

Upgrading Internet Banking Log on Security with **HSBC Secure Logon**

28th Oct 2025

Dear Valued Customers,

In November 2025, we will be changing the way you logon to HSBC Online Banking.

With **HSBC Secure Logon**, accessing HSBC online banking is made easier and safer through QR code and matching 6 unique digits number with your registered device.

Your Online Banking Password or 6-digits Mobile Secure Key (MSK) Logon Code is no longer required. Please be informed that your registered device is required for you to access HSBC Online Banking.

How do I complete **HSBC Secure Logon**?

From Your Browser (e.g. Laptop or Tablet)



Log on to HSBC Malaysia Online Banking

Protect yourself from fraud & scams: HSBC Malaysia will never ask you for confidential information such as your online banking log on details, one-time passcodes or other security codes. These don't respond to any such request or click on any links. For more information visit our security and anti-fraud hub.

Please enter your username

my123

What is a username?

Remember me

Continue

Not registered for online banking?

Connect with us

Listening to what you have to say about services matters to us. It's easy to share your ideas, stay informed and join conversation.

Step 1:

Enter your **username** on HSBC Malaysia online banking logon page.

Scan the QR code and verify the number



Step 2:

A **QR Code** and **matching 6 unique digits** will be displayed. In your registered device, logon to your HSBC Malaysia Mobile Banking app.



From Your Registered Device (e.g. Mobile phone)

Verify it's you to log on

If you haven't entered the request, please reject it. Please confirm that the number displayed is the same on your Browser and Mobile before approving the request.

355128

Browser Safari

Location China

Date / Time 18 Aug 2025 17:51

Verify and continue

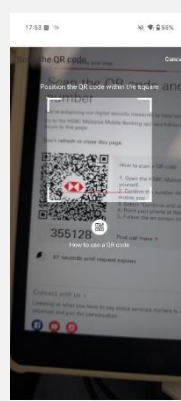
Reject

Step 3:

Two sets of information are available to you.

1. The **matching 6 unique digits** (as shown in your Browser).
2. Your Browser log on details.

Click on **"Verify and continue"** if details are correct



Step 4:

Next, use your registered device, **scan** the QR Code shown on your HSBC online banking website.

You've verified your identity

You can now return to your online banking screen.

Close

Step 5:

If the verification is successful, your HSBC Malaysia Mobile Banking app will show this message. You are now logon in your Browser!

Why do I need to ensure the 6-digits number displayed on my Browser matches with the number shown in HSBC Malaysia Mobile app?

The matching number tells you that you have log on to the HSBC genuine website! Easy and simple.



If you need further assistance, you may contact our hotlines below.

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

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