


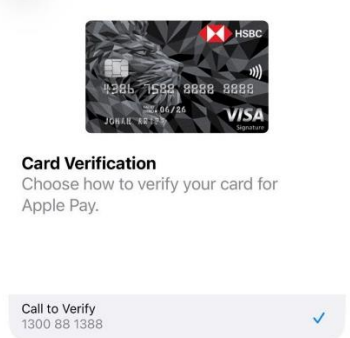
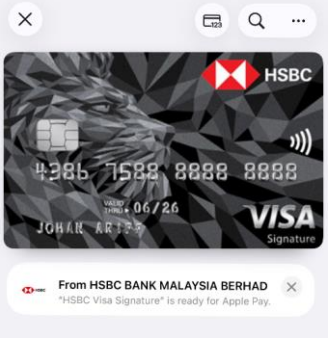
Revision of Card Verification Method for Provisioning of HSBC Supplementary Credit Card/-i to Mobile Wallets effective 16 February 2026

26 January 2026

Dear Valued Customers,

Effective 16 February 2026, the current verification method for provisioning of supplementary HSBC credit card/-i to Apple, Google, and Samsung Wallet using SMS One-Time Password (SMS OTP) will be removed. In order to provision HSBC supplementary credit card/-i, it must be activated by calling the bank. Hence, the primary cardholder is required to call our Contact Centre via the number provided on the verification screen to complete the mobile wallet provisioning process for their supplementary credit card/-i within 30 days from the date the provisioning attempt was made.

Verifying your supplementary HSBC credit card/-i for mobile wallet provisioning:

		
<p>Step 1: Open your mobile wallet and add your credit card/-i details. Read and accept the mobile wallet Terms and Conditions.</p>	<p>Step 2: Choose Call HSBC BANK MALAYSIA BERHAD/ Call HSBC AMANAH MALAYSIA BERHAD as your card verification method. Note: The Primary Cardholder will need to call the Bank via the contact number displayed on this verification screen to complete the mobile wallet provisioning process. HSBC Contact Centre agent will perform verification process and activate card provisioning.</p>	<p>Step 3: You will see a notice indicating your credit card/-i has been successfully verified and added to your wallet.</p>

For more information, kindly refer to:

- [Mobile Wallet Terms and Conditions](#)
- [Mobile Wallet FAQs](#)

Should you have any questions, please contact us via our Contact Centre hotlines below or visit any HSBC / HSBC Amanah branch near you.

	Local call number	International call number
HSBC/ HSBC Amanah Premier	1300 88 9393	+603 8321 5208
HSBC Bank Malaysia Berhad	1300 88 1388	+603 8321 5400
HSBC Amanah Malaysia Berhad	1300 80 2626	+603 8321 5200

Issued by: HSBC Bank Malaysia Berhad & HSBC Amanah Malaysia Berhad