

Welcome to HSBC

Vietnam Digital Onboarding Toolkit



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**All Pictures shown are for illustration purpose only*

Summary

of the Digital Onboarding Journey



1 Digital Onboarding Journey

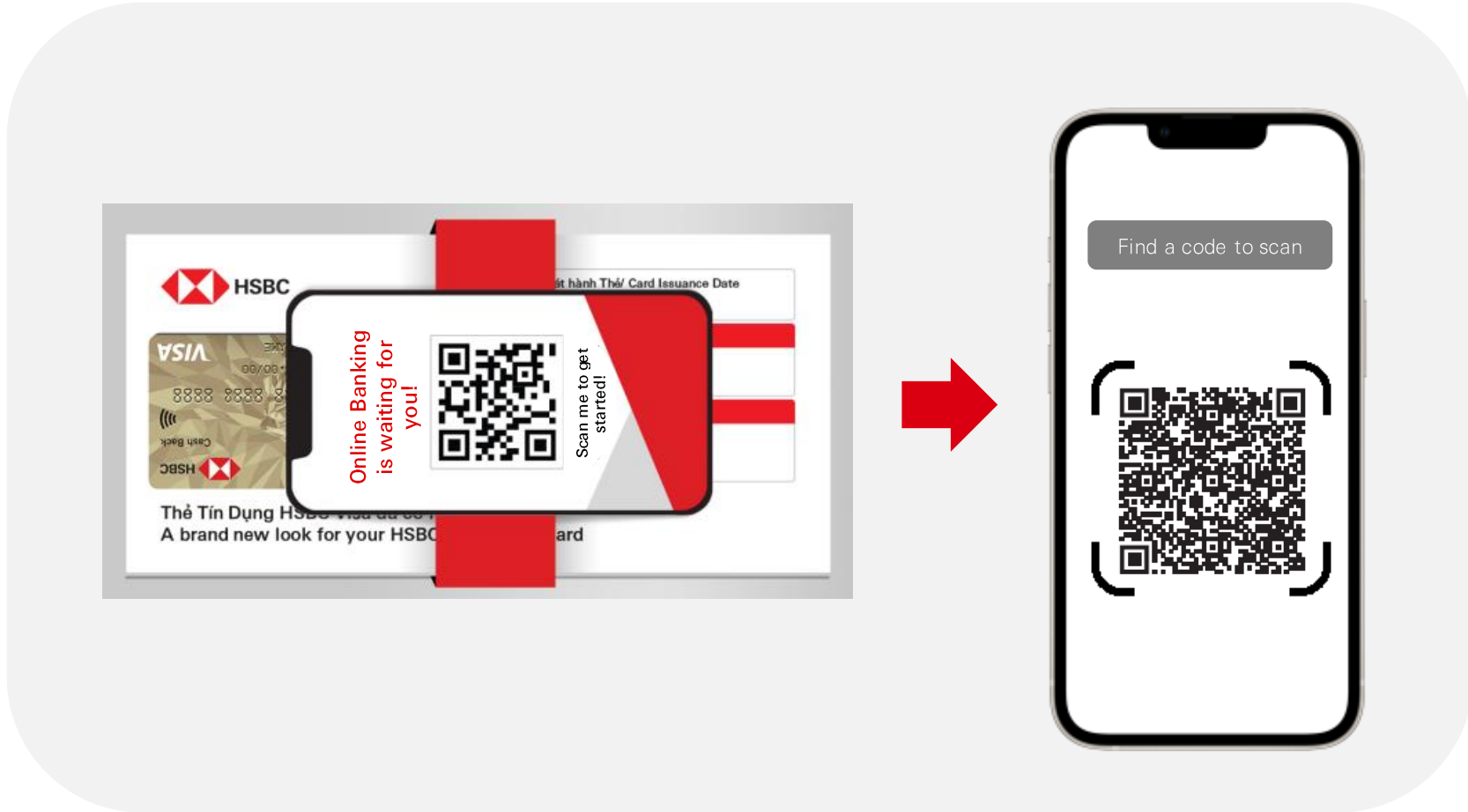
► Summary of Digital Onboarding Journey

What this User Guide will help you



1 Digital Onboarding Journey

▶ Online Banking Registration User Guide



After scanning the QR code attached to the welcome letter, you are navigated to the Online Banking Registration User Guide.

Click **“Next”** located on the bottom to find more.

Self-register

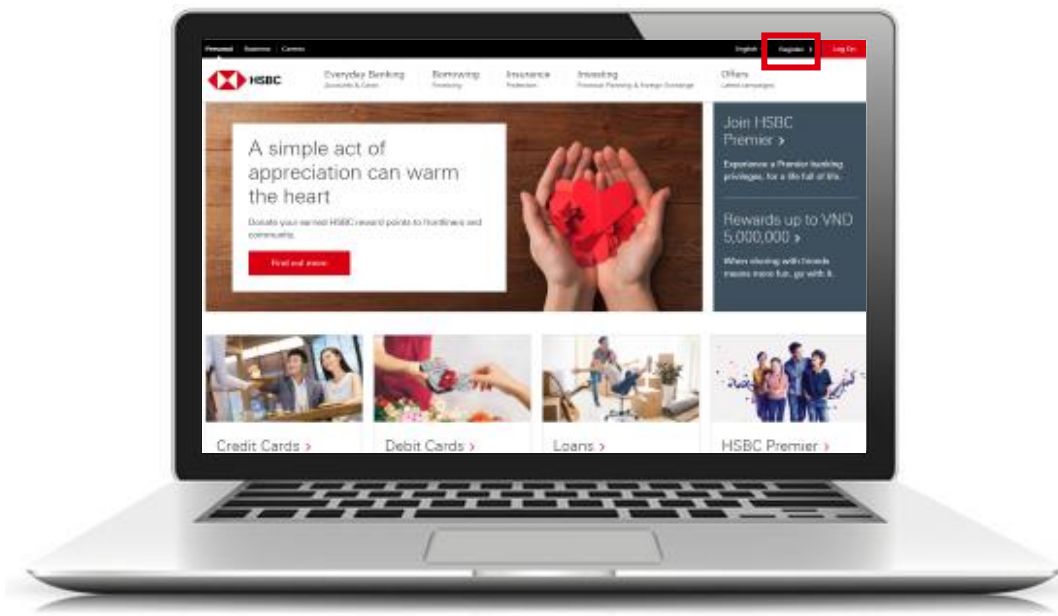
for HSBC Online Banking

- [How to register Online Banking on your desktop/ laptop devices](#) ▶
- [How to register Online Banking on your mobile devices](#) ▶

2 Self-register for Online Banking

► How to register Online Banking on your desktop/ laptop devices

1 Visit HSBC website and click on **Register** (at top right of the homepage)

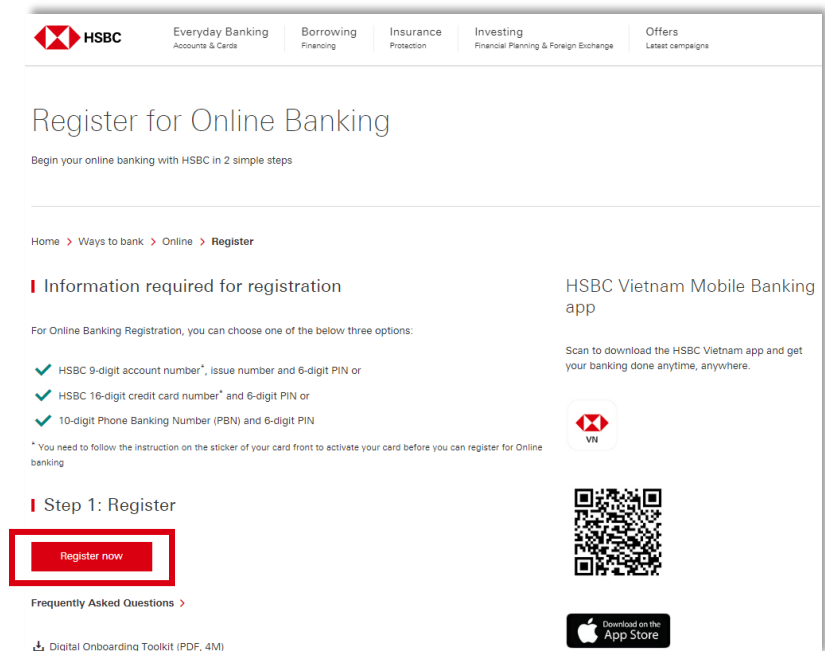


PREREQUISITES:

Before you register, ensure you have one of the 3 below credentials with you:

Debit Account Number, Issued number & PIN • Credit Card Number & PIN • Phone Banking Number & PIN

2 On page Registration Online Banking, click on **“Register now”**



2 Self-register for Online Banking

▶ How to register Online Banking on your desktop/ laptop devices

3 Select your preferred **registration method** and input your credentials, click on “Continue”

The screenshot shows the HSBC registration interface at Step 1 of 4, titled "Register for online banking" and "Verify your identity". It asks the user to "Please choose how you would like to verify your account". Three options are listed: "Credit card number" (selected), "Phone banking number", and "Debit account number". The "Credit card number" option is highlighted with a red box. Below it, the "Check card number" field contains "445094001234567" and is also highlighted with a red box. The "Credit card PIN" field is highlighted with a red box. At the bottom, the "Continue" button is highlighted with a red box.

4 Create a **username** and **password**, click on “Continue”

The screenshot shows the HSBC registration interface at Step 2 of 4, titled "Create new log on details". It asks the user to "Create the details you'll use to securely identify yourself moving forward". There are three input fields: "Username" containing "username_testing", "Password" containing "*****", and "Confirm password" containing "*****". Each of these three fields is highlighted with a red box. At the bottom, the "Continue" button is highlighted with a red box.

