

HSBC Premier Digital Starter Kit



Together we thrive

What do you want to do?

Click one to begin:

Get started

How to register **>** Secure Key benefits & how to order Setting up vour Secure Kev Logging In

Move Monev

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International **•** to Saved Pavees ►

Pav Bills >

Global View \geq

Global Transfers \geq

Order a Chequebook >

Send a Secure Message >

View e-Statements >

Request for your PIN >

Apply for new products Savings | Term Deposits | Credit Card

Troubleshooting

Resetting your log-in details

Unable to transfer

Replacing your Secure Key

With Secure Key vs. Without Secure Key >



Get started: How to register





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

• ATM/Debit Card Number (Primary) + Issue Number + ATM PIN

Credit Card Number + Cash Advance PIN

Create your unique username, memorable question and

Get started: Secure Key

Benefits of having your Secure Key

Your Secure Key is your best tool to protect your finances.

Enhanced security against online fraud

Provides an extra layer of protection with two-factor authentication to log in and perform sensitive transactions like moving money to third parties.

Peace of mind

Now protecting more transactions and constantly validating only you are making them.

Small and portable

Smaller than a credit card and slimmer than the previous Secure Key, it should easily slide into your pocket or wallet.

Easy-to-use

Just switch it on, enter your Secure Key PIN, and it'll give you a unique, one-off six digit passcode to use each time you log on.



How to order

Free when you register to online banking, just follow these steps to have your own:













There are two ways you can log in.

With your Secure Key

Here you'll need your **memorable answer** and **Secure Key PIN** to log in.





Set up **SMS alerts** to keep up to date with your account. After logging in, just select the drop-down next to your name at the top menu bar. Select Notification settings to see and choose your options. HSBC Premier customers get 5 free alerts per month, and succeeding alerts are charged at PHP2 each.

Without your Secure Key

Here you'll need your **memorable answer** and **password** to log in.





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•	Save to my payees Details will be stored for future transactions		
	Continue with payment		
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ther Details	Other Details		
	Other Details		
	Other Details		

Tip: Check the Save to my payees box to add the account to your My Payees list.







Ready the correct details needed to make sure your international transfer is a success. Ask your beneficiary to provide you with the IBAN or Swift Code of the receiving bank if the receiving bank requires it.



Pavee Name

Pavee Address line 1

Pavee Address line 2



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Home >



For a list of cut off and processing times per currency, click here.





Tap on My payees then choose the payee from vour list.

My accounts	My payees
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ACCOUNT NAME ACCOUNT NUMBER	
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Review the details then tap **Confirm**.

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On the app Download the app here

> Company reference XXXXXXXX

Open the HSBC Mobile Banking app and log in using your Secure Key. Tap on **Pay bills/Make a transfer** at the bottom of the home screen PHP -----→ Pay bills / Make a transfer Search and select the name of the company/merchant you want to send payment to. Company name COMPANY XXXXXX

send money from then tap Select account.

> STATEMENT SAVINGS ACCOUNT Select account

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

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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.

Choose the account vou'll





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

My accounts Q Search	My payees
5 ACCOUNT NAME ACCOUNT NUMBER	С
A	С
c	C
Add a persor	Add a company

Review the details then tap **Confirm**.





Link your HSBC offshore accounts from your browser

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

From the My Banking menu, click Add country/ territory to Global View under Global View.

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Search and select the country to be linked then click Add.

Follow the on-screen instructions to link your profile and complete the Global View registration.

Tip: You can only link HSBC offshore accounts that you opened under your name

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View your HSBC accour combined balance and n	ts from several countries at the sam nake international transfers easily.	e time. See your	
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Choose a country Select the country you want to add to Global	2 Log on 3 Court Log on to online banking for your chosen country.	ntry added new country is now d in your global	

Home >



Once you've set up Global View, the HSBC accounts you linked will now be visible from your HSBC Philippines online banking page.

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

> From the My Banking menu, click Global Transfers under Global View.

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Select the Countries you will transfer from and to. Next select the accounts.

Choose the currency and indicate the amount. The indicative currency exchange rate is displayed.

Fill out the rest of the required information then follow the on-screen instructions to complete the Global Transfer.

