change my mobile device, what should I do to set up the HSBC Malaysia Mobile Banking app on the new device?

Important: Before you begin, please refer [here](#) to ensure you have successfully removed your old device.



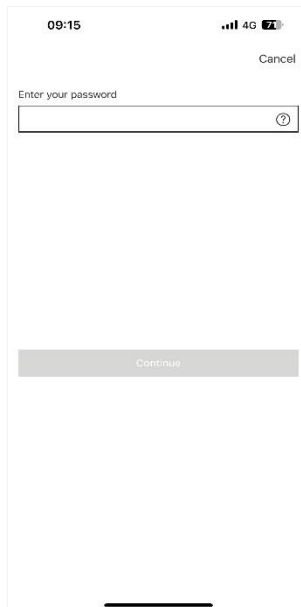
## Step 1

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



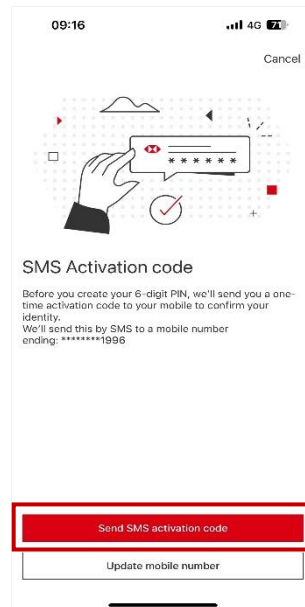
## Step 2

Enter your username.



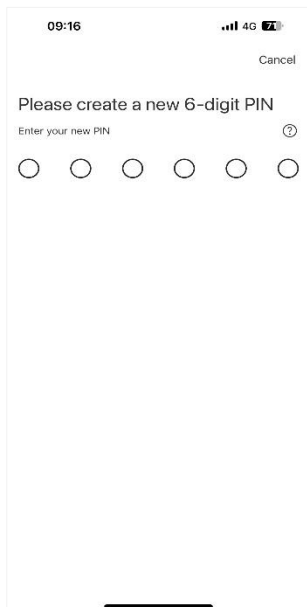
## Step 3

Enter your password.<sup>1</sup>



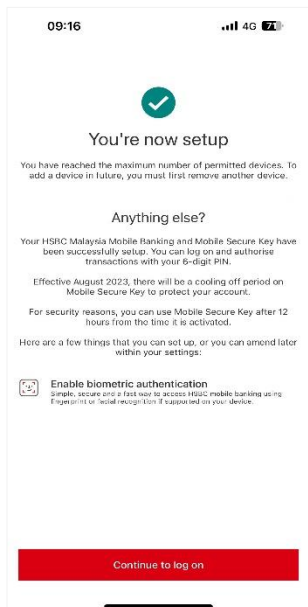
## Step 4

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



## Step 5

Create a new 6-digit PIN.<sup>2</sup> Re-enter the PIN to continue.



## Step 6

Your device has been set up. You can now log on using your new device.

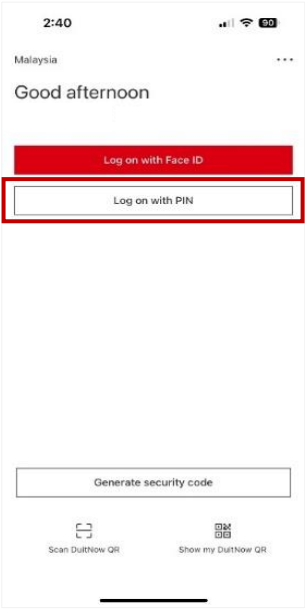
<sup>1</sup> If you have forgotten your Online Banking password, please refer [here](#) for steps on how to reset your password.

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

<sup>2</sup> Do not share your PIN with anyone, including HSBC employees.

# How to reset Mobile Banking PIN

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



### Step 1

Select 'Log on with PIN'.



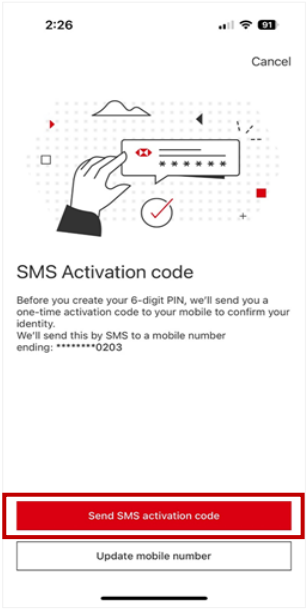
### Step 2

Select 'Forgot your PIN?'.



### Step 3

Enter your online banking password created during registration and select 'Continue'.<sup>1</sup>



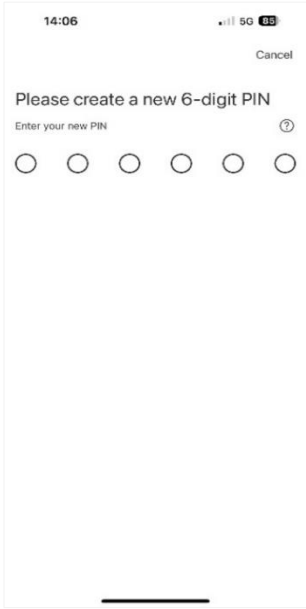
### Step 4

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



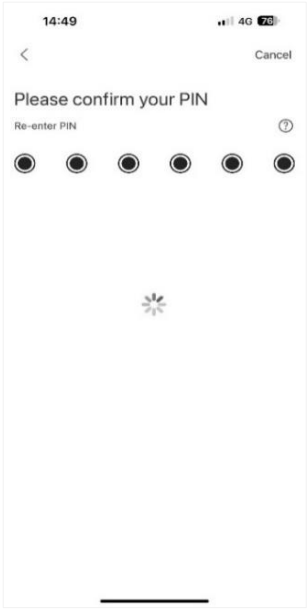
### Step 5

Enter the SMS activation code sent to your mobile number.



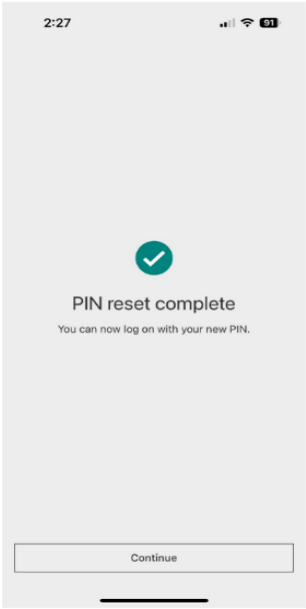
### Step 6

Create a new 6-digit PIN.<sup>2</sup>



### Step 7

Re-enter your 6-digit PIN to confirm.



### Step 8

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

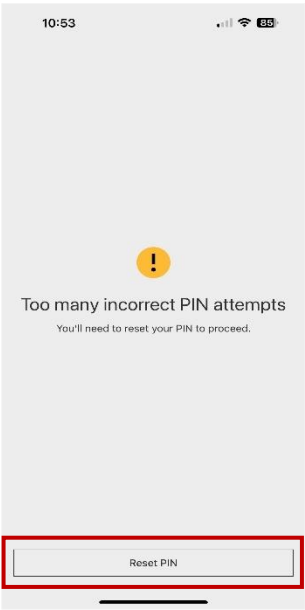
<sup>1</sup> If you have forgotten your Online Banking password, please refer [here](#) for steps on how to reset your password.

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

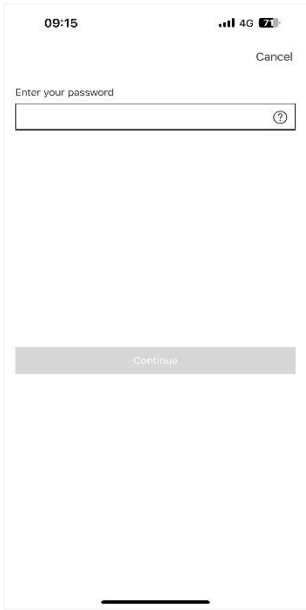
<sup>2</sup> Do not share your PIN with anyone, including HSBC employees.

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

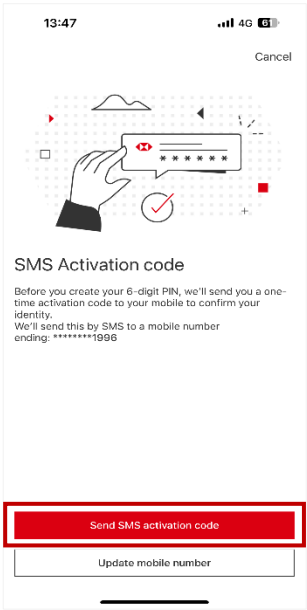
I entered my PIN incorrectly too many times, how do I reset my PIN?



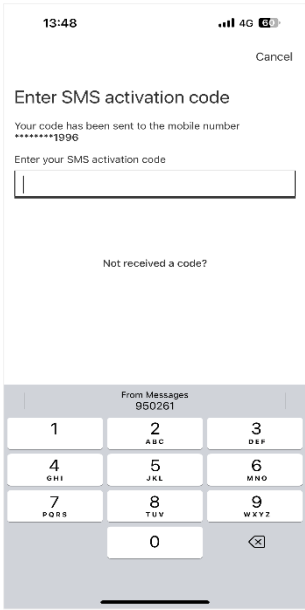
**Step 1**  
Select 'Reset PIN'.



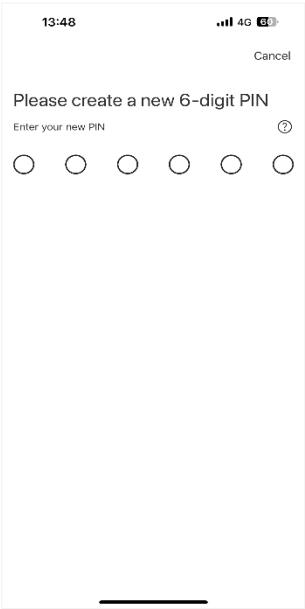
**Step 2**  
Enter your online banking password<sup>1</sup> created during registration and select 'Continue'.



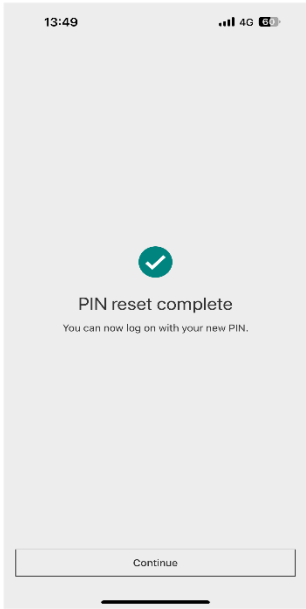
**Step 3**  
Select 'Send SMS activation code' to receive a one-time activation code for confirmation.



**Step 4**  
Enter the SMS activation code sent to your mobile number.



**Step 5**  
Create a new 6-digit PIN.<sup>2</sup> Re-enter your PIN to confirm.

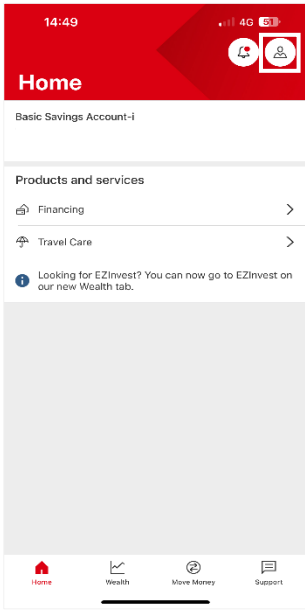


**Step 6**  
Your PIN has been reset. You can now log on with your new PIN.

<sup>1</sup> If you have forgotten your Online Banking password, please refer [here](#) for steps on how to reset your password.  
<sup>2</sup> Please ensure you remember your 6-digit PIN as it will be used to log on and for transaction approval.  
<sup>2</sup> Do not share your PIN with anyone, including HSBC employees.

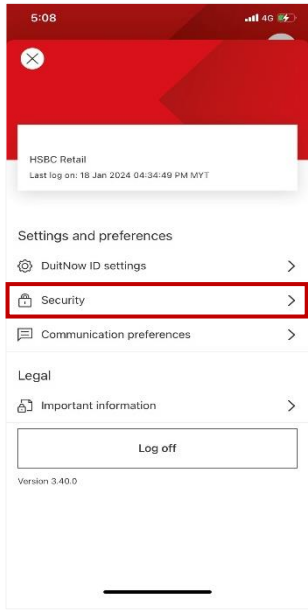
# How to change Mobile Banking PIN

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



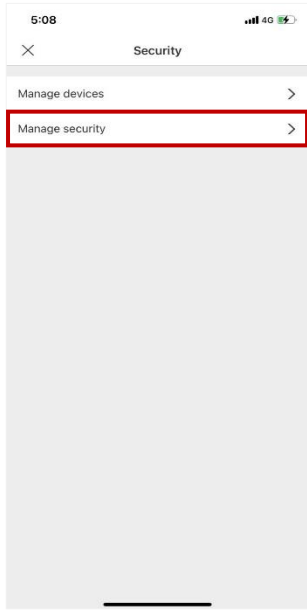
## Step 1

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



## Step 2

Select 'Security'.



## Step 3

Select 'Manage security'.



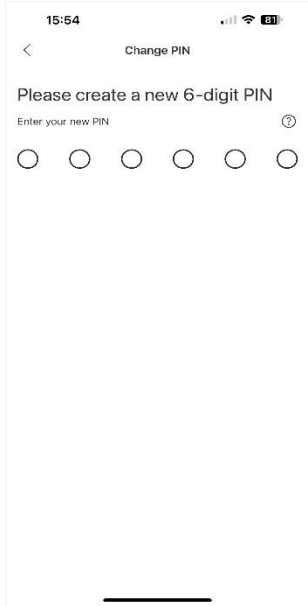
## Step 4

Select 'Change PIN'.



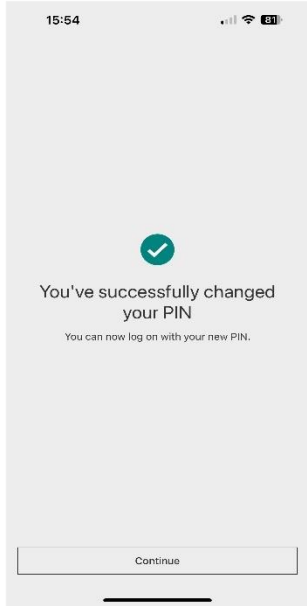
## Step 5

Create a new 6-digit PIN.<sup>1</sup>



## Step 6

Re-enter your 6-digit PIN to confirm.



## Step 7

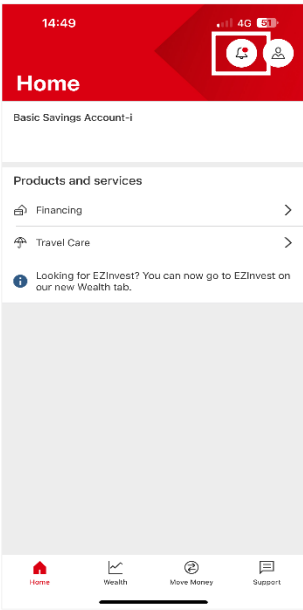
Your PIN has been changed. You can now log on with your new PIN.

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

<sup>1</sup> Do not share your PIN with anyone, including HSBC employees.

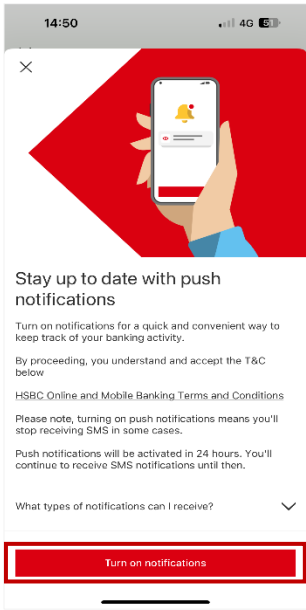
# How to enable Push Notifications for the first time

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



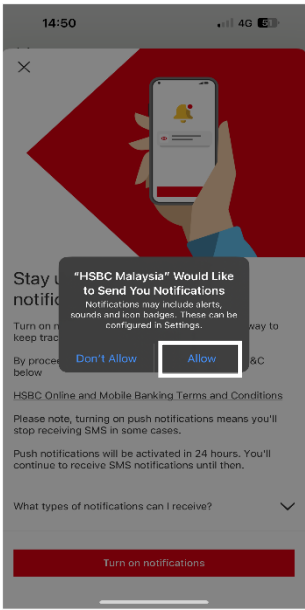
### Step 1

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



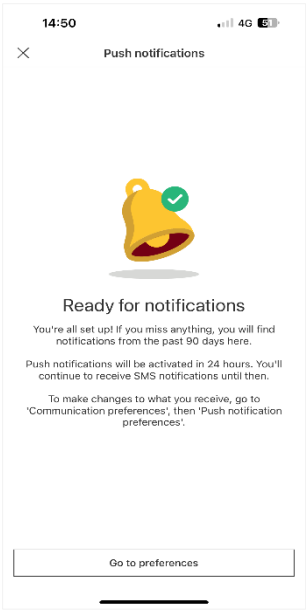
### Step 2

Select 'Turn on notifications'.



### Step 3

Select 'Allow'.

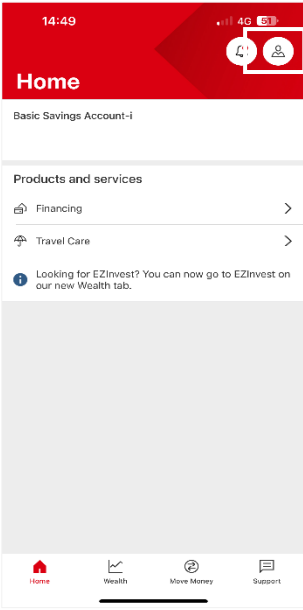


### Step 4

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

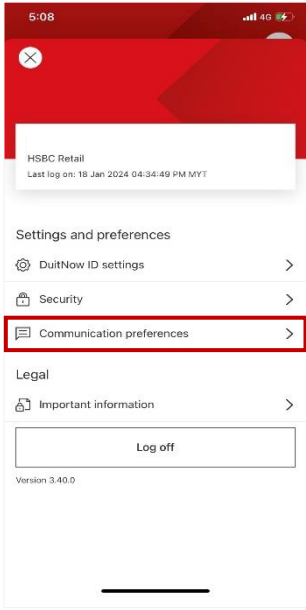
# How to manage Credit Card Push Notifications

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



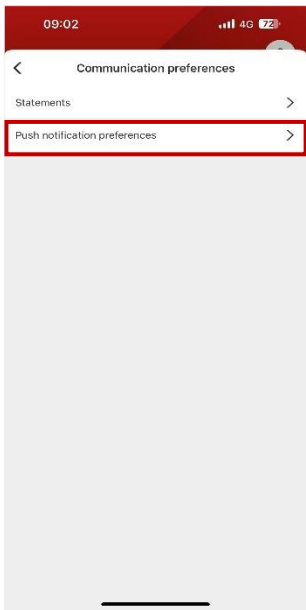
## Step 1

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



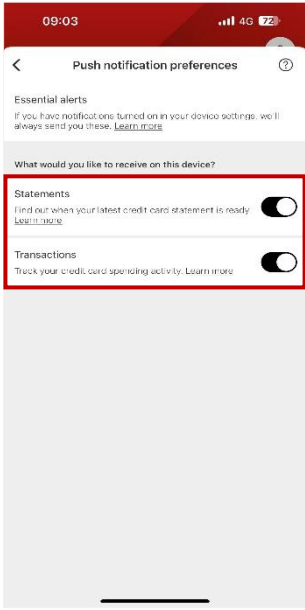
## Step 2

Select 'Communication preferences'.



## Step 3

Select 'Push notifications preferences'.

