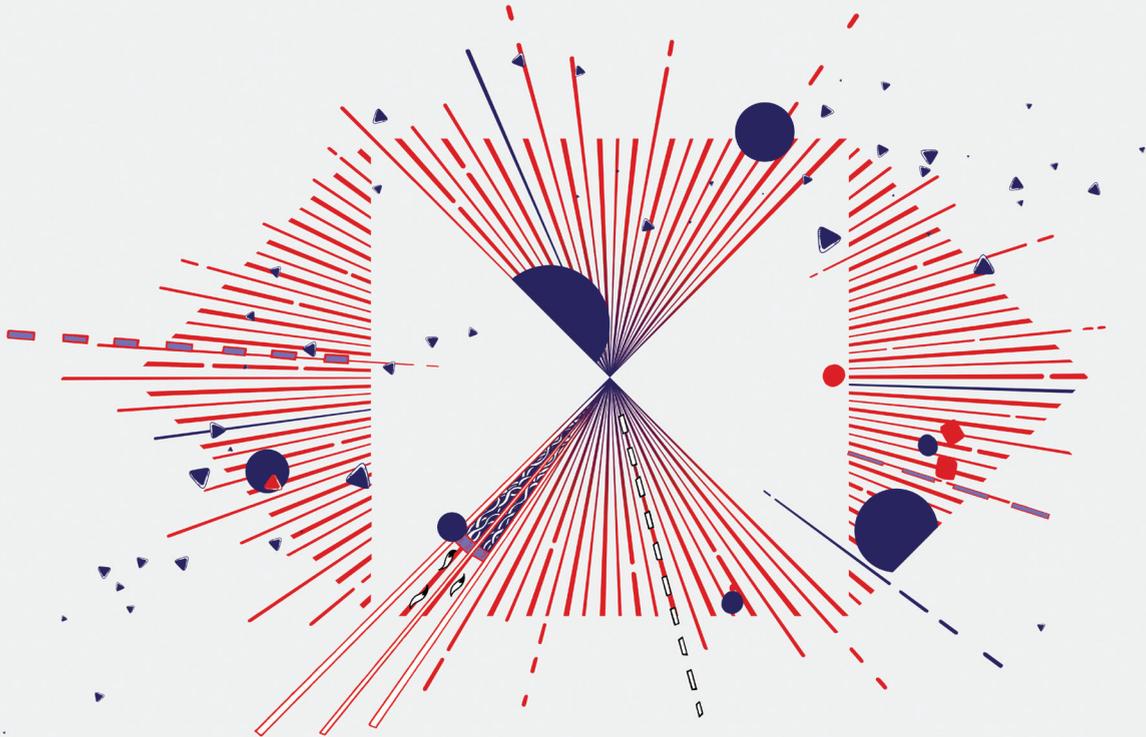


Your *digital journey* begins here



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 your Secure Key ▶
- Logging In ▶

Move Money

- Local ▶
- International ▶
- to Saved Payees ▶

Pay Bills >

Global View >

Global Transfers >

Order a Chequebook >

Send a Secure Message >

View e-Statements >

Request for your PIN >

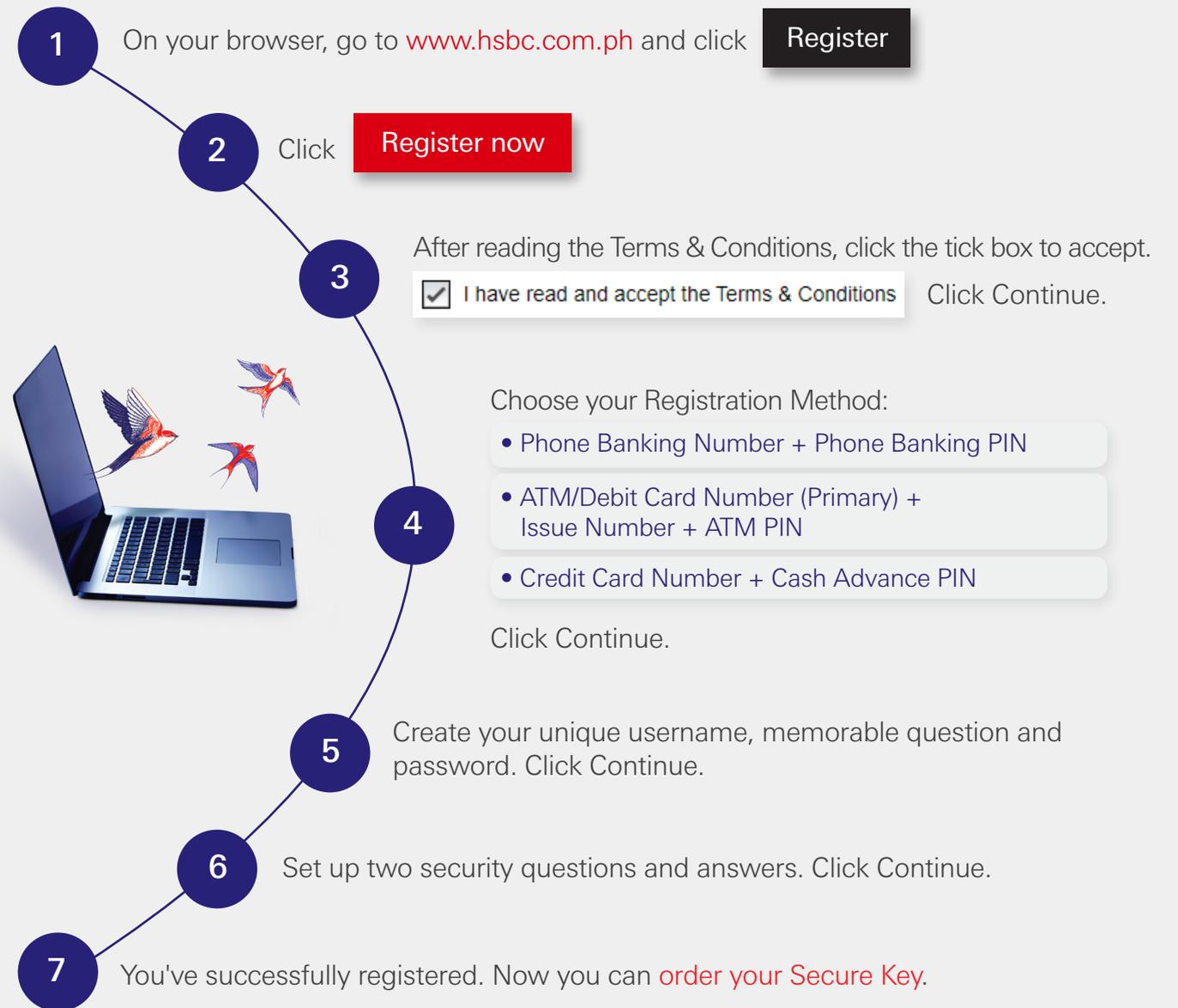
Apply for new products [Savings](#) | [Term Deposits](#) | [Credit Card](#) >

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



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:

- 1 Log in to your account at www.hsbc.com.ph using your memorable answer and password (**Without Secure Key** type of log on).
- 2 Click on your name at the top Menu bar then click **Manage Secure Key**.
- 3 Follow the on-screen instructions to place an order and choose between picking it up at one of our branches or having it delivered to you.
- 4 Once you receive your Secure Key, prepare to **set it up**.

Get started: Setting up your Secure Key

1 After you register for online banking, log in to your account at www.hsbc.com.ph and simply follow the on-screen instructions to begin setting up your HSBC Secure Key.

2 You will be led to the **Activate your Secure Key** page. Click on **Generate an activation code now** (this will be sent to your registered mobile number) and enter the code on the field.

3 Enter your device's serial number found at the back.

4 Create your Secure Key PIN.

5 Generate a security code by clicking on  while the screen displays HSBC. Enter the code on the field. Click **Continue**.

Activate your Secure Key

All fields are required

1. Enter your activation code
Please enter your activation code below.

Activation code

[Generate an activation code now.](#)

2. Enter your serial number
Your serial number is on the back of your Secure Key in the lower left corner.

Enter your serial number



Turn on your device by pressing and holding . **New PIN** will be displayed on screen.

Tip: The Secure Key does not have an off button. After 30 seconds of inactivity, the device will automatically switch off.



Enter a 6-digit PIN of your choice. This PIN will be your password everytime you use the device. After you enter your PIN, **PIN CONF** will be displayed on screen. Press  to continue.



Confirm your PIN by re-entering it into the device. You'll then see **NEW PIN CONF** and **HSBC** displayed on screen. Your device is now ready to generate a security code.

Tip: If unsuccessful, press  to return to Step 1

4. Generate a security code

Enter security code

With your Secure Key turned on and HSBC displayed on the screen, **press the green button** to generate a security code.

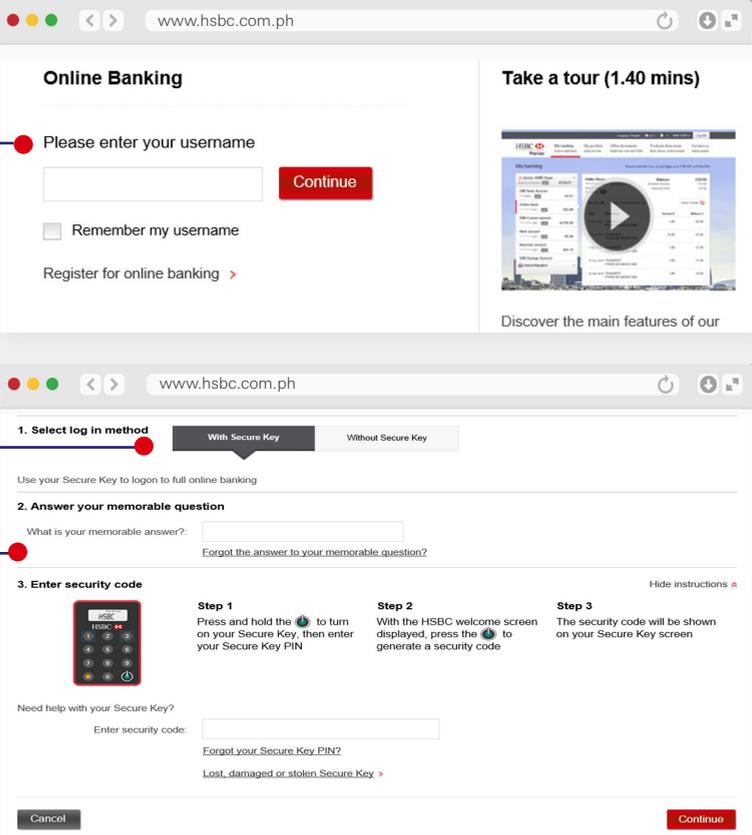
Get started: Logging In

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.