Tip: You can only link HSBC offshore accounts that you opened under your name



Home >



Order a Chequebook

On your browser

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

Go to **My Banking** and under **Account Services** click **Order chequebook**.

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Fill out the required information then click **Continue**. Verify your details then click **Submit request**.







Send a Secure Message



Send a Secure Message

On your browser

••• • • • www.hsbc.com.ph 0. Language (English) Philippines 📢 🗸 PATRICK CRUZ Log Off Offers & rev My banking Contact us Log in to www.hsbc.com.ph Account dashboard Get more from H Help & support E-Statement using vour Secure Key. E-Statemen 5/01/2021 at 14:25 PHT Welcome back Manage 🔳 View all transactio Nove money 렀 Balance ₽ Data Description View all messages Click the mail icon at the TRANSFER LP MNL10 Send us a message 2 top menu bar then click Send us a message. 0.1 Reply 🤸 Print ៉ New message 🔀 New message 10 Jan 2021 \sim What is your General enquiry enquiry about? Select a subject from the Write your message here. Special characters <>!~ are not allowed Payment or transfer instructions should not be written here. Your list then type your message message must not exceed 3,000 characters including spaces. in the box (copy-pasting is disabled). Note that 3 the special characters <, >, !, and \sim are not allowed and you have until 3,000 characters for your message. Click Send. We aim to respond to your enquiry within 2 banking days. If we cannot resolve your enquiry we will contact you. For payment or transfer instructions, use the Move Money page via the My banking menu above. If your request is urgent, please contact us at (02)8858-0000 or (02)7976-8000. Contact us > **Tip:** Talk to us or send in your requests through this feature. Send Cancel

On the app Download the app here

Open the HSBC Mobile Banking app and log in using your Secure Key. On the side menu, tap Messages & Alerts then click Secure messages.

Tap the write mail icon at the top right of the screen

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Select a subject from the list then type your message in the box (copypasting is disabled). Note that the special characters <, >, !, and \sim are not allowed and vou have until 3.000 characters for your message. Tap Send.

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View e-Statements

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.

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

Go to My Banking and under Account Services click View & print statements.

Select the account and the date of the statement you want to view then click Download.

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

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Home >



On your browser

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

Go to My Banking and under Account Services click Request new PIN.

Savings

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Fill out the required information.

Follow the on-screen instructions to generate the security code then Click Continue.

Tip: You can also request for your PIN by sending a Secure message.







Apply for new products

On vour browser



Apply for Term deposits on the app Download the app here

2 Open the HSBC Mobile Fill out the required Banking app and log in information. using your Secure Key. On the side menu, tap Term deposits under Move Money. 10:59 10:59 Term deposit HSBC (Premier Product type Product type Time deposit Philippines NEW TERM DEPO NEW TERM DEPOSIT 🏛 Banking Currency Currency PHP PHP . Balances ove Money Account to be a Account to be debited PHP STATEME PHP STATEMENT SAVINGS ACCOUNT New Transaction Future Transactions Account term Term deposits 1 Month Fiver PHP 🗸 PHP 🗸 Deposit rates Foreign exchange rates Please provide the following details to conform to the Please provide P Offers & rewards Foreign Accoun Foreign Account Tax Compliance Act (FATCA) for US Citizen before n Citizen before placing your term deposit. Offers Update detai Update details for MS Messages & Alerts Secure messages View deposit ra View deposit rates Contact & Support IMPORTANT NOT IMPORTANT NOTES i Legal For High Yield 1 For High Yield Time Deposits, start investing with a minimum of PH minimum of PHP100,000. For regular Time Deposits, the minimum in the minimum investment is PHP25,000, or its foreign 😃 Log off currency equiva currency equivalent. and by DDIC up to DE00 000 p

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Resetting your log-in 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-in details



Cancel

Troubleshooting

On your browser

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Resetting your log-in details Forgot my Secure Key PIN



Resetting your log-in details Forgot my Password



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Password		
Forgot your password? Forgot both your memorable answer and your password? >		
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Resetting your log-in details Forgot at least two of my log-in details

