



Revised Authentication Method for Telebanking PIN Creation & Reset, Voice ID Enrolment and Card Activation & Card PIN Creation effective 11 August 2024

18 July 2024

Dear Valued Customers,

As part of our continuous efforts to safeguard your accounts and in alignment with the additional security measure guidelines set forth by Bank Negara Malaysia (BNM) to combat financial scams, the following changes will take place effective 11 August 2024:

Journey	Revised Authentication Method
Telebanking PIN Creation & Reset Request	All Telebanking PIN creation and reset requests must be made in person at branch with biometric authentication.
Voice ID Enrolment via Hotline	All Voice ID enrolments must be initiated from registered mobile number with Telebanking PIN authentication.
Card Activation & Card PIN Creation via Hotline	All credit and debit card activations and card PIN creations must be initiated from registered mobile number with SMS OTP authentication.

All customers are strongly encouraged to ensure their mobile number registered with us is up-to-date, and setup Telebanking PIN or enrol Voice ID before 11 August 2024 to ensure uninterrupted access to phone banking services.

To register and learn more, kindly visit <https://www.hsbc.com.my/ways-to-bank/telebanking/>.

Should you require assistance to update mobile number or have any questions regarding the enrolment process, please feel free to contact our HSBC Malaysia Telephone Banking service at 1300-88-1388 or (603) 8321 5400 (overseas).

Thank you for banking with HSBC.

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