



## **Important Information Regarding New HSBC Malaysia Online and Mobile Banking Registration Process, and Cooling-Off Period for Mobile Secure Key (MSK) Set Up on HSBC Malaysia Mobile Banking App**

Date: 9 August 2023

Dear Valued Customers,

Kindly be informed that effective 22 August 2023, the following controls will be introduced to enhance security measures on HSBC Malaysia Online and Mobile Banking:

- i) Customer verification is required to be completed for new HSBC Online and Mobile Banking registration through HSBC Contact Center or nearest HSBC branch.
- ii) There will be a 12-hour cooling-off period after every Mobile Secure Key (MSK) set up.

### **What is the New Online and Mobile Banking Registration Process**

Online Banking Registration via HSBC Malaysia Mobile Banking App:

**Step 1: Download the HSBC Malaysia Mobile Banking app.** Launch the app, tap “No” to “Already registered for HSBC Malaysia Online Banking?” and the app will guide you through the rest of registration steps. You will receive an online banking registration confirmation SMS.

**Step 2: Set a 6-Digit PIN to activate your Mobile Secure Key (MSK)** on HSBC Malaysia Mobile Banking app. You will receive a successful MSK set up SMS.

**Step 3: Call HSBC Contact Centre or visit any nearest HSBC branch within 48 hours for customer verification** to complete your online banking registration.

Note:

1. Upon successful MSK set up, there will be a 12-hour cooling-off period.
2. Transaction to a third party requiring MSK can only be done after the 12-hour cooling off period.
3. After the 12-hour cooling-off period is over, you will be able to access the full functionalities of HSBC Online and Mobile banking.

Online Banking Registration Via Browser:

**Step 1: Register Online Banking** via [HSBC Malaysia Online Banking](#). Follow the registration steps on the page. You will receive an online banking registration confirmation SMS.

**Step 2: Call HSBC Contact Centre or visit any nearest HSBC branch within 48 hours for customer verification** to complete your online banking registration.

**Step 3: Download the HSBC Malaysia Mobile Banking app.** Launch the app, tap “Yes” to “Already registered for HSBC Malaysia Online Banking?” and the app will guide you through the rest of registration steps.

**Step 4: Set a 6-Digit PIN to activate your Mobile Secure Key (MSK)** on HSBC Malaysia Mobile Banking app. You will receive a successful MSK set up SMS.

Note:

1. Upon successful MSK set up, there will be a 12-hour cooling-off period.
2. Transaction to a third party requiring MSK can only be done after the 12-hour cooling off period.
3. After the 12-hour cooling-off period is over, you will be able to access the full functionalities of HSBC Online and Mobile banking.

For more information on the new HSBC Malaysia Online and Mobile Banking registration process, please visit [HSBC Malaysia website](#).

If you need further help, you may call the numbers listed below.

Local call number: 1300 88 1388

International call number: +603 8321 5400

Operation hours: 7.30am – 9.30pm

Thank you for choosing HSBC. It’s always a pleasure to serve you.

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