HSBC Digital Starter Kit for Credit Cards

Opening up a world of opportunity

HSBC

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Get Started



Register

After reading the Terms & Conditions, click the tick box to accept. I have read and accept the Terms & Conditions Click Continue.

Choose your Registration Method:

• Phone Banking Number + Phone Banking PIN

• Credit Card Number + Credit Card PIN

Create your unique username, memorable question and

Pay Bills





On the app Download the app here



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.





Tap on **Mv pavees** then Add a company.



Review the details then tap **Confirm**.



View a Secure Message



View a Secure Message

On your browser



We're here if you need us.

Chat

On the app Download the app <u>here</u>

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



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

Log on to www.hsbc.com.ph.

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

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



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



Back to your accounts

Get Help & Support





Troubleshooting

On your browser



Resetting your log on details Forgot my Memorable Answer

Click <u>here</u> if you forgot your Secure Key PIN or your Password Click <u>here</u> if you forgot at least two of your log on details



Resetting your log on details Forgot my Password



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Resetting your log on details Forgot at least two of my log on details

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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:



* 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.

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Security Reminders



Keep your device updated.

Keep your Online Banking account safe.

Keep your personal data safe.

Protect yourself from ATM fraud.

Report phishing/vishing/smishing attempts.

To know more how to better protect yourself from fraud, click here.





Download the app now

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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.

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