*Depend on your chosen method, there will be different required questions

2 Self-register for Online Banking

► How to register Online Banking on your desktop/ laptop devices

5 Set **Security Questions** and **Answers**, click on Continue

The screenshot shows the HSBC registration interface at Step 3 of 4, titled "Create security question". The page features a navigation bar with the HSBC logo and menu items: "Everyday Banking Accounts & Cards", "Borrowing Financing", "Insurance Protection", "Investing Financial Planning & Foreign Exchange", and "Offers Latest campaigns". The main content area includes a progress indicator for "Register | Step 3 of 4". Below this, the "Create security question" section contains three input fields, each highlighted with a red border: a dropdown menu for the "Security question" (with the example "What is the name of your favourite book?"), a text field for the "Security answer" (with masked characters and a "Show" button), and a "Confirm security answer" field (also with masked characters and a "Show" button"). At the bottom right, there are "Cancel" and "Continue" buttons, with the "Continue" button highlighted in red.

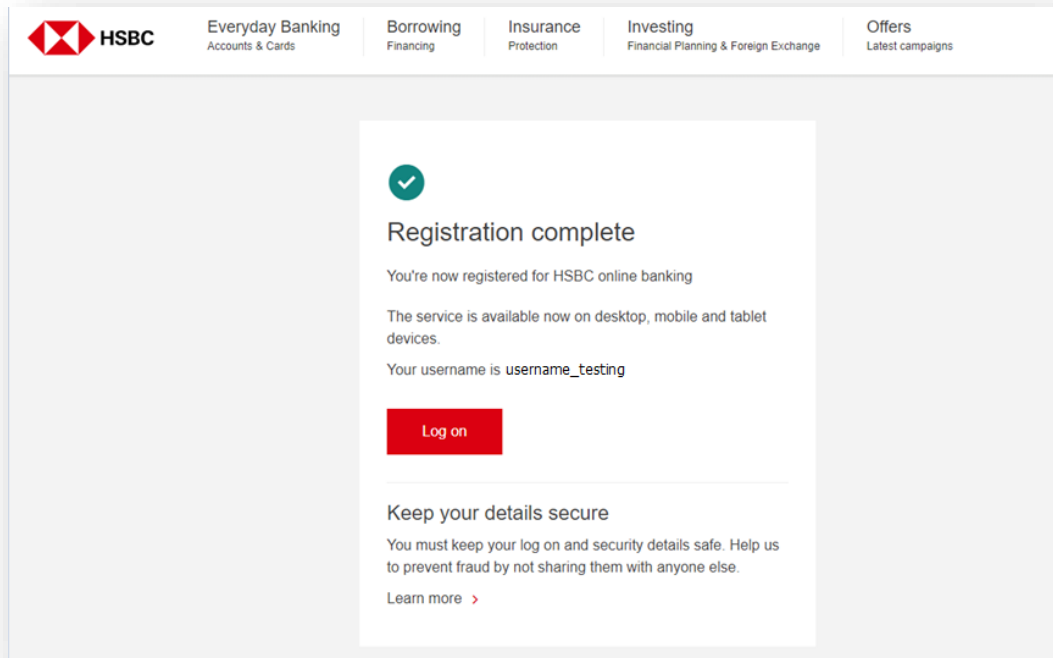
6 Read, understand and accept the **Terms and Conditions**, click on Continue

The screenshot shows the HSBC registration interface at Step 4 of 4, titled "Terms and Conditions". The navigation bar is identical to the previous step. The main content area features a progress indicator for "Register | Step 4 of 4". The "Terms and Conditions" section includes a checkbox, highlighted with a red border, for the statement "I have read and agree to the [Terms and Conditions](#) for HSBC Online Banking". Below this, the "Statements and correspondence" section contains a paragraph of text: "Once you register for online banking, you'll only be able to view statements and other correspondence online (if applicable for your accounts) and will not receive a paper copy." At the bottom right, there are "Cancel" and "Continue" buttons, with the "Continue" button highlighted in red.

2 Self-register for Online Banking

► How to register Online Banking on your desktop/ laptop devices

7 You've **finished** your Online Banking registration!



Your Online Banking Journey

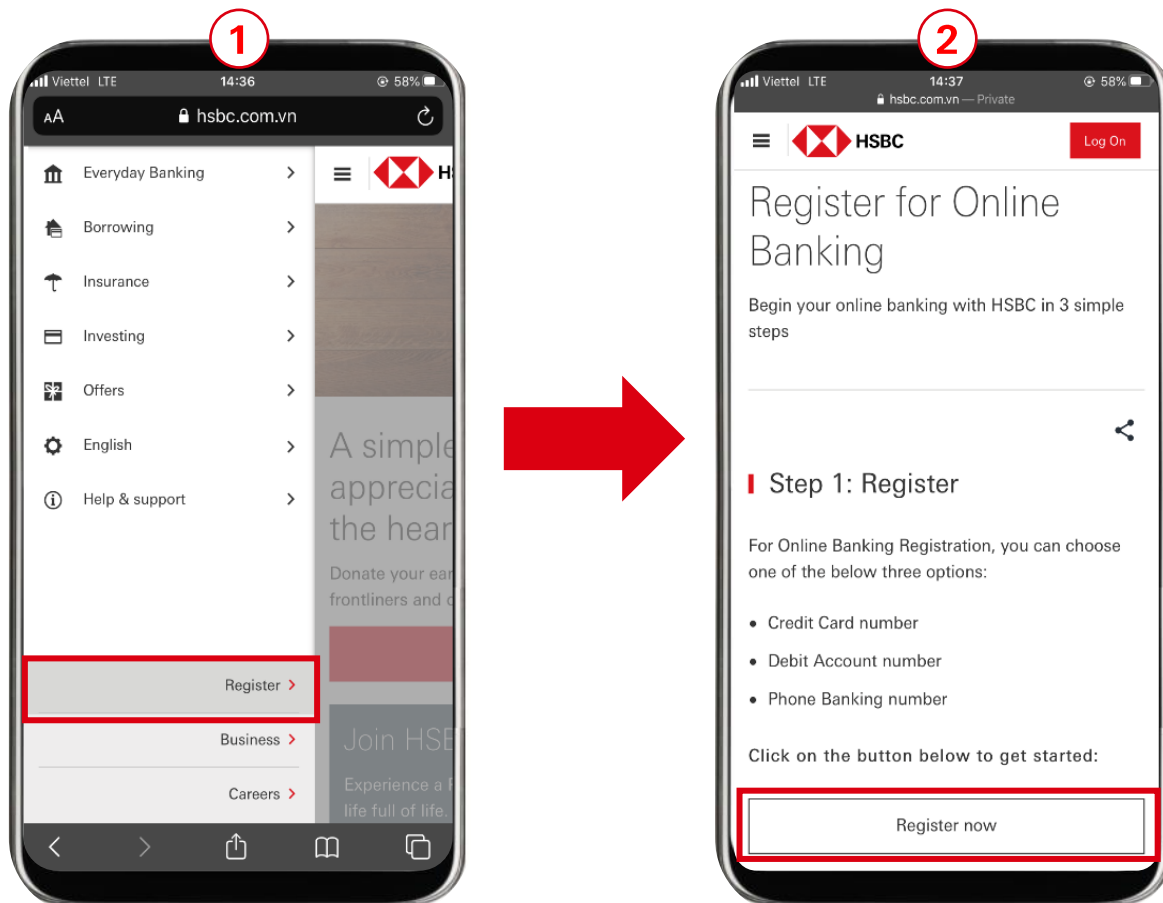
1. Self-register for Online Banking ✓
2. **Set up your HSBC Vietnam App** ►
3. Log on your Online Banking ►

Click to go to section Setup your app

***Note:** You can refer next slides for how to register Online Banking via your mobile device browser, or just click on "Set up your HSBC Vietnam App" above to go straight to the section of how to set up your mobile app.

2 Self-register for Online Banking

▶ How to register Online Banking on your mobile devices



PREREQUISITES:

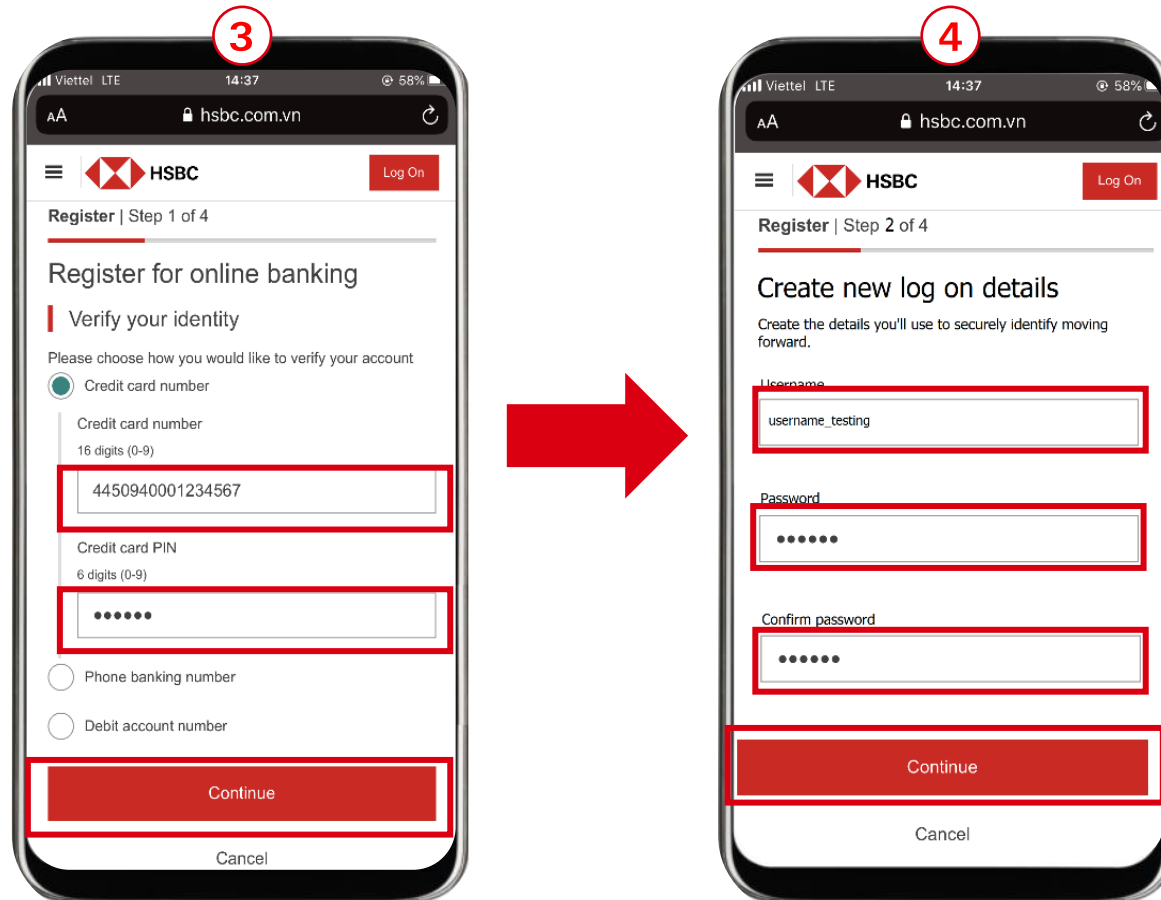
Before you register, ensure you have one of the 3 below credentials with you:

Debit Account Number, Issued number & PIN • Credit Card Number & PIN • Phone Banking Number & PIN

- 1) **Visit** HSBC website (PWS link) on mobile device's browser **and Tap** on **"Register"** in the sidebar menu
- 2) **Tap** on **"Register now"**.

2 Self-register for Online Banking

▶ How to register Online Banking on your mobile devices

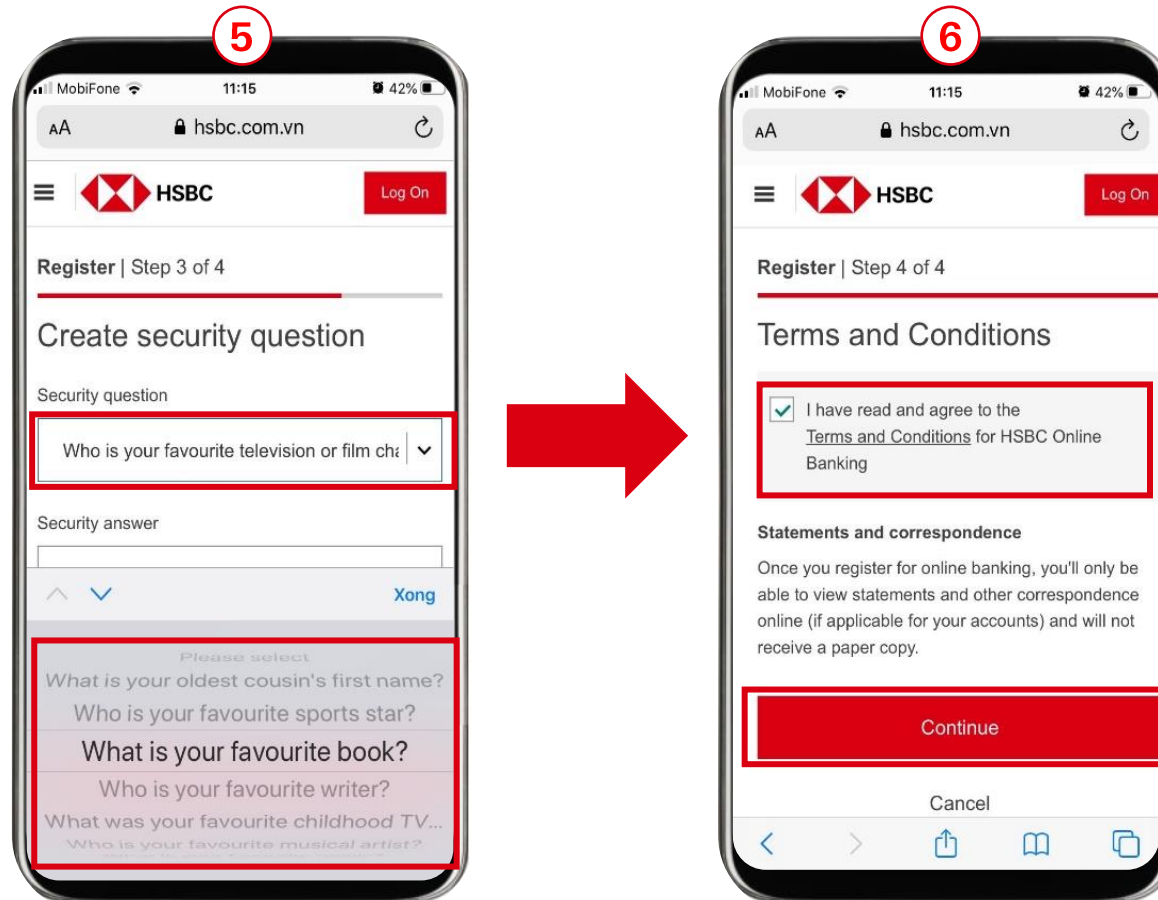


- 3) **Select** your preferred registration method and input your credentials, click on “Continue”
- 4) **Create** a Username and Password, click on “Continue”

*Depend on your chosen method, there will be different required questions

2 Self-register for Online Banking

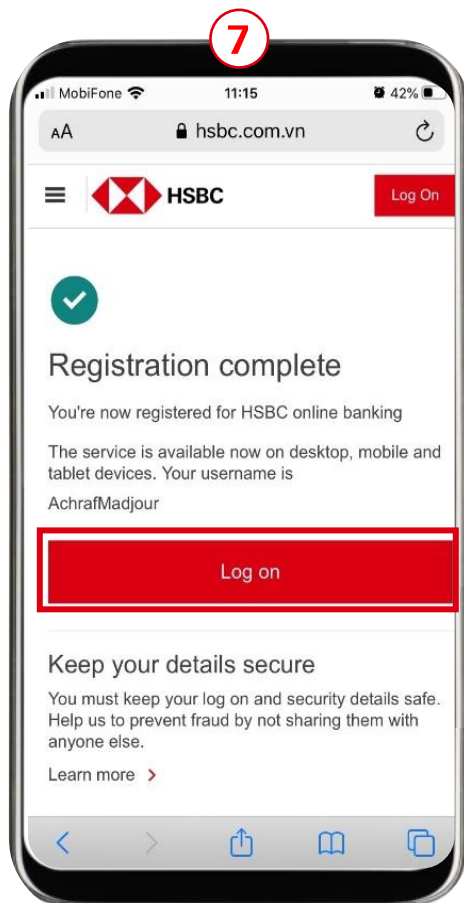
▶ How to register Online Banking on your mobile devices



- 5) **Set** Security Questions and Answers, click on “Continue”
- 6) **Read, understand** and **accept** the Terms and Conditions, click on “Continue”

2 Self-register for Online Banking

▶ How to register Online Banking on your mobile devices



7) **Congratulation**, you've finished your Online Banking registration!

Your Online Banking Journey

1. Self-register for Online Banking ✓
2. **Set up your HSBC Vietnam App** ▶
3. Log on your Online Banking ▶

Click to go to section Setup your app

**All Pictures shown are for illustration purpose only*

Set up

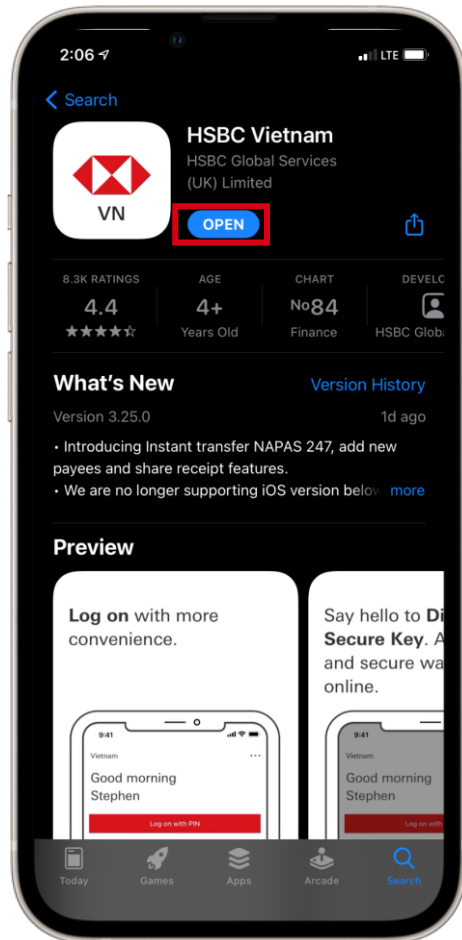
your HSBC Vietnam app

- [Set up your HSBC Vietnam app ▶](#)
- [Digital Secure Key ▶](#)

