

HSBC Digital Starter Kit for Credit Cards



HSBC

Opening up a world of opportunity

Contents

Click one to begin:

Get started

How to register ▶

Pay Bills >

View a Secure Message >

Talk to us through Chat >

View e-Statements >

Get Help & Support >

Troubleshooting

Resetting your log on details ▶

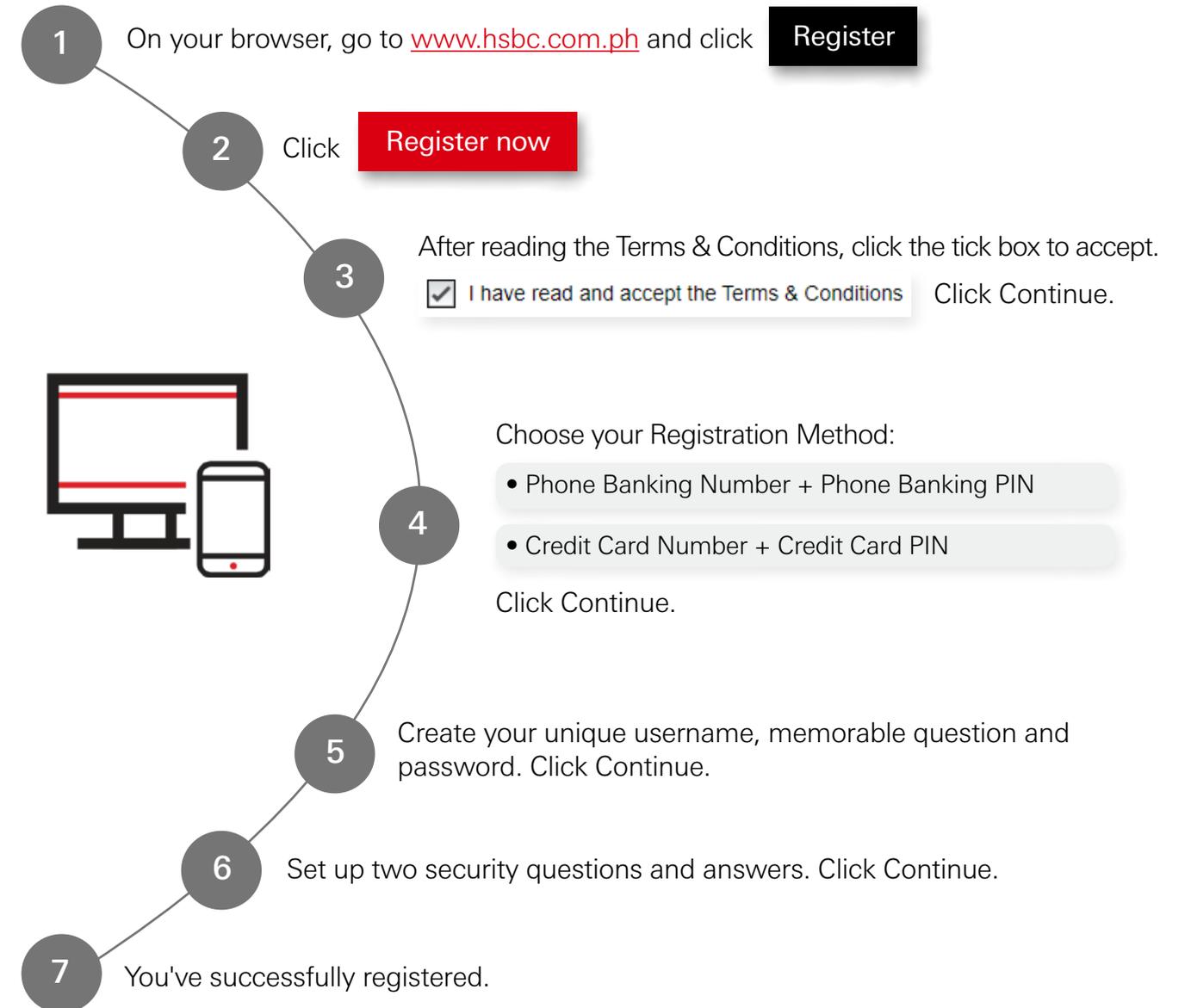
Unable to transfer ▶

Security Reminders >



Get Started

How to register



Pay Bills



Pay Bills

On your browser

ONLINE
BANKING DEMO
VIDEO available

Log on to www.hsb.com.ph.