- 1 Log in to your account at www.hsbc.com.ph with your username.
- 2 Click the **With Secure Key** tab.
- 3 Follow the on-screen instructions to input your memorable answer and security code.
- 4 Click **Continue**.

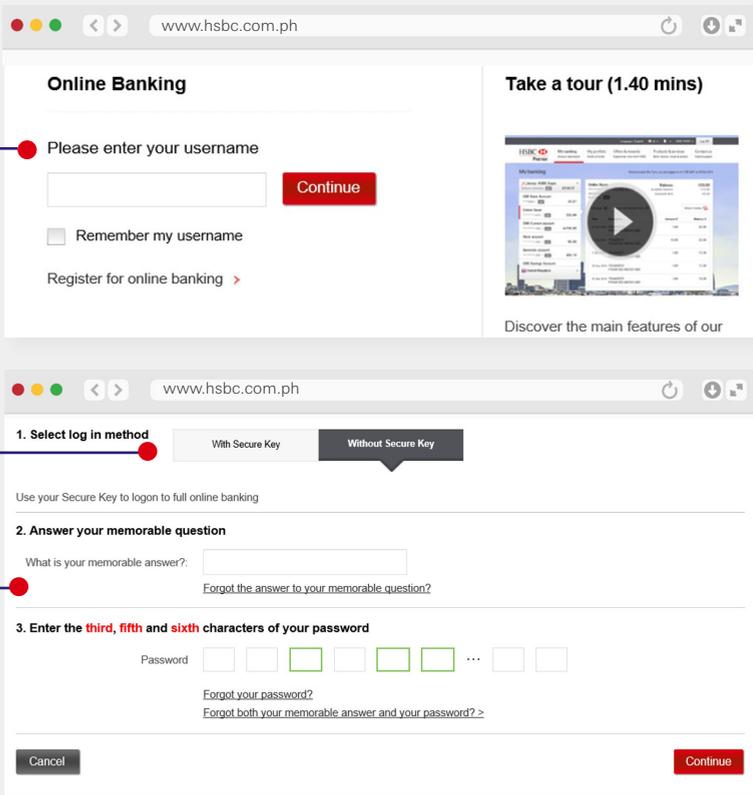


Set up **SMS alerts** to keep up to date with your account. After logging in, just select the drop-down next to your name at the top menu bar. Select **Notification settings** to see and choose your options. HSBC Premier customers get 5 free alerts per month, and succeeding alerts are charged at PHP2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

Without your Secure Key

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

- 1 Log in to your account at www.hsbc.com.ph with your username.
- 2 Click the **Without Secure Key** tab.
- 3 Follow the on-screen instructions to input your memorable answer and password.
- 4 Click **Continue**.



We recommend using your Secure Key when you log in so you can do any transaction that you need to do online successfully. Click [here](#) to find out what you can do with and without your Secure Key.



Move Money

Move Money

Local Transfers on your browser
Click [here](#) for Local Transfers on your app

1

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

2

From the **My Banking** menu, click **New payment or transfer**.

3

Choose the account you'll send money from then click **New Payee**, then **Person**.

4

Go to **Account type** and choose the category of the account you're transferring to: **HSBC Bank Account**, **HSBC Credit Card** or **Other Local Bank** (if transferring to an HSBC Savings Bank Account, choose Other local bank).

New transaction

From: Philippines Statement Savings Account (PHP)

To: My accounts | My payees | New payee

Payee Type: Person | Company

Payee bank details

Bank Country/territory: PHILIPPINES

Account Type: HSBC Bank Account

Account Currency: HSBC Credit Card Number

Account Number: [Empty]

5

Fill out the rest of the required information (including **Branch Name** for Other local bank transfers).

6

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

7

Review the details then click **Confirm**.

Payee personal details

Payee Name: PATRICK CRUZ

Save to my payees
Details will be stored for future transactions

Continue with payment

Branch Name: XXXXXX

Other Details (optional): [Three empty fields]

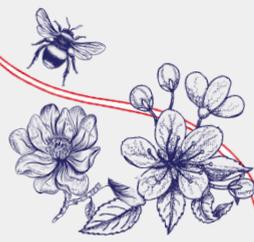
Tip: Check the **Save to my payees** box to add the account to your **My Payees** list.

Click [here](#) for a list of Other Local Banks you can transfer to.

Home >

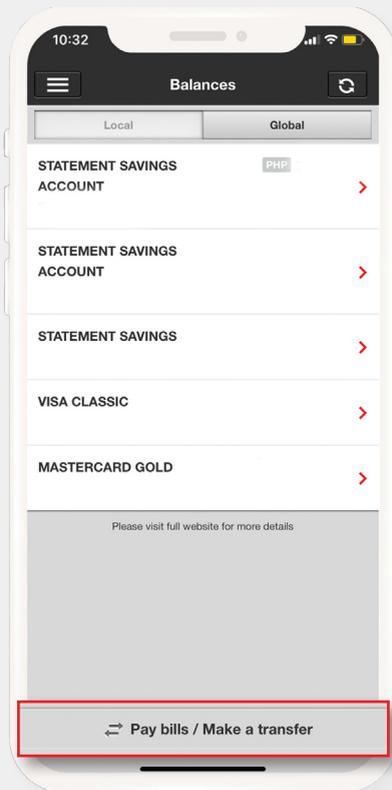
Move Money

Local Transfers on the app
Download the app [here](#)



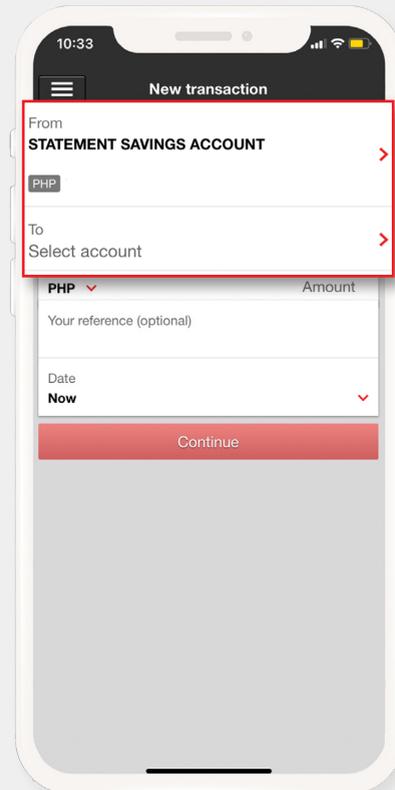
1

Open the HSBC Mobile Banking app and log in using your Secure Key.
Tap **Pay bills/Make a transfer** at the bottom of the home screen.



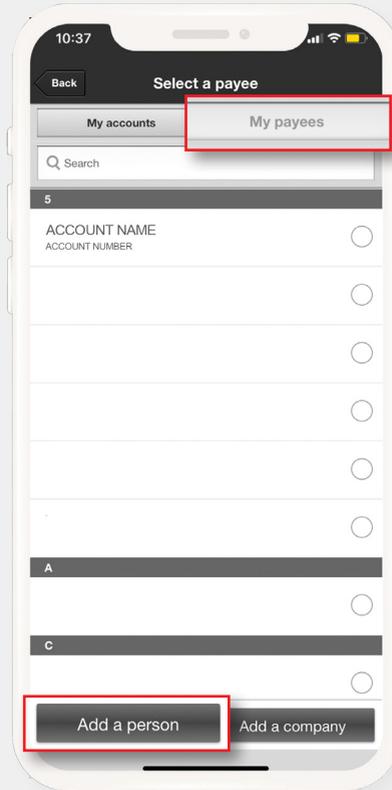
2

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



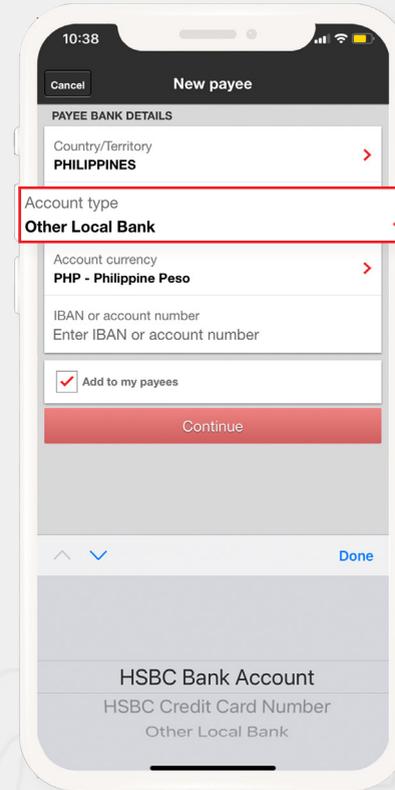
3

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



4

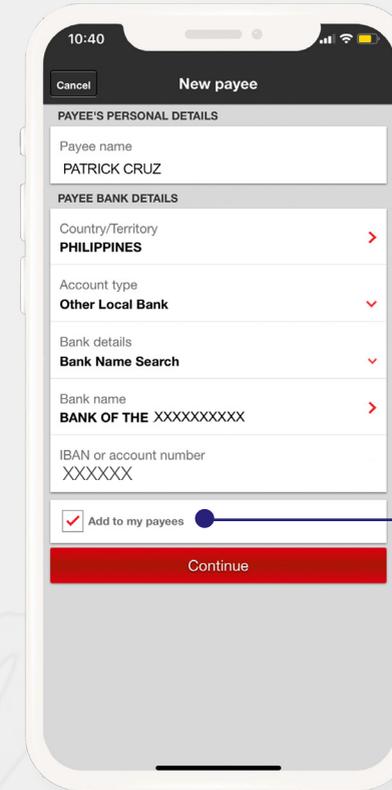
Go to **Account type** and choose the category of the account you're transferring to: **HSBC Bank Account, HSBC Credit Card or Other Local Bank.**



(if transferring to an HSBC Savings Bank Account, choose Other local bank)

5

Fill out the rest of the required information (including **Branch Name** for Other local bank transfers).



6

Follow the on-screen instructions to generate the security code.
Tap **Continue.**

7

Review the details then tap **Confirm.**

Click [here](#) for a list of Other Local Banks you can transfer to.

