

HSBC China Mobile Banking Upgrade: A Brand-New Convenient Experience

Dear customer,

Starting from mid-June 2026, HSBC China will gradually upgrade Mobile Banking authentication and transaction authorization for customers in phases. After the upgrade, you will enjoy a safer and more convenient experience without needing your Online Banking username or password. Other banking services will remain unchanged.

To ensure a smooth transition, please note the following:

1. Please check that your debit card is properly stored and ensure that your debit card password is still valid.
2. Please update your Mobile Banking App to the latest version.

If you need to reset your debit card PIN, or if your debit card is expired/inactive, please visit a branch with your valid ID and debit card. If you have forgotten your Phone Banking PIN or your Phone Banking service status is abnormal, please call our 24-hour customer service hotline at 95366 or visit a branch with your valid ID.

If you have any other questions or need assistance, please contact your Relationship Manager or call our 24-hour customer hotline at 95366. Thank you for your continued support of HSBC China.

HSBC Bank (China) Company Limited
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