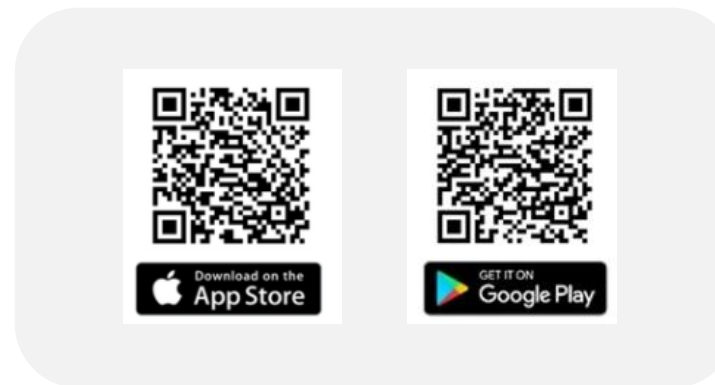


3 Set up your HSBC Vietnam app

► Download HSBC Vietnam app

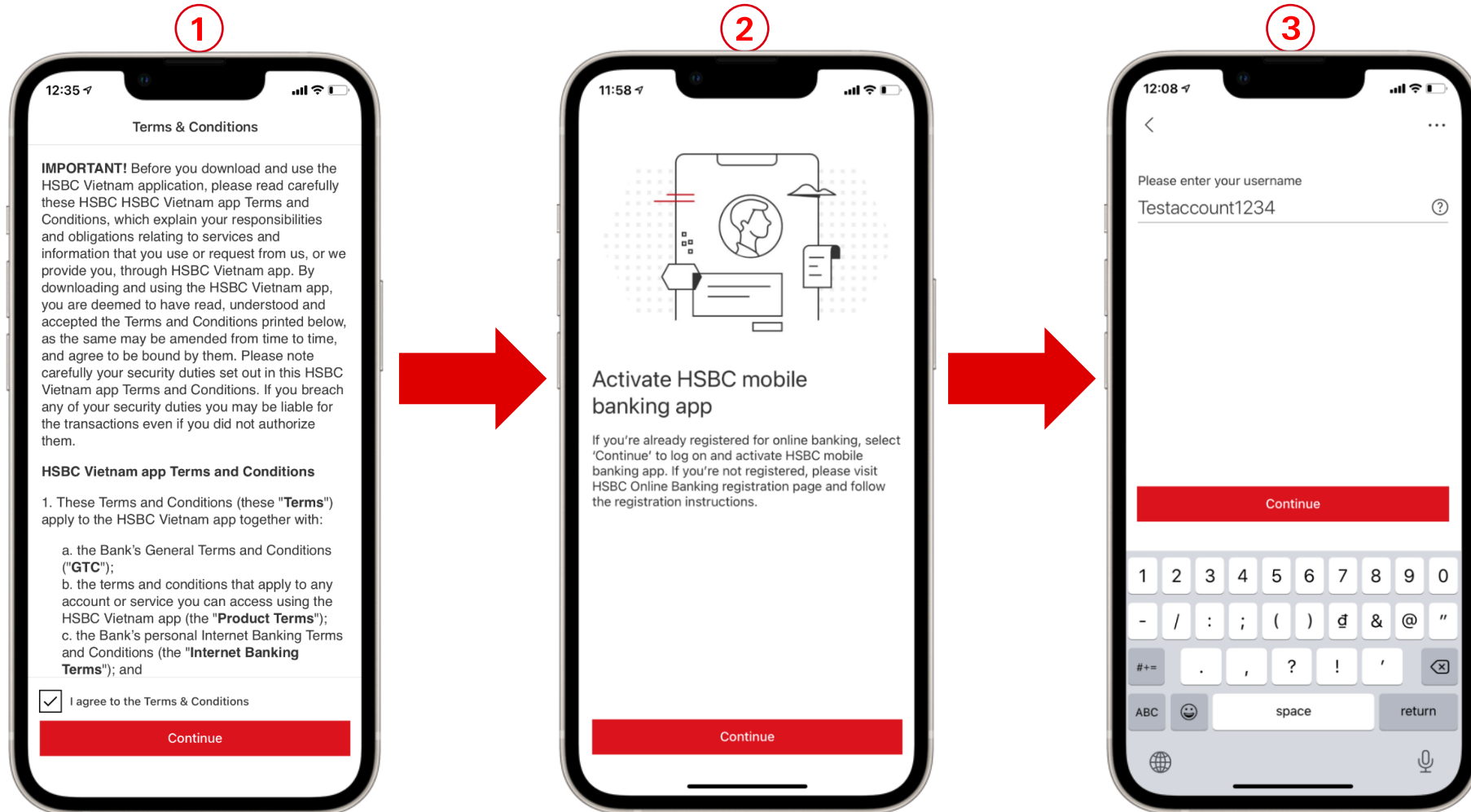


- ✓ Available on **iOS version 13** or above and **Android version 7.0** or above.
- ✓ Use 02 key words to search in App Store (iOS) and Google Store (Android): **HSBC & HSBC Vietnam**, or
- ✓ Scan below **QR codes** to download the latest version of HSBC Vietnam app



3 Set up your HSBC Vietnam app

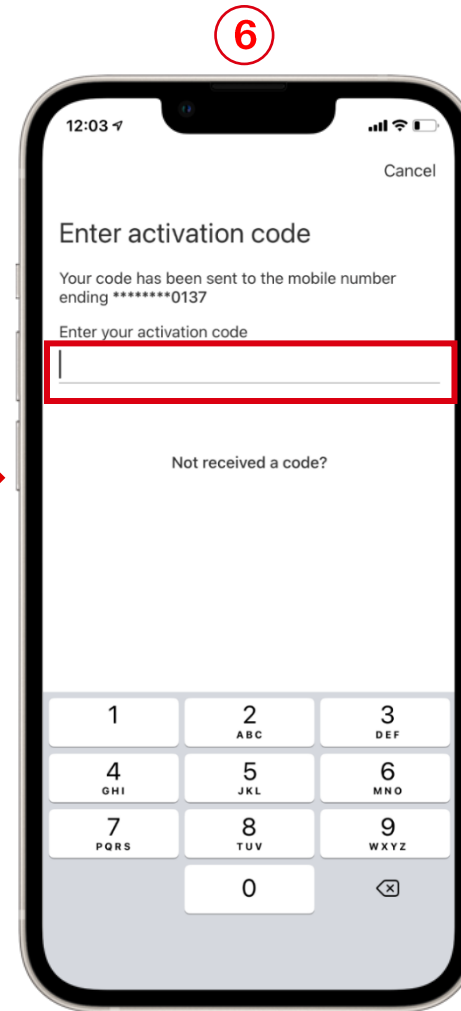
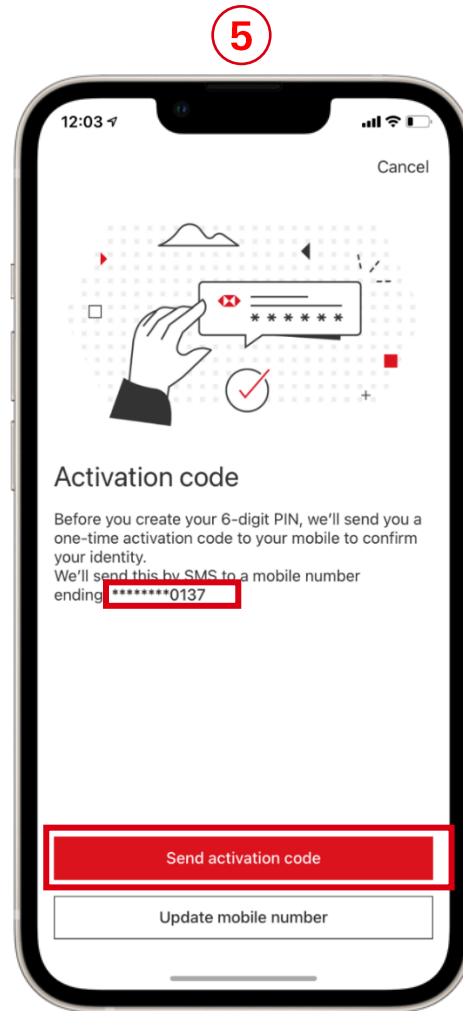
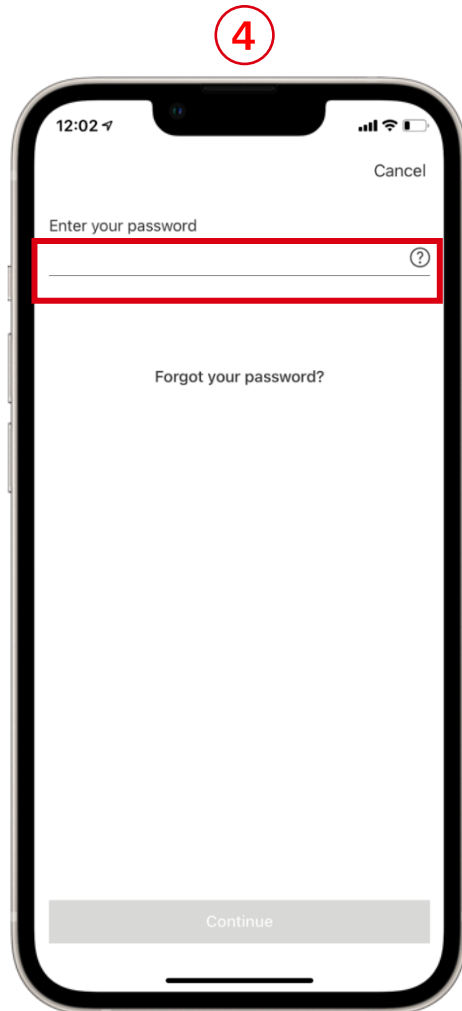
► Read, Accept Terms & Conditions and Input your Online Banking Username



- 1) **Read, Understand, and Agree** to the Terms & Conditions by **tapping** on the box of "I Agree to the Term & Conditions", then **tap** on **"Continue"**
- 2) **Tap** on **"Yes"**
- 3) **Input** your **username** and **tap** on **"Continue"**