Home >

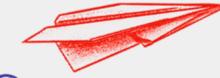
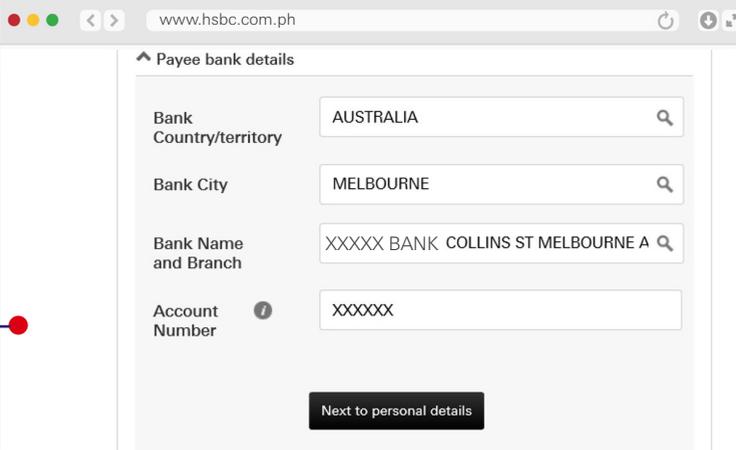
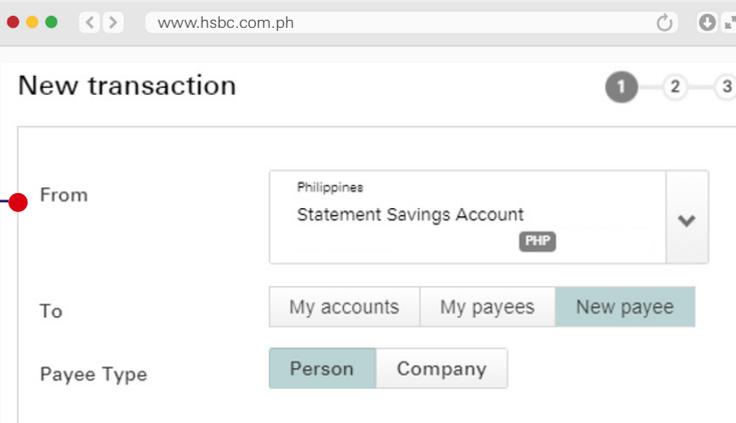
Move Money

International Transfers on your browser

Click [here](#) for International Transfers on your app

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.

- 1 Log in to www.hsbc.com.ph using your Secure Key.
- 2 From the **My Banking** menu, click **New payment or transfer**.
- 3 Choose the account you'll send money from then click **New Payee**, then **Person**.
- 4 Search and select the **Country, City and Bank Name & Branch**.

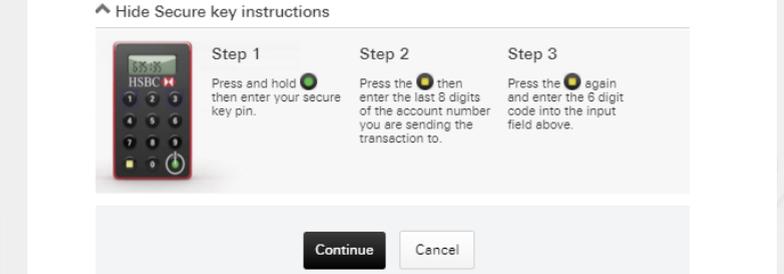
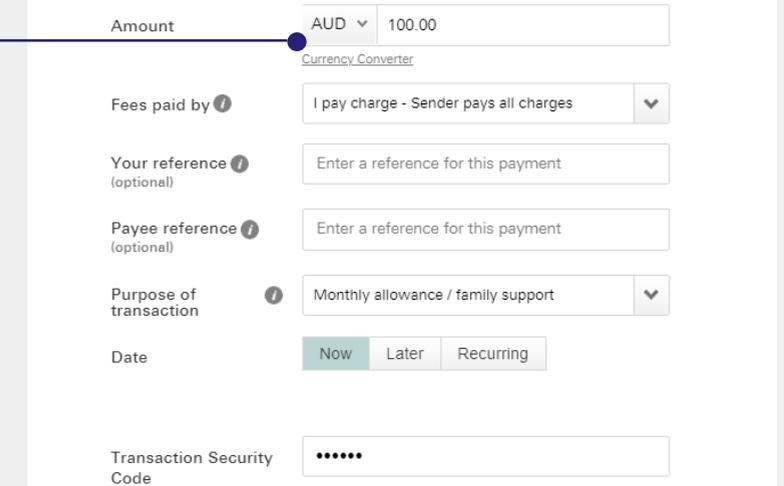
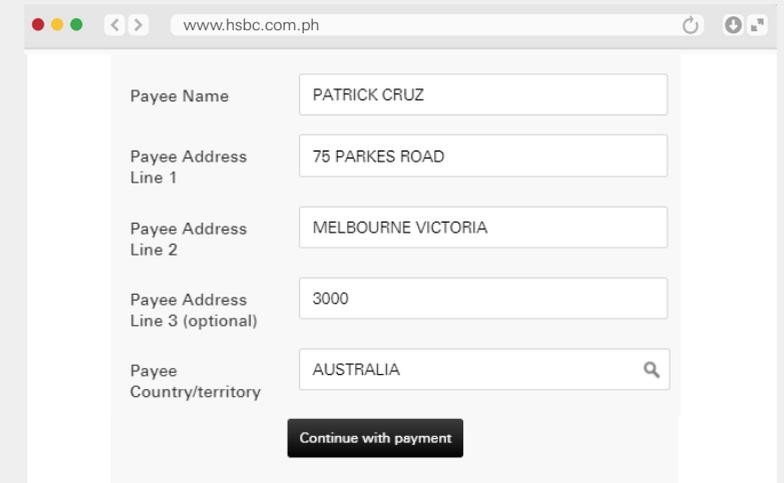


5 Fill out the rest of the required information. Key in the IBAN (at the Account Number field) or Swift Code (at the Other Details field) if the receiving bank requires it.

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

7 Review the details then click **Confirm**.

Tip: Remember to choose the correct currency when writing the amount.



For a list of cut off and processing times per currency, click [here](#).

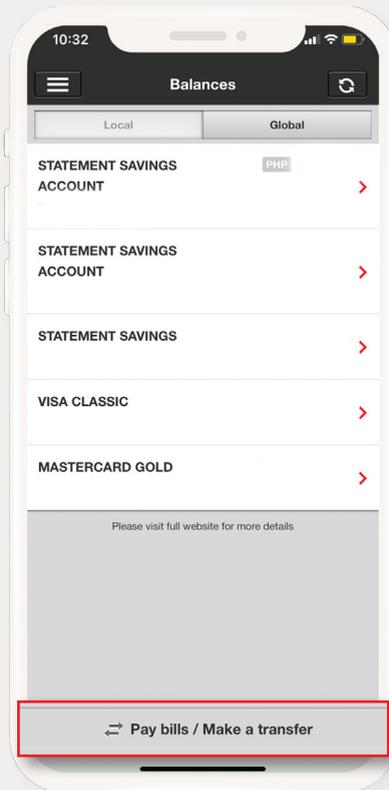
Move Money

International Transfers on the app
Download the app [here](#)

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.

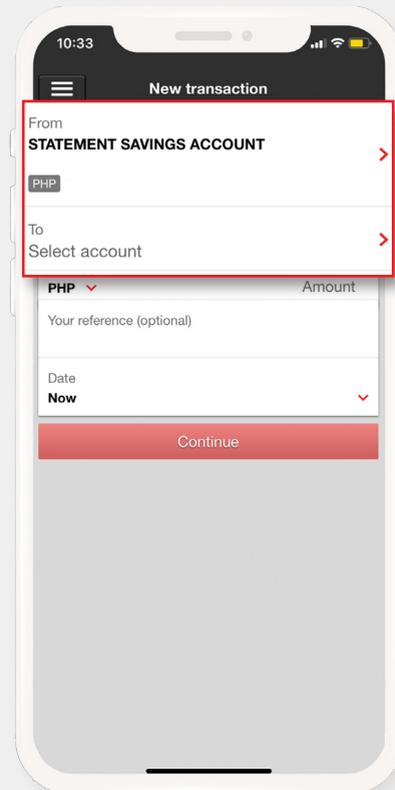
1

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.



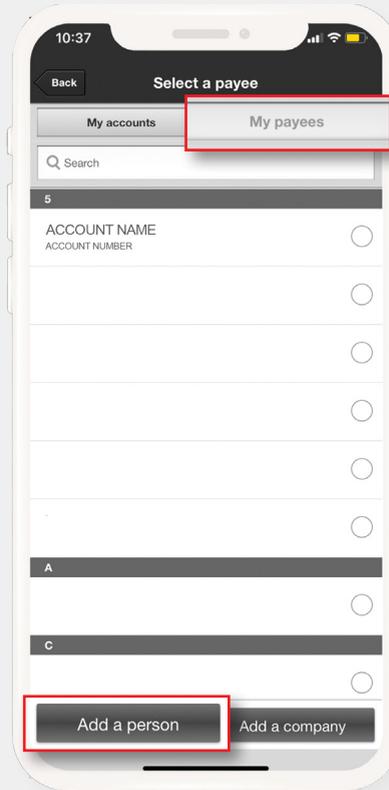
2

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



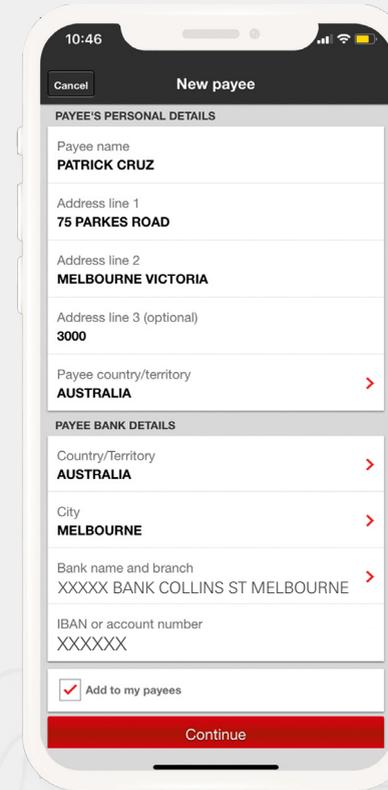
3

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



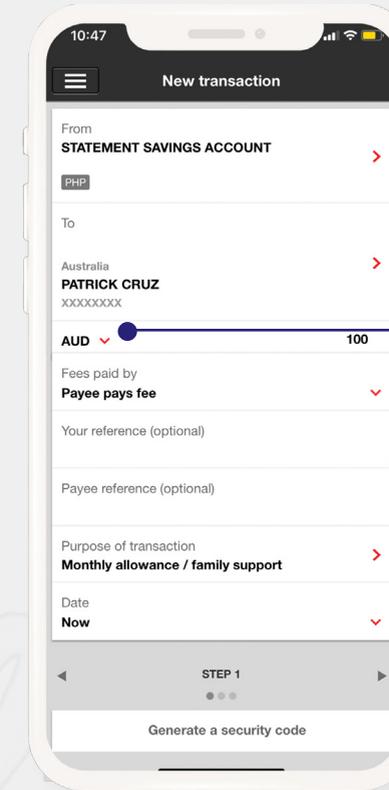
4

Search and select the **Country** you are transferring to then fill out the rest of the required information (including the **City** and **Bank Name & Branch**). Key in the IBAN (at the Account Number field) or Swift Code (at the Other Details field) if the receiving bank requires it.