From quick links menu, click **Pay and transfer**.

Select your **account** that you wish to send money from using the drop-down list. Click on **New bill payment to a company**.

Search and select the name of the company/merchant you want to send payment to. Under **reference number**, write the account number.

Fill out the rest of the required information.

Review the details then click **Confirm**.

1

2

3

4

5

6

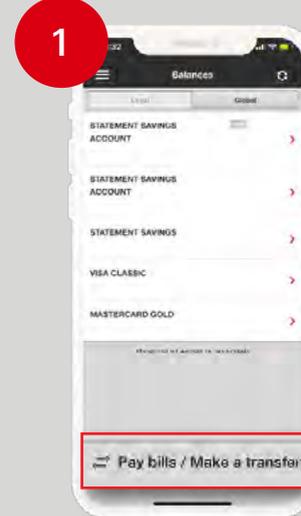
Tip: You can choose your HSBC Credit Card to make payments online. Make sure your merchant accepts credit card payments.

Click [here](#) for a list of companies/merchants you can transfer to. Check first with your biller/merchant on the correct Company reference account that should be written.

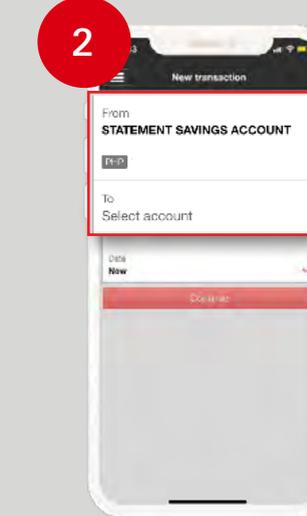
On the app

Download the app [here](#)

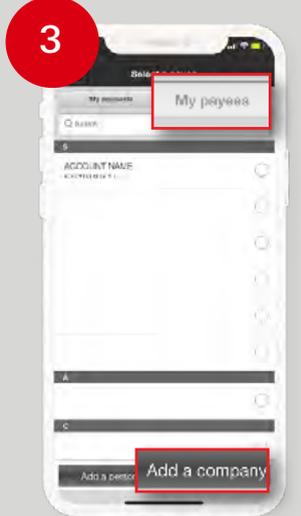
Open the HSBC Mobile Banking app and log on. Tap on **Pay bills/ Make a transfer** at the bottom of the home screen.



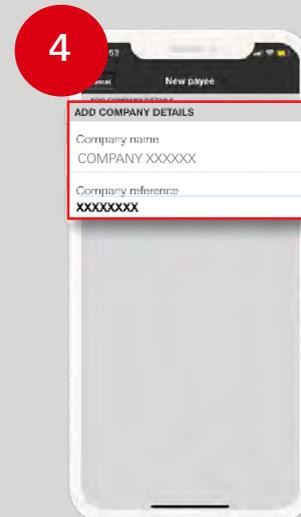
Choose the account you'll send money from then tap **Select account**.



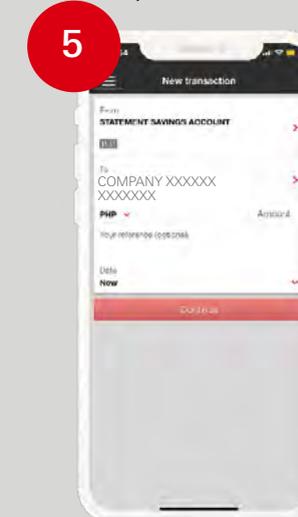
Tap on **My payees** then **Add a company**.



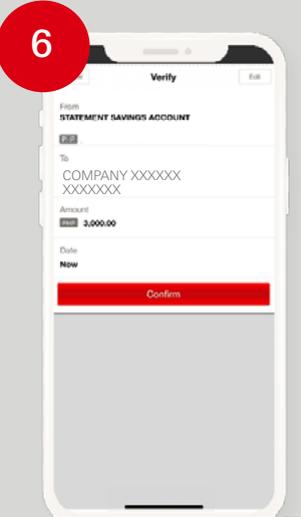
Search and select the name of the company/merchant you want to send payment to.



Fill out the rest of the required information and tap **Continue**.



Review the details then tap **Confirm**.