3 Set up your HSBC Vietnam app

▶ Verify your identity

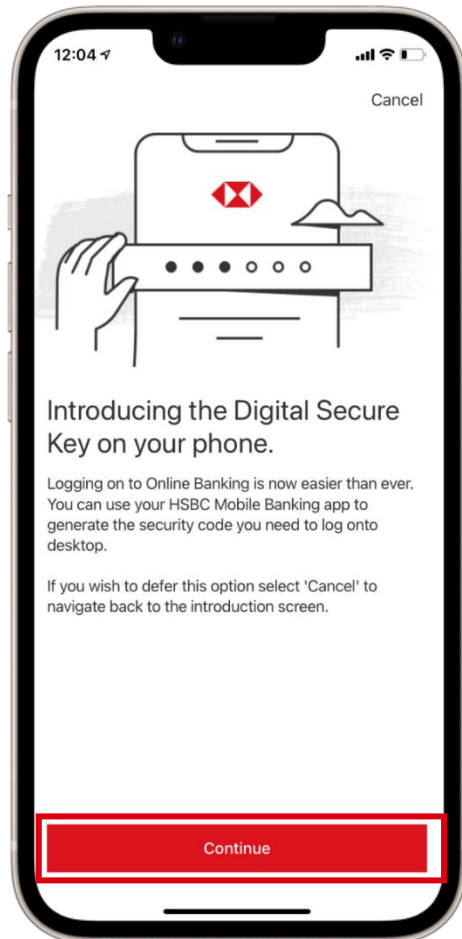


- 4) **Input** your **password** created during Online Registration and **tap** on **“Continue”**
- 5) **Check** the last 4 digits of mobile number showing on App to compare to registered mobile number, tap on **Send activation code** if it's matching
- 6) **Input** the **SMS OTP** received

3 Set up your HSBC Vietnam app

▶ Activate Digital Secure Key (DSK)

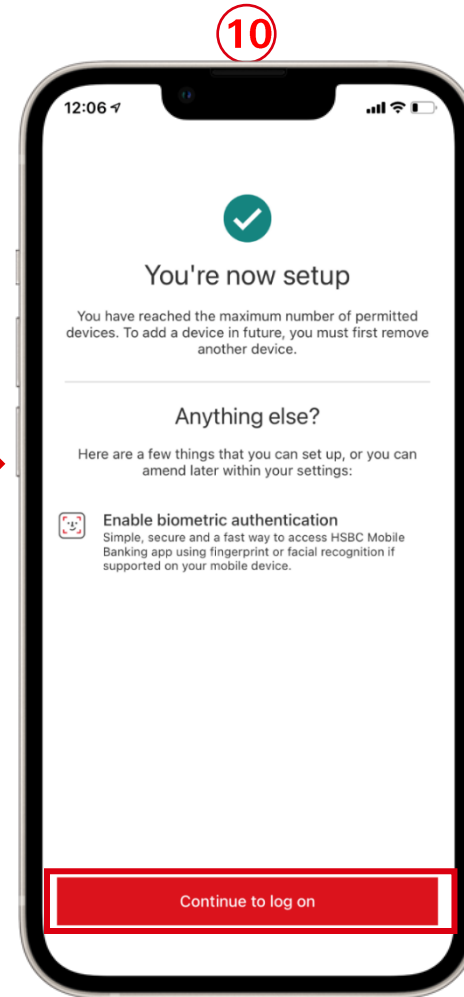
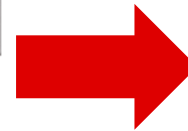
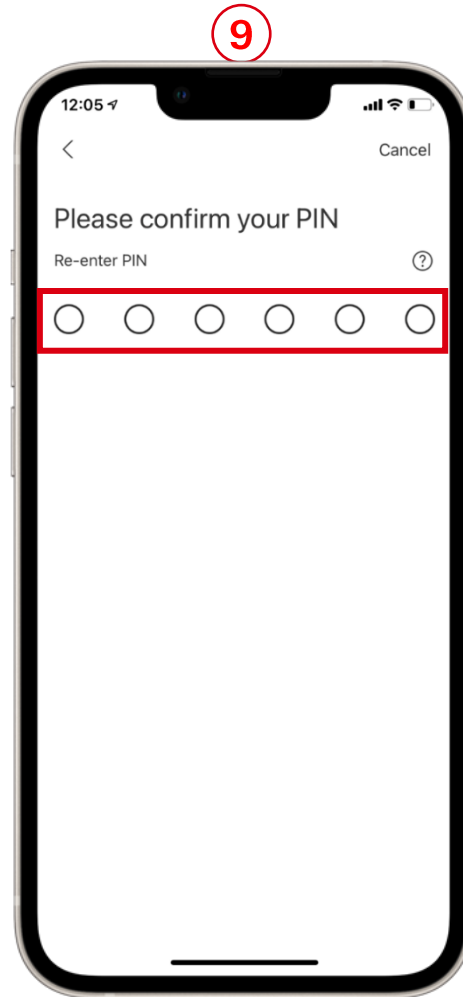
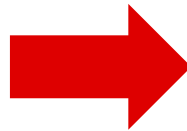
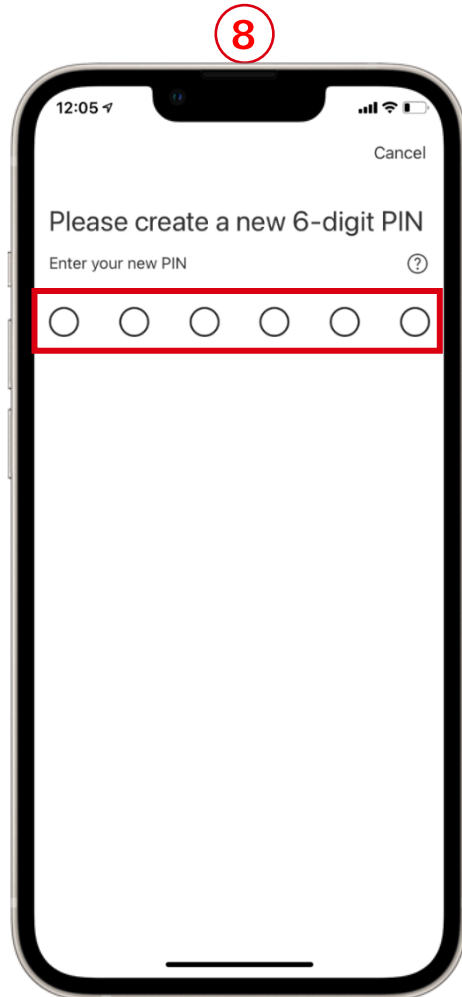
7



7) Tap on **Continue** to active Digital Secure Key (DSK)

3 Set up your HSBC Vietnam app

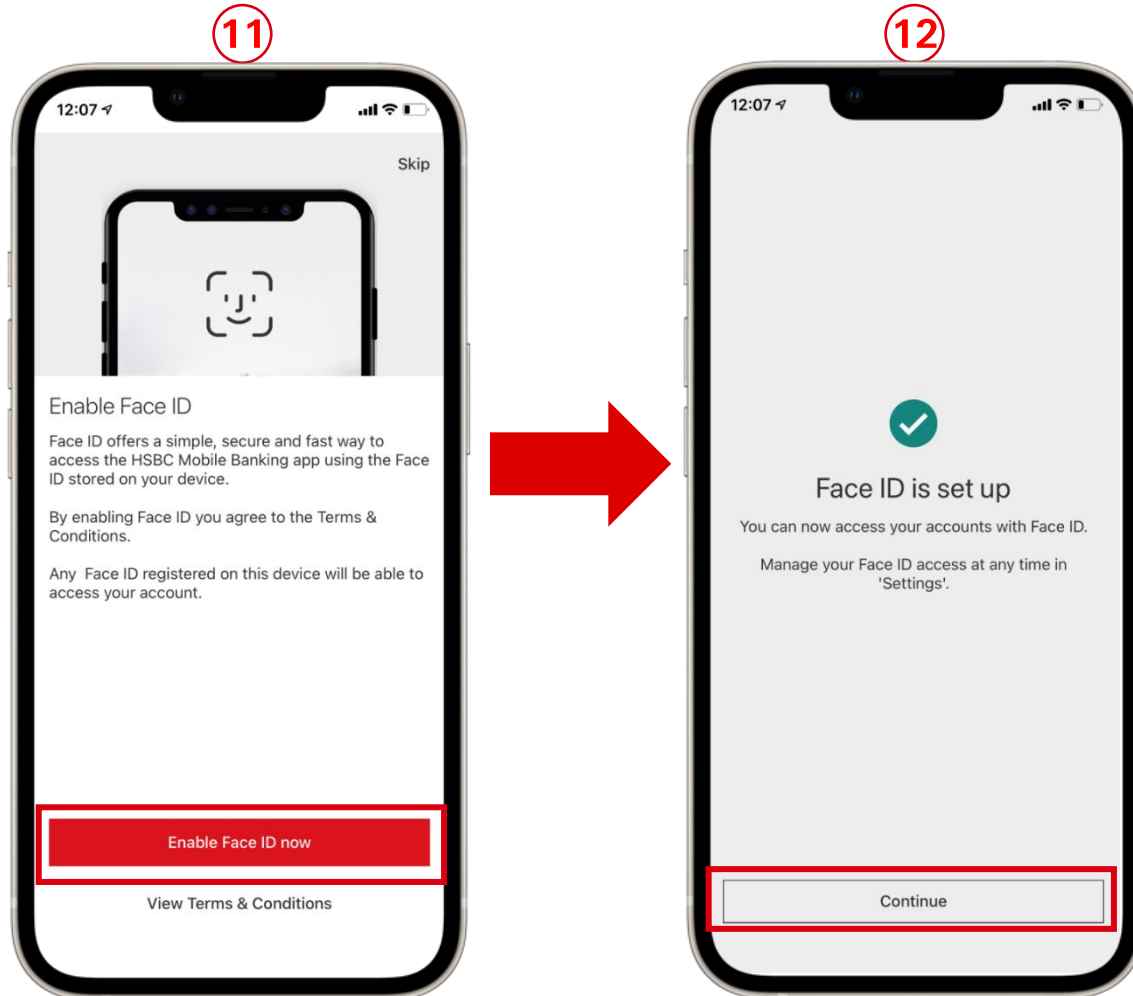
▶ Create your 6-digit PIN



- 8) **Input the 6-digit PIN** that you want to use.
- 9) **Re-input the created PIN** on to reconfirm.
- 10) **Congratulation!** You're now setup.