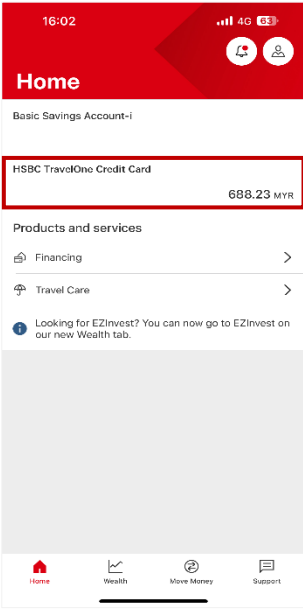


## Step 4

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

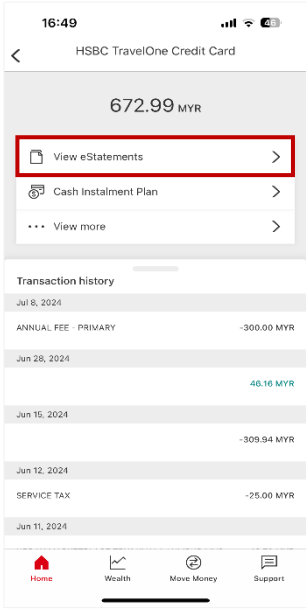
# How to view credit card/-i eStatements

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



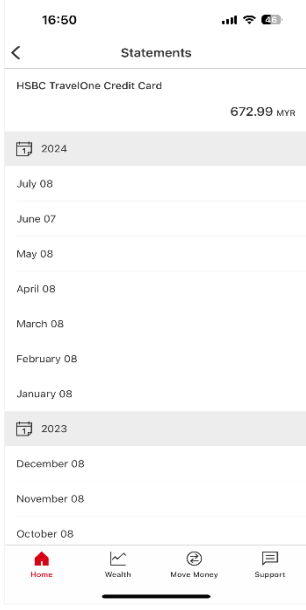
### Step 1

Log on and select your credit card/-i.



### Step 2

Select 'View eStatements'.



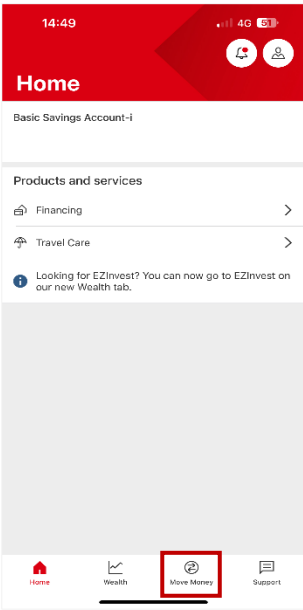
### Step 3

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

<sup>1</sup> You will be able to view and download your eStatements for the past 12 months. [Learn more.](#)

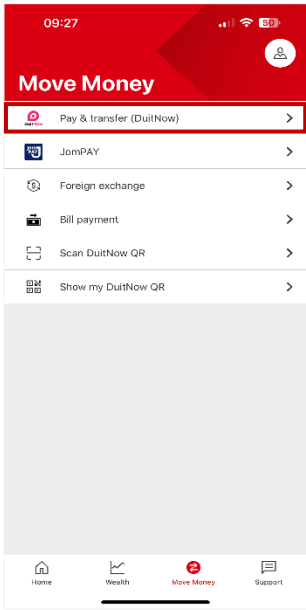
# How to pay HSBC/HSBC Amanah credit card/-i bills

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



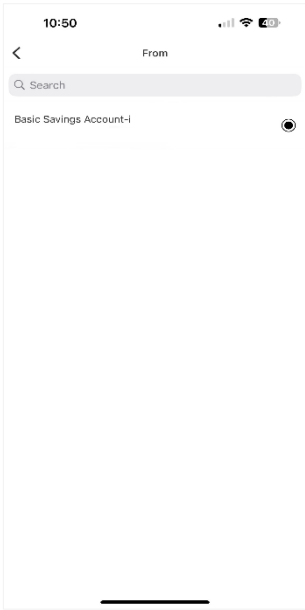
### Step 1

Log on and select 'Move Money'.



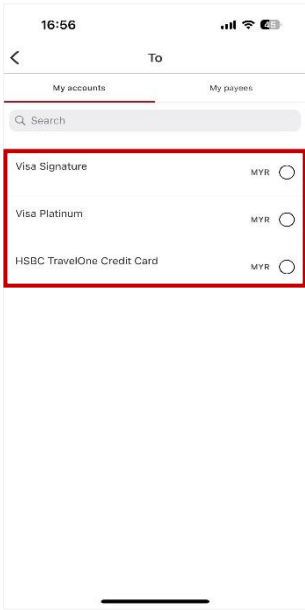
### Step 2

Select 'Pay & transfer (DuitNow)'.



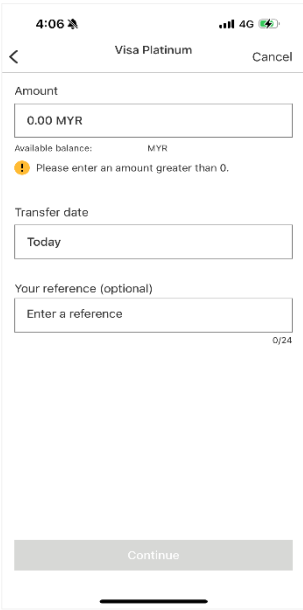
### Step 3

Select the account you wish to transfer from.



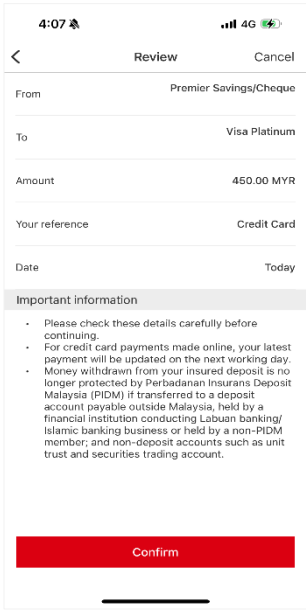
### Step 4

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



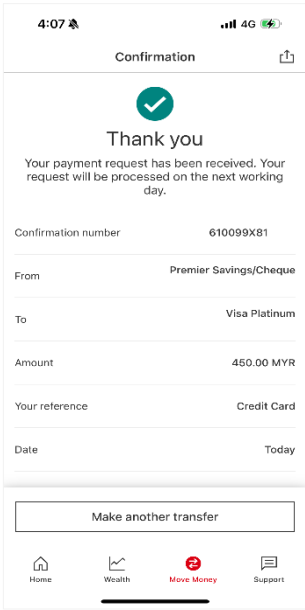
### Step 5

Fill in the payment details and select 'Continue'.



### Step 6

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



### Step 7

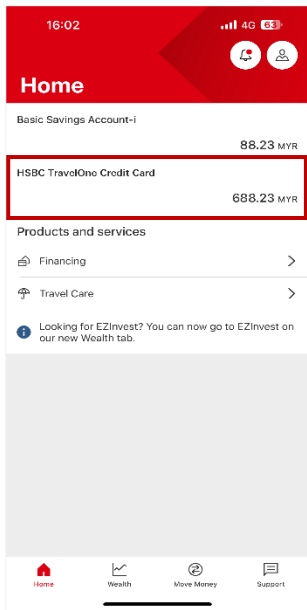
Your credit card/-i bill payment has been submitted for processing.<sup>1</sup>

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



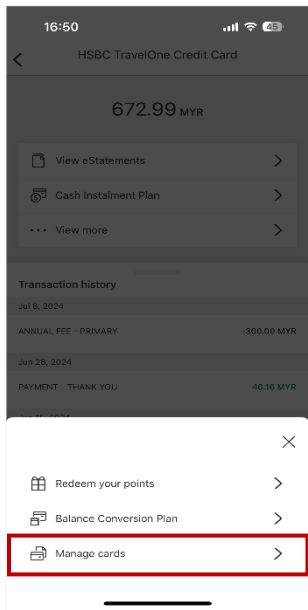
# How to place a temporary block on credit card/-i

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



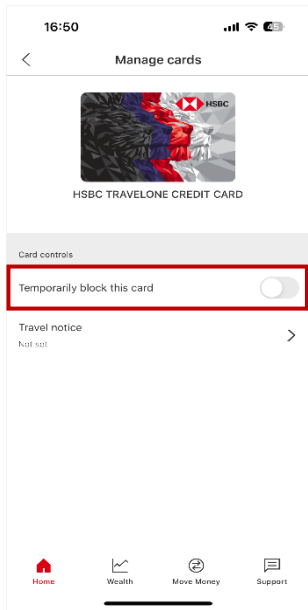
## Step 1

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



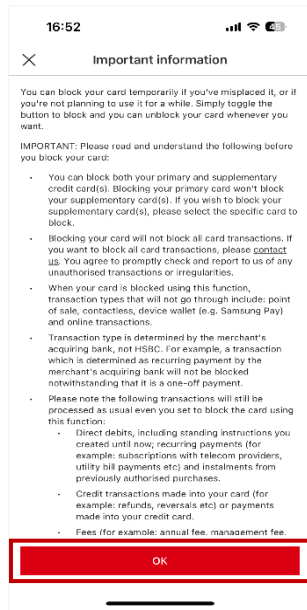
## Step 2

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



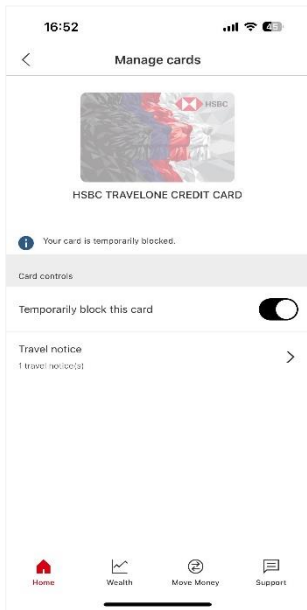
## Step 3

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



## Step 4

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



## Step 5

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

<sup>1</sup> This feature does not permanently block your credit card. To place a permanent block or to request a card reissue, please [contact us](#).

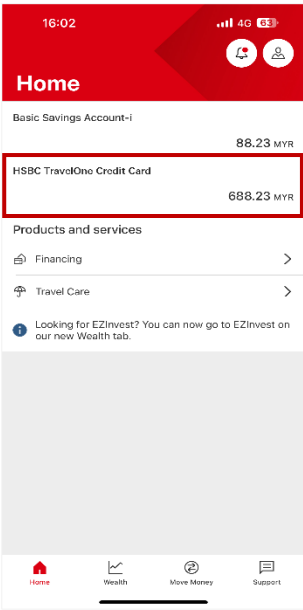
<sup>2</sup> Placing a temporary block does not block all card transactions – Direct Debits, recurring payments, payments to credit cards, and returns/refunds will continue to go through. For more information, visit the [Credit Card FAQ page](#).

<sup>2</sup> If you detect any suspicious activity (unauthorised transaction, error, or discrepancy) on your card after placing a temporary block, please [contact us](#) immediately to report this.

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

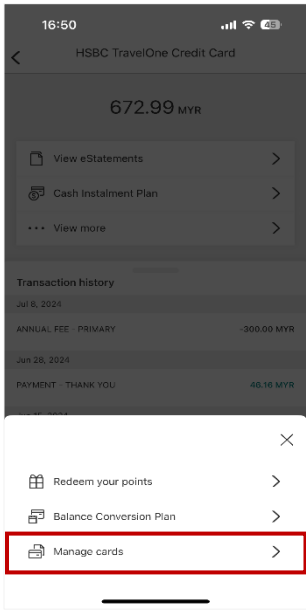
# How to unblock credit card/-i

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



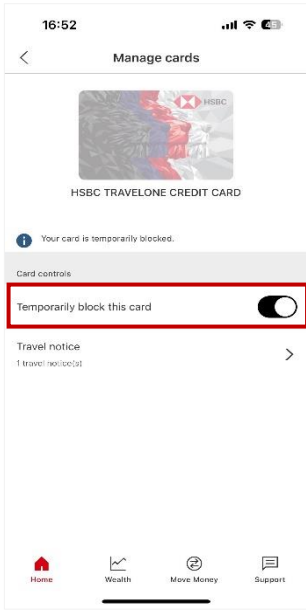
## Step 1

Log on and select the credit card/-i that you have temporarily blocked.



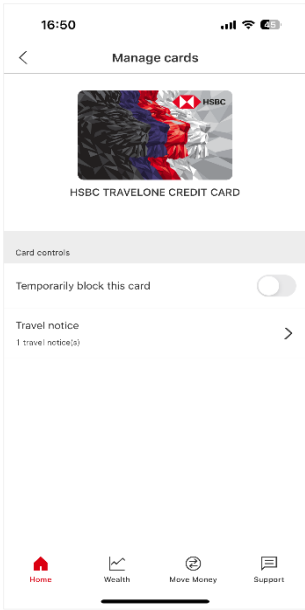
## Step 2

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



## Step 3

Toggle to the left to unblock your credit card/-i.<sup>1</sup>



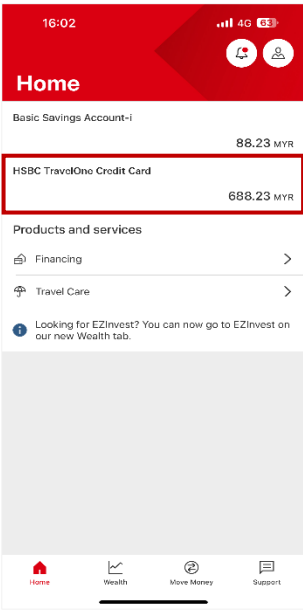
## Step 4

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

<sup>1</sup> 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.

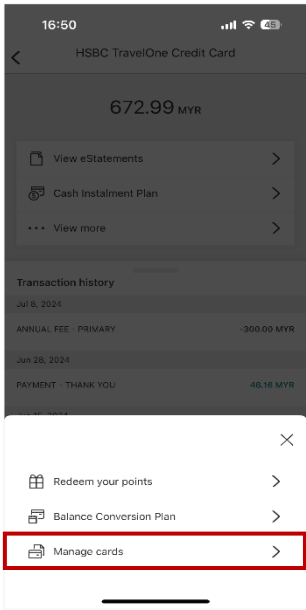
# How to set a Travel Notice for credit card/-i

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



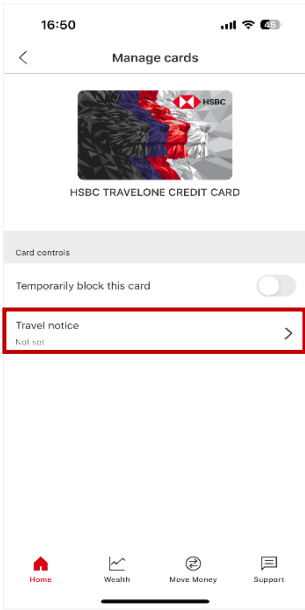
## Step 1

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



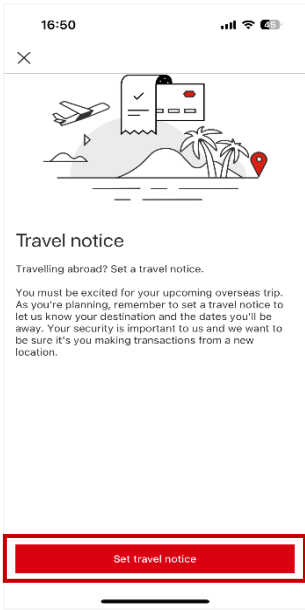
## Step 2

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



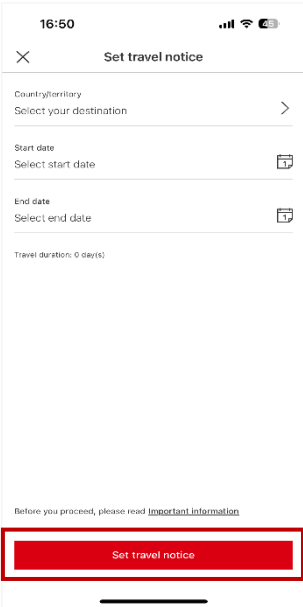
## Step 3

Select 'Travel notice'.



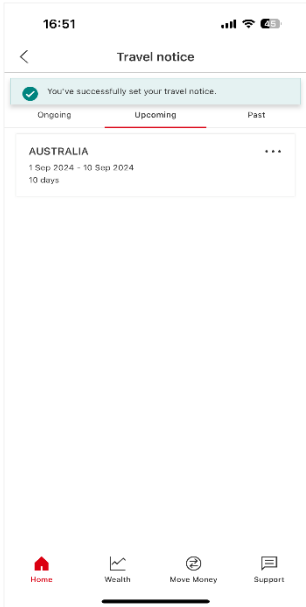
## Step 4

Select 'Set travel notice'.



## Step 5

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



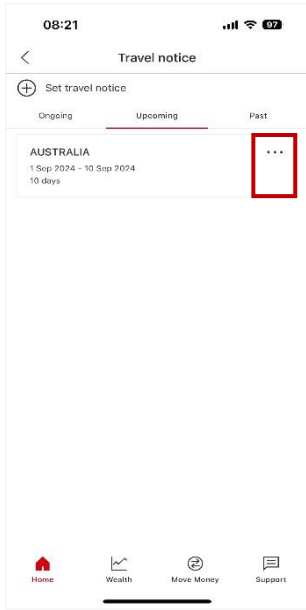
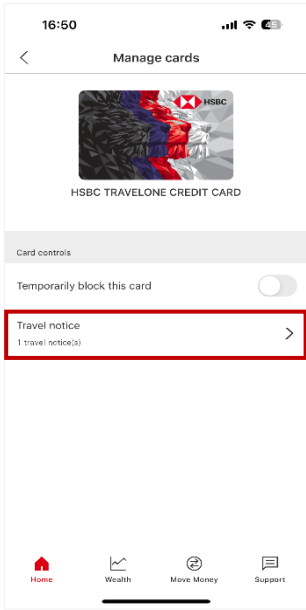
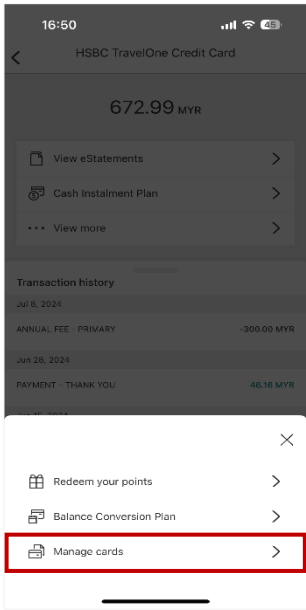
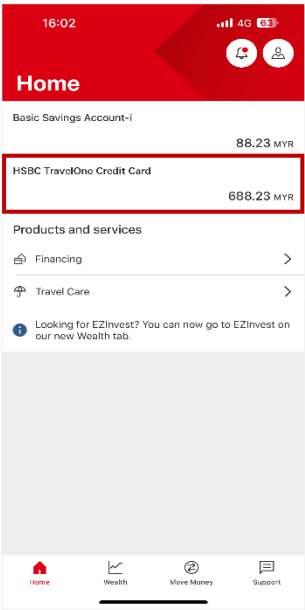
## Step 6

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

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?