Home >

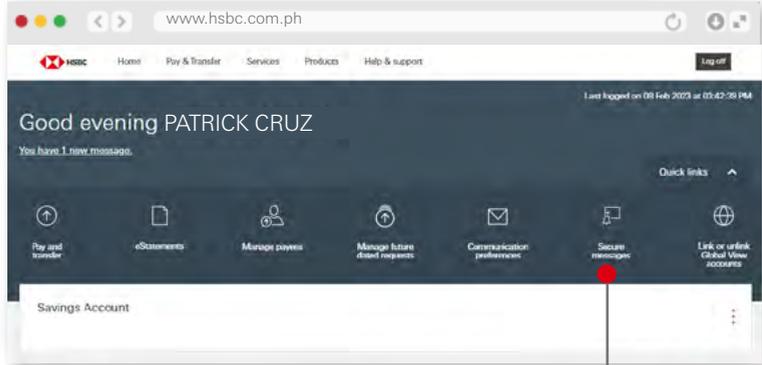
View a Secure Message



View a Secure Message

On your browser

Log on to www.hsbc.com.ph.



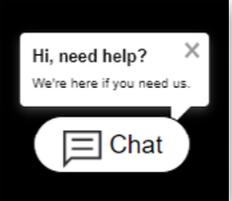
From quick links menu, click on **Secure Messages**.



Select the message subject that you'd like to view. By default, the latest message is automatically shown.



Tip: If you would like to send us a message, use the Chat function.

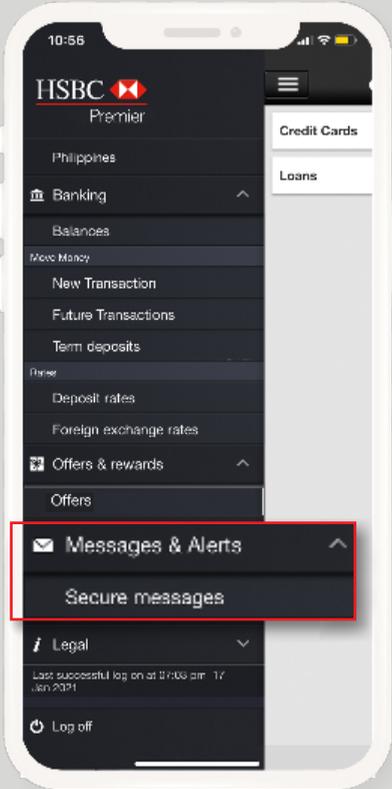


On the app

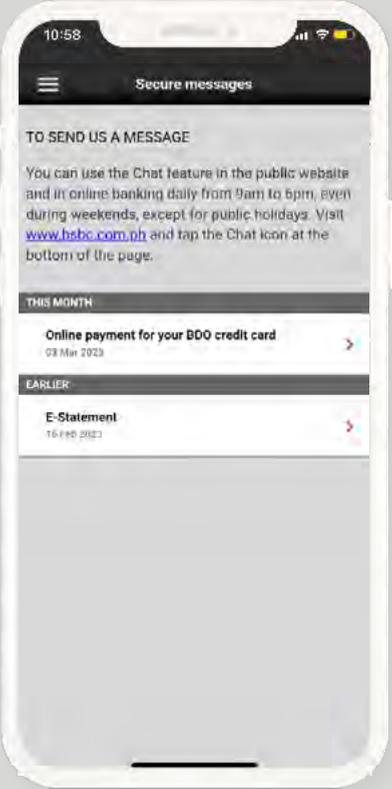
Download the app [here](#)



Open the HSBC Mobile Banking app and log on. On the side menu, tap **Messages & Alerts** then click **Secure messages**.



Tap the message that you want to read.



Tip: If you would like to send us a message, log on to Online Banking using your browser.