5

Follow the on-screen instructions to generate the security code.
Tap **Continue**.



6

Review the details then tap **Confirm**.

Tip: Remember to choose the correct currency when writing the amount.

For a list of cut off and processing times per currency, click [here](#).

[Home >](#)

Move Money

to Saved Payees

On your browser

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

From the **My Banking** menu, click **New payment or transfer**.

Choose the account you'll send money from then click **My Payees**.

Search and select the name of the payee you want to send payment to.

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

Review the details then click **Confirm**.

The screenshot shows the 'New transaction' form on the HSBC website. It includes fields for 'From' (Statement Savings Account), 'To' (My payees), 'My payees' (Patrick Cruz), 'Branch Name' (P. Guevarra San Juan), 'Amount' (1,000.00 PHP), 'Your reference' (optional), and 'Date' (Now). A 'Continue' button is at the bottom right.

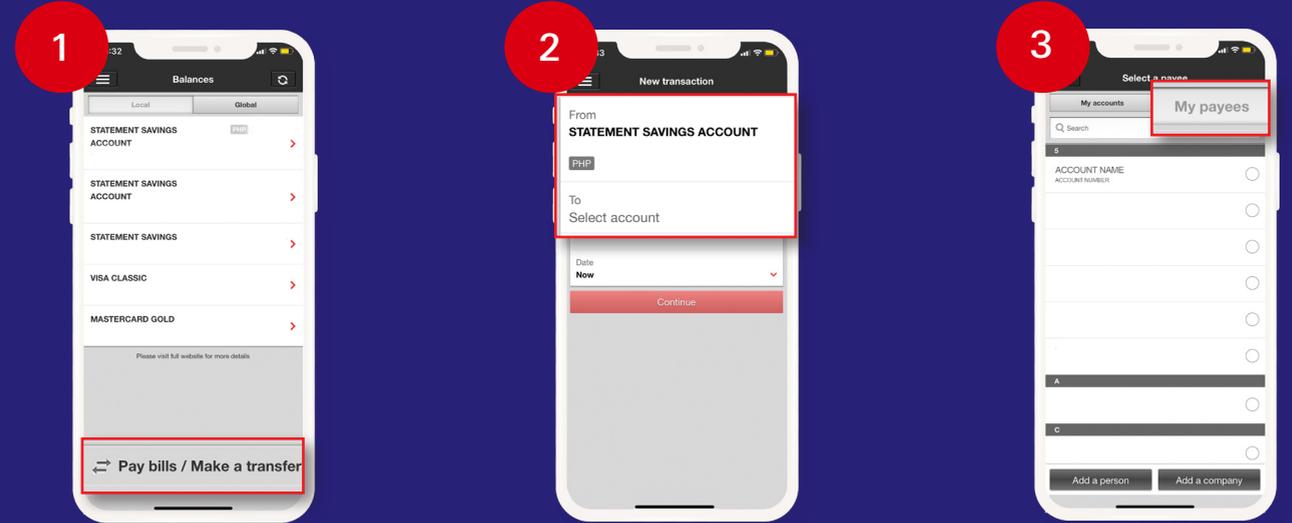
On the app

Download the app [here](#)

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.

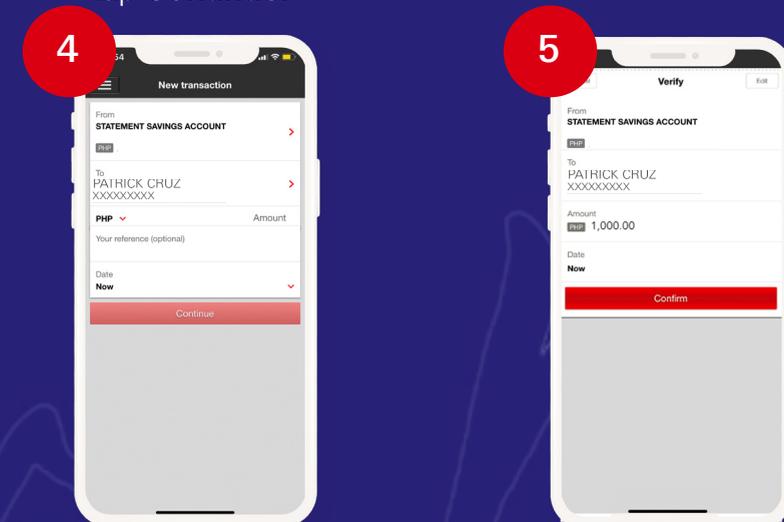
Choose the account you'll send money from then tap **Select account**.

Tap on **My payees** then choose the payee from your list.



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

Review the details then tap **Confirm**.





Pay Bills



Pay Bills

On your browser

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

From the **My Banking** menu, click **New payment or transfer**.

Choose the account you'll send money from then click **New Payee**, then **Company**.

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

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

Review the details then click **Confirm**.

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

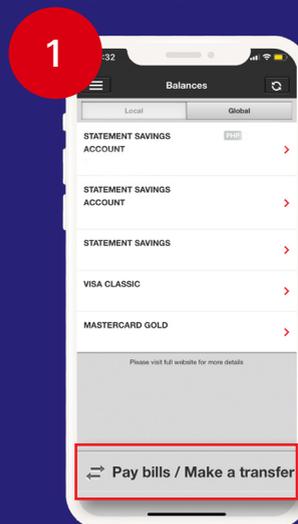
Click [here](#) for a list of companies/merchants you can transfer to.

Check first with your biller/merchant on the correct Company reference account that should be written.

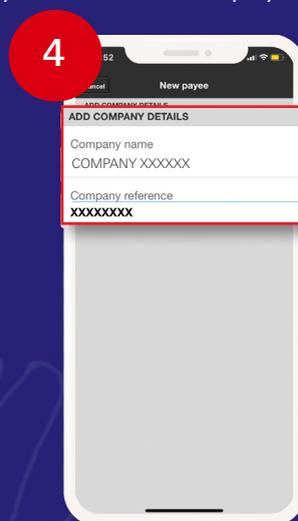
On the app

Download the app [here](#)

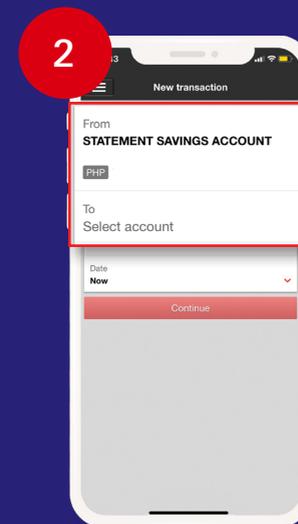
Open the HSBC Mobile Banking app and log in using your Secure Key. Tap on **Pay bills/Make a transfer** at the bottom of the home screen.



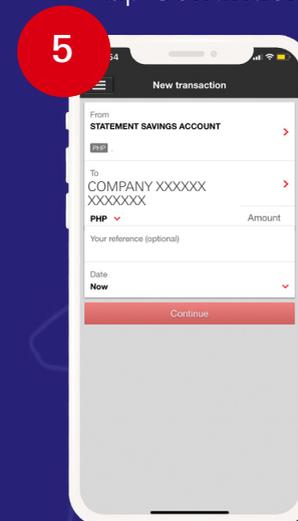
Search and select the name of the company/merchant you want to send payment to.



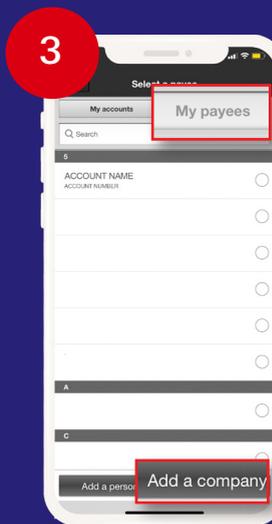
Choose the account you'll send money from then tap **Select account**.



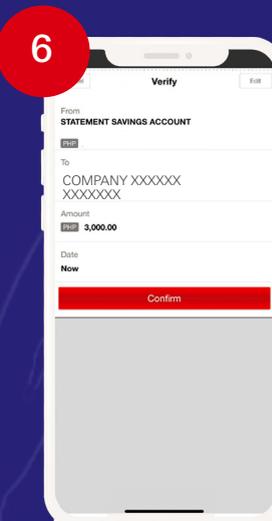
Fill out the rest of the required information and tap **Continue**.

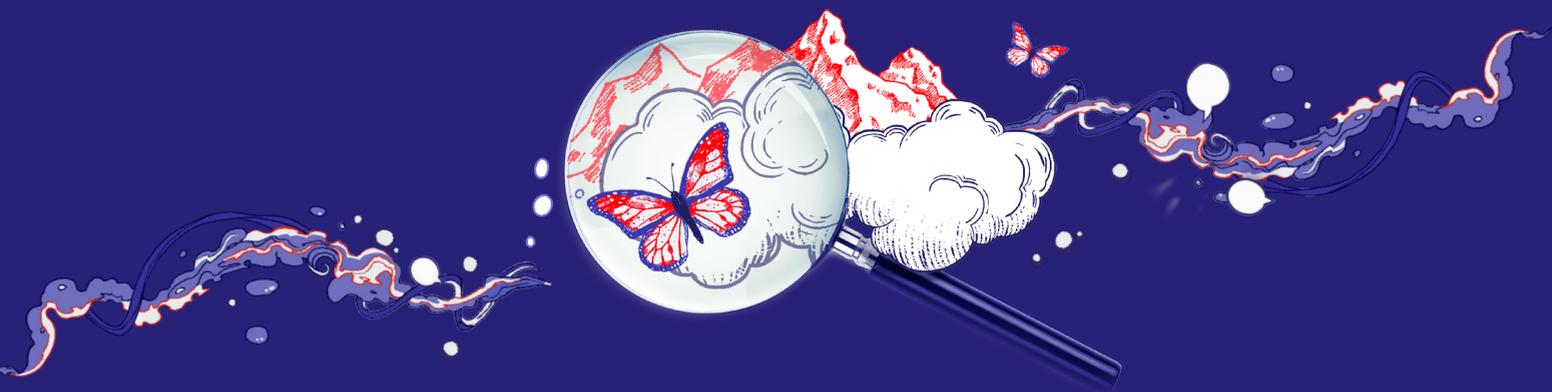


Tap on **My payees** then **Add a company**.



Review the details then tap **Confirm**.





Global View

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**.