3 Set up your HSBC Vietnam app

▶ Enable Biometrics



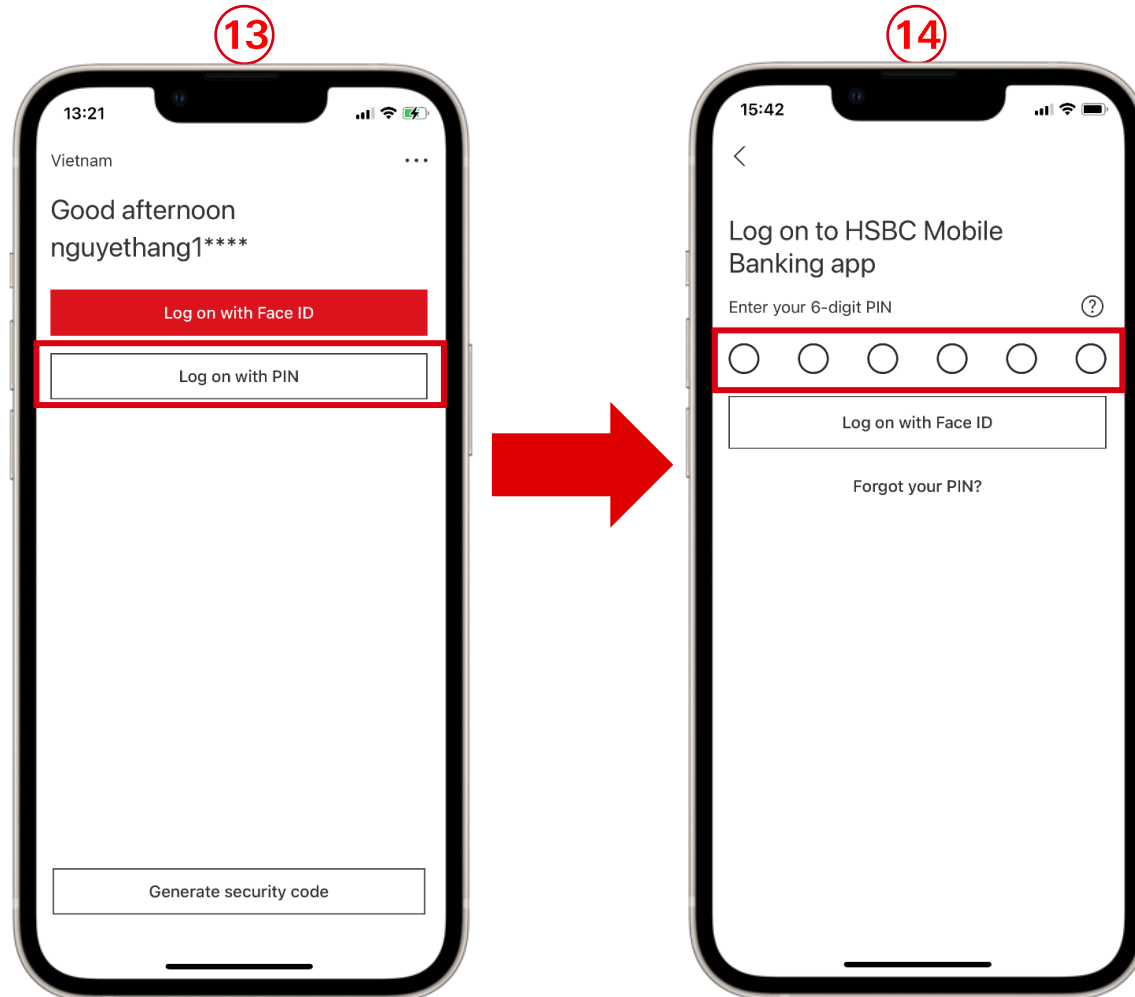
If the biometric feature is available on your mobile device, you can then activate it to log on the app next time or to generate security code for Online Banking.

11) Tap on **“Enable Face ID/ Touch ID now”**.

12) Tap on the **“Continue”** button to proceed to the main Accounts Homepage of the mobile app.

3 Set up your HSBC Vietnam app

▶ Log On the HSBC Vietnam app



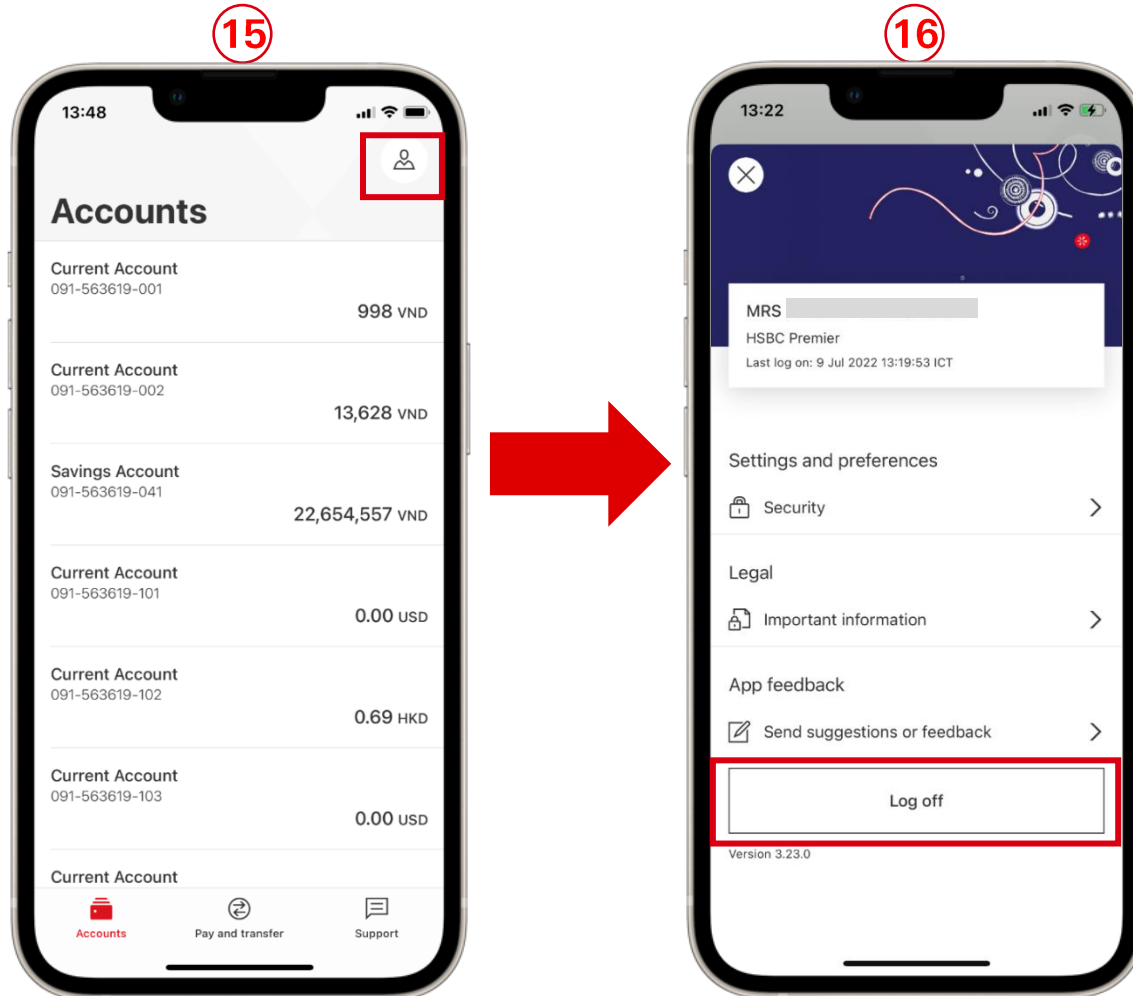
From here, you will be able to login to the app for the first time by tapping on “**Log on with Face ID / Touch ID**” or using your 6-digit PIN following below steps

13) Tap on “**Log on with PIN**”