Talk to us through Chat



On your browser

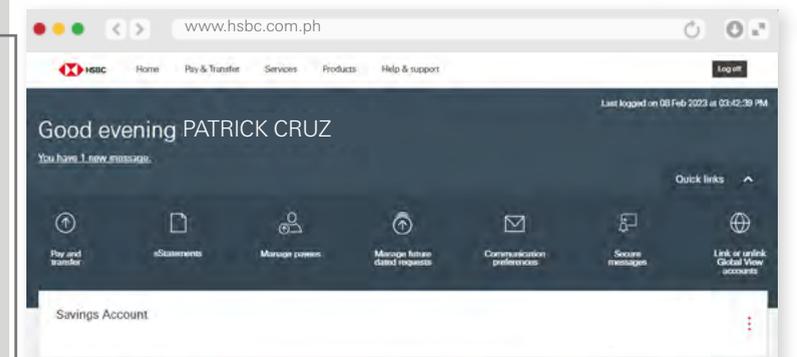
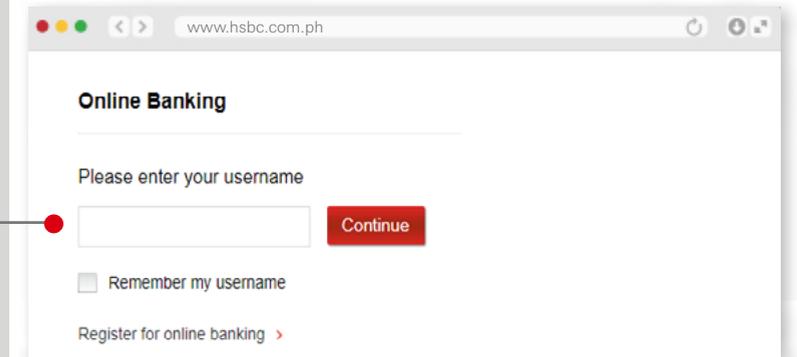
Log on to www.hsbc.com.ph.

1

Click the **Chat icon** at the bottom of the homepage.

2

Web Chat is available daily from 9am to 6pm, including weekends, except for public holidays.



Tip: If you want to send us a message during off-hours, just type and leave us a message and remember not to close the chat window before you log-off. You'll receive a reply on the next business day.

View your eStatements



On your browser

View up to the last 3 months for your deposit accounts and up to the last 6 months for your credit card accounts.

Log on to www.hsbc.com.ph.

1

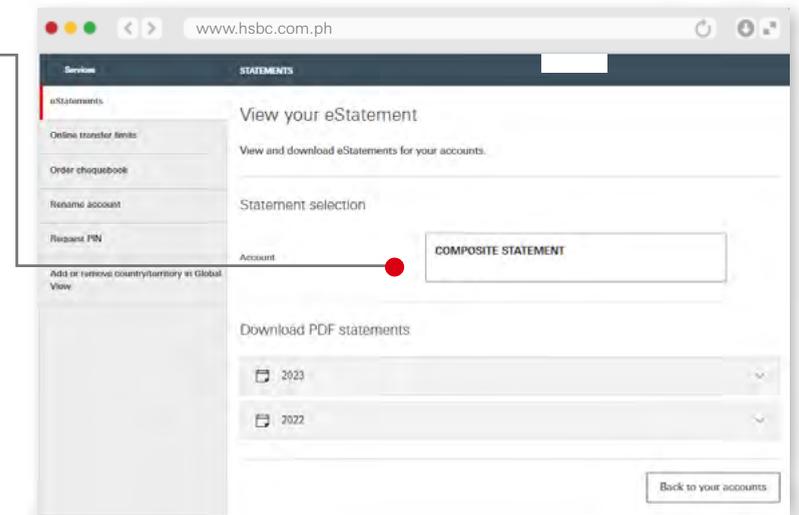
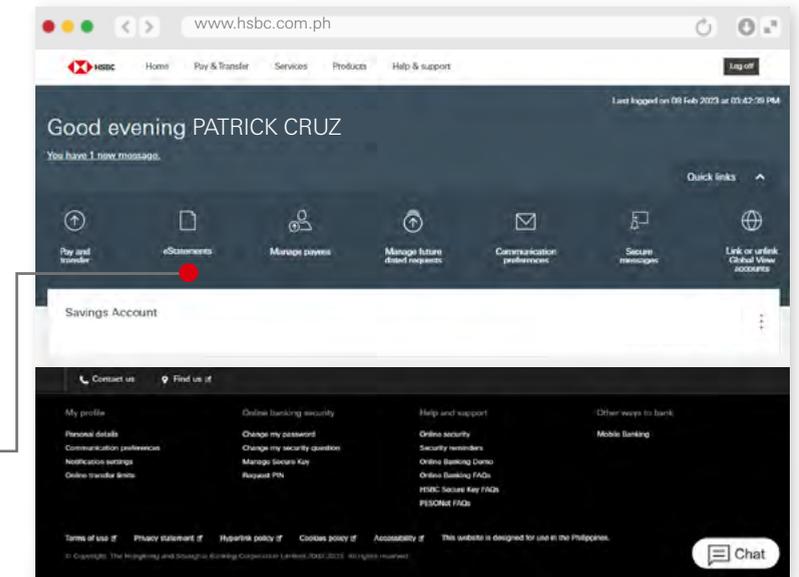
From Quick links menu, click on **eStatements**.

