

Option 1: Using Different Devices. Typically, a desktop or a tablet and your registered mobile device where your HSBC Malaysia App was provisioned.

TRANSCRIPT

- On the logon page, enter your Username as usual.
- Read through and click Continue.
- The next screen will show you the three new security features in "HSBC Secure Logon".
- First, a QR code.
- Second, a set of unique 6-digit numbers
- And you have 180 seconds to complete your logon.
- Launch your HSBC Malaysia App
- Authenticate via biometrics with either your Face or Touch ID; OR 6-digit PIN.
- Once you have successfully logged on to your HSBC Malaysia app, you will see two important information.
- First, a 6-digit number.
- Next, check the three-browser log on information.
- After you click Verify and Continue, your registered device camera should have been automatically activated.
- Your identity has been verified, if you see a green tick.
- Click Close
- You have completed your logon journey

Option 2: Using Same Device; where your HSBC Malaysia App was provisioned to log on to HSBC Online Banking.

TRANSCRIPT

- On the logon page, enter your Username as usual.
- Read through and click Continue
- Click the Launch the mobile app button. It will automatically activate your HSBC Malaysia app.
- There will be two new security features in "HSBC Secure Logon": a set of unique 6 digits numbers
- And you have 180 seconds to complete your logon.
- Authenticate via Biometrics with either your Face or Touch ID; or 6-digit PIN.
- You will now see two sets of important information.
- First, a 6-digit number.
- Check your three-Browser logon information
- Your identity has been verified, if you see a green tick
- Click Close
- Now pivot back to your Mobile browser, and you have completed your logon journey.