14) Input the newly **created 6 digits PIN**

3 Set up your HSBC Vietnam app

▶ Digital Secure Key

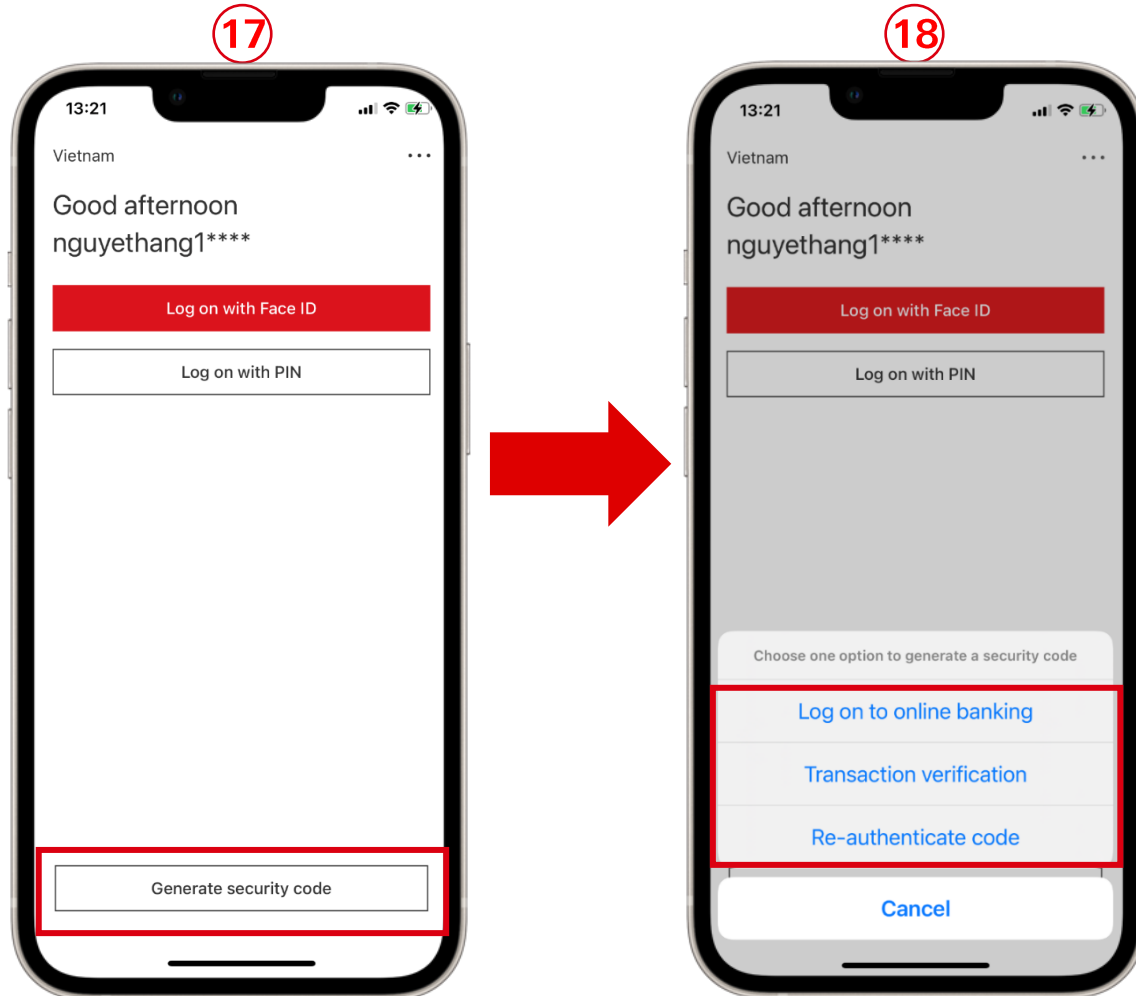


After setting up your HSBC Vietnam app and logging on successfully, your Digital Secure Key will be activated automatically. To view the options of security code generating of this feature, please follow these steps below:

- 15) Tap on "Profile"** at the top right of the app home screen to
- 16) Tap on "Log off"** at the bottom of the screen to log out your app.

3 Set up your HSBC Vietnam app

▶ Digital Secure Key



On the Logon screen, please do not proceed the logon as usual and just follow these below steps:

17) Tap on **“Generate security code”** located at the bottom of the screen.

18) Three options of security code generating with Digital Secure Key is available for your to use!

- ✓ Logon to online banking
- ✓ Transaction verification
- ✓ Re-authenticate code

**All Pictures shown are for illustration purpose only*

Log on

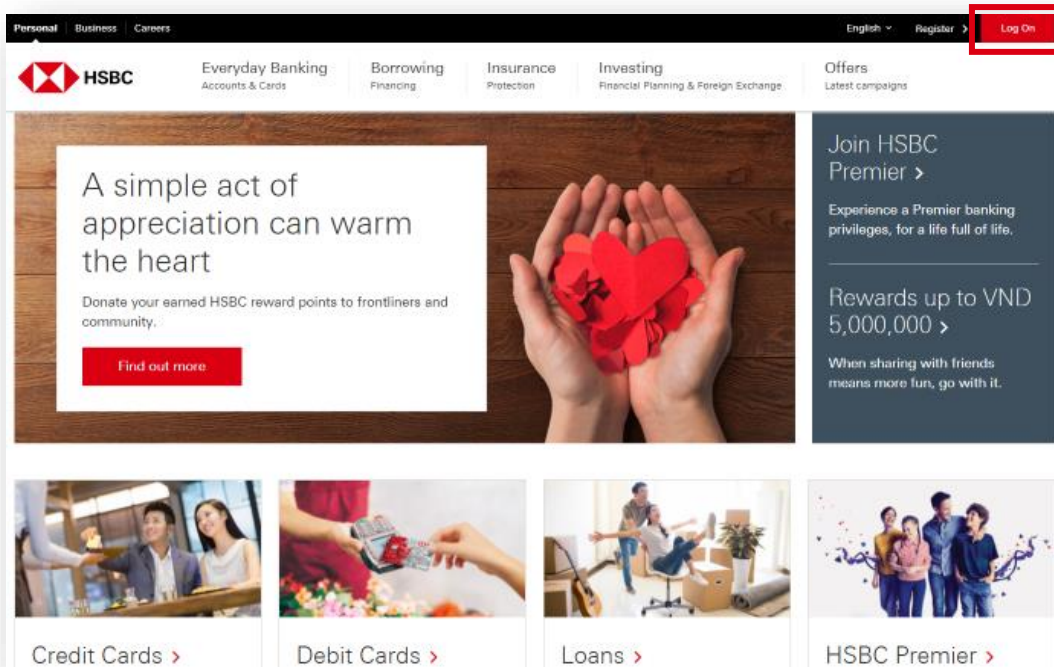
your Online Banking



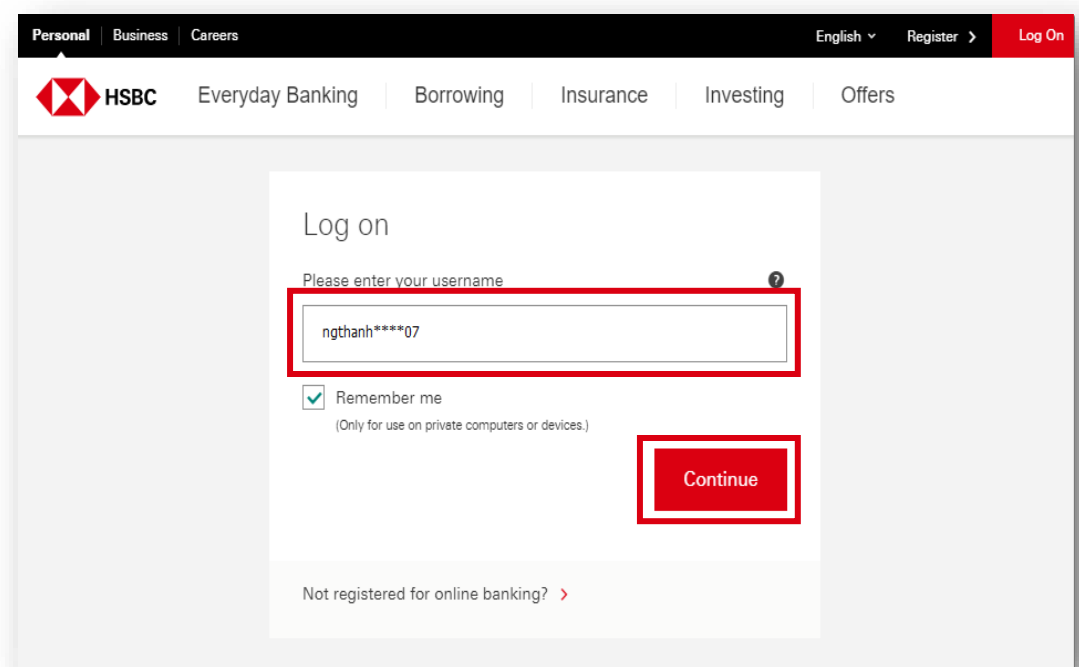
4 Log on your Online Banking

▶ Input your username

1 Visit HSBC Vietnam website and click on **“Log on”** (at top right of the homepage)



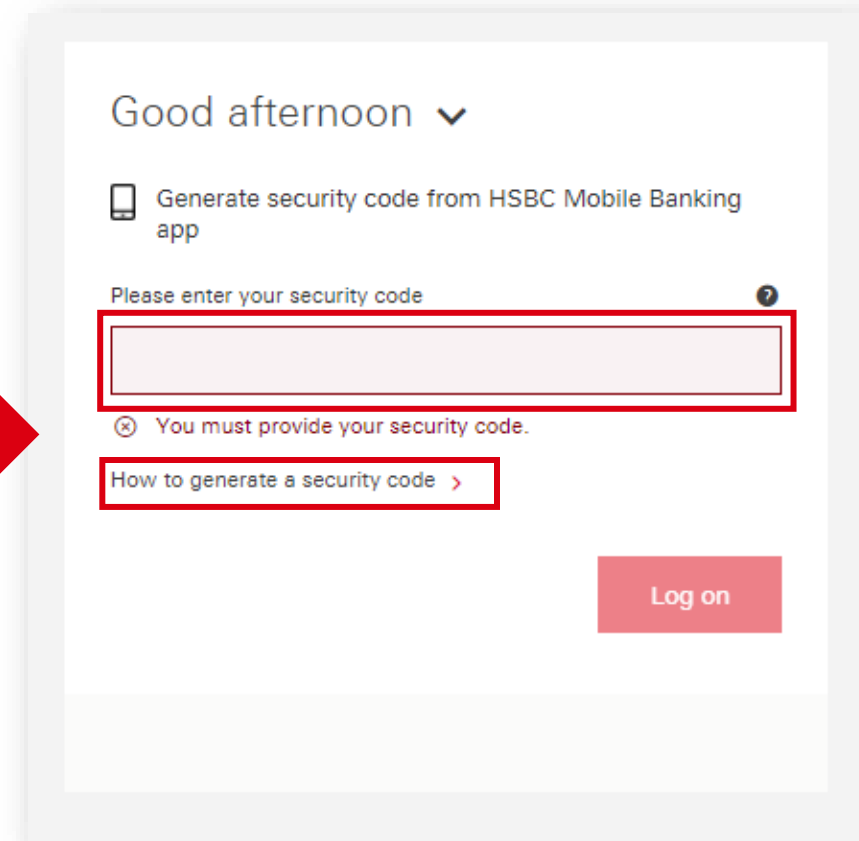
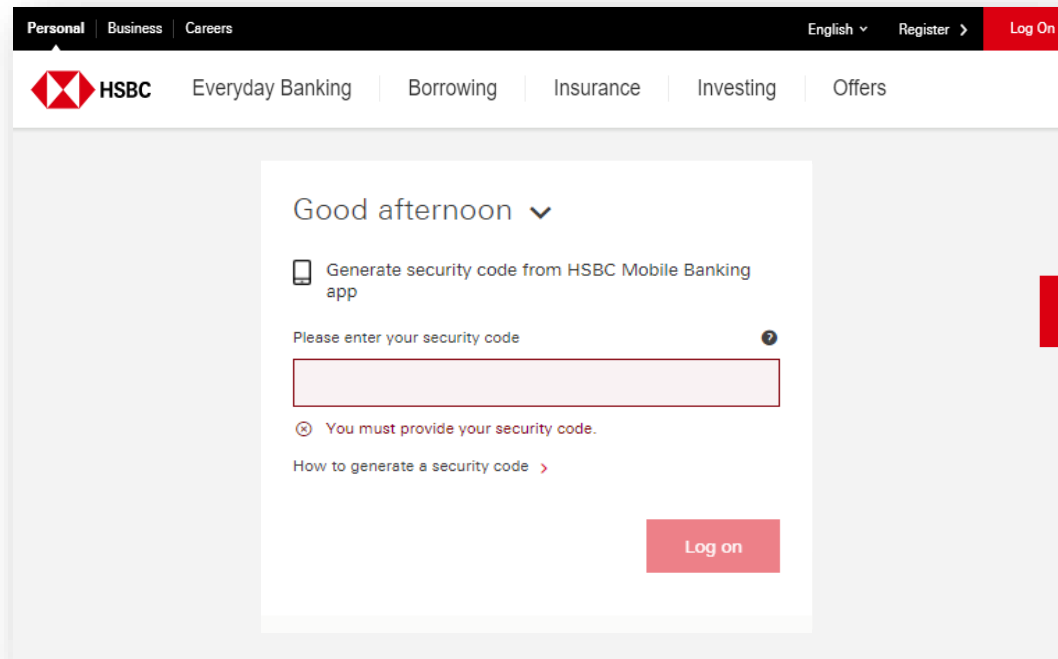
2 Input your **Username**, click **“Continue”**