2

Select an **account** and click on the month of the statement you want to view.

3

ONLINE
BANKING DEMO
VIDEO available



Tip: View your transactions on the app up to the last month's cut off.

Get Help & Support



On your browser
Watch how-to videos to help you navigate
your way through Online Banking.

Log on to www.hsbc.com.ph.

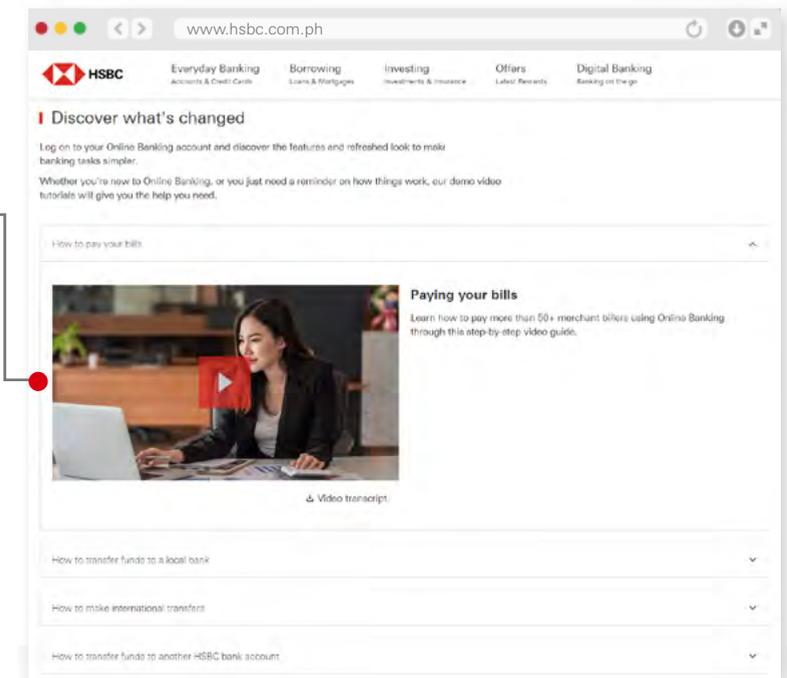
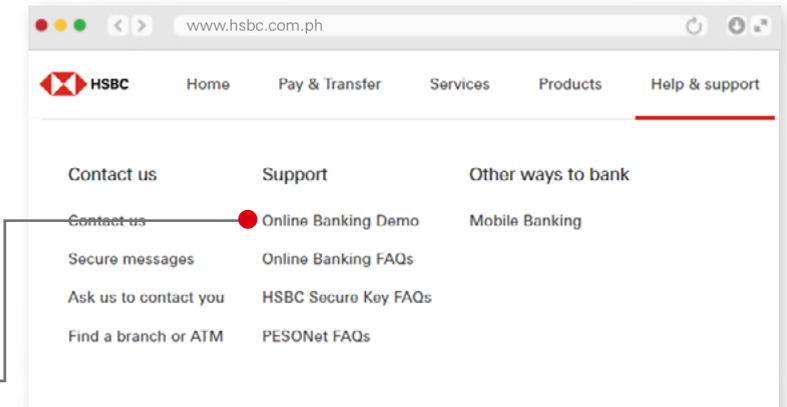
1

From the Help & Support
tab, click on **Online
Banking Demo**.

2

Select the video topic
you'd like to view.