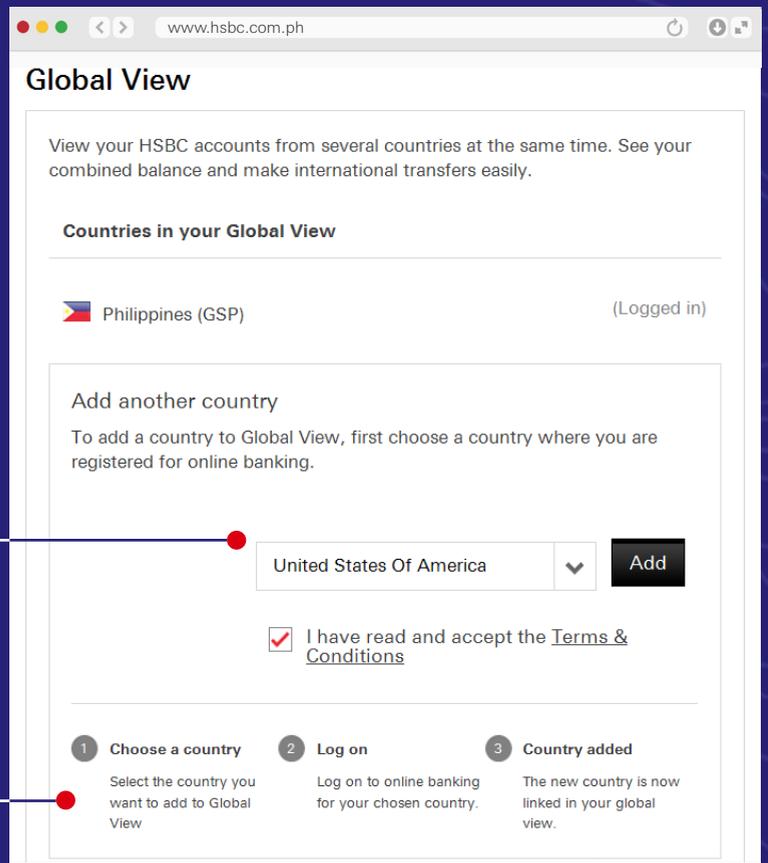
Search and select the country to be linked then click **Add**.



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





Global Transfers

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**.

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

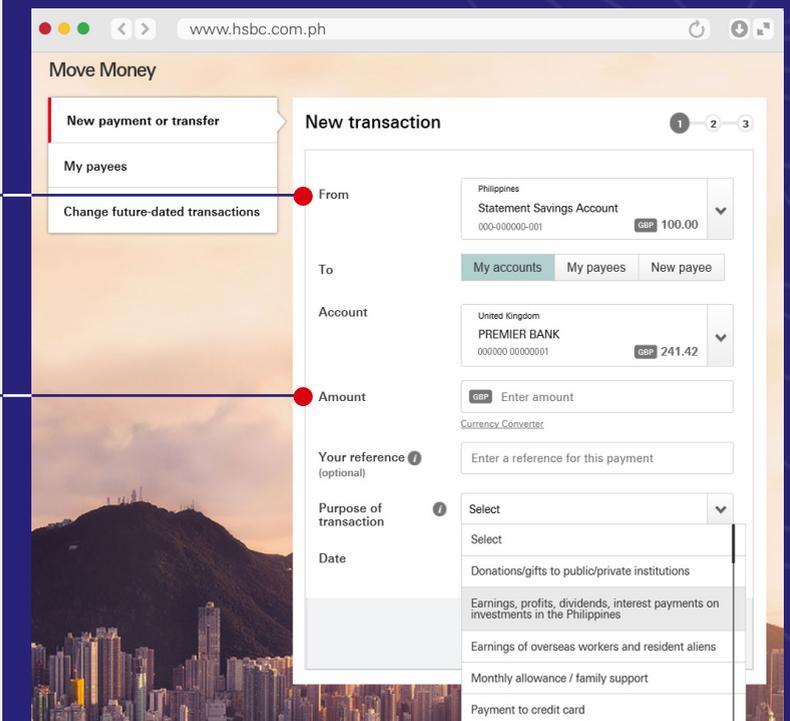
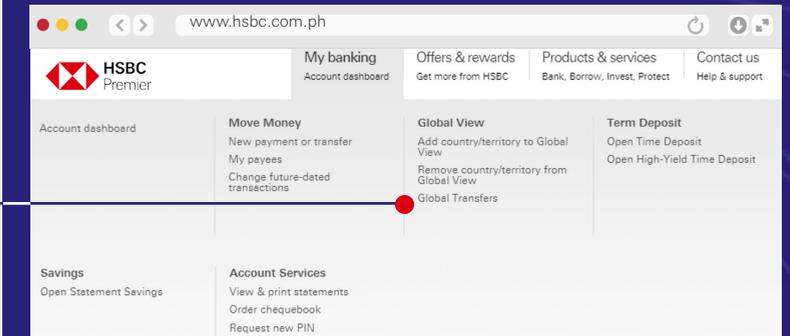
1

2

3

4

5





Order a Chequebook

On your browser

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

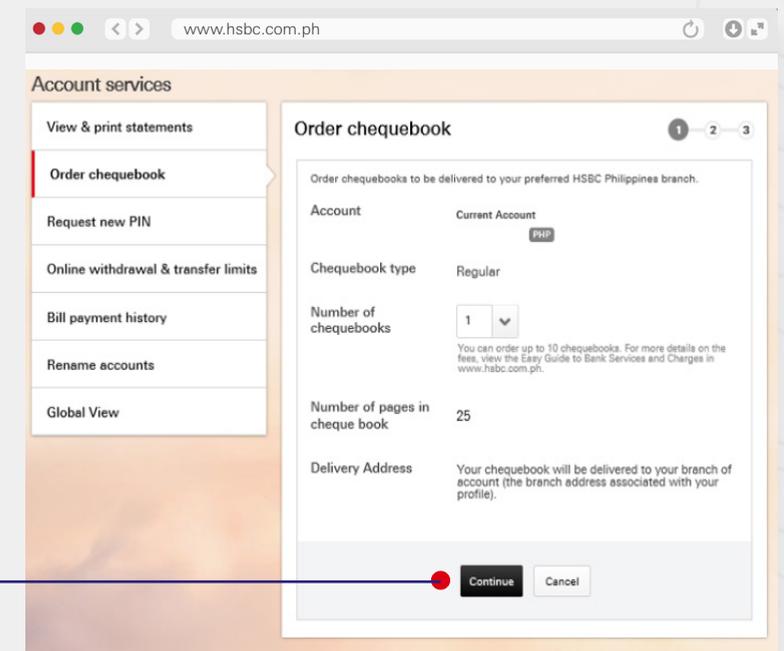
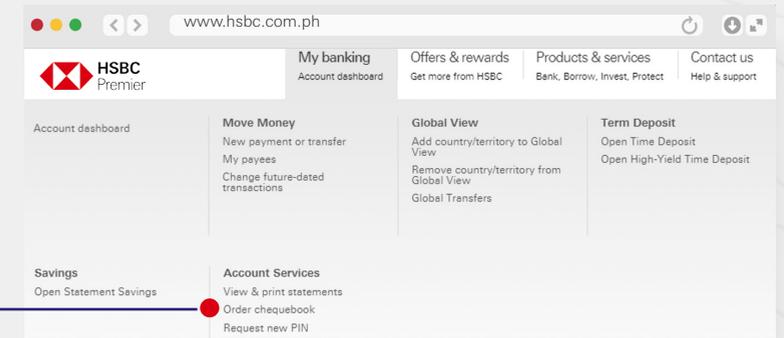
Go to **My Banking** and under **Account Services** click **Order chequebook**.

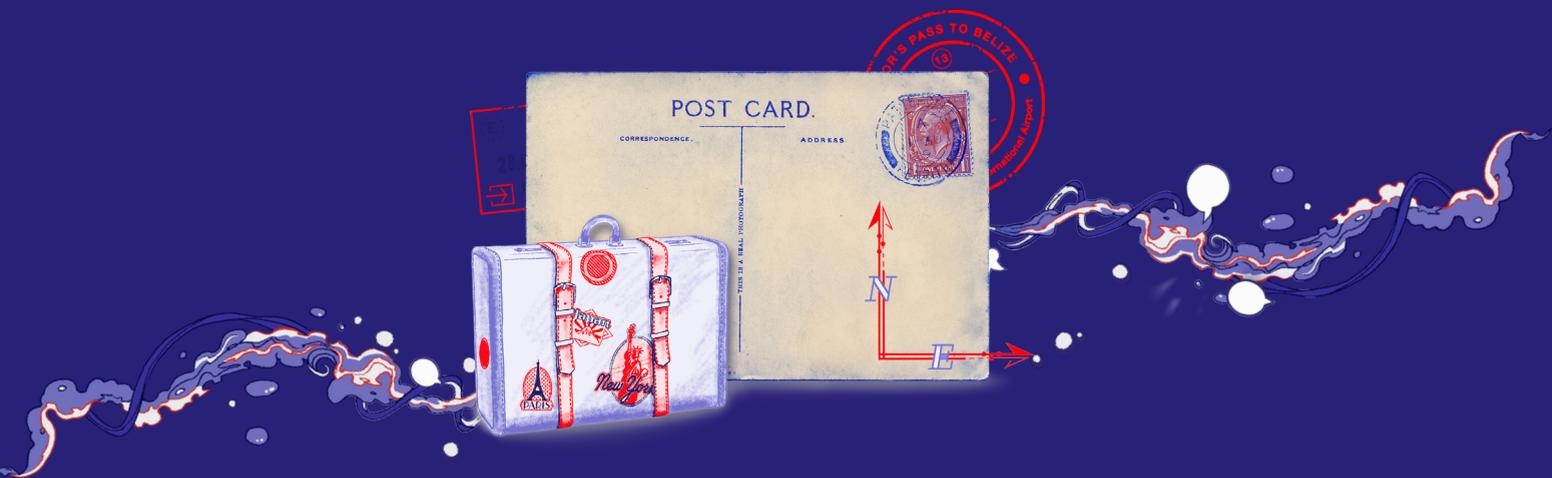
Fill out the required information then click **Continue**. Verify your details then click **Submit request**.

