



## **IMPORTANT SECURITY UPDATE: SET UP YOUR NEW 6-DIGIT PIN FOR A SAFER MOBILE BANKING EXPERIENCE**

29 June 2026

From **22 July 2026**, we're upgrading our digital banking platform to make your mobile banking experience more secure. If you currently log in using biometrics (Touch/Fingerprint/Face ID), you'll be prompted to set up a new 6-digit PIN.

### **Why are we making this change?**

A new 6-digit PIN adds an extra layer of protection for your account(s) and supports future security enhancements and new features.

### **What you need to do?**

From 22 July 2026 onwards:

1. Update your HSBC Malaysia App to the latest available version (v3.72).
2. Log in as usual using biometrics (Touch/Fingerprint/Face ID).
3. When prompted, set up your new 6-digit PIN to continue.

### **PIN tips**

Choose a 6-digit PIN that's difficult to guess. Avoid:

- Repeating the same number (e.g. 0000000)
- Number sequences of more than three digits (e.g. 1234 or 4321)
- Repeating patterns (e.g. 676767)

If you prefer, you can use the **same 6-digit PIN as before**.

You may refer to the step-by-step in-app instructions outlined below for guidance.

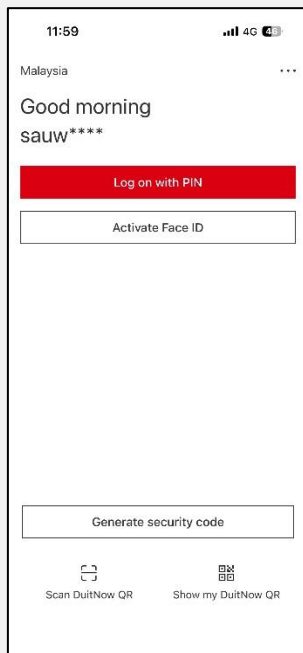
## What do you need to do?

In the HSBC Malaysia Mobile Banking app (v3.72)



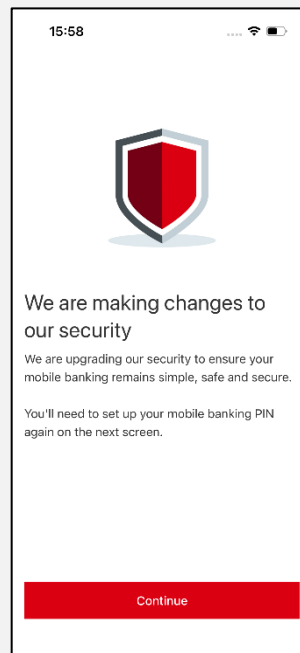
### Step 1:

Update your HSBC Malaysia Mobile Banking app to the latest version (v3.72) from 22 July 2026 onwards.



### Step 2:

Open the app and log in.



### Step 3:

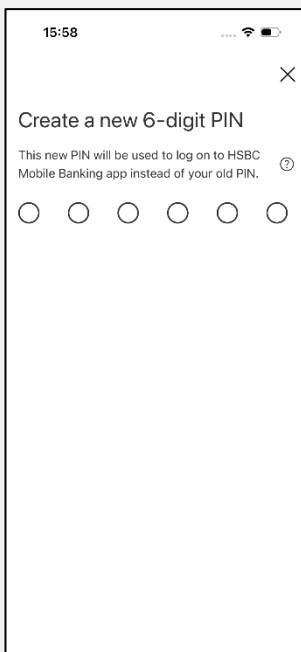
What happens next depends on how you log in:

**Step 3a:** If you log in using your 6-digit PIN

- You won't be asked to set up a new PIN and you won't see this prompt.
- Your profile will be updated automatically as part of the platform upgrade.

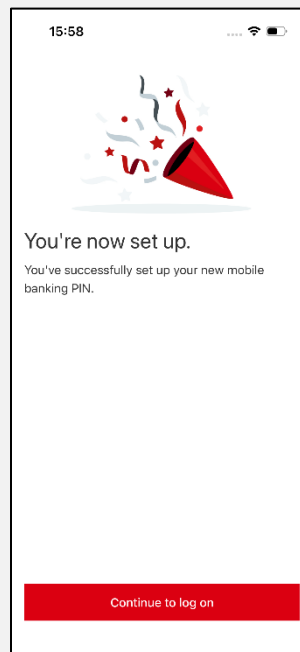
**Step 3b:** If you log in with biometrics (Touch/Fingerprint/Face ID)

- You'll be prompted to set up a new 6-digit PIN and will need to continue to **Step 4**.



### Step 4:

Follow the on-screen instructions to create and confirm your new 6-digit PIN.



### Step 5:

You're all set. Your new 6-digit PIN has been successfully set up. You can use this PIN for future logins and authentication.

Should you require any further assistance, please [contact us](#).

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

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