3



Troubleshooting

On your browser



Resetting your log on details

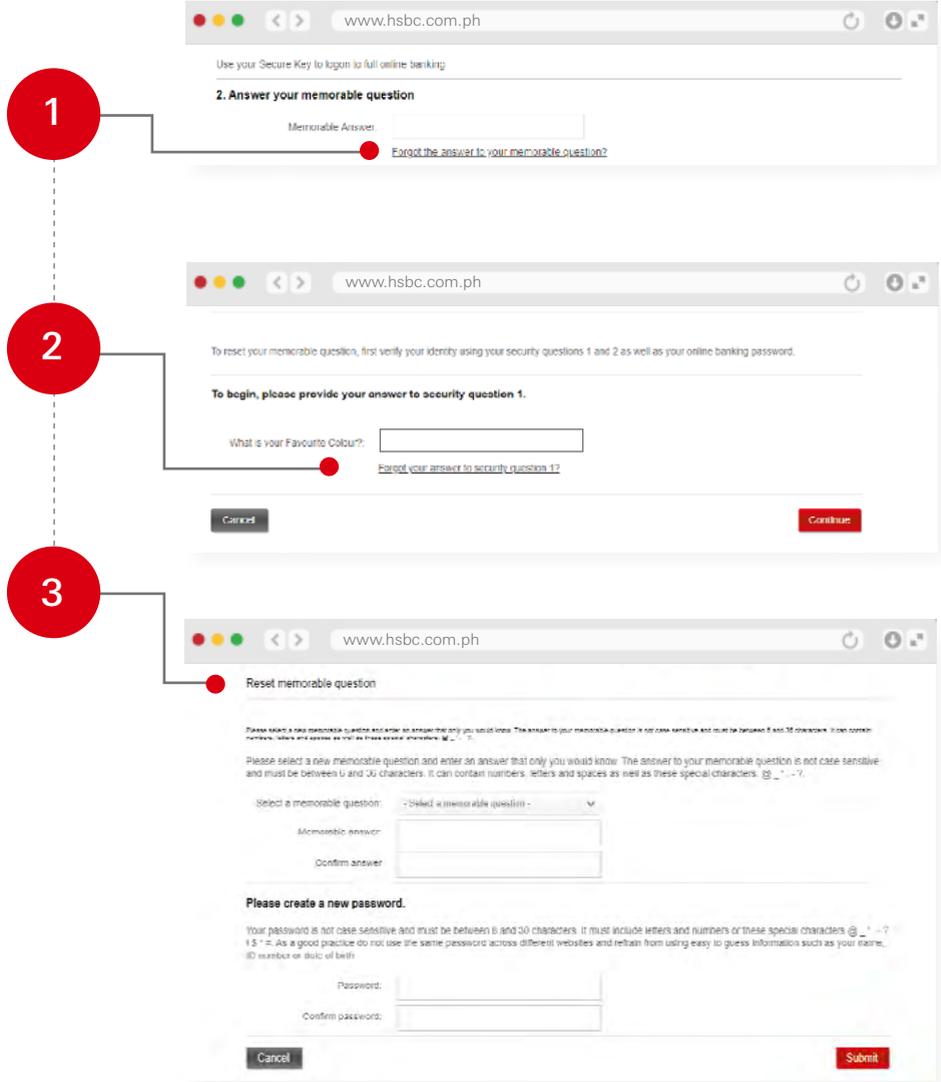
Forgot my Memorable Answer

Click [here](#) if you forgot your Secure Key PIN or your Password
Click [here](#) if you forgot at least two of your log on details

Go to the log on screen and enter your username. In the log on details page, click **Forgot the answer to your memorable question?**

Answer the two security questions.

Follow the on-screen instructions to complete the reset process.