1

2

3





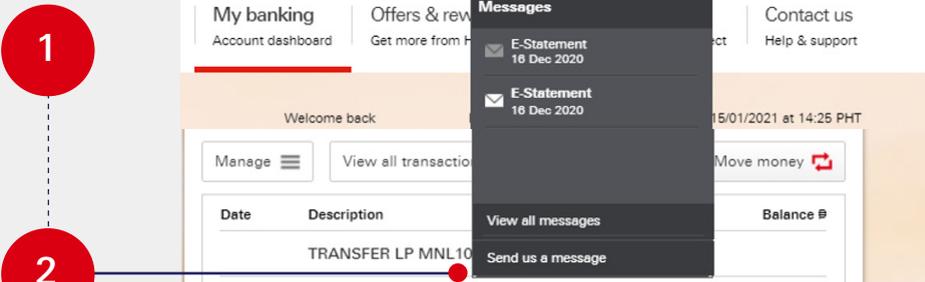
Send a Secure Message

Send a Secure Message

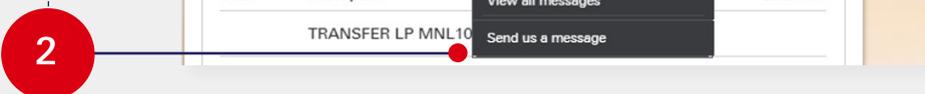
Send a Secure Message

On your browser

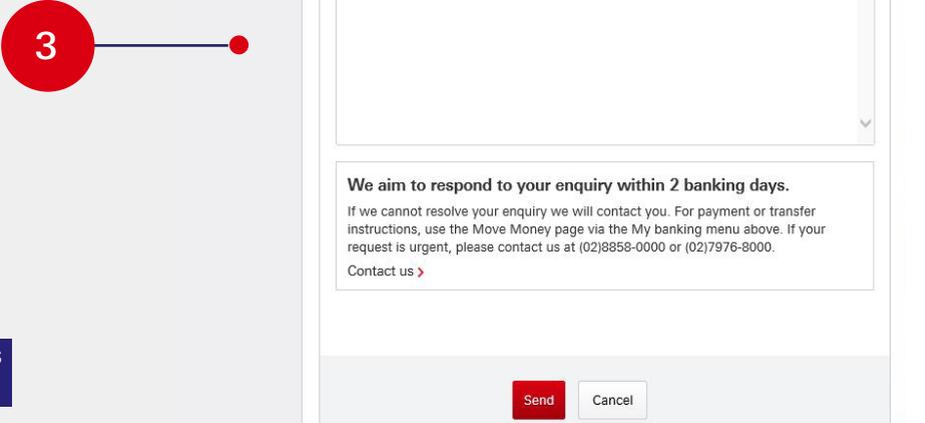
Log in to www.hsbc.com.ph using your Secure Key.



Click the mail icon at the top menu bar then click **Send us a message**.



Select a subject from the list then type your message in the box (copy-pasting is disabled). Note that the special characters <, >, !, and ~ are not allowed and you have until 3,000 characters for your message. Click **Send**.



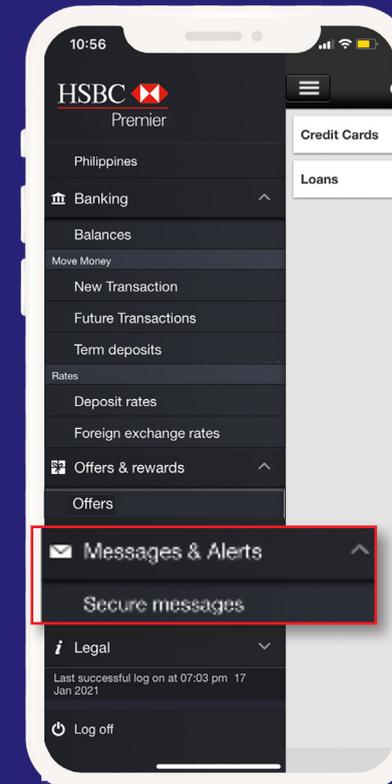
Tip: Talk to us or send in your requests through this feature.

On the app

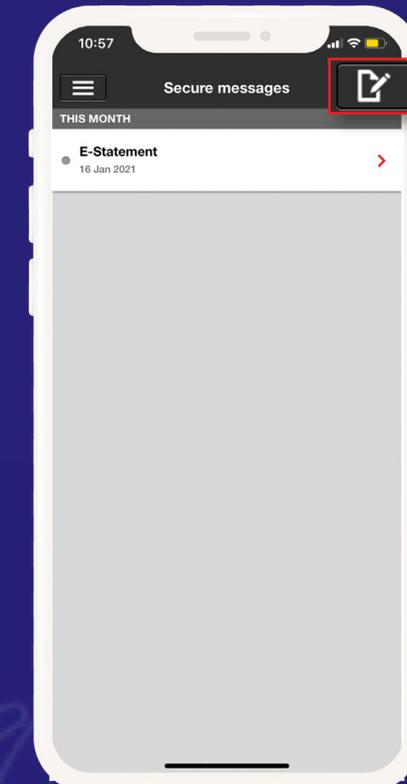
Download the app [here](#)



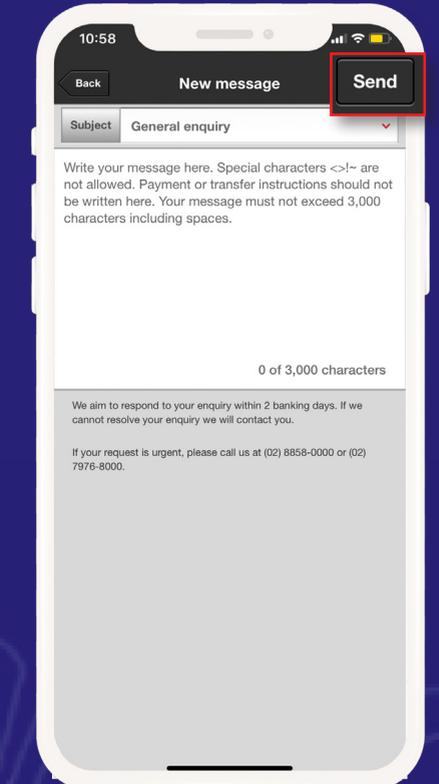
Open the HSBC Mobile Banking app and log in using your Secure Key. On the side menu, tap **Messages & Alerts** then click **Secure messages**.



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



Select a subject from the list then type your message in the box (copy-pasting is disabled). Note that the special characters <, >, !, and ~ are not allowed and you have until 3,000 characters for your message. Tap **Send**.





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.

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

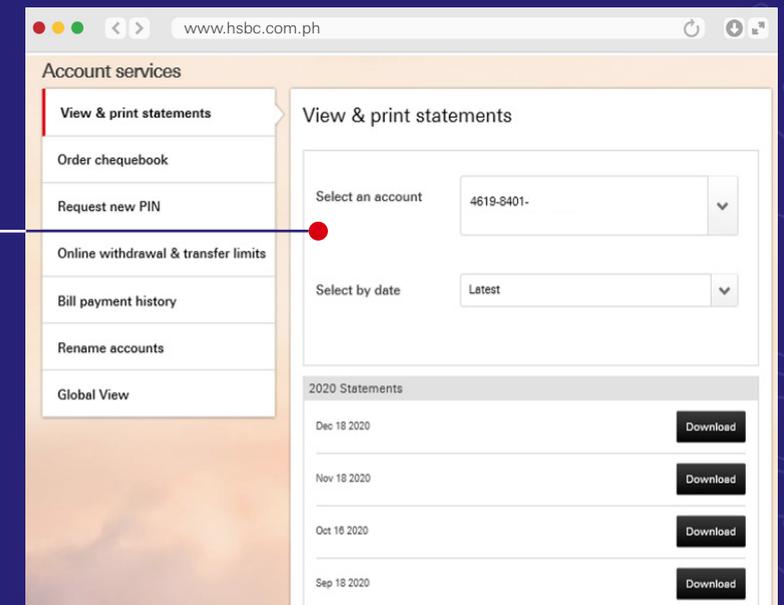
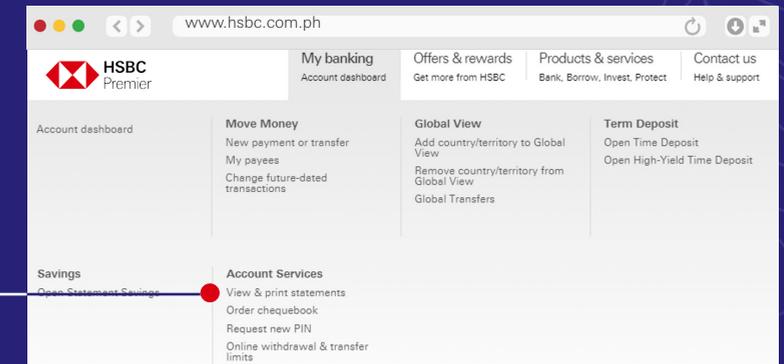
1

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

2

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

3



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



Request for your PIN

On your browser

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

1

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

2

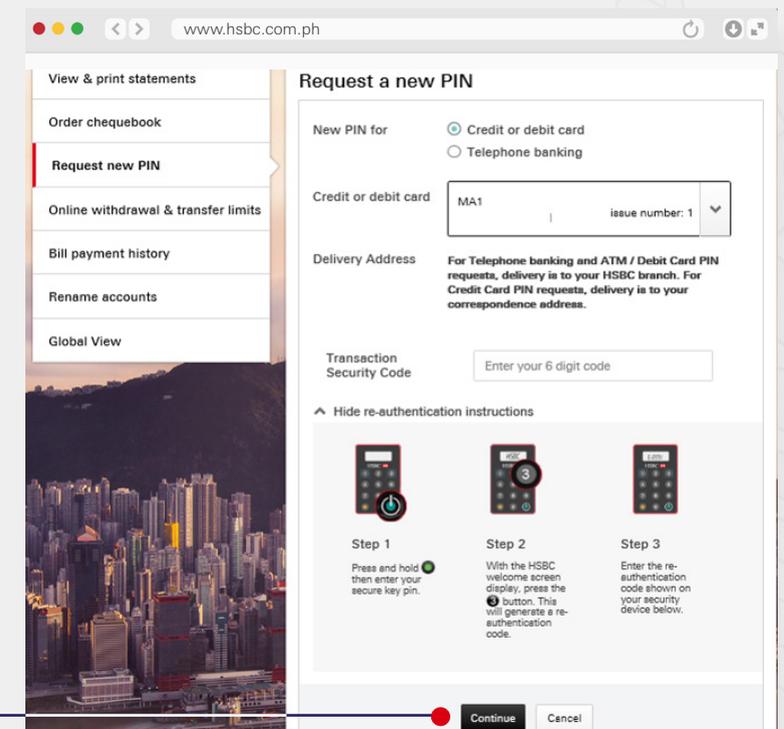
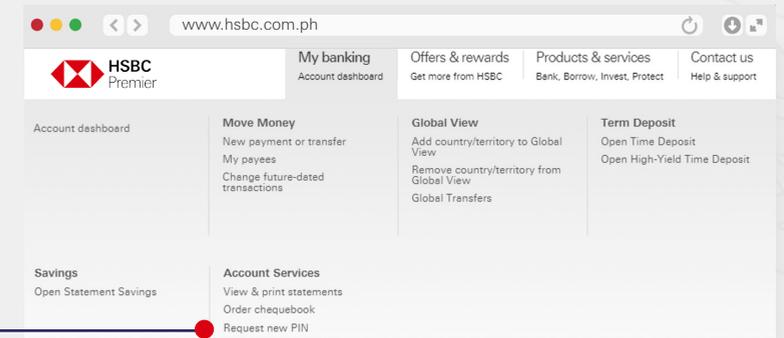
Fill out the required information.