4 Log on your Online Banking

▶ Input your security code

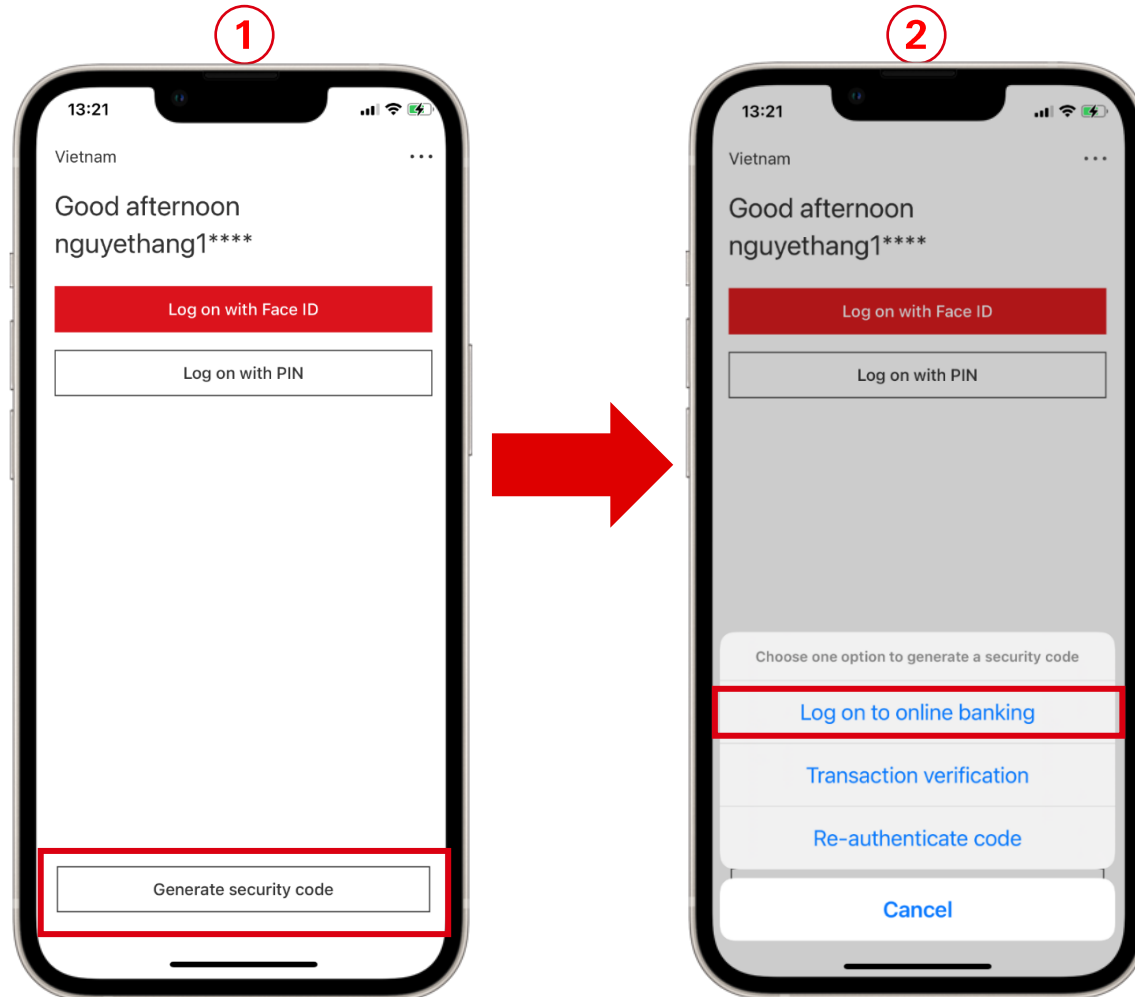
3 Input your security code. You can also click on **“How to generate a security code”** for your reference



*Refer next slides for how to generate your security code using Digital Secure Key on the HSBC Vietnam app.

4 Log on your Online Banking

▶ Input your security code

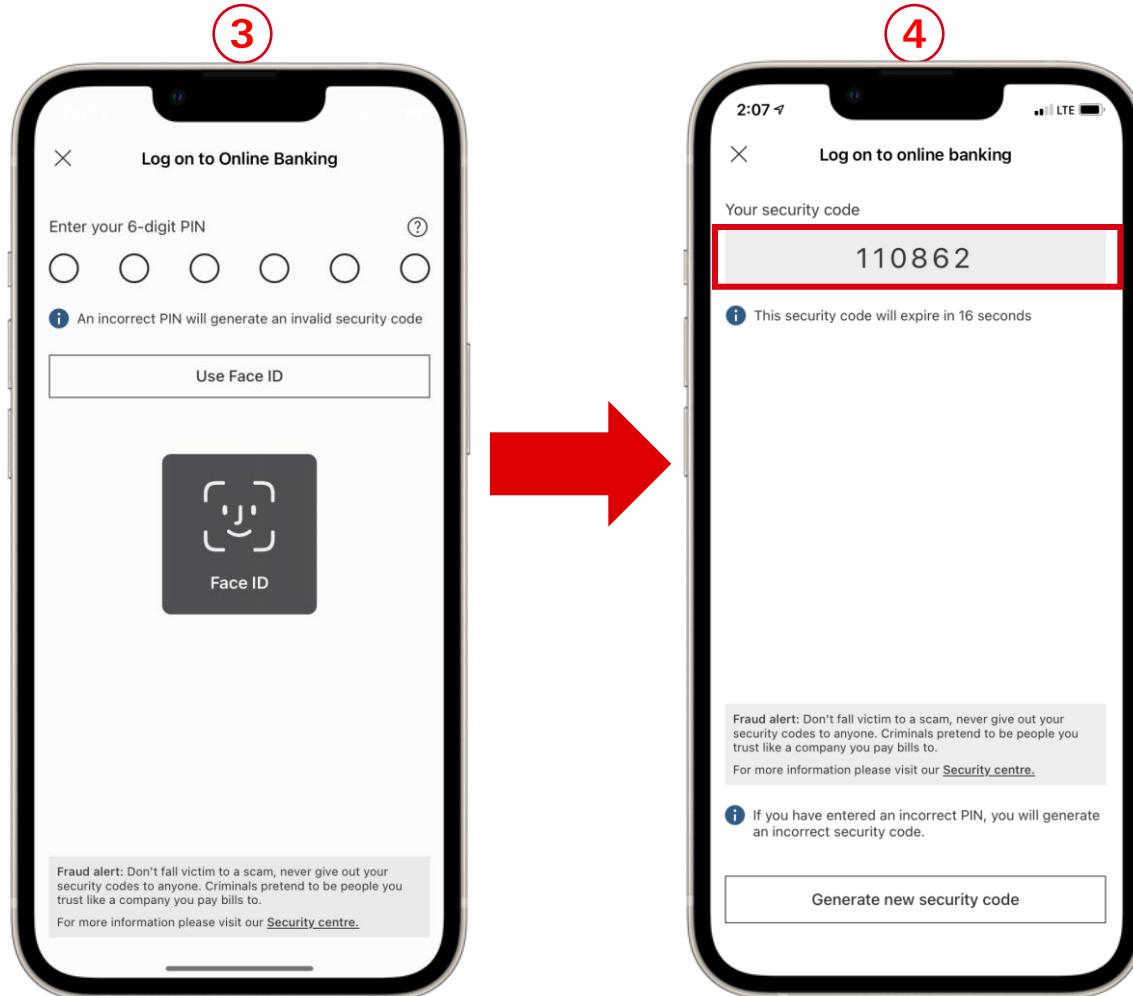


To generate the Security Code using the Digital Secure Key in the HSBC Vietnam app, open the app (but don't log on) and follow below steps:

- 1) Tap on **“Generate security code”** from the main Log On screen.
- 2) Tap on the **“Log on to online banking”**

4 Log on your Online Banking

▶ Input your security code



