

HSBC MALAYSIA ONLINE & MOBILE BANKING

How to reset your Online & Mobile Banking password

- If you've forgotten your password, watch how to self-serve and reset in just a few simple steps.
- First, log on to your HSBC Online Banking and enter your username
- To reset your password, step 1: Click on "continue using your password"
- Then, click on the "forgotten your password"
- Step 2, to reset using security code, select that option and you will be prompted to answer your security question
- Verify yourself with security code.
- Then create a new password.
- Now you are secured and protected. You have successfully reset your password.
- To reset using one-time SMS code, select that option and you will be prompted to answer security question
- you will receive a 6-digit activation code via SMS. Verify yourself by entering the code.
- Always remember do not share SMS codes from HSBC to anyone else.
- Then create a new password.
- Now you are secured and protected. You have successfully reset your password.
- You may log on by entering your username and new password