3

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

4

Tip: You can also request for your PIN by [sending a Secure message](#).





Apply for new products

Apply for new products

Apply for new products

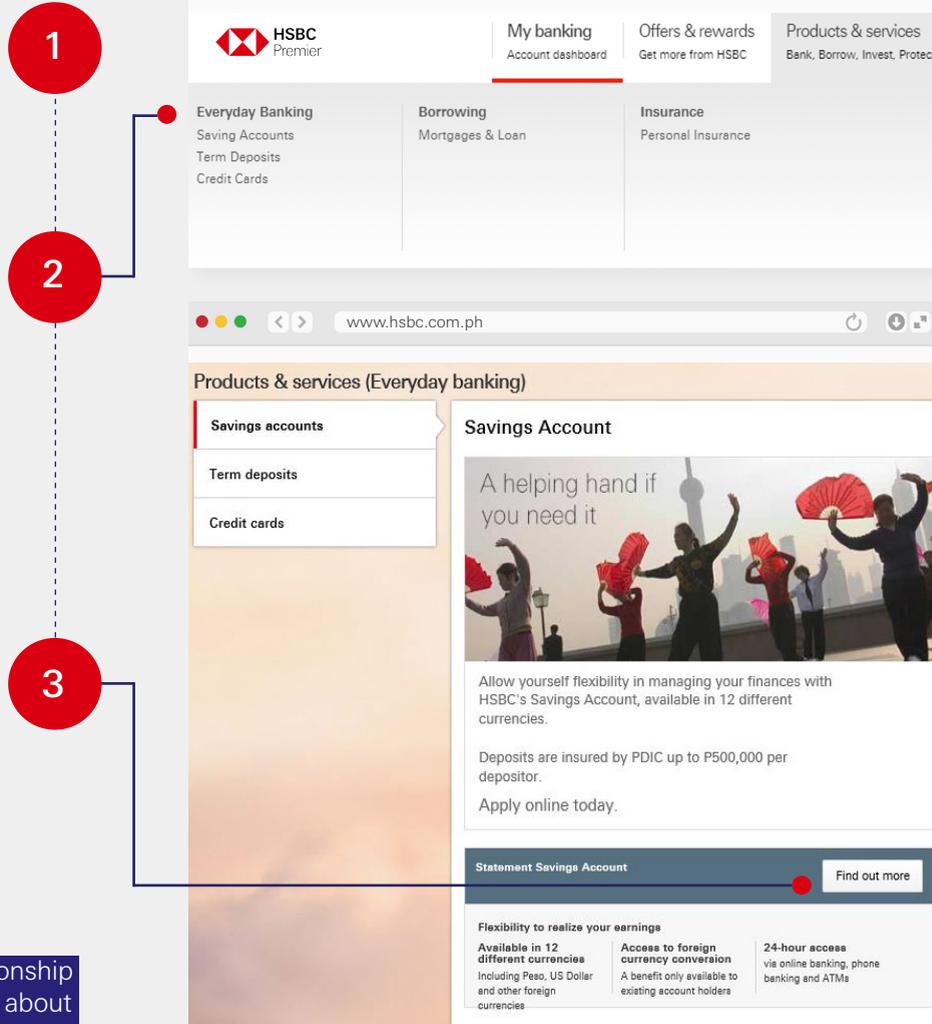
On your browser

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

Go to **Products & services** and under **Everyday Banking** click on a product of your choice (Savings account, Term deposit or Credit Card).

Click **Find out more** then follow the on-screen instructions to send over your application.

Tip: You can also talk to your Relationship Manager if you want to know more about any of our products.

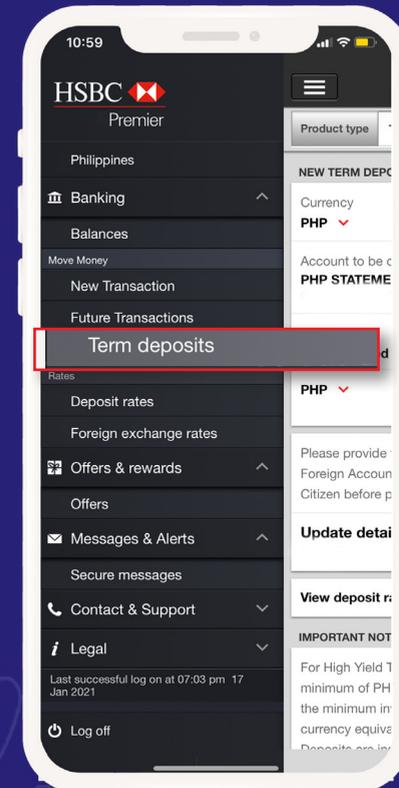


Apply for Term deposits on the app

Download the app [here](#)

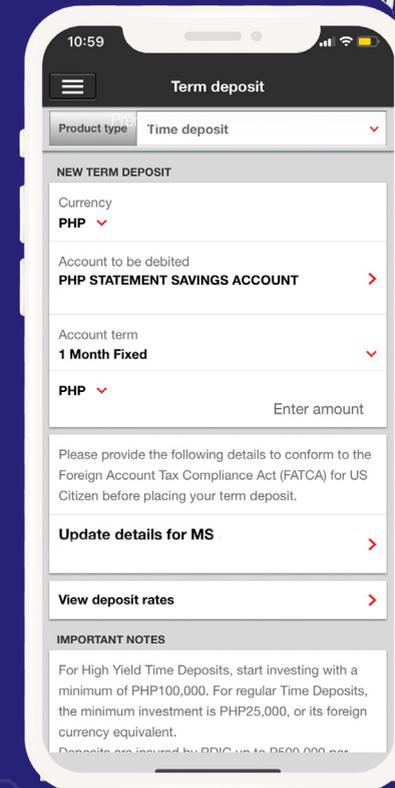
1

Open the HSBC Mobile Banking app and log in using your Secure Key. On the side menu, tap **Term deposits** under **Move Money**.



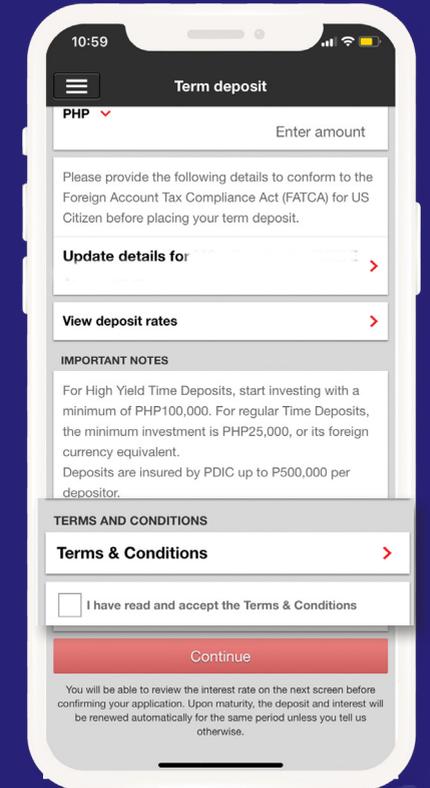
2

Fill out the required information.



3

Tap the acceptance of T&C box before tapping **Continue**. Review the details then click **Confirm**.





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

Go to the log in screen and enter your username. In the log in 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.

1

www.hsbc.com.ph

Use your Secure Key to login to full online banking

2. Answer your memorable question

Memorable Answer:

[Forgot the answer to your memorable question?](#)

2

www.hsbc.com.ph

To reset your memorable question, first verify your identity using your security questions 1 and 2 as well as your online banking password.

To begin, please provide your answer to security question 1.

What is your Favourite Colour?:

[Forgot your answer to security question 1?](#)

3

www.hsbc.com.ph

Reset memorable question

Please select a new memorable question and enter an answer that only you would know. The answer to your memorable question is not case sensitive and must be between 6 and 30 characters. It can contain numbers, letters and spaces as well as these special characters: @ _ ' - ?

Please select a new memorable question and enter an answer that only you would know. The answer to your memorable question is not case sensitive and must be between 6 and 30 characters. It can contain numbers, letters and spaces as well as these special characters: @ _ ' - ?

Select a memorable question:

Memorable answer:

Confirm answer:

Please create a new password.

Your password is not case sensitive and must be between 8 and 30 characters. It must include letters and numbers or these special characters @ _ ' - ? ! \$ * =. As a good practice do not use the same password across different websites and refrain from using easy to guess information such as your name, ID number or date of birth

Password:

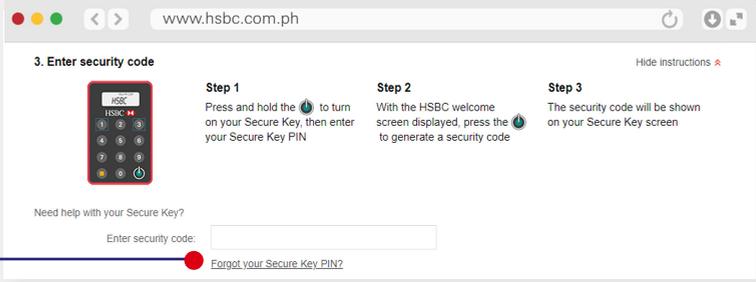
Confirm password:

Resetting your log-in details

Forgot my Secure Key PIN

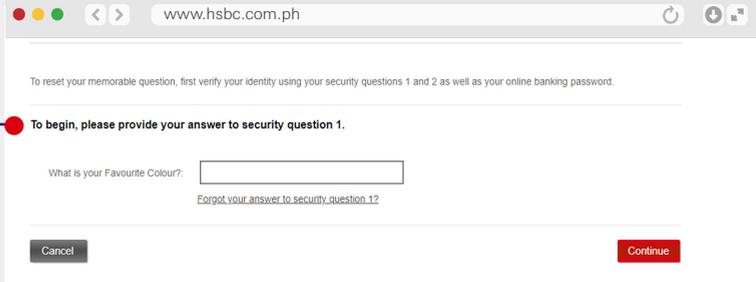
Go to the log in screen and enter your username. In the log in details page, click **Forgot your Secure Key PIN?**

1



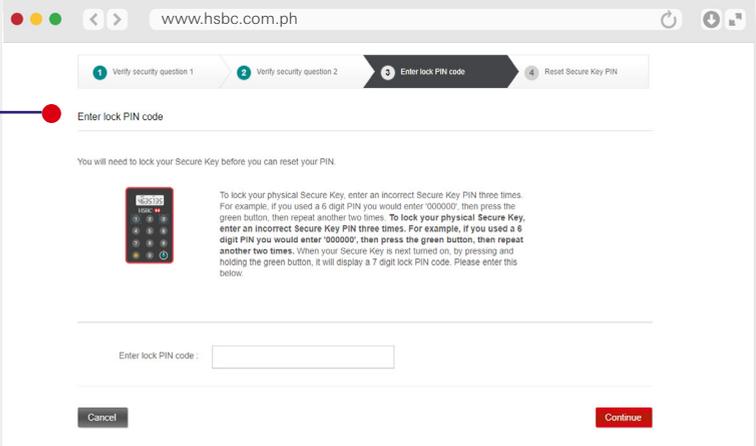
Answer the two security questions.