## Step 1

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

## Step 2

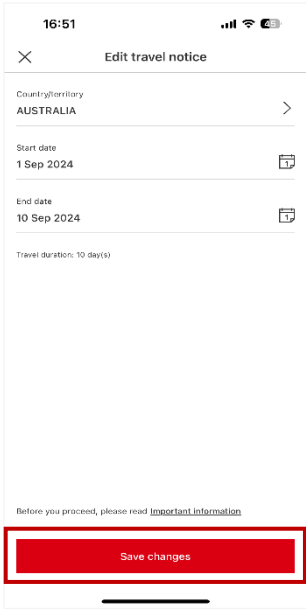
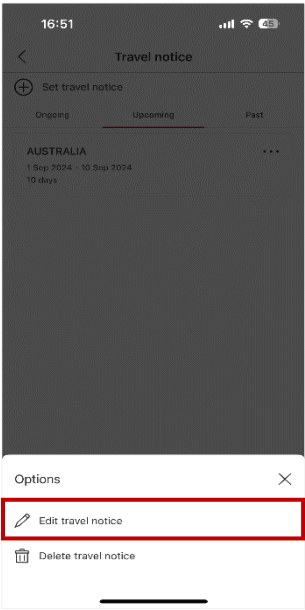
Select 'View more' and then select 'Manage cards'.

## Step 3

Select 'Travel notice'.

## Step 4

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



## Step 5

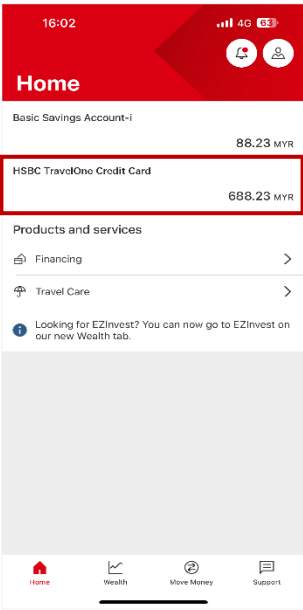
Select 'Edit travel notice'.

## Step 6

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

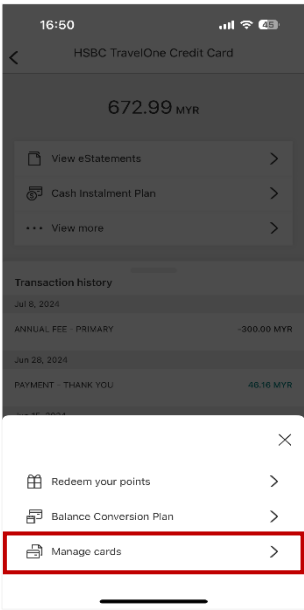
# How to delete credit card/-i Travel Notice

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



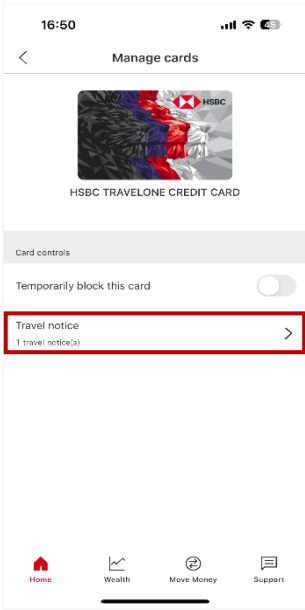
## Step 1

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



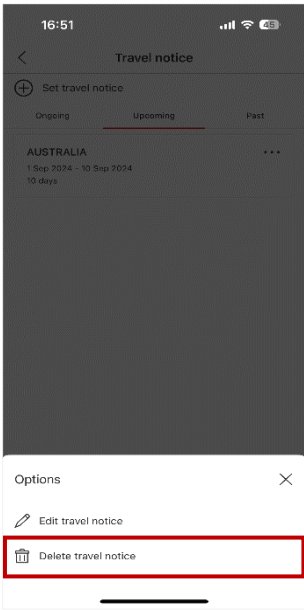
## Step 2

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



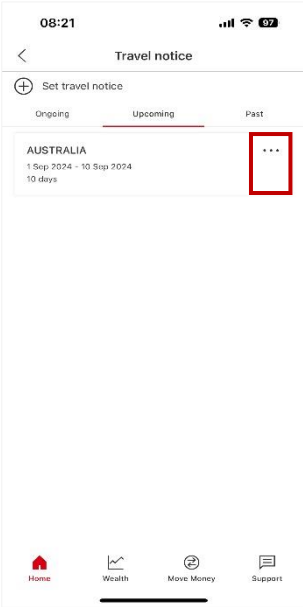
## Step 3

Select 'Travel notice'.



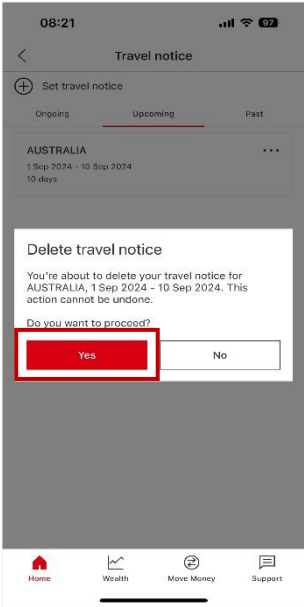
## Step 4

Select 'Delete travel notice'.



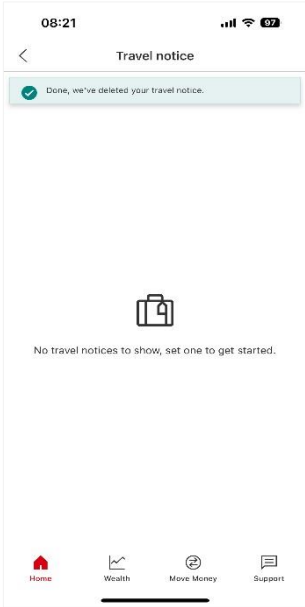
## Step 5

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



## Step 6

Review the details and select 'Yes' to confirm deletion.

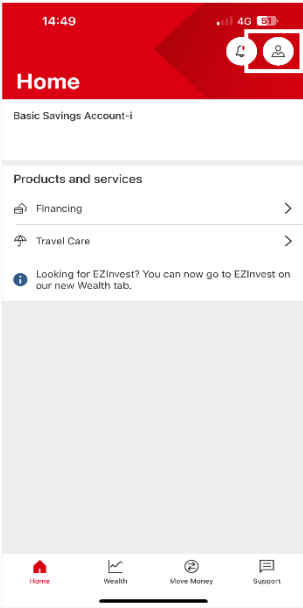


## Step 7

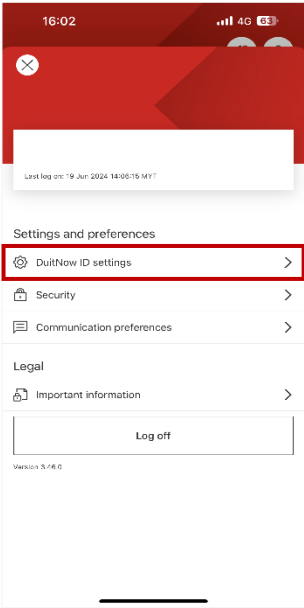
Your travel notice has been successfully deleted. An SMS notification will be sent as confirmation.

# How to register DuitNow ID

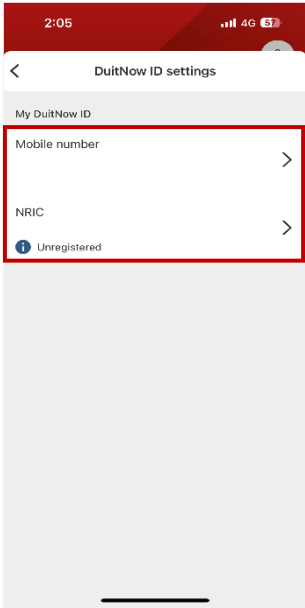
I would like to link a DuitNow ID to my HSBC/HSBC Amanah account/-i, what are the steps?



**Step 1**  
Logon and tap the profile icon at the top right corner.



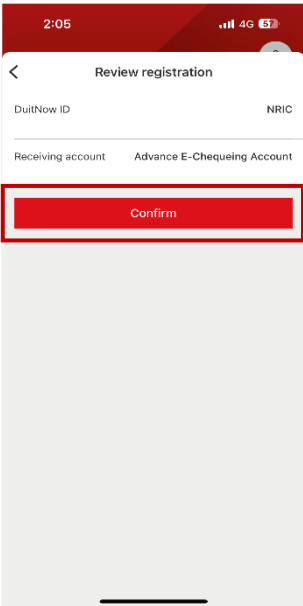
**Step 2**  
Select 'DuitNow ID settings'.



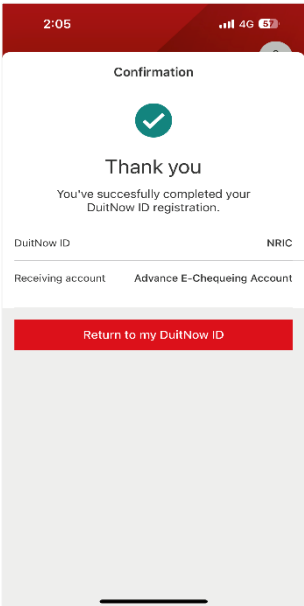
**Step 3**  
Select the DuitNow ID<sup>1</sup> you wish to register.



**Step 4**  
Choose the account in which you wish to receive DuitNow payments.



**Step 5**  
Review the registration details and select 'Confirm' to proceed.



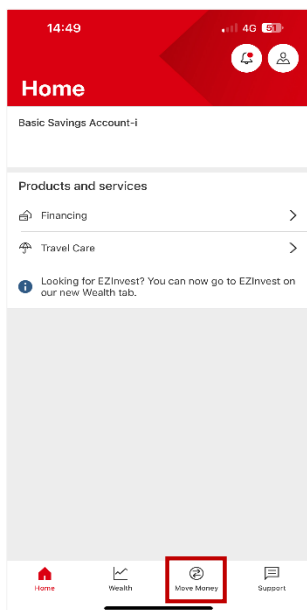
**Step 6**  
Your DuitNow ID has been registered.

<sup>1</sup> 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.

# How to transfer money to new payee via DuitNow

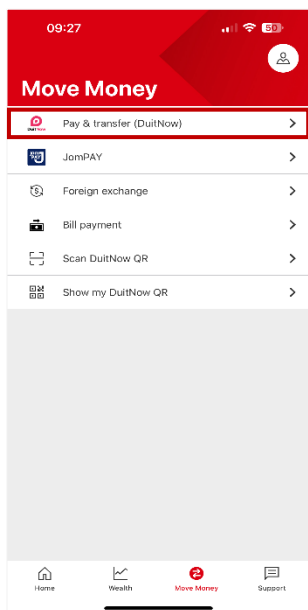
I would like to transfer money to a new DuitNow ID, how do I do it?

Important: For your banking security, please note there is a RM10,000 limit per transaction 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 [Online Banking Limit FAQ page](#).



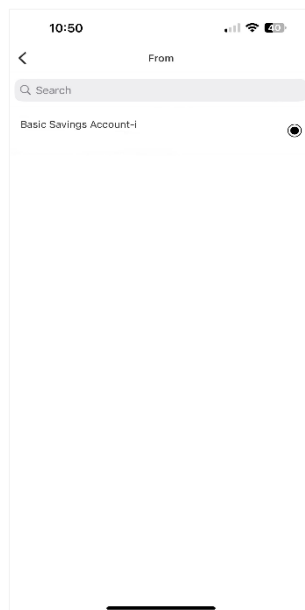
## Step 1

Log on and select 'Move Money'.



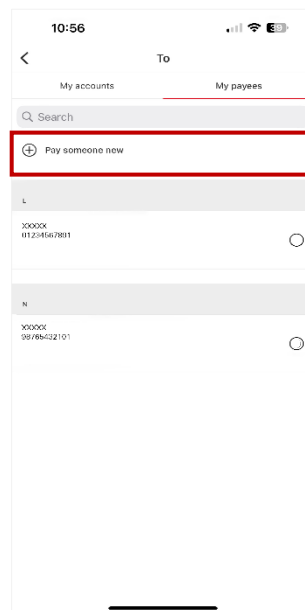
## Step 2

Select 'Pay & transfer (DuitNow)'.



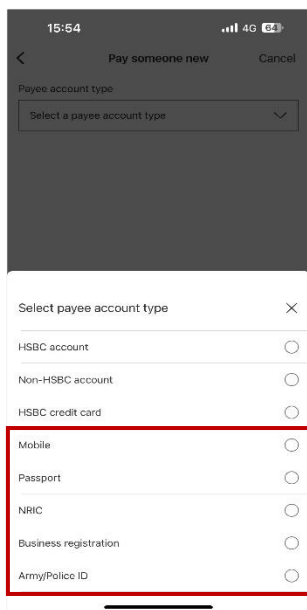
## Step 3

Select the account you wish to transfer from.



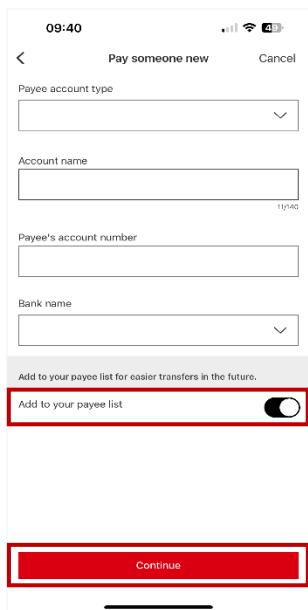
## Step 4

Select 'Pay someone new'.



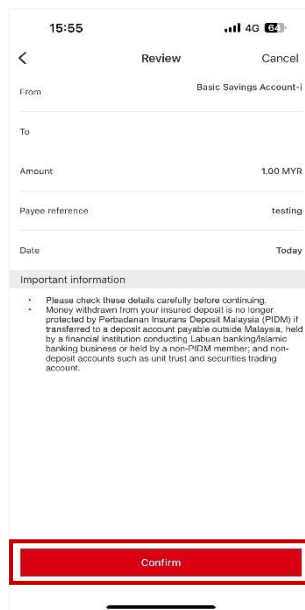
## Step 5

Select the DuitNow ID you wish to transfer to.



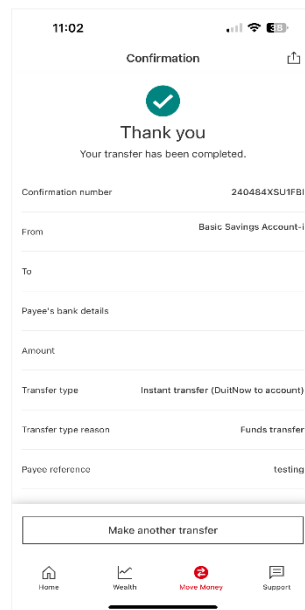
## Step 6

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.

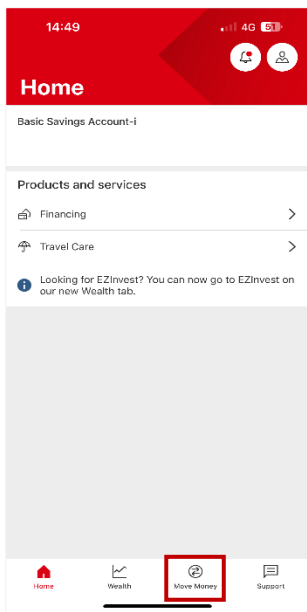


## Step 8

Your transfer has been completed.

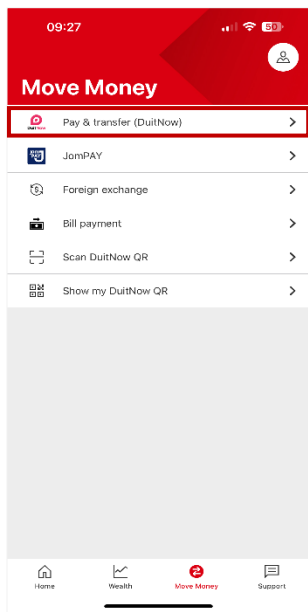
# How to transfer money to a saved payee via DuitNow

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



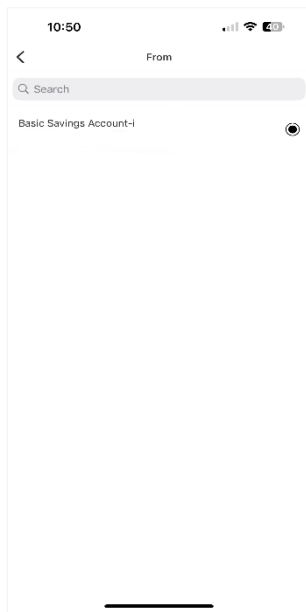
## Step 1

Log on and select 'Move Money'.



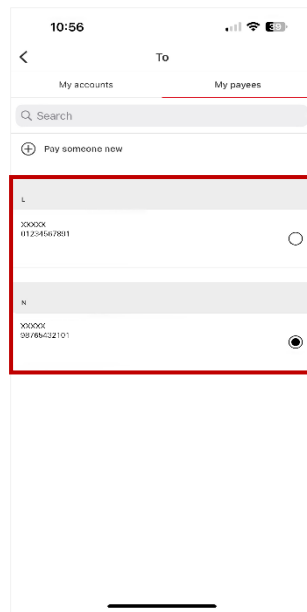
## Step 2

Select 'Pay & transfer (DuitNow)'.



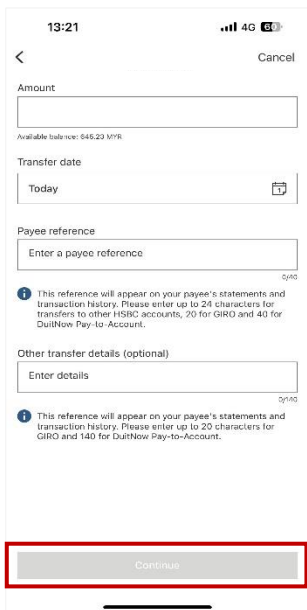
## Step 3

Select the account you wish to transfer from.



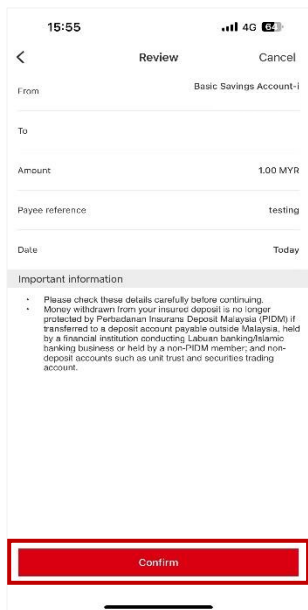
## Step 4

Select the saved payee you wish to transfer to.



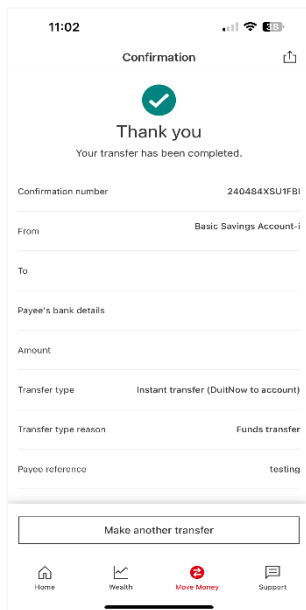
## Step 5

Enter the transfer details and select 'Continue' to proceed.



## Step 6

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



## 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 [Online Banking Limit FAQ page](#).

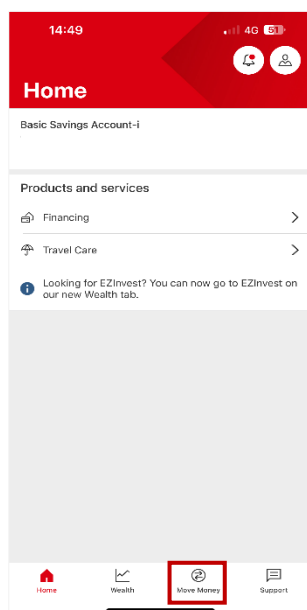
For Non-Residents, under the [Bank Negara Malaysia \(BNM\) Foreign Exchange Policy](#), different limits will apply depending on your residency status and whether you have domestic ringgit borrowing or financing. If a Non-Resident does not fall within the exempted category, they're subject to a limit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



# How to pay bills with JomPAY

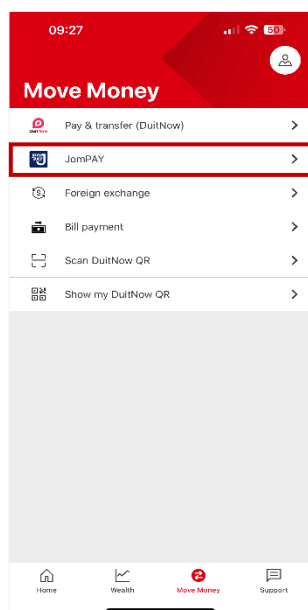
I would like to pay my utility bills to a saved biller using JomPAY, how do I do it?