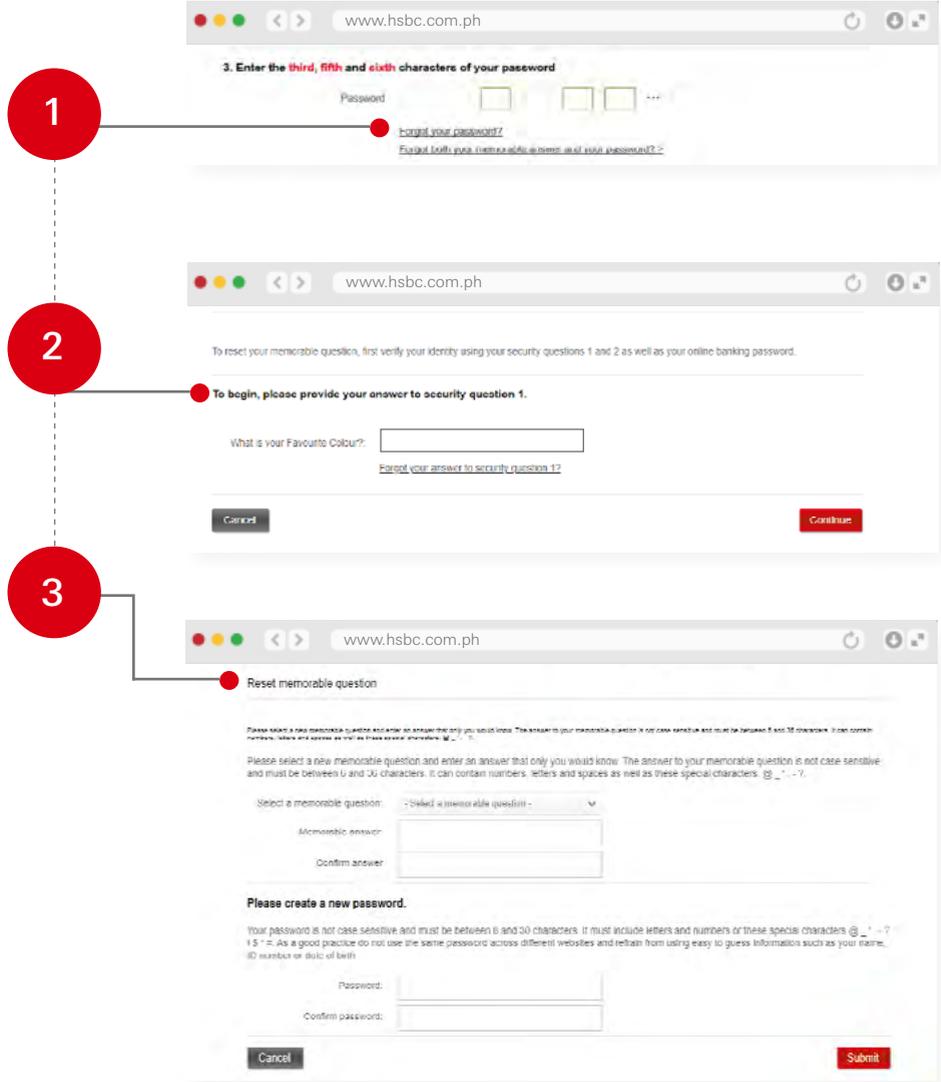
Resetting your log on details

Forgot my Password

Go to the log on screen and enter your username. In the log on details page, click **Forgot your password?**

Answer the two security questions.

Follow the on-screen instructions to complete the reset process.



Resetting your log on details

Forgot at least two of my log on details

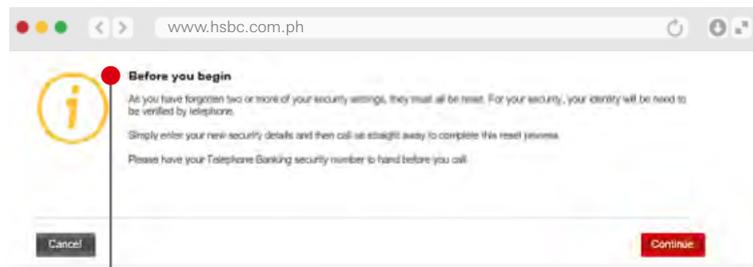
Go to the log on screen and enter your username. In the log on details page, click either **Forgot the answer to your memorable question?**

1



Click **Forgot your answer to security question 1?**

2



Read through the **Before you begin** page then click **Continue**.

3

Follow the on-screen instructions and fill out the required information to reset your security details. Click **Continue**.

4



Take note of your **reset reference number** shown on the confirmation screen. Call us so we can help you in completing the reset.*

5

* **Premier hotline:** (02) 8858-0800 or (02) 7976-8080 from Metro Manila | +1-800-1-888-4722 domestic toll-free for calls outside Metro Manila through PLDT landlines | + (International Access Code) 800-100-85-808 international toll-free for selected countries/regions | Lines are open 24 hours.