••• • <> www.hsbc.com.ph 00 Go to the log in screen and enter vour username. In the To begin, please provide your answer to security question 1 log in details page, click What is your Eavourite Colour? either Forgot the answer Forgot your answer to security question 12 to your memorable question? or Forgot your Secure Kev PIN? ••• • • • www.hsbc.com.ph 0. Click Forgot your answer Before you begin 2 is you have forgotten two or more of your security settings, they must all be reset. For your security, your identity will be need to to security question 1? a unrilled by belenhore Simply enter your new security details and then call us straight away to complete this reset pro Please have your Telephone Banking security number to hand before you ca Read through the **Before** Cancel Continue you begin page then 3 click Continue. • • • • • • www.hsbc.com.ph 0. Follow the on-screen Enter new security details instructions and fill out the ect a memorable question required information to 4 ect a new memorable question and enter an answer that only you would know. The answer to you reset your security details. norable question is not case sensitive and must be between 6 and 36 characters. It can contain number and snaces as well as these special characters: @ ' -? Click Continue Confirm answe Take note of your **reset** reference number shown Create a password rd is not case sensitive and must be between 8 and 30 characters. It must include letters and on the confirmation screen. 5 numbers or these special characters @_'. - ? ! \$ * =. As a good practice do not use the same password across different websites and refrain from using easy to quess information such as your name or date of birth Call us so we can help you in completing the reset. Select security questions 1 and 2

Premier hotline: (+63 2) 8858-0800 from Metro Manila | +1-800-1-888-8555 domestic toll-free for calls outside Metro Manila through PLDT landlines | (+63 2) 7976-8080 or +800-100-85-808 from overseas | + (International Access Code) 800-100-85-808 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:



www.hsbc.com.p	h	
	Language (English) Philippines 🔨	✓ PATRICK CRUZ ✓
	My banking Offers & rewards Account dashboard Get more from HSBC	Edit personal & (contact details (Log on & security seffrings
	Welcome back	Manage Secure Key 7/01/202 Request new PIN
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gs Account	Currency PHP Over	Communication preferences Notification settings
www.hsbc.com.p	bh	Č) 🔘 🖉
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	Set lower move money limits	
	Set limits for each type of transaction in on	line banking.
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	Bill payments	PHP 150,000.00
	Transfer to pre-designated payees	PHP 150,000.00
	Transfer to non-designated payees	PHP 1,000,000.00
	Increasing Move Money Limits To help prevent fraud, you cannot increase limits online. To 22; 8858-0000 or (02) 7978-8000, or visit an HSBC brand Online banking Terms & Conditions	lo increase these limits, contact us at h. <u>Find a branch</u>
	Continue	cel



Replacing your Secure Key

If it is lost



Call us or talk to your Relationship Manager to report your Lost Secure Key.

Request for a replacement.

If it is low on battery

When your Secure Key no longer responds or shows **batt 5**, **batt 4** or so, it's time to replace it.

- If your Secure Key shows **batt 5**, **batt 4** or so, **send us a Secure Message** to request for a replacement. Let us know through your message what your Secure key's screen shows.
- If your Secure Key no longer responds when you press (4), call us or talk to your Relationship Manager to request for a replacement.

Activating your replacement Secure Key

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Create your Secure Key PIN. You can check Step 4 of Setting up your Secure Key for the step-by-step process.

If you picked up your Secure Key from the branch, your Relationship Manager can link your new Secure Key to your account on-site at the branch. If you had your Secure key delivered, simply call us and we'll link your new Secure Key during our call.

With Secure Key vs. Without Secure Key

Keep your Secure Key in hand for an easier online banking experience. In cases you don't have it, here are some transactions you can still do successfully:

With S

View account summary, transactions & history			
Move money between your local HSBC accounts			
Move money to new payee			
Move money to saved payee			
Pay bills to companies			
Manage future-dated or recurring payments			
Global View			
Add or remove linked account in Global View			
Global Transfer			
Order a chequebook			
Send message to HSBC			
Read message from HSBC			
View and download online statements			
Request replacement PIN			
Open new account or time deposit			
Update time deposit maturity instruction			
Change transfer limits (decrease only)			
Set up online statements			
Set up or change SMS alerts			
Change or reset log in details			
Change personal details			

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