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.



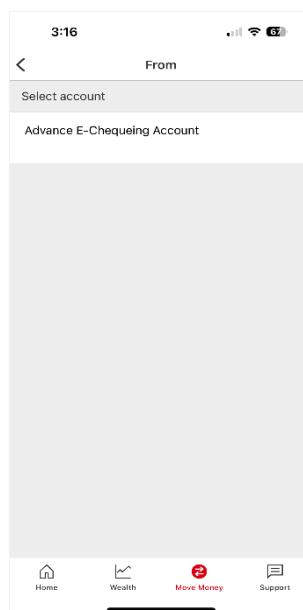
## Step 1

Log on and select 'Move Money'.



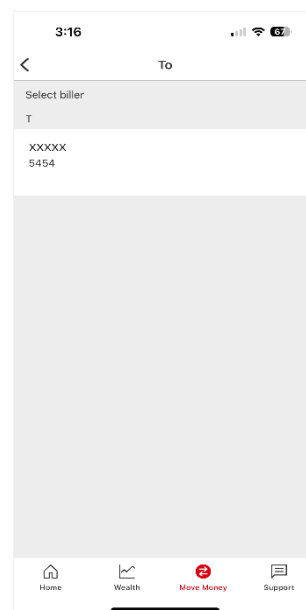
## Step 2

Select 'JomPAY'.



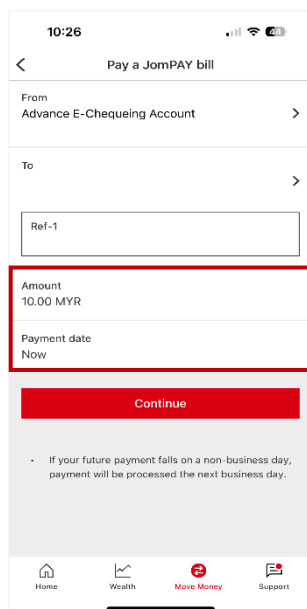
## Step 3

Select the account you wish to transfer from.



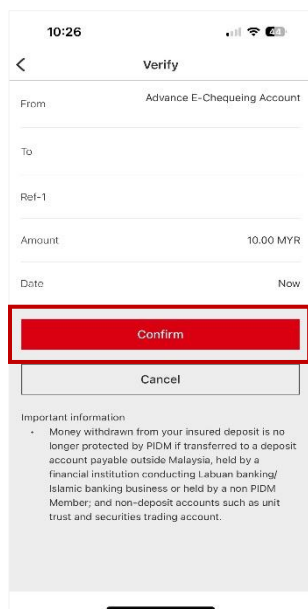
## Step 4

Select the saved biller you wish to pay.



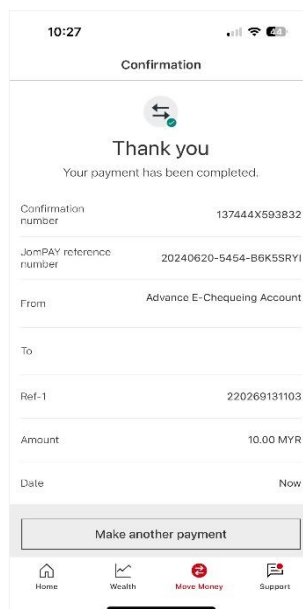
## Step 5

Enter the amount and the payment date<sup>1</sup> and select 'Continue' to proceed.



## Step 6

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



## Step 7

Your payment has been submitted for processing.

<sup>1</sup> 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.](#)

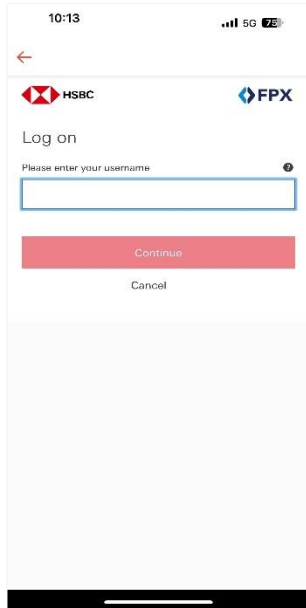
# How to pay with FPX

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



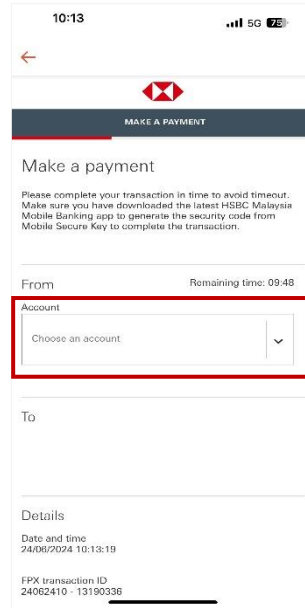
## Step 1

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



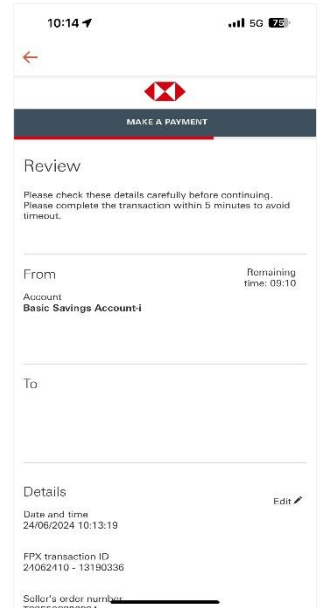
## Step 2

Enter your online banking username and password.



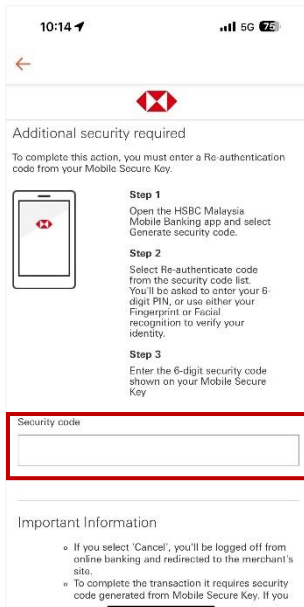
## Step 3

Choose the account you wish to pay with.



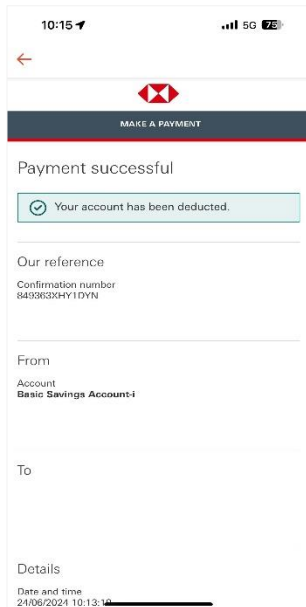
## Step 4

Review the details of your purchase.



## Step 5

Follow the instructions to generate the '[Re-authenticate code](#)' via Mobile Secure Key.<sup>1</sup> Enter the code and select 'Continue'.



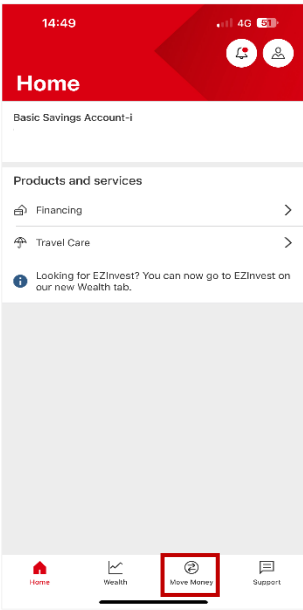
## Step 6

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

<sup>1</sup> Please note that for transactions above RM10,000, you are required to generate [Transaction verification code](#) to proceed with your transaction.

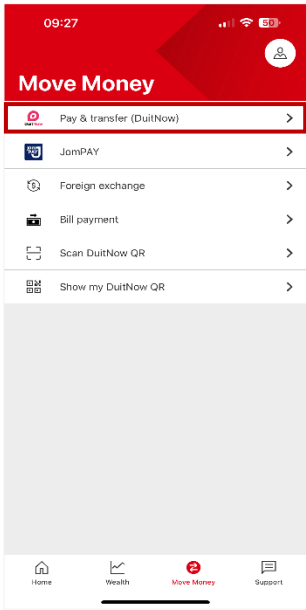
# How to save new payee

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



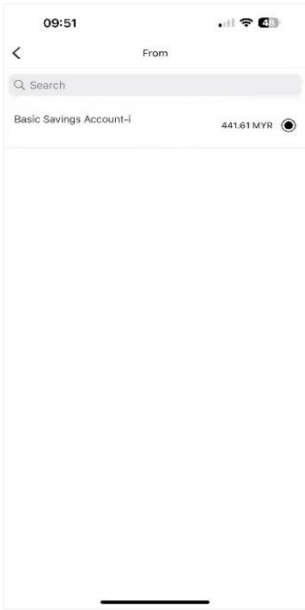
### Step 1

Log on and select 'Move Money'.



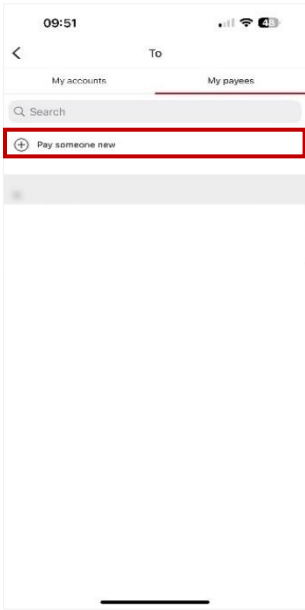
### Step 2

Select 'Pay & transfer (DuitNow)'.



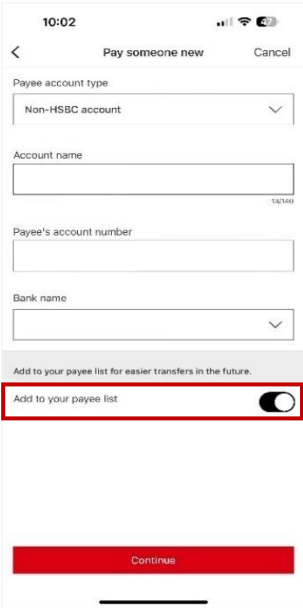
### Step 3

Select the account you wish to transfer from.



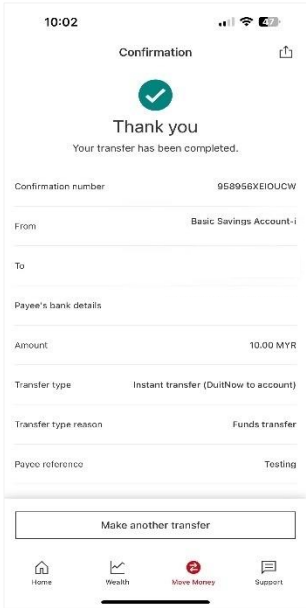
### Step 4

Select 'Pay someone new'.



### Step 5

Toggle to the right to add the payee.



### Step 6

Your payee has been saved.

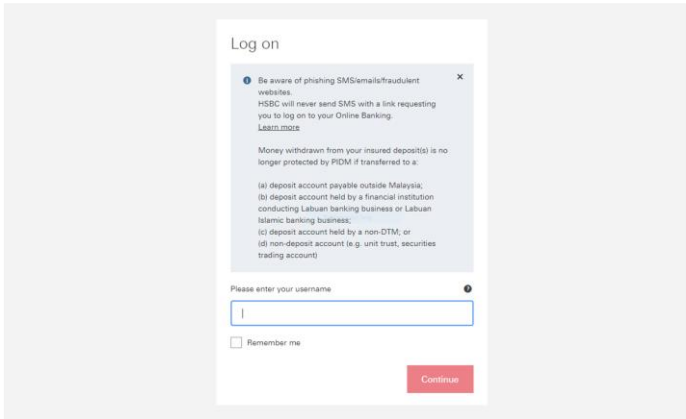
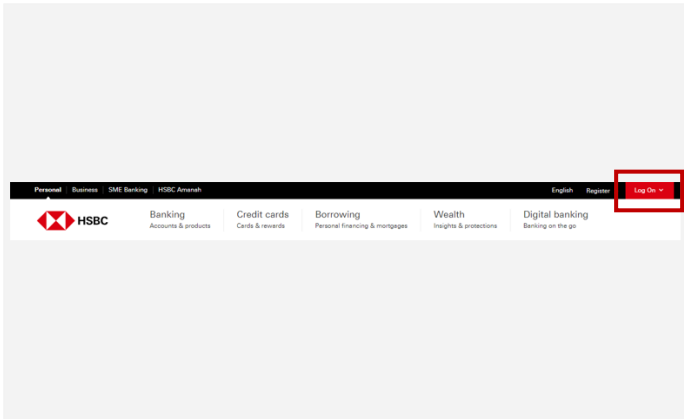


# HSBC Online Banking Guide

# How to reset Online Banking password

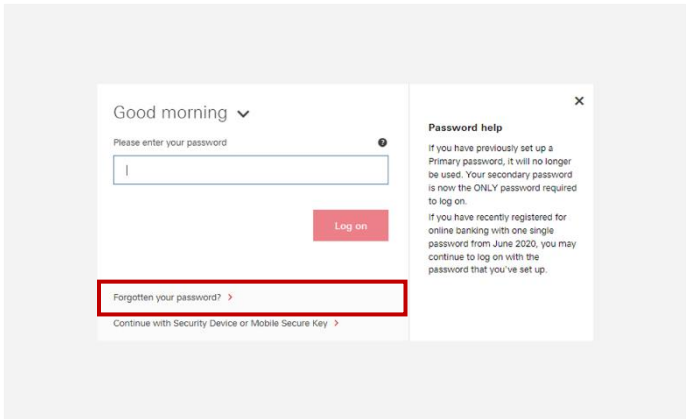
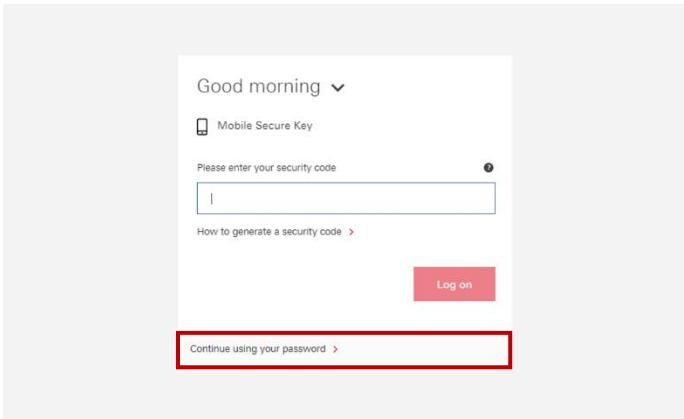
I forgot my Online Banking password, how do I reset it?

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



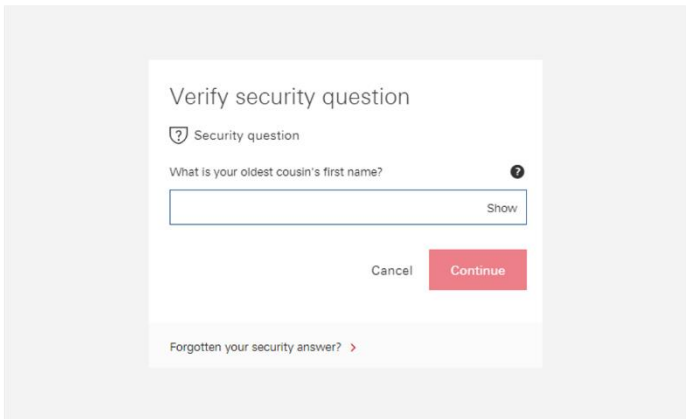
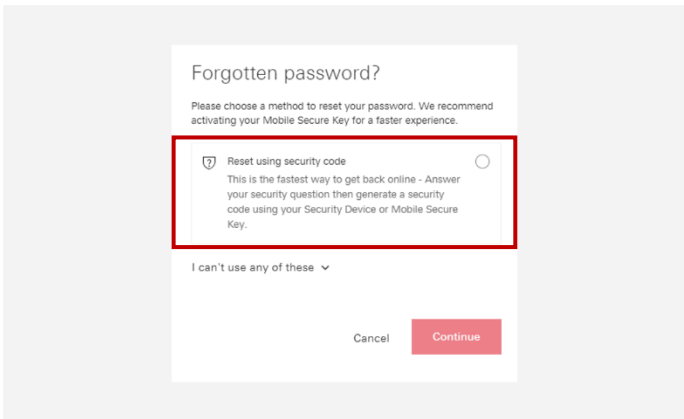
**Step 1:** Visit HSBC / HSBC Amanah website and select 'Log on' at the upper right corner.

**Step 2:** Enter your username.



**Step 3:** Select 'Continue using your password'.

**Step 4:** Select 'Forgotten your password?'.



**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](#).

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

**Step 7:** Create a new password. Re-enter the password to confirm.

**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)

**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.

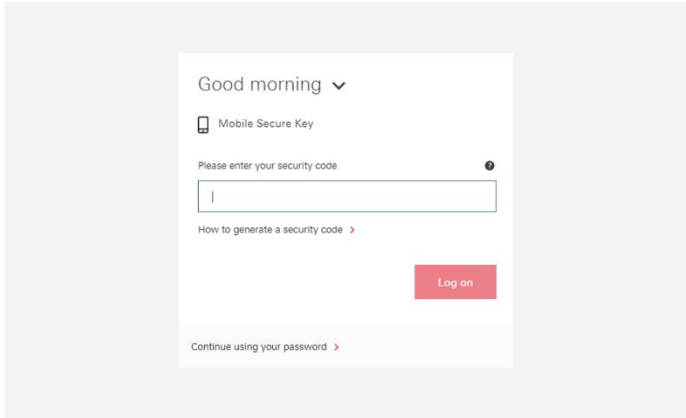
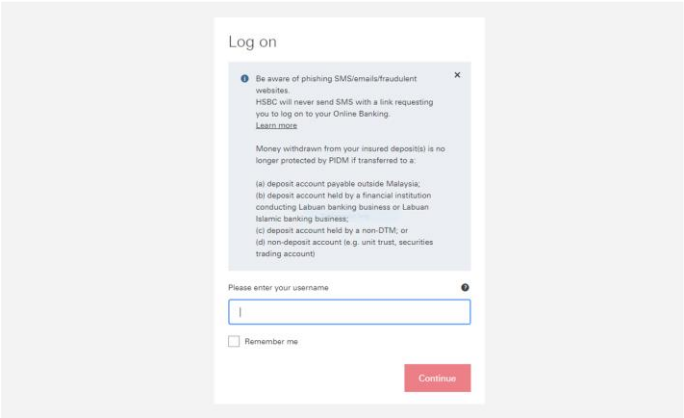
**Step 7:** Create a new security question and answer. Re-enter your answer to confirm.

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

<sup>1</sup> Prior to calling the contact centre, please ensure you have set up [T-PIN or Voice ID](#) 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?

