Introduction

This guide details the steps that a new Online Banking customer will undertake to register for, order and activate a Security Key for the first time.

As part of the registration process, all users must be verified with a ‘secret’ that is shared between the bank and the customer. It can be verified via a Debit Card PIN or a Phone Banking PIN.

REGISTRATION

1. This screen provides an overview of the registration process.

Go to http://www.hsbc.com.cn
Under Internet Banking > Personal, click “Register”
2. You must read and accept the Terms and Conditions for registration, by clicking the check box. Click ‘Continue’ to proceed.

3. You will have to confirm his identity. There are two options to do it:
   Option a – Debit Card Number (if any) OR
   Option b – Phone Banking Number
Option a – Debit Card Number
You have to confirm their identity by providing Debit Card Number & PIN.
Click ‘Continue’ to proceed.

Option b – Phone Banking Number
You have to confirm their identity by providing Phone Banking Number & PIN.
Click ‘Continue’ to proceed.
Next, you must set up their online banking log on credentials. Criteria for each credential is clearly displayed for the customer on screen.

Click ‘Continue’ to proceed.
5. You are now asked to set up 2 Security Questions, which will be used to verify your identity online should you need to reset their log on credentials in the future.

Click ‘Continue’ to proceed.
6. You can now choose to apply for a Security Key or access without Security Key (basic access).

Option a – If you choose to select a Security Key will order it by post and confirm the destination address. Click “Order a Security Key” tab then “Order Secure Key”.

Option b – If you choose not to order a Security Key, you will only have limited access to online banking functionalities. Click “No Secure Key (basic access)” then “Finish migration”.

ONLINE BANKING REGISTRATION
7. The Registration process is now complete.

You are now registered successfully on HSBC Internet Banking.

Click “Continue” to start using HSBC Internet Banking.

8. Once you log on you will see the Account Dashboard to access your account information.
Once you have ordered the Security Key, on subsequent access to online banking, you will be presented with a screen from which you can select whether or not to activate the Security Key when received.

Click “Activate now” for the activation process.

1a. You can still log on and activate your Security Key later by clicking “Log on without Security Key”.

Security Key Activation

You have 9996 days left to activate your Security Key, after which you will only be able to access basic Internet banking functions.

For uninterrupted access to HSBC online banking you must activate your Security Key. If you have already received your Security Key you should activate it immediately.

Don’t have your Security Key?

Your Security Key should be mailed out after 3 working days from your order.

If you have not received your Security Key after 30 days, please call Customer Services on:

- Premier customers
  Call: 800-920-8182 (within Mainland China), 050-820-0008 (from overseas)
  24 hours per day including public holidays
- Advance customers
  Call: 800-920-8078 (within Mainland China), 050-820-0025 (from overseas)
  24 hours per day including public holidays
- Other Personal Banking customers
  Call: 800-920-2280 (within Mainland China), 050-820-0009 (from overseas)
  Mon-Fri: 9:30-17:30 excluding public holidays

If you are still waiting to receive your Security Key or don’t have it with you now, you can continue logging on and activate it later.
2. Input Activation code generated and sent to your mobile number.

If you do not have the activation code, click “Generate activation code”.

3. Create a PIN for your Security Key.

4. Enter the serial number on the back of the Security Key.

5. Enter the security code generated from the Security Key.

Click “Continue”.
6.
Your Security Key is activated successfully.

Click “Continue” to have full access of online banking functions.