Download/register for the HSBC China Mobile Banking APP

Download the HSBC China Mobile Banking APP to handle deposits, foreign exchange, and other services on the go, and start investment products trading in real time.

Step 1: Download the HSBC China Mobile Banking APP.

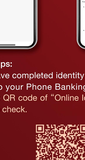
iPhone users can scan the QR code below to download, or go to the Apple Store and search for "HSBC China".

Android users can scan the QR code below to download, or go to the Android APP market (including but not limited to: Tencent APP Store, Baidu Mobile Assistant, Huawei APP Store, Xiaomi APP Store, etc.) and search for "HSBC China".

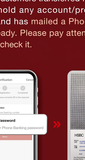
Step 2: Tap"Log on/Register".

Step 3: At the bottom of the Logon page, tap "Not registered for online banking?".

Step 4 (mandatory): Read and accept the "Privacy and Security", "Consent Letter for Cross-border Transfer of Personal Information", "Terms and Conditions", and tap "I Accept" to continue with registration.



Step 5: Before registering for an Online Banking account, we need to verify your identity. On the page to choose verification type, **select "Phone Banking Number".**



Step 6:

1) **On the page of "Verification", please** enter **Phone Banking Number.**

Upon completion of online identity verification, HSBC China will register the Phone Banking services for you and provide you with the HSBC China Phone Banking Number on the "Verification Success" page.

*Warm tips:

If you have completed identity verification but did not keep your Phone Banking number, you can scan the QR code of "Online Identity Verification" below to check.

2) **On the page of "Verification", please continue entering Phone Banking PIN**

HSBC China has pre-set a 6-digit Phone Banking PIN for customers transferred from Citi China who do not hold any account/product with HSBC China, and has mailed a Phone Banking PIN in May already. Please pay attention to your letter-box and check it.

*Warm tips:

Before the service starting date (tentatively scheduled for June 11, 2024), Phone Banking PIN will only be sent to the mailing address (statement address) held by Citi China as of April 26, 2024. If you have updated your mailing address in Citi China after April 26, 2024 or have not received Phone Banking PIN, please call our dedicated customer service hotline at (+86) 400 820 0006 or (+86 21) 5060 6440 for help.

Step 7: Upon passing the identity verification, proceed to complete the specific registration process.

1) **Set the login information**- including user name, online banking login password, and setting security questions and answers. This information is very important to help you reset your password if you forget your online banking login password or mobile banking device password.

2) Enter your User Name and Online Banking Login Password to complete the login.

3) If it is the first time to login, you need to verify the online banking login password twice and then set a 6-digit mobile banking device password to complete the device binding, and you can further set the biometric verification login method of face/fingerprint recognition (which can be skipped), and then you can use the authorized 6-digit mobile banking device password or biometric verification to complete quick login.