

## Upgrading Internet Banking Log on Security by Implementing HSBC Secure Logon

09<sup>th</sup> September 2025

**Dear Valued Customers,**

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

**Secure Logon** is our newly enhanced authentication way to access HSBC Online Banking using your registered mobile device.

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

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



##### Step 1:

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

##### Step 2:

A **QR Code** and **6-digit numbers** will be displayed. In your registered mobile device, launch your HSBC Malaysia Mobile Banking app.

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



##### Step 3:

Ensure the information displayed on both Browser and HSBC Malaysia Mobile Banking app are the same before you proceed to the next step.

##### Step 4:

Next, use your registered mobile device, **scan the QR Code** shown on your HSBC Online Banking website.

##### Step 5:

You're now successfully logon to your HSBC Online Banking.



**Your Online Banking Password or Mobile Secure Key (MSK) Logon Code will no longer be required when you logon to HSBC Online Banking.**

More information will be made available soon.

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

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

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