2



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

3

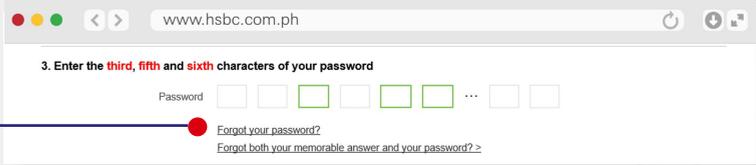


Resetting your log-in details

Forgot my Password

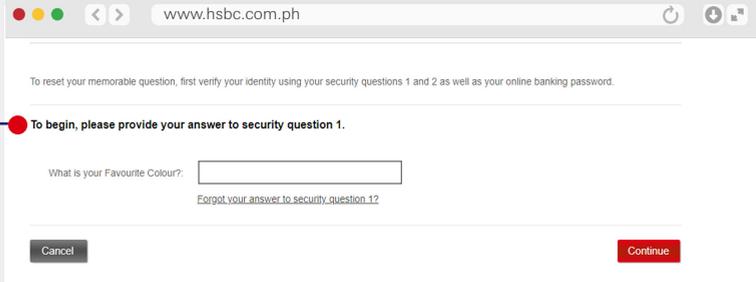
Go to the log in screen and enter your username. In the log in details page, click **Forgot your password?**

1



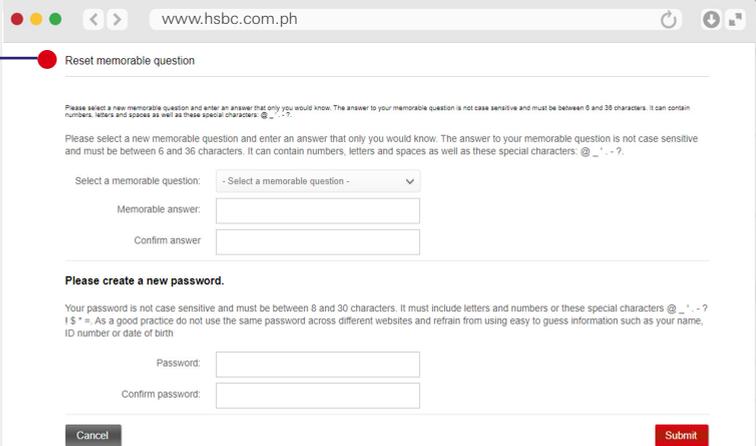
Answer the two security questions.

2



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

3



Resetting your log-in details

Forgot at least two of my log-in details

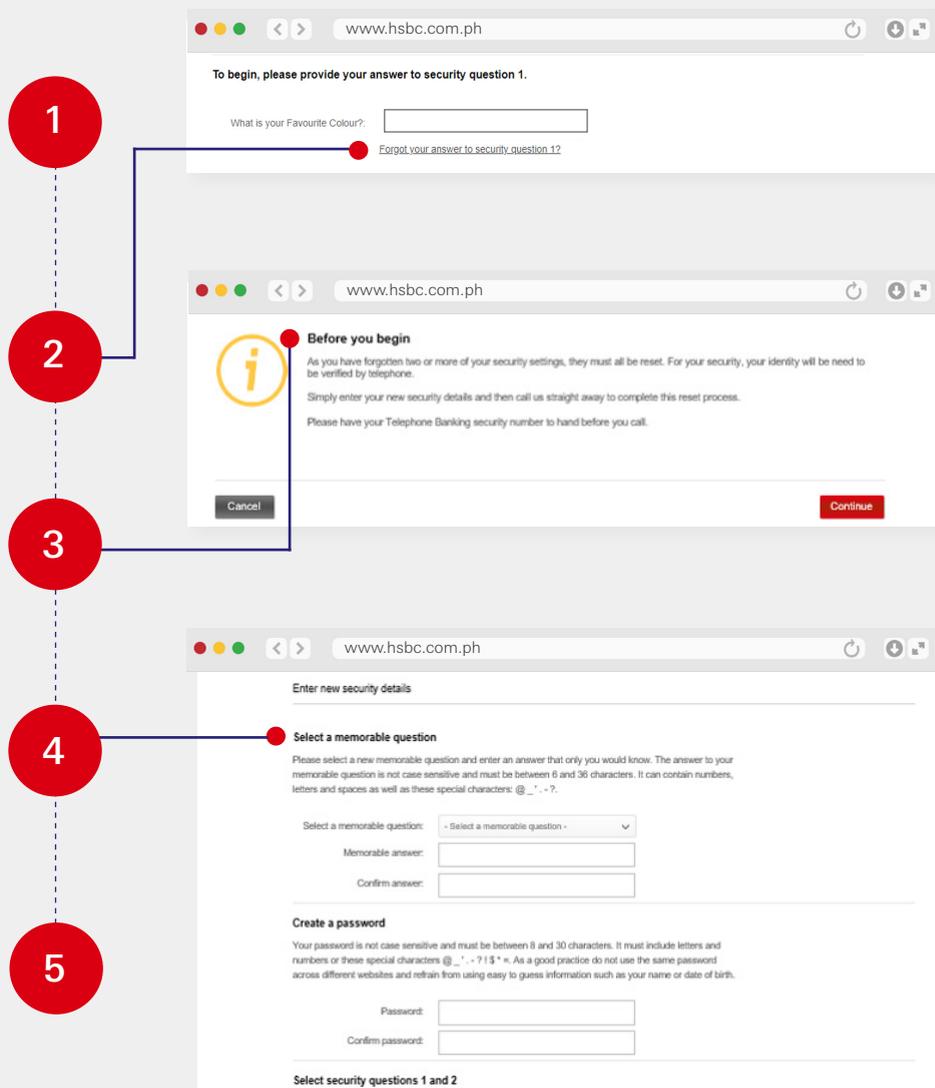
Go to the log in screen and enter your username. In the log in details page, click either **Forgot the answer to your memorable question?** or **Forgot your Secure Key PIN?**

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

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

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

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



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:

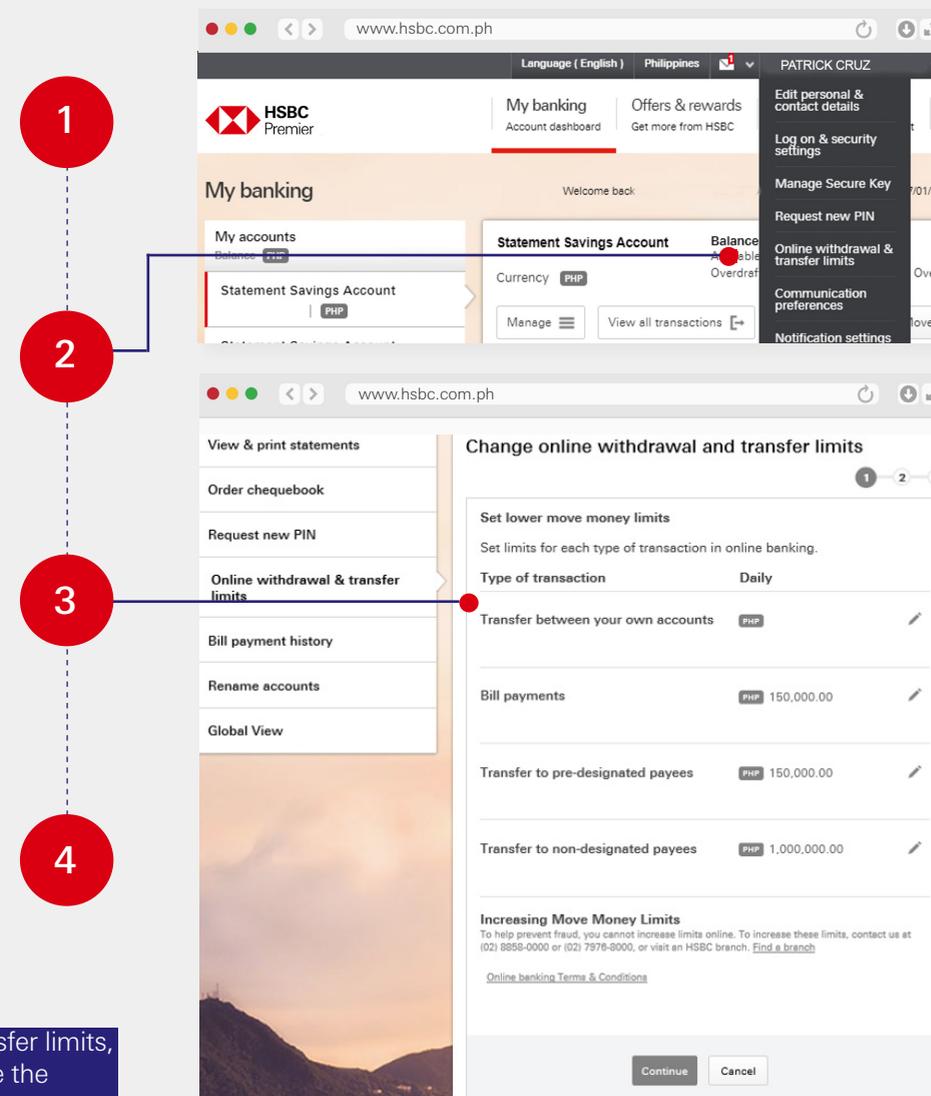
Log in to www.hsbc.com.ph using your Secure Key.

Click on your **name** at the top menu bar then click **Online withdrawal & transfer limits**.

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.

Request for an increase in your limit by **sending a Secure message**.

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



Replacing your Secure Key

If it is lost

- 1 Call us or talk to your Relationship Manager to report your Lost Secure Key.
- 2 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 , call us or talk to your Relationship Manager to request for a replacement.

Activating your replacement Secure Key

- 1 Create your Secure Key PIN. You can check [Step 4 of Setting up your Secure Key](#) for the step-by-step process.
- 2 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 Secure Key	Without Secure Key
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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