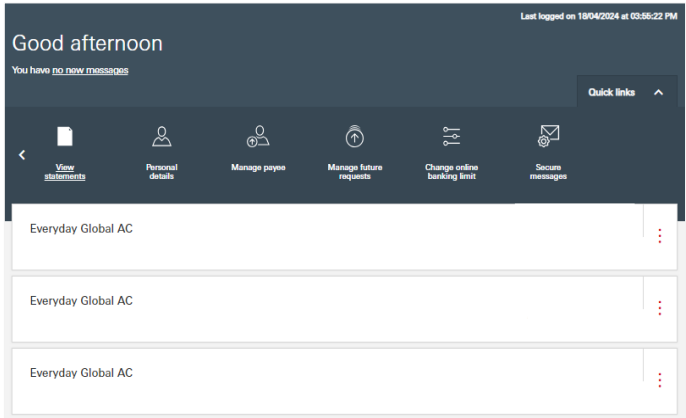
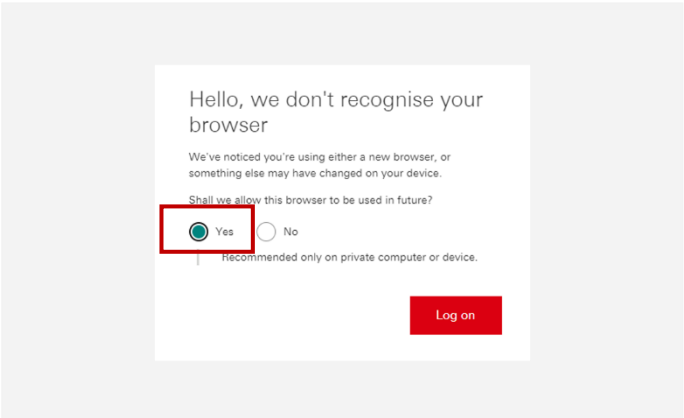


**Step 1:** Enter your username.

**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'.)

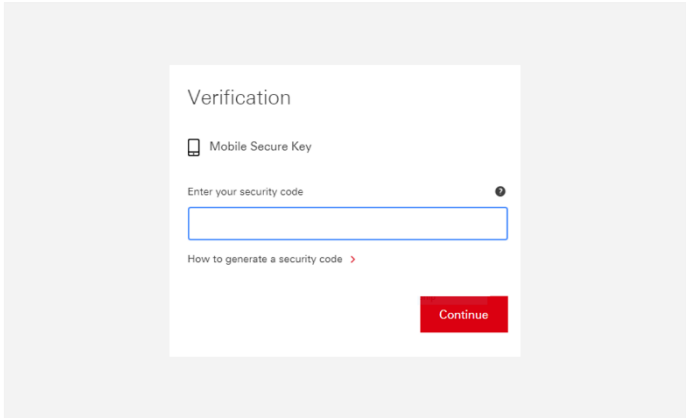
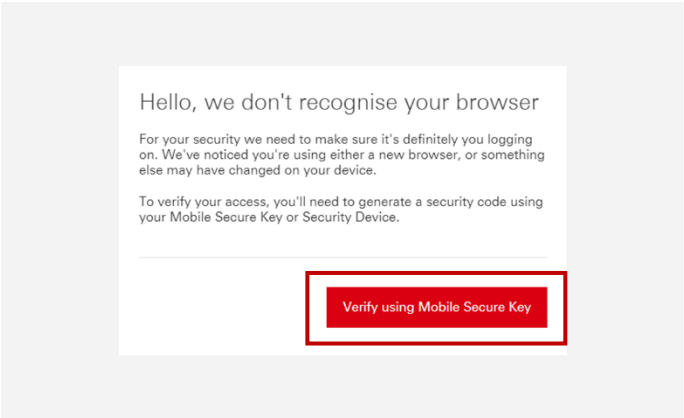
## A) If you have logged in using your Mobile Secure Key:



**Step 3:** Select 'Yes' to trust the browser.<sup>1</sup>

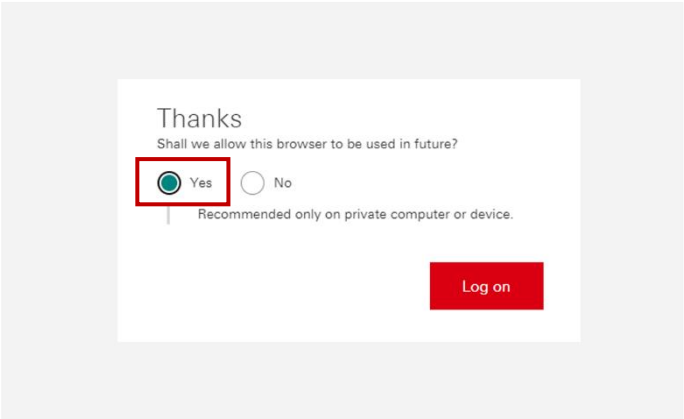
**Step 4:** You can now log on to your account.

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

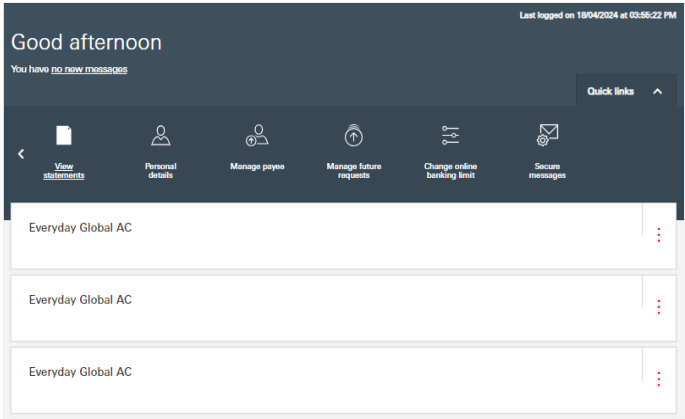


**Step 3:** Select 'Verify using Mobile Secure Key'.

**Step 4:** [Generate 'Log on code'](#) via Mobile Secure Key. Enter the code to continue.



**Step 5:** Select 'Yes' to trust the browser.<sup>1</sup>



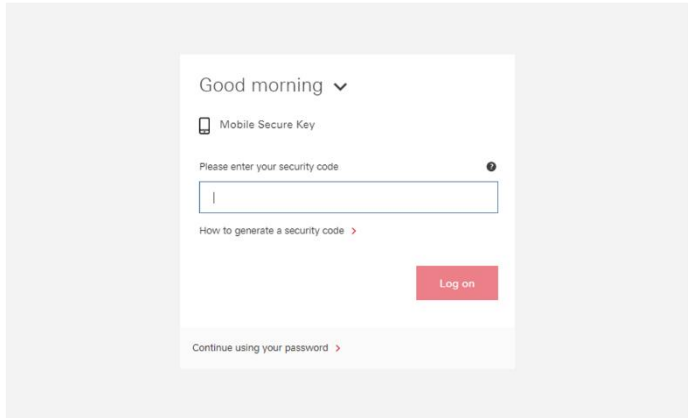
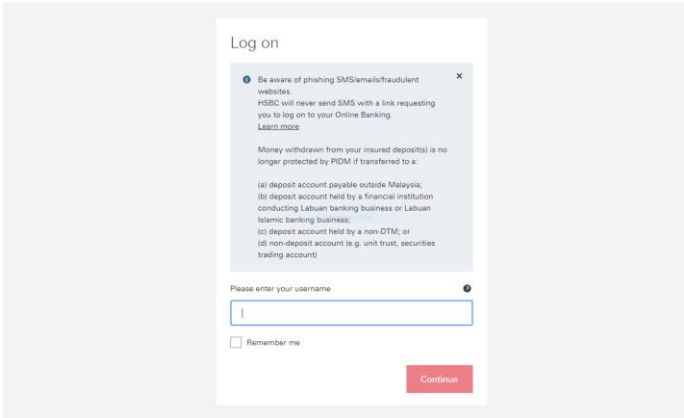
**Step 6:** You can now log on to your account.

<sup>1</sup> For security purposes, please ensure you use the latest version of the browser. [Learn more.](#)



# How to change Online Banking transaction limits

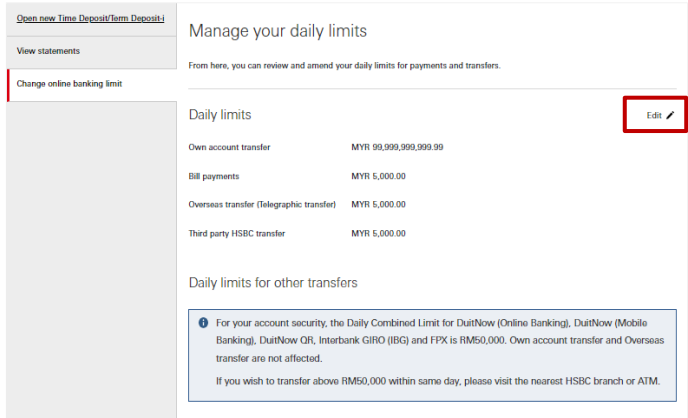
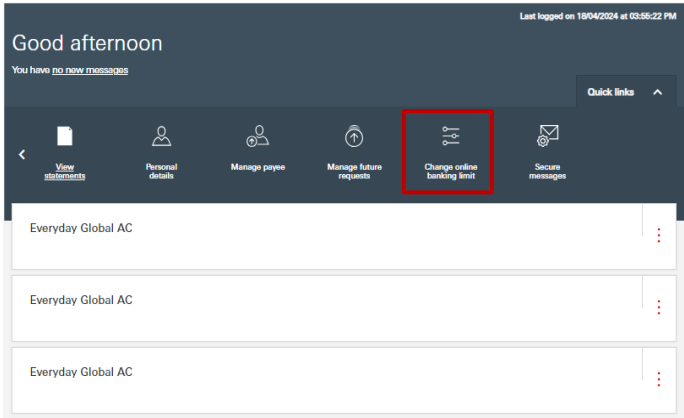
I would like to increase / decrease my Online Banking transaction limits, how do I change them?



**Step 1:** Logon to HSBC Online Banking.

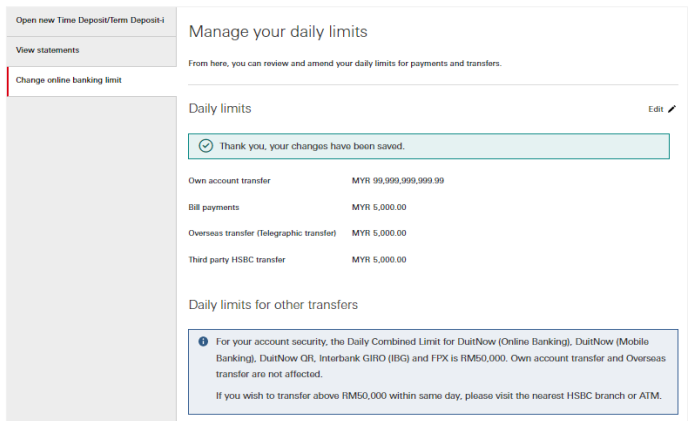
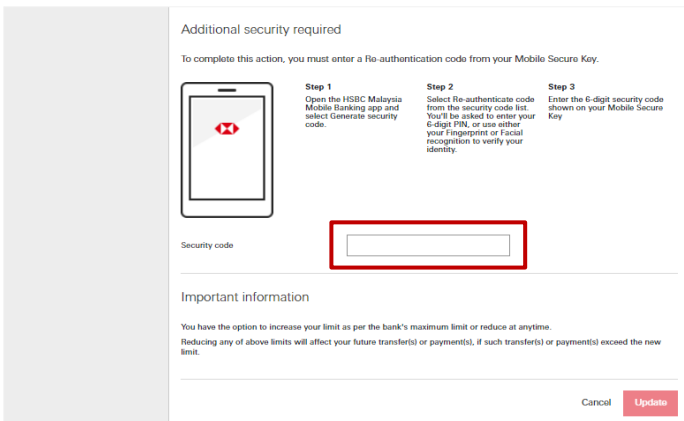
**Step 2:** [Generate 'Log on code'](#) via Mobile Secure Key.

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



**Step 3:** Select 'Change online banking limit.'

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



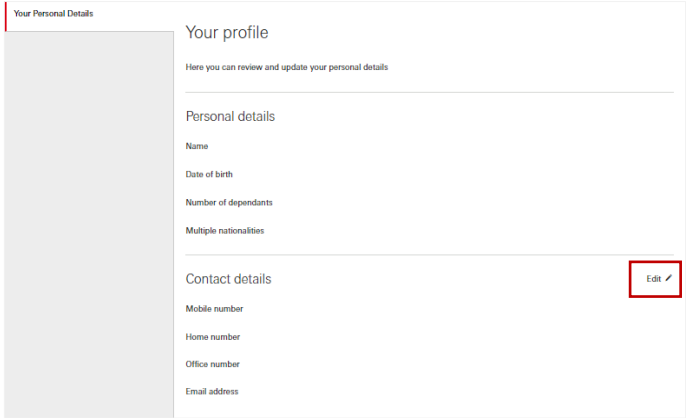
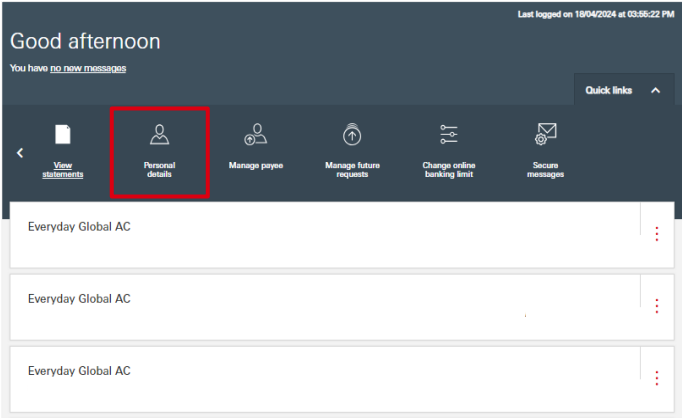
**Step 5:** [Generate 'Re-authenticate code'](#) via Mobile Secure Key. Enter the security code in the box to update.

**Step 6:** Your online banking limits have been changed. 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](#).

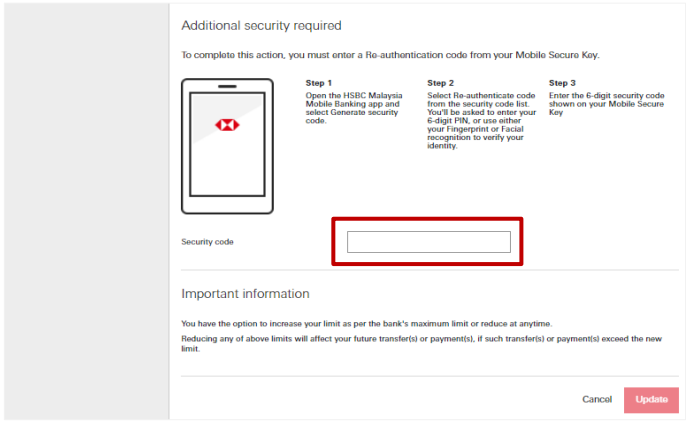
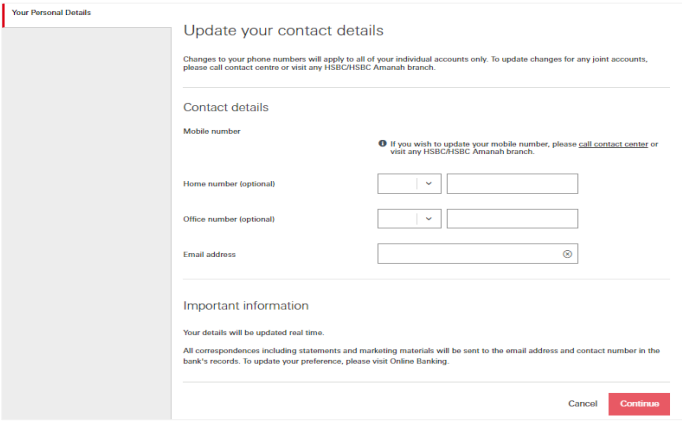
# How to update Email Address

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



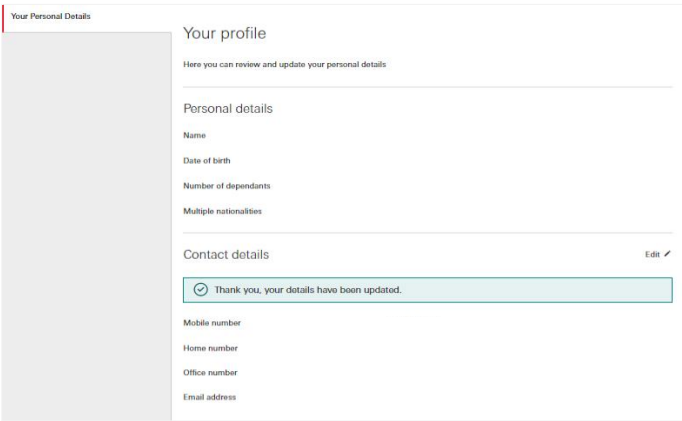
**Step 1:** Logon and select 'Personal Details'.

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



**Step 3:** Update your email address. Select 'Continue' to proceed.

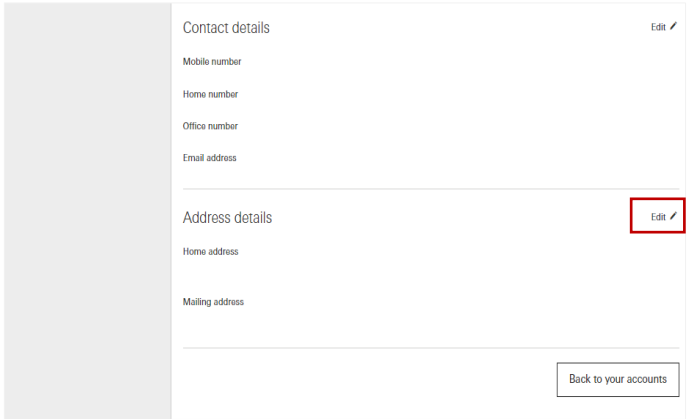
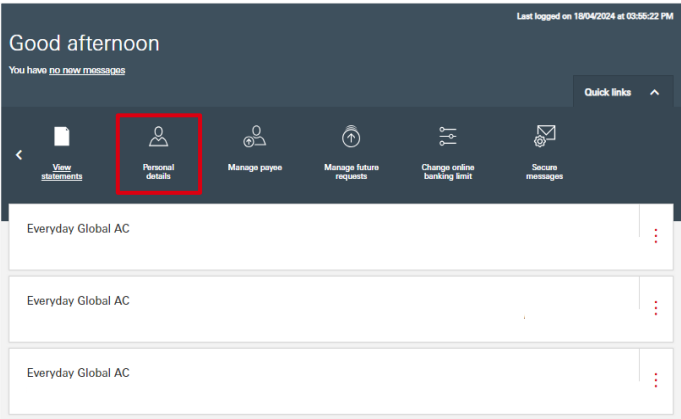
**Step 4:** [Generate 'Re-authenticate code'](#) via Mobile Secure Key. Enter the code to confirm the update.



