

Revision of card verification method for provisioning of HSBC credit card/-i to mobile wallets effective 24 June 2025

Dear Valued Customers,

Effective 24 June 2025, the current verification method for provisioning of HSBC credit card/-i to Apple Wallet, Google Wallet and Samsung Wallet using SMS One-Time Password (SMS OTP) will be replaced by card verification via HSBC Malaysia Mobile Banking app.

This new feature will apply to all primary credit card/-i cardholders where they can perform card verification via HSBC Malaysia Mobile Banking app. Alternatively, they can call HSBC via the number displayed on the verification screen in HSBC Malaysia Mobile Banking app to verify their card.

Kindly take note that all supplementary credit card/-i cardholders will continue to verify their card via SMS OTP or by calling our Contact Centre until further notice.

HSBC Malaysia Mobile Banking App

If you are not a HSBC Malaysia Mobile Banking app user, we strongly encourage you to register for mobile banking.

If you do not have a Telebanking PIN (TPIN), kindly refer to the steps below:



Step 1: Visit your nearest branch to set up your TPIN and verify your registration.



Step 2: Download the latest version of HSBC Malaysia Mobile Banking app from official App Store or Google Play and scan the QR code.

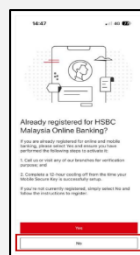


Step 3: Follow the on-screen instructions to register then set up your 6-digit PIN and Mobile Secure Key. *

If you have a Telebanking PIN (TPIN), kindly refer to the steps below:



Step 1: Download the latest version of HSBC Malaysia Mobile Banking app from official App Store or Google Play or scan the QR code.



Step 2: Follow the on-screen instructions to register then set up your 6-digit PIN and Mobile Secure Key. *



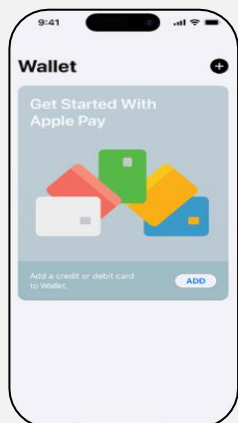
Step 3: Call our Contact Centre with the mobile phone number you have registered with us within 48 hours of registering for mobile banking to verify your registration via TPIN.

* There will be a 12-hour cooling-off period after you have activated your Mobile Secure Key. You can access our full range of online and mobile banking services after that.

For more details on mobile banking registration, kindly refer to our step-by-step Digital Banking Guide available [here](#).

Verifying your HSBC credit card/-i via HSBC Malaysia Mobile Banking app

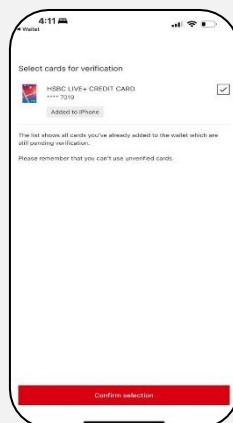
Simply follow the steps below to verify your HSBC credit card/-i via HSBC Malaysia Mobile Banking app starting on the effective date of change:



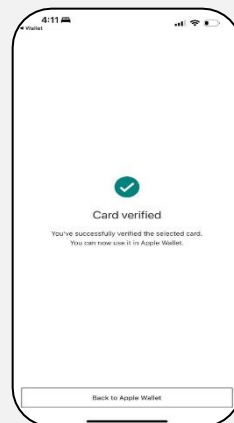
Step 1: Open your mobile wallet and add your HSBC credit card/-i details.



Step 2: Choose HSBC Malaysia Mobile Banking app as your card verification method. Read and accept the Terms and Conditions.



Step 3: Log on to HSBC Malaysia Mobile Banking app via biometric or PIN verification. Select the credit card/-i you wish to add to your mobile wallet.



Step 4: You will see a tick indicating your credit card/-i has been successfully added to your mobile wallet.

For more information, kindly refer to:

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

Thank you for choosing HSBC and we hope you enjoy using our new feature. 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 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