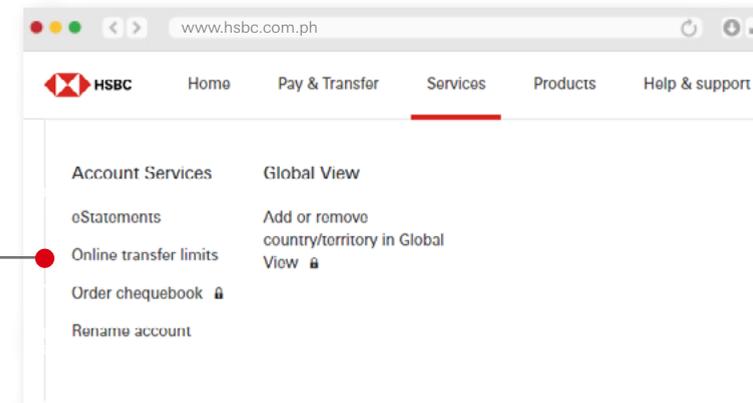
Personal banking hotline: (02) 8858-0000 or (02)7976-8000 from Metro Manila | +1-800-1-888-8555 domestic toll-free for calls outside Metro Manila through PLDT landlines | + (International Access Code) 800-100-85-800 international toll-free for selected countries/regions | Lines are open 24 hours.

Unable to transfer

If you have enough funds but your transfers are not going through, your account's transfer limits might be the issue. Check your limits through these steps:

Log on to www.hsbc.com.ph using your Secure Key.

1

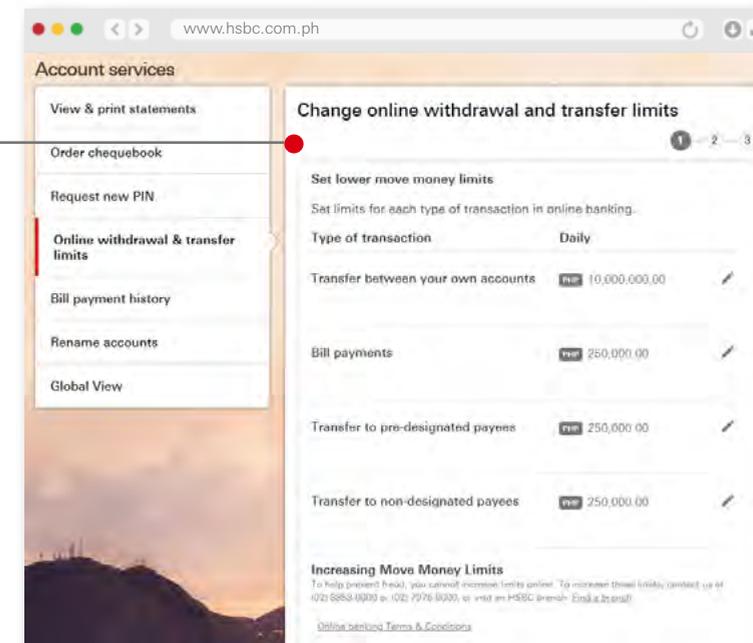


From **Services** menu, click **Online transfer limits**.

2

You'll find your limits for each type of transaction. If your limit is set to **0** it means your account has been inactive for the past 12 months.

3



Request for an increase in your limit by sending us a [message through Chat](#).

4

Tip: If you want to lower your transfer limits, just click on the pen icon and write the lower amount. Click **Continue** to save.

Security Reminders



1

Browse smartly.

2

Keep your device updated.

3

Be vigilant.

4

Keep your Online Banking account safe.

5

Keep your personal data safe.

6

Protect yourself from ATM fraud.

7

Report phishing/vishing/smishing attempts.

To know more how to better protect yourself from fraud, click [here](#).



Like us on Facebook

Follow

us on Instagram



Download the app now

Issued by The Hongkong and Shanghai Banking Corporation Limited.

To contact HSBC for inquiries or complaints, call (02) 8858-0000 or (02) 7976-8000 from Metro Manila, +1-800-1-888-8555 PLDT domestic toll-free, (International Access Code) +800-100-85-800 international toll-free for selected countries/regions, talk to us through the Chat feature of our website hsbc.com.ph, or visit hsbc.com.ph/feedback.

The Hongkong and Shanghai Banking Corporation Limited is an entity regulated by the Bangko Sentral ng Pilipinas (Bangko Sentral) <http://www.bsp.gov.ph>. You may get in touch with the Bangko Sentral Consumer Protection and Market Conduct Office through their Email: consumeraffairs@bsp.gov.ph; Webchat: <http://www.bsp.gov.ph>; Facebook: <https://www.facebook.com/BangkoSentralngPilipinas> or SMS: 021582277 (for Globe subscribers only). Deposits are insured by PDIC up to PHP500,000 per depositor.