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

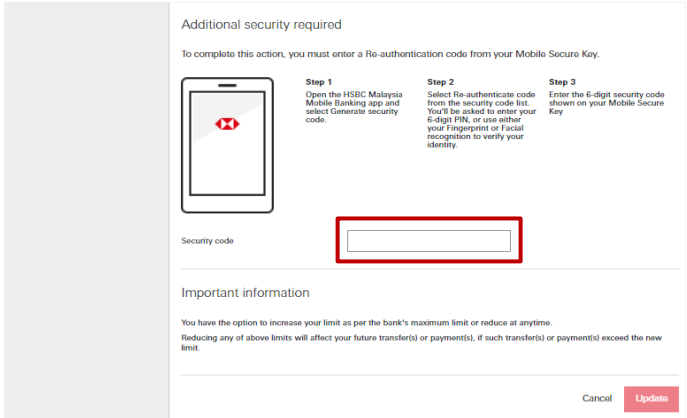
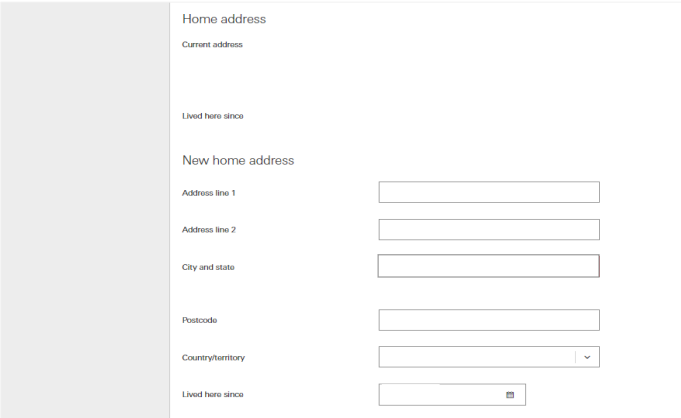
# How to update Home / Mailing Address

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



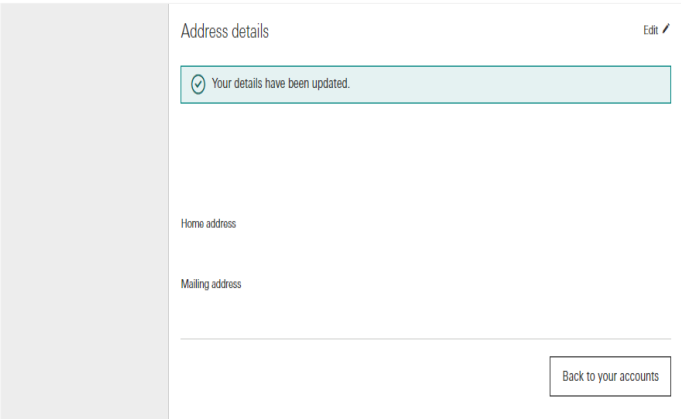
**Step 1:** Logon and select 'Personal Details'.

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



**Step 3:** Update your home address.

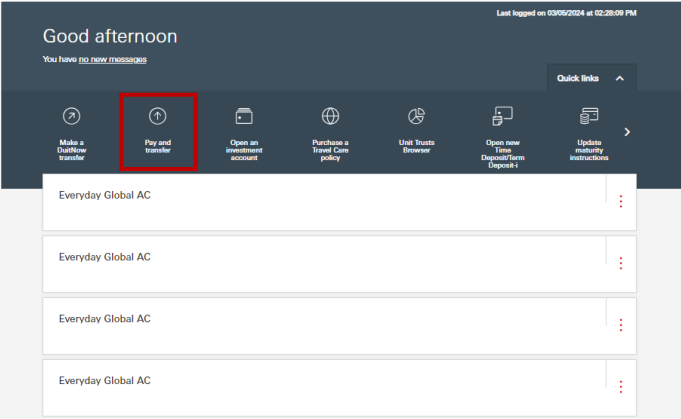
**Step 4:** [Generate 'Re-authenticate code'](#) via Mobile Secure Key. Enter the code to confirm the update.



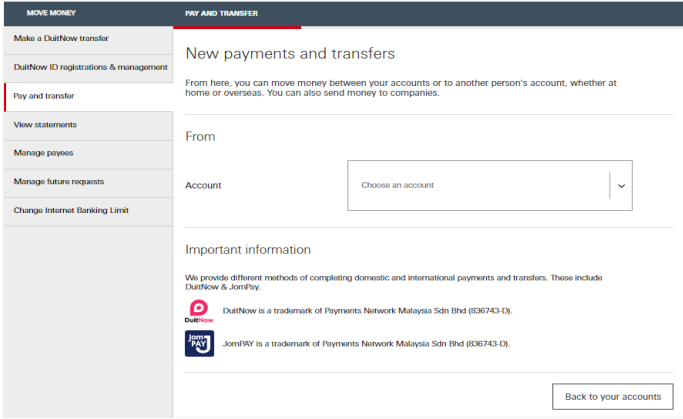
**Step 5:** Your home address has been updated. An email will be sent as confirmation.

# How to perform a new 3<sup>rd</sup> party transfer

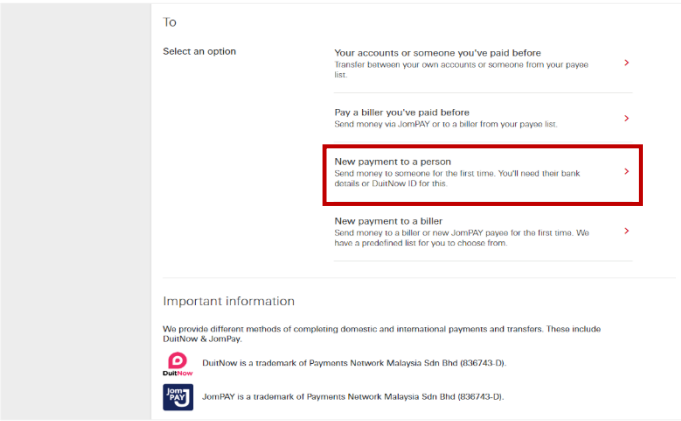
I would like to transfer to a new payee, how do I perform the transaction via Online Banking?



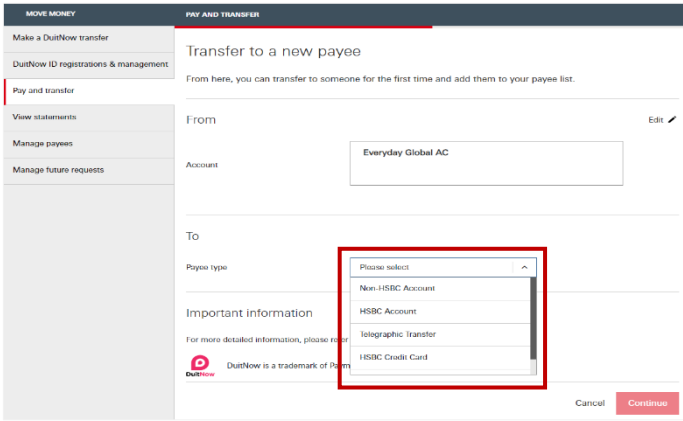
Step 1: Log on and select 'Pay and transfer'.



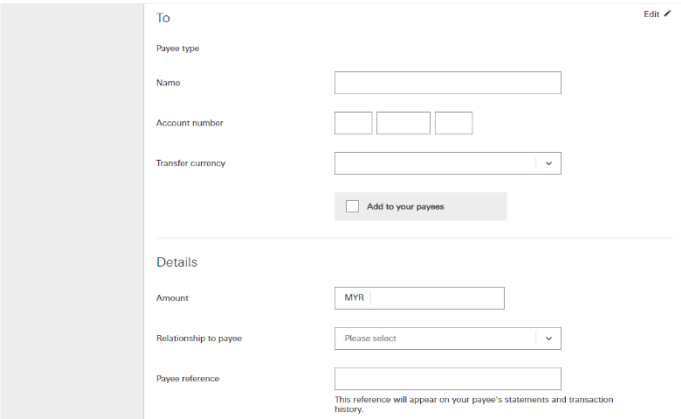
Step 2: Select the account you wish to transfer from.



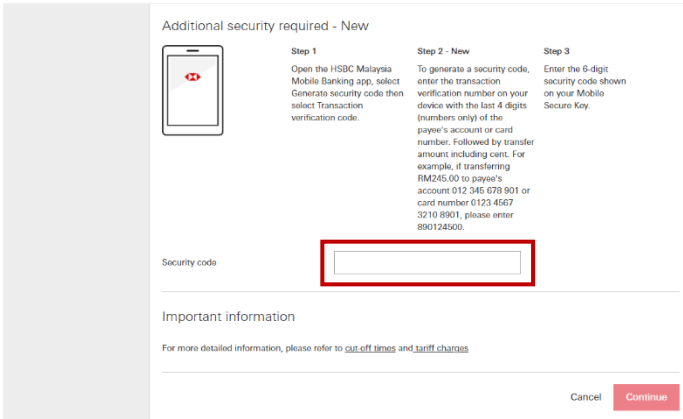
Step 3: Select 'New payment to a person'.



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



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



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

MOVE MONEY

PAY AND TRANSFER

Make a DuitNow transfer

DuitNow ID registrations & management

Pay and transfer

View statements

Manage payees

Manage future requests

Review

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

From

Account: Everyday Global AC

To

Payee type: HSBC Account

Name

Account number

Edit

MOVE MONEY

PAY AND TRANSFER

Make a DuitNow transfer

DuitNow ID registrations & management

Pay and transfer

View statements

Manage payees

Manage future requests

Confirmation

✔ Your transfer has been completed.

Our details

Confirmation number: EZK1PVBV

From

Account: Everyday Global AC

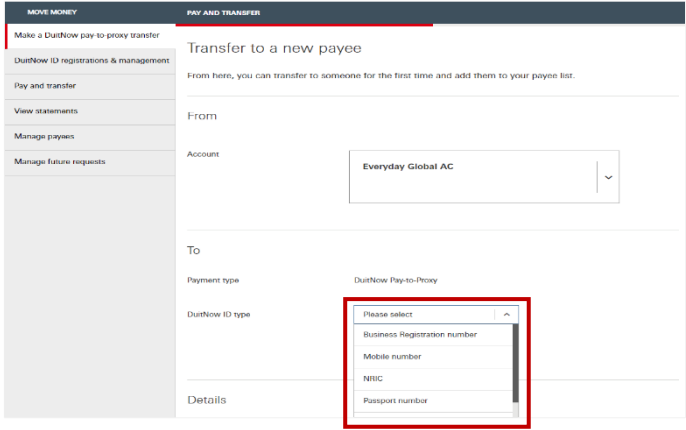
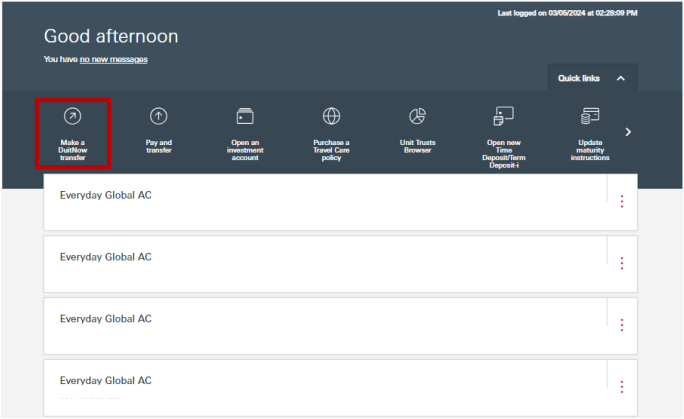
To

**Step 7:** Review the details of your transaction to confirm.

**Step 8:** Your transaction has been completed.

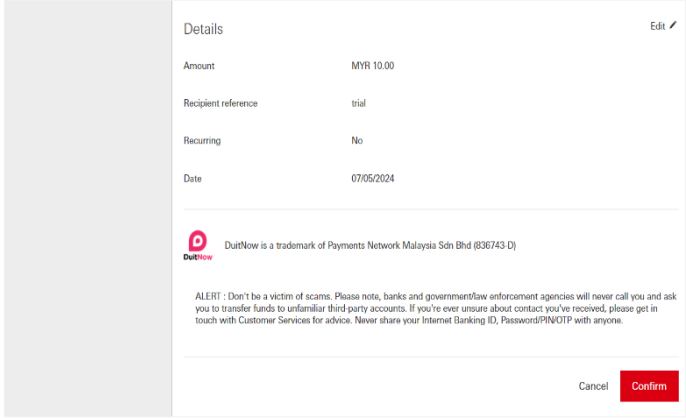
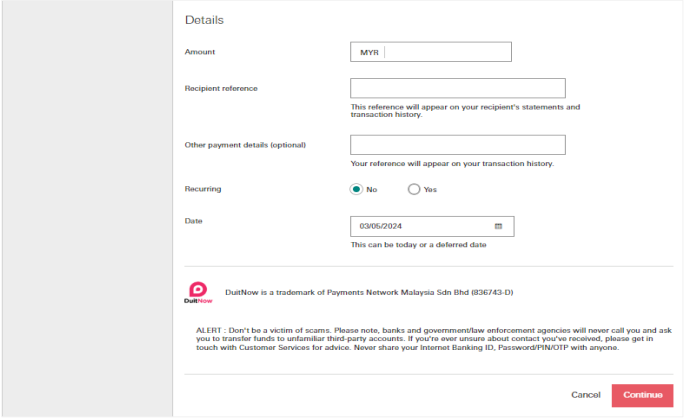
# How to transfer via DuitNow ID

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



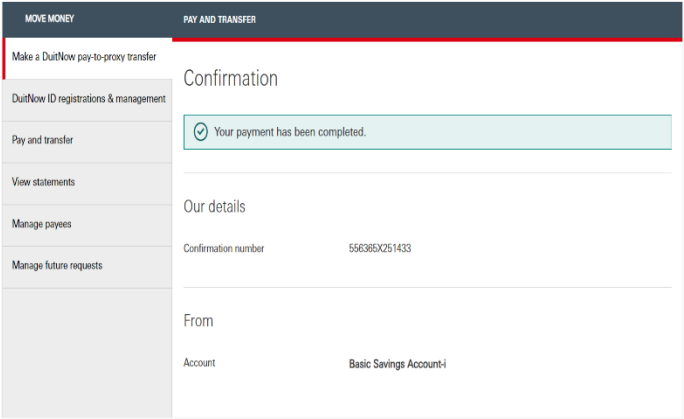
**Step 1:** Logon and select 'Make a DuitNow transfer'.

**Step 2:** Select the account you wish to transfer from and the DuitNow ID type you wish to transfer to.



**Step 3:** Fill in the relevant details. Select 'Continue' to proceed.

**Step 4:** Review the details of your transaction before proceeding.<sup>1</sup> Select 'Confirm' to continue.

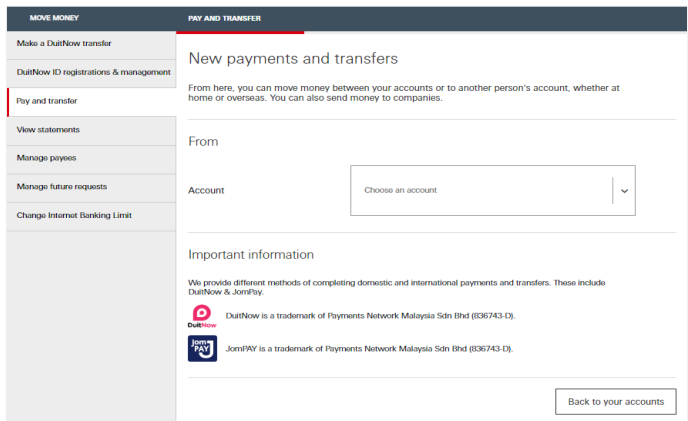
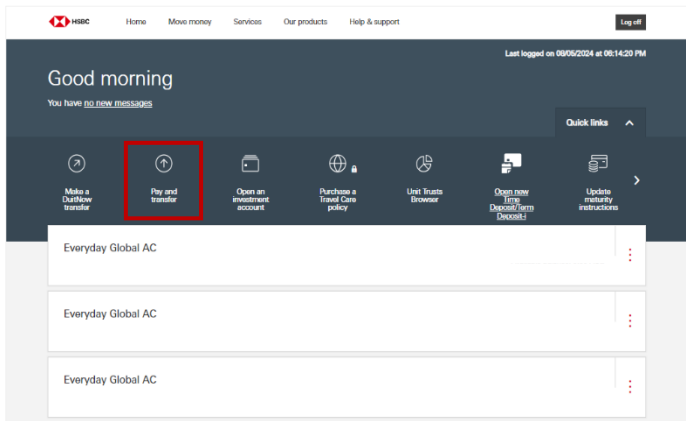


**Step 5:** Your transaction has been completed.

<sup>1</sup> Please note that for transactions above RM250, you will have to generate [Transaction verification code](#) to proceed with your transaction.

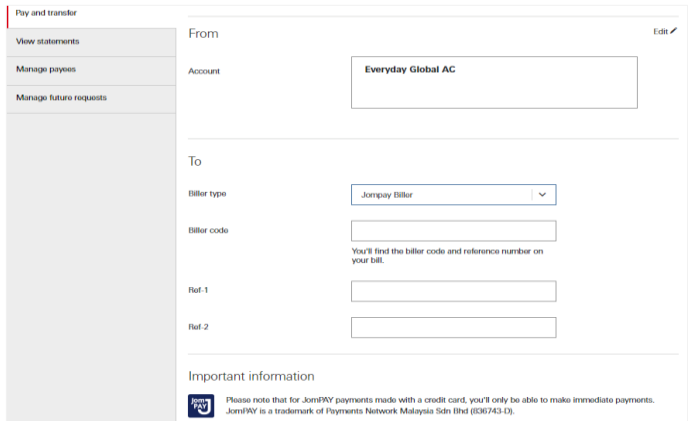
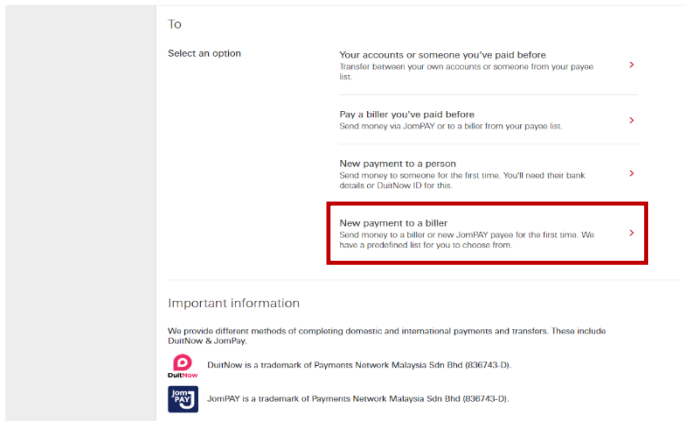
# How to pay and add a new JomPAY Biller

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



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

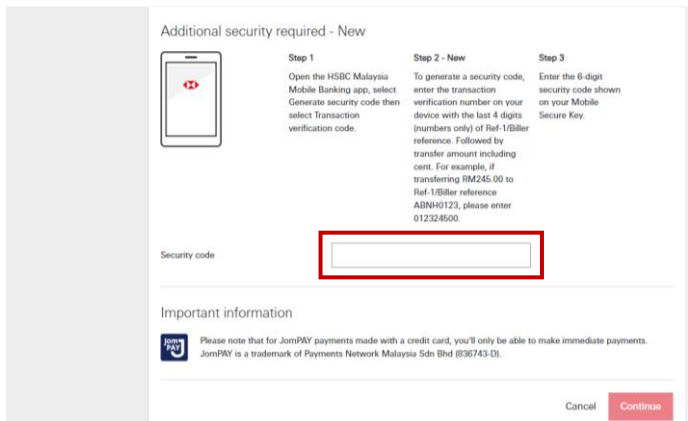
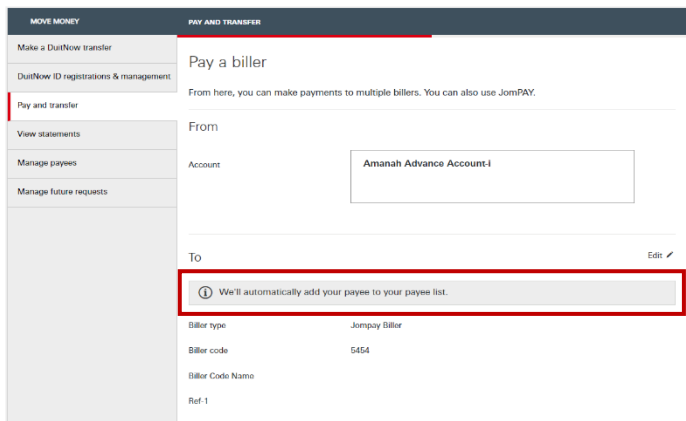
**Step 2:** Select the account you wish to transfer from.



**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.)



**Step 5:** Select 'Continue' to proceed. This biller will be automatically added to your saved payee list.

**Step 6:** [Generate 'Transaction verification code'](#) via Mobile Secure Key. Enter the code to continue.

Make a DuitNow transfer

DuitNow ID registrations & management

Pay and transfer

View statements

Manage payees

Manage future requests

Review

Please check these details carefully before continuing. Once confirmed, your payment cannot be recalled.

From

Account

Amanah Advance Account-i

To

Bill type

Jompay Biller

Bill code

Bill Code Name

Ref 1

Details

Amount

MYR 1.00

Recurring

No

Date

13/05/2024

**Step 7:** Review the details of your payment to confirm.

MOVE MONEY

PAY AND TRANSFER

Make a DuitNow transfer

DuitNow ID registrations & management

Pay and transfer

View statements

Manage payees

Manage future requests

Confirmation

✔ Your transfer has been completed.

Our details

Confirmation number

014010X085021

NBPS Reference

20240513-6454-86DLFG55

From

Account

Amanah Advance Account-i

To

Bill type

Jompay Biller

Bill code

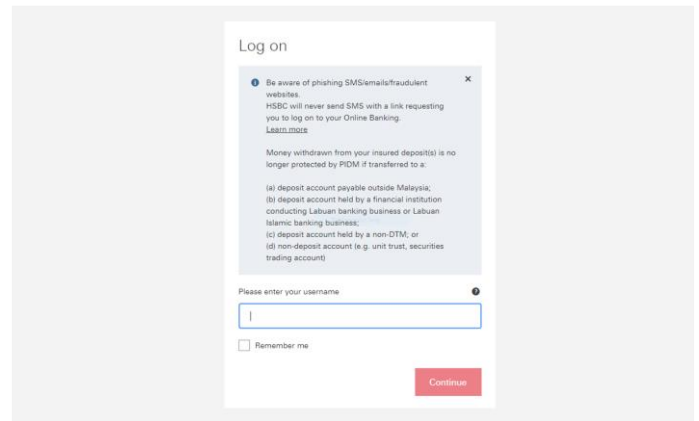
Bill Code Name

**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.

**Step 2:** Log on to HSBC Online Banking.

A screenshot of the HSBC 'Make a payment' screen. It shows a form to select an account from a dropdown menu. Below the form, there is a table of transaction details including date, time, FPX transaction ID, seller's order number, transaction amount, and fee amount. A red box highlights the 'Your reference' field, which is currently empty.A screenshot of the HSBC 'Review details' screen. It shows a summary of the payment details, including the account selected ('Everyday Global AC'), the merchant's name, and the transaction details. There is an 'Edit' link next to the details section.

**Step 3:** Choose the account you wish to pay from and fill in the reference of the payment.

**Step 4:** Review the details of your payment to confirm

A screenshot of the HSBC 'Additional security required' screen. It shows a mobile phone icon and a form to enter a security code. Below the form, there is a table of transaction details. A red box highlights the 'Security code' field, which is currently empty.A screenshot of the HSBC 'Payment successful' screen. It shows a confirmation message: 'Your account has been deducted.' Below this, there is a table of transaction details, including the confirmation number, the account selected ('Statement Savings'), and the merchant's name.

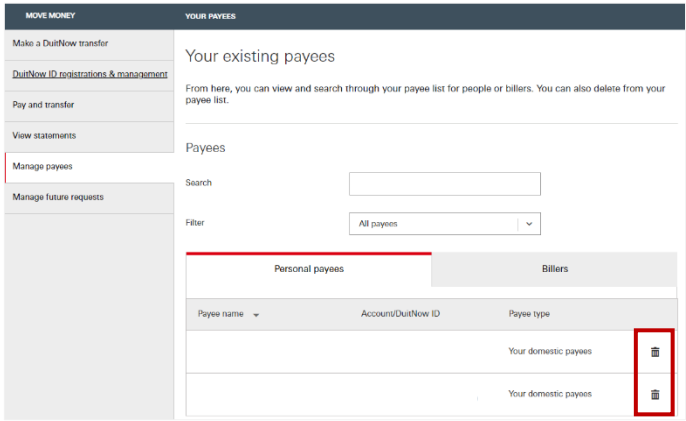
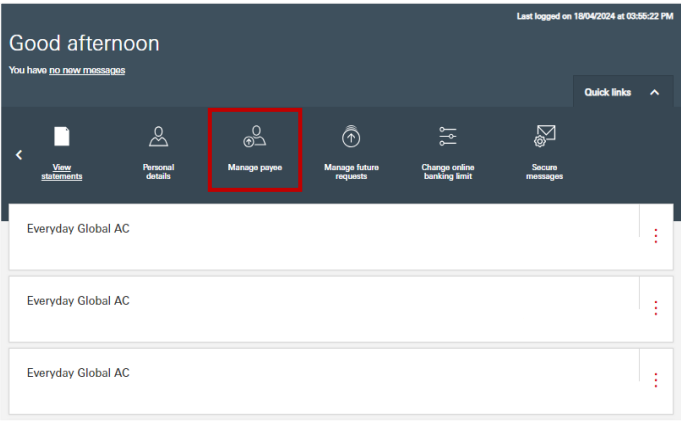
**Step 5:** [Generate 'Re-authenticate code'](#) via Mobile Secure Key. Enter the code to continue.<sup>1</sup>

**Step 6:** After successful payment, you will be redirected back to the merchant's site.

<sup>1</sup> Please note that for transactions above RM10,000, you will have to generate [Transaction verification code](#) to proceed.

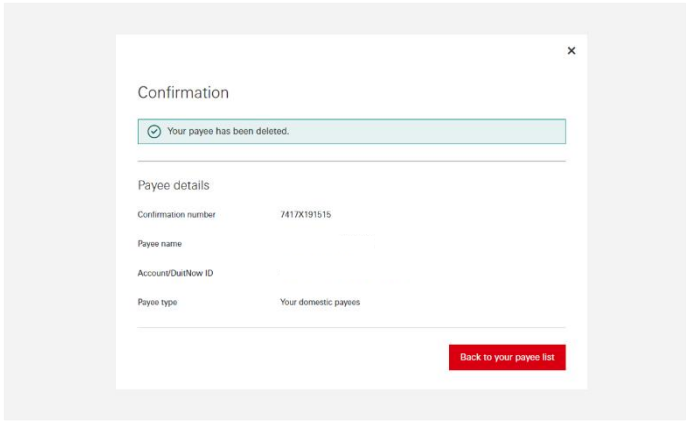
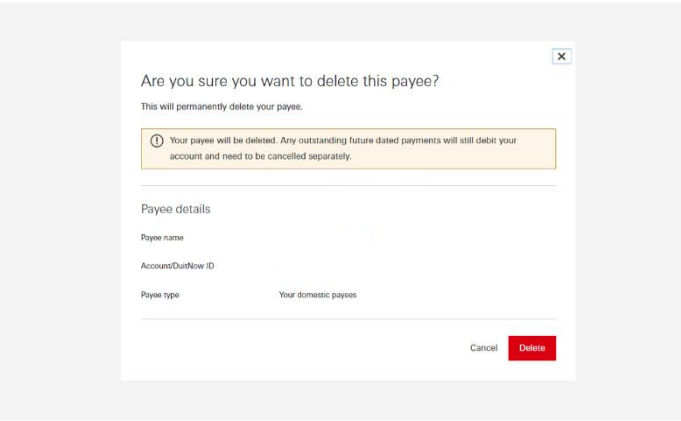
# How to manage payees

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



**Step 1:** Logon and select 'Manage payees'.

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

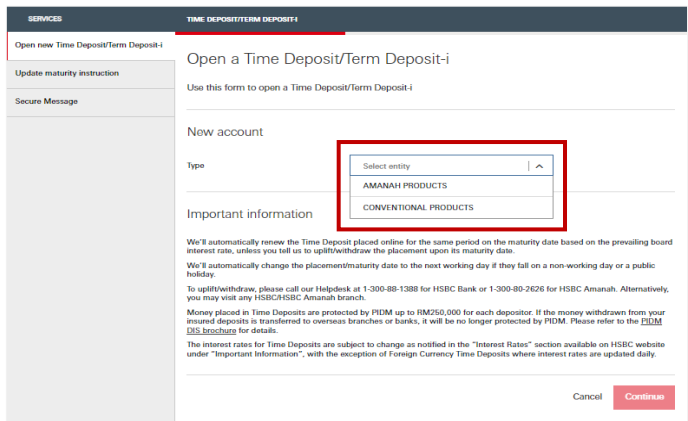
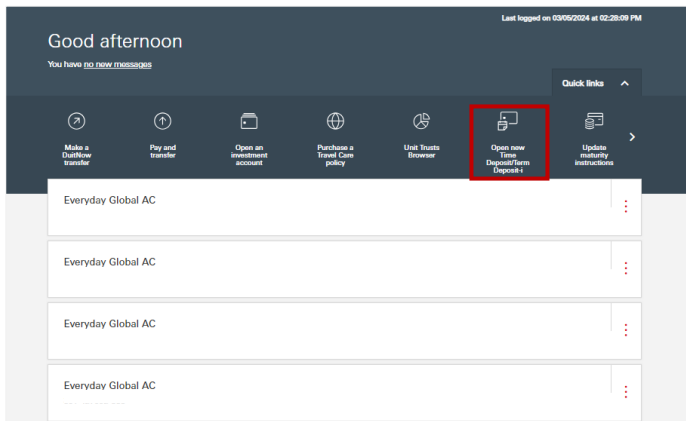


**Step 3:** Select 'Delete' to proceed.

**Step 4:** Your selected payee has been removed.

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

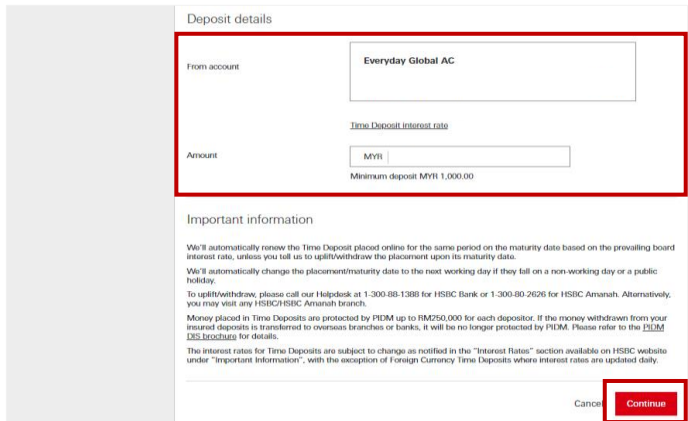
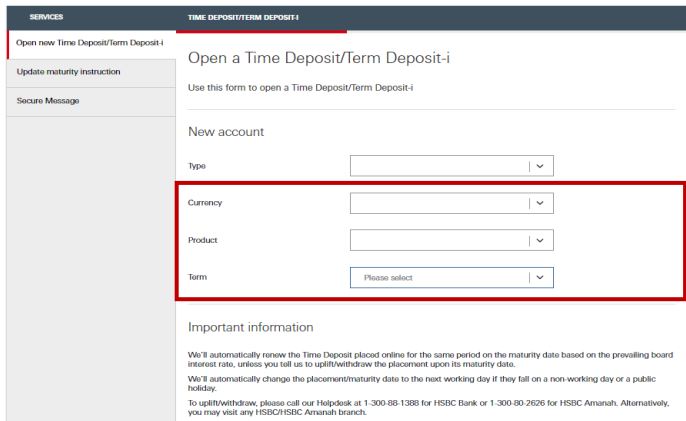
I would like to open a Time Deposit/Term Deposit-i account, what should I do?



**Step 1:** Log on and select 'Open new Time Deposit/Term Deposit-i'.

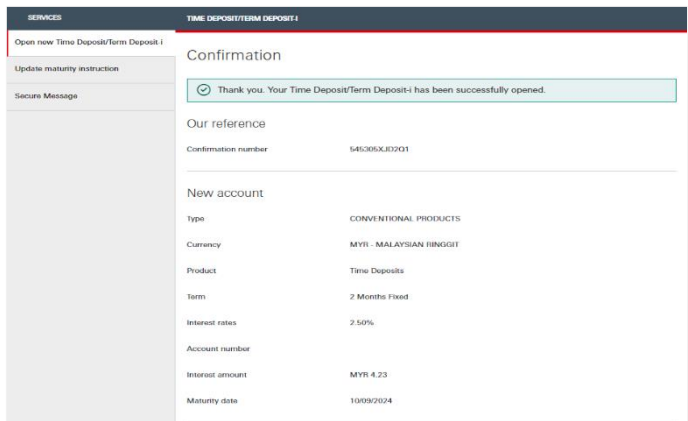
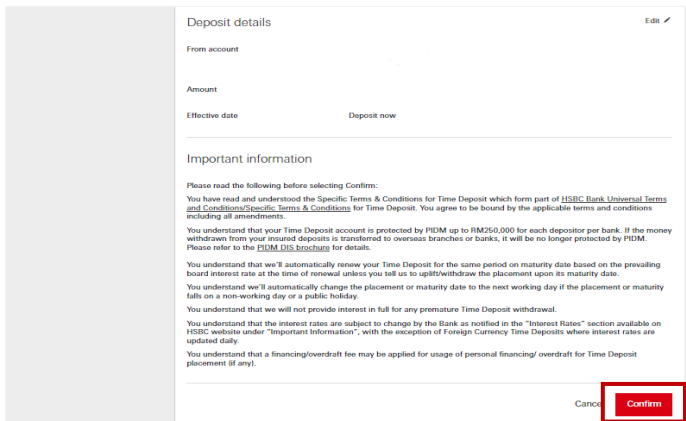
(Alternatively, you can click on 'Services' at the top to open a new Time Deposit/Term Deposit-i account.)

**Step 2:** Select the type of Time Deposit/Term Deposit-i account you wish to open.



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

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



**Step 5:** Review the details and important information and then select 'Confirm' to proceed.

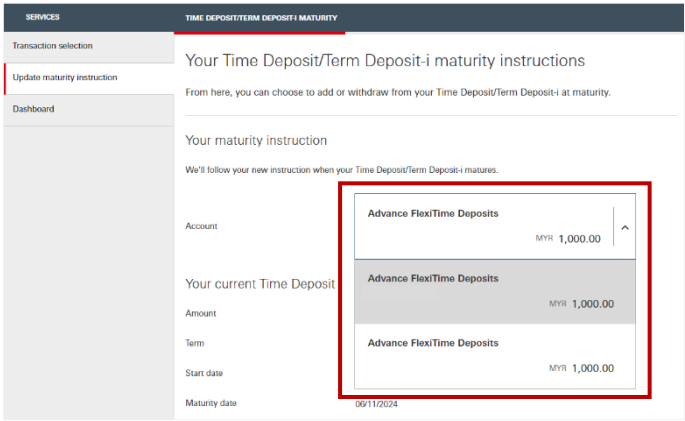
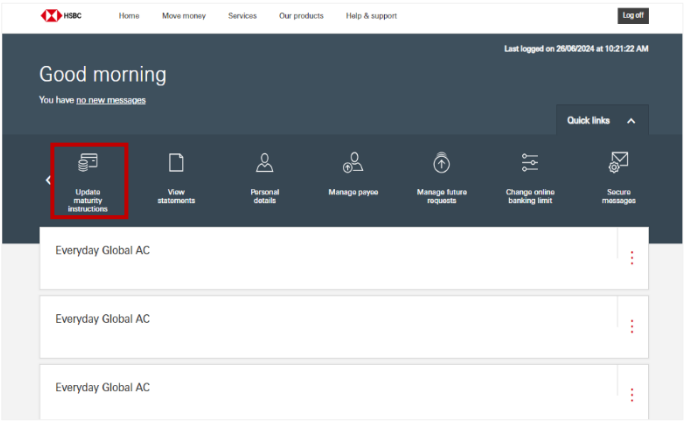
**Step 6:** Your Time Deposit/Term Deposit-i account has been successfully opened.

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.](#)

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

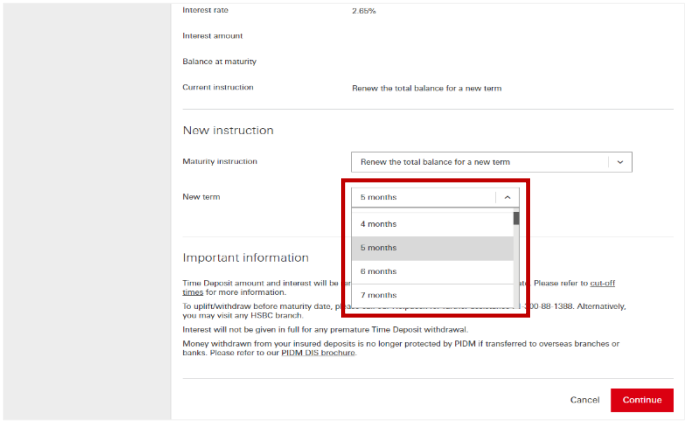
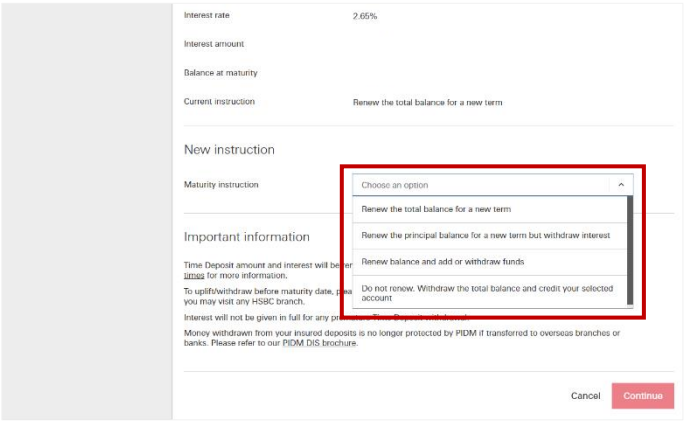
# How to update maturity instructions for Time Deposit/Term Deposit-i account

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



**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.)

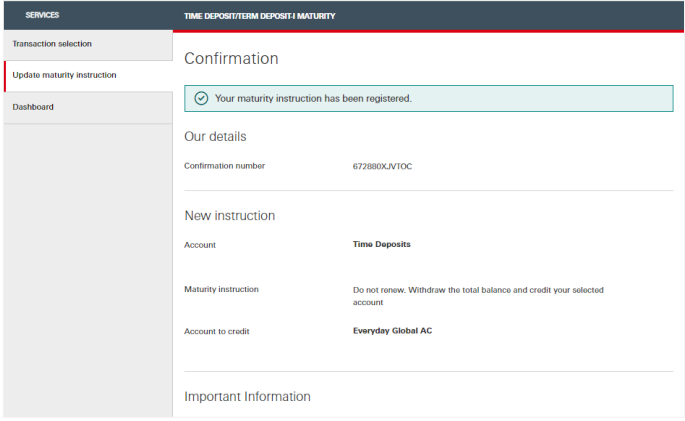
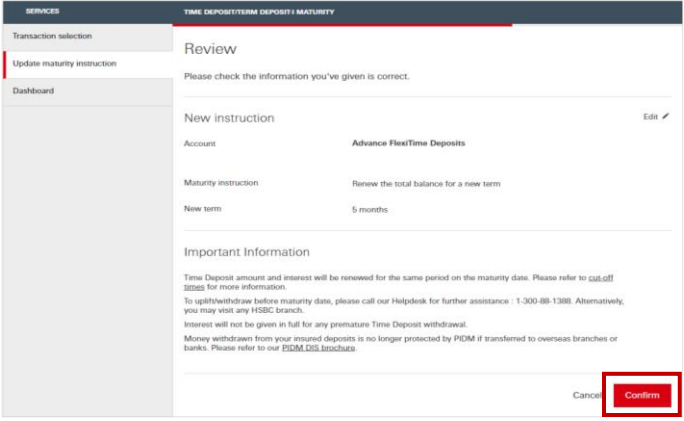
**Step 2:** Choose the account in which you wish to update the maturity instructions.



**Step 3:** Choose your new preferred maturity instructions.<sup>1</sup>

**Step 4:** Select a new term if you wish to change the term duration during rollover. <sup>2</sup>

(Otherwise, your current term will remain unchanged.)



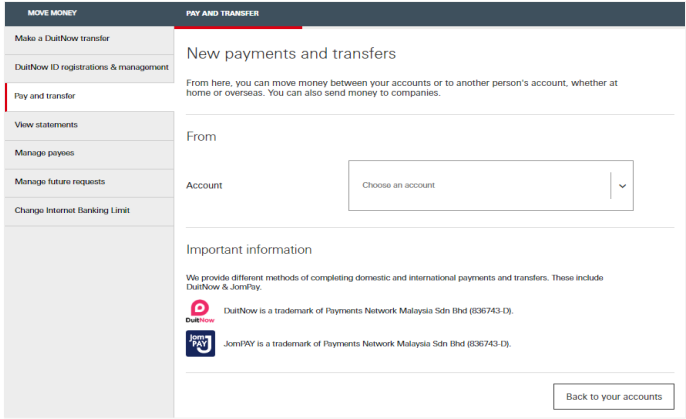
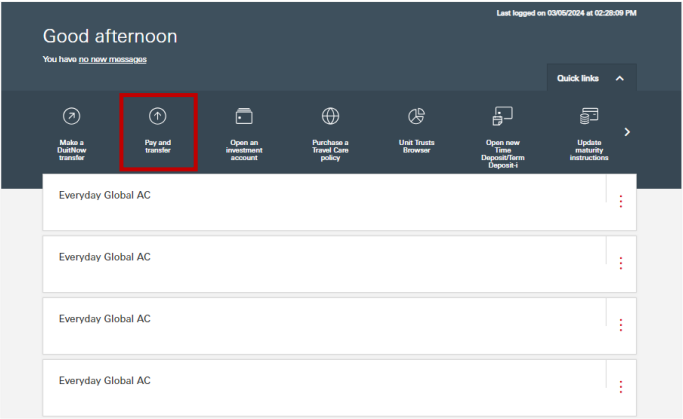
**Step 5:** Review the details of the instructions and select ‘Continue’ to proceed.

**Step 6:** Your maturity instructions have been updated.

<sup>1</sup> 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.](#)  
<sup>2</sup> Choosing a new term duration does not apply to the current term and will only be applicable to the new term.

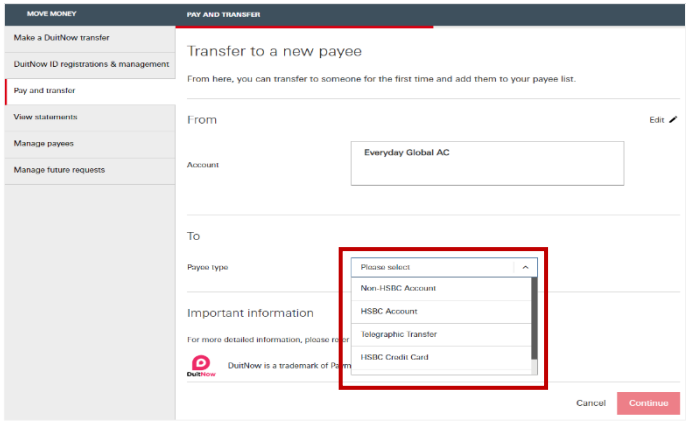
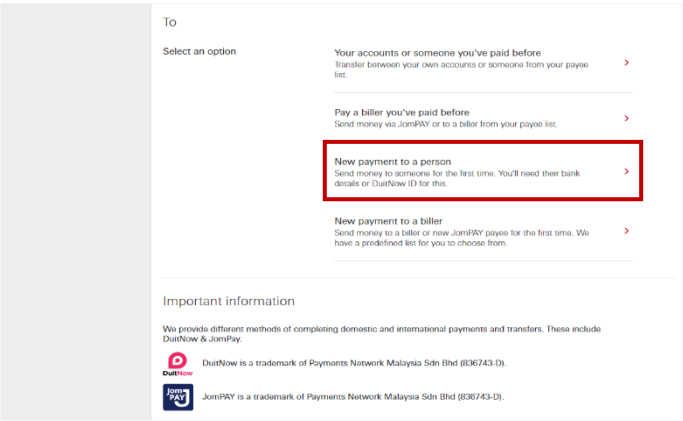
# How to set up future transfers to a new payee

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



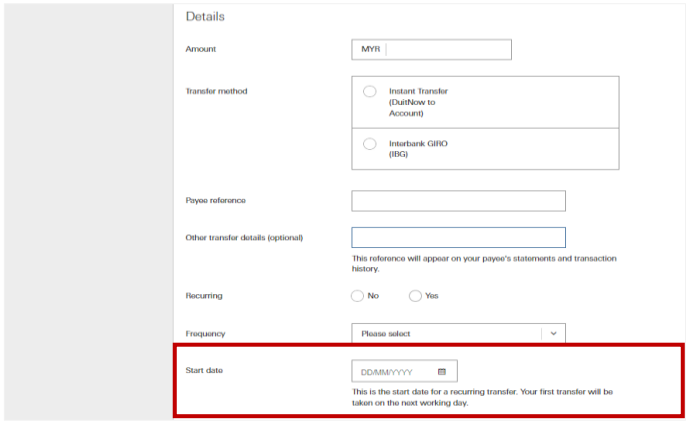
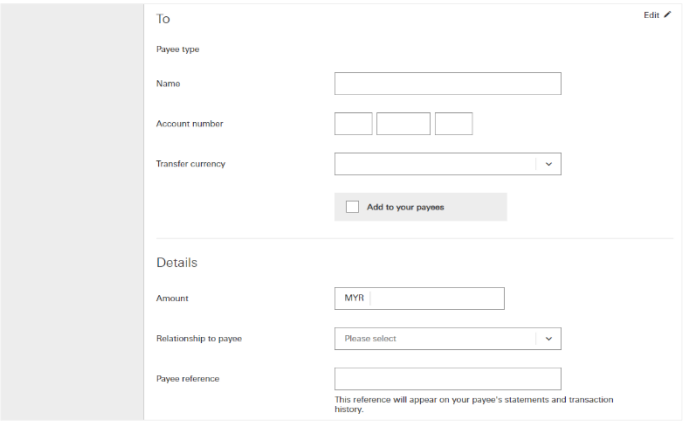
**Step 1:** Log on and select 'Pay and transfer'.

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



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


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



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

**Step 6:** Select the start date of the future transfer.<sup>1</sup>  
(For recurring future transfers, select 'Yes' at 'Recurring' and enter the relevant details.)

Additional security required - New



**Step 1**

Open the HSBC Malaysia Mobile Banking app, select Generate security code then select Transaction verification code.

**Step 2 - New**

To generate a security code, enter the transaction verification number on your device with the last 4 digits (numbers only) of the payee's account or card number. Followed by transfer amount including cent. For example, if transferring RM245.00 to payee's account 012 345 678 901 or card number 0123 4567 3210 8901, please enter 890124500.

**Step 3**

Enter the 6-digit security code shown on your Mobile Secure Key.

Security code

Important information

For more detailed information, please refer to [cut-off times](#) and [tariff charges](#)

Cancel Continue

MOVE MONEY

Make a DuitNow transfer

DuitNow ID registrations & management

Pay and transfer

View statements

Manage payees

Manage future requests

PAY AND TRANSFER

## Review

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

From

Account: Everyday Global AC

To Edit ✓

Payee type: HSBC Account

Name

Account number

**Step 6:** [Generate 'Transaction verification code'](#) via Mobile Secure Key. Enter the code to continue.

**Step 7:** Review the details of your transaction to confirm.

MOVE MONEY

Make a DuitNow transfer

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PAY AND TRANSFER

## Confirmation

✓ Your transfer request has been received.

Our details

Confirmation number: 157330X292020

From

Account: Everyday Global AC

To

Payee

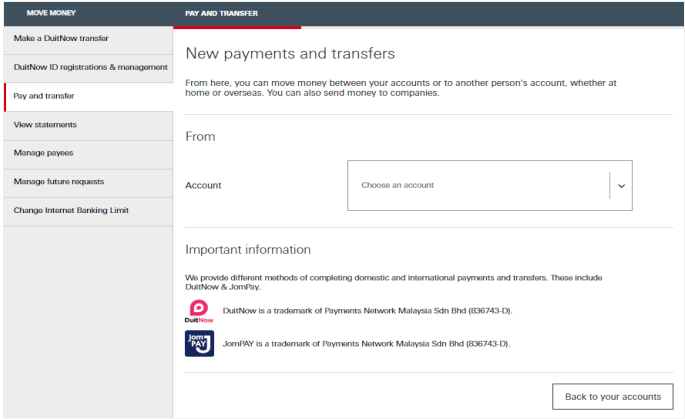
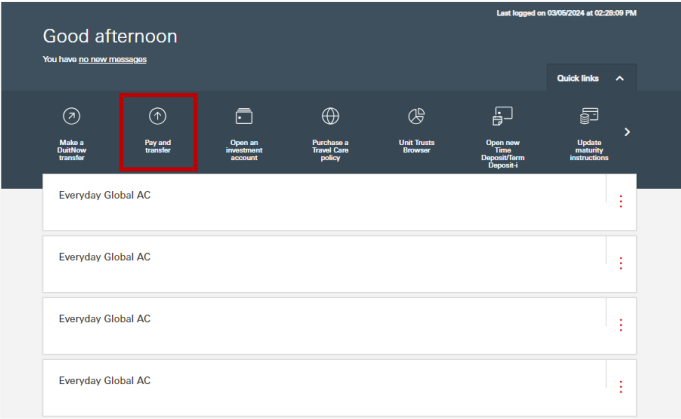
Bank name

**Step 8:** Your transfer request has been received.

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

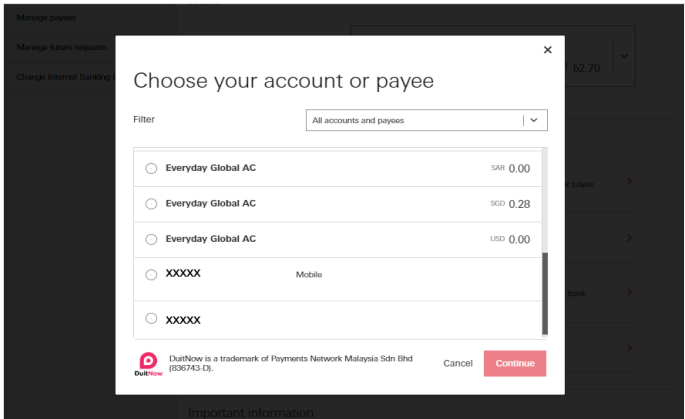
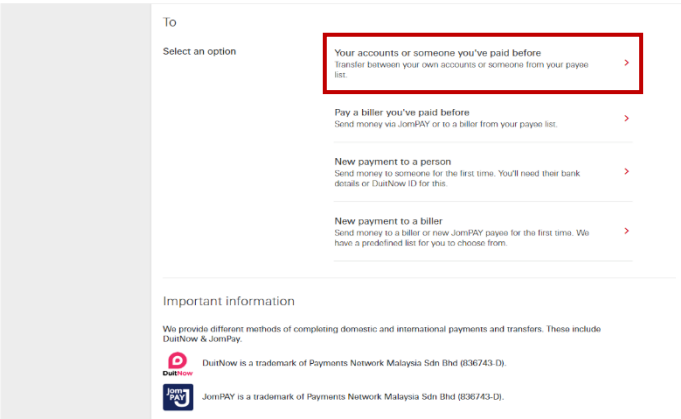
# How to set up future transfers to a saved payee

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



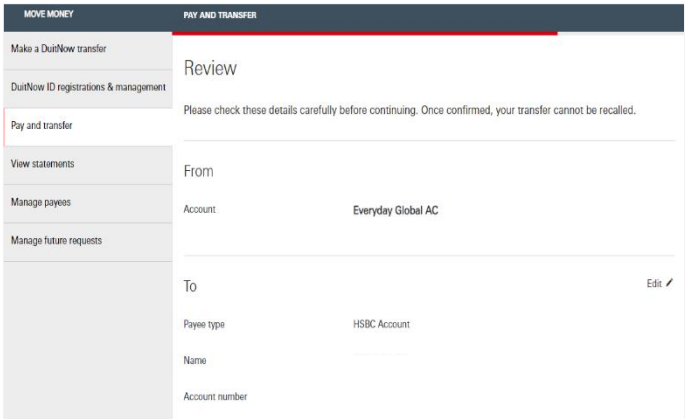
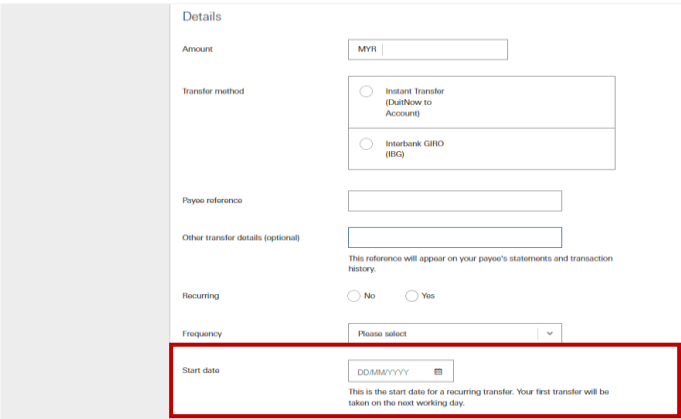
**Step 1:** Log on and select 'Pay and transfer'.

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



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

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



**Step 5:** Enter the transfer details and select a start date.<sup>1</sup>

**Step 6:** Review the details of your transaction to confirm.

MOVE MONEY

Pay and transfer

Make a DuitNow transfer

DuitNow ID registrations & management

Pay and transfer

View statements

Manage payees

Manage future requests

Confirmation

✔ Your transfer request has been received.

Our details

Confirmation number157330X292020

From

AccountEveryday Global AC

To

Payee

Bank name

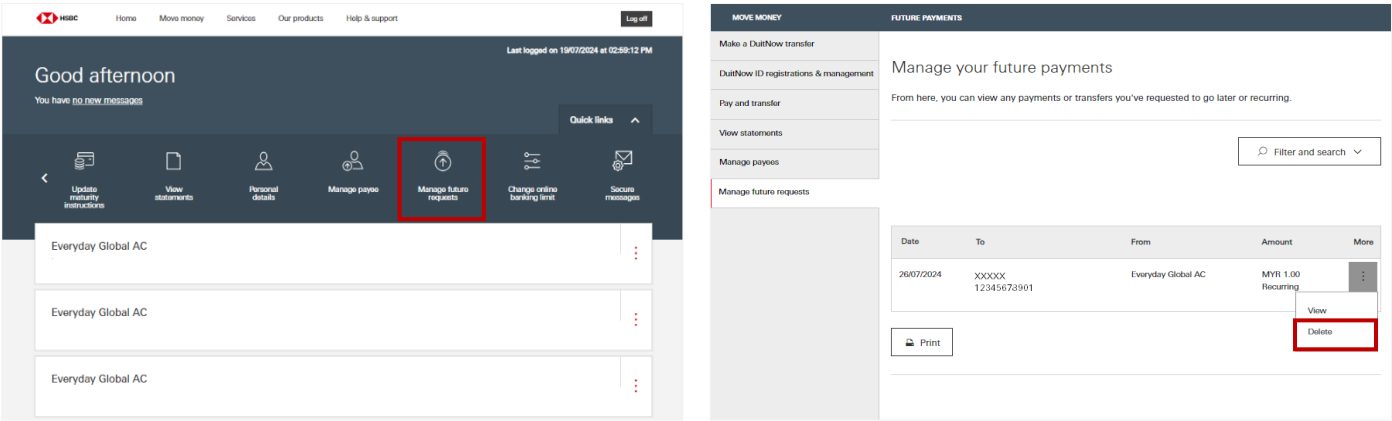
**Step 8:** Your transfer request has been received.

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

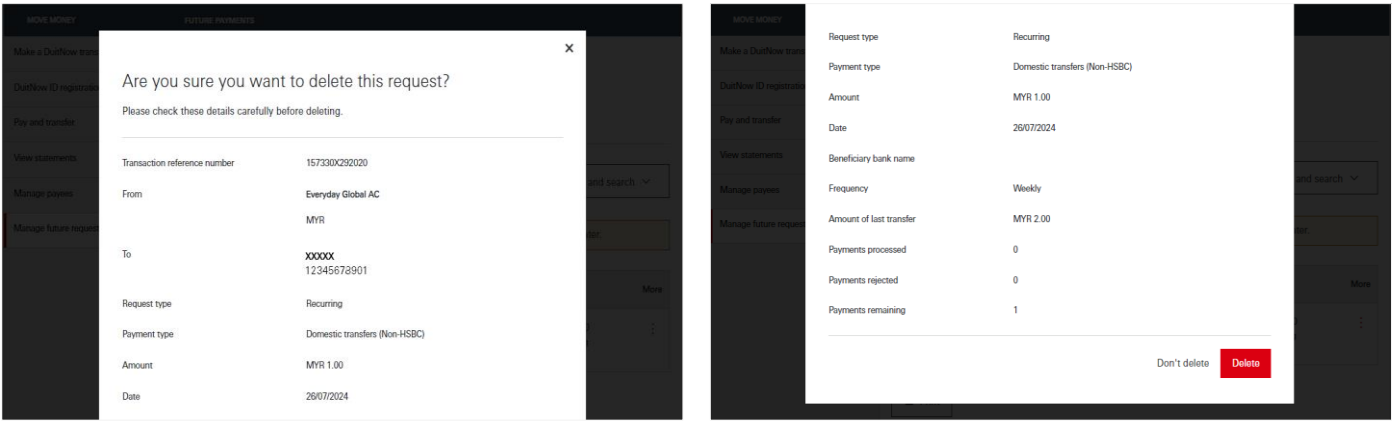


# How to delete a future transfer request

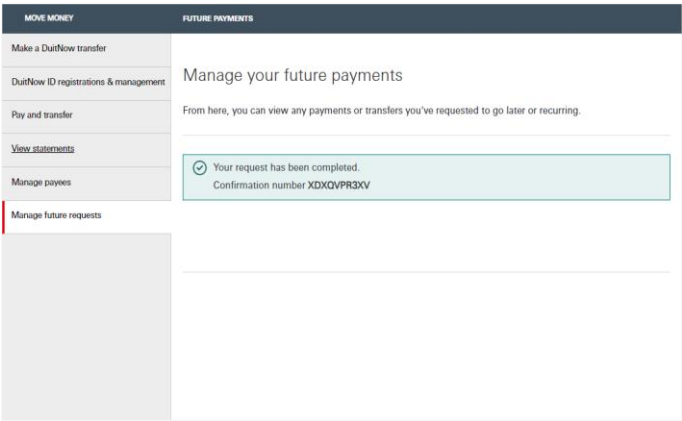
I previously set a future transfer request that I would like to delete, what are the steps?



- 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’.



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



- Step 5:** Your future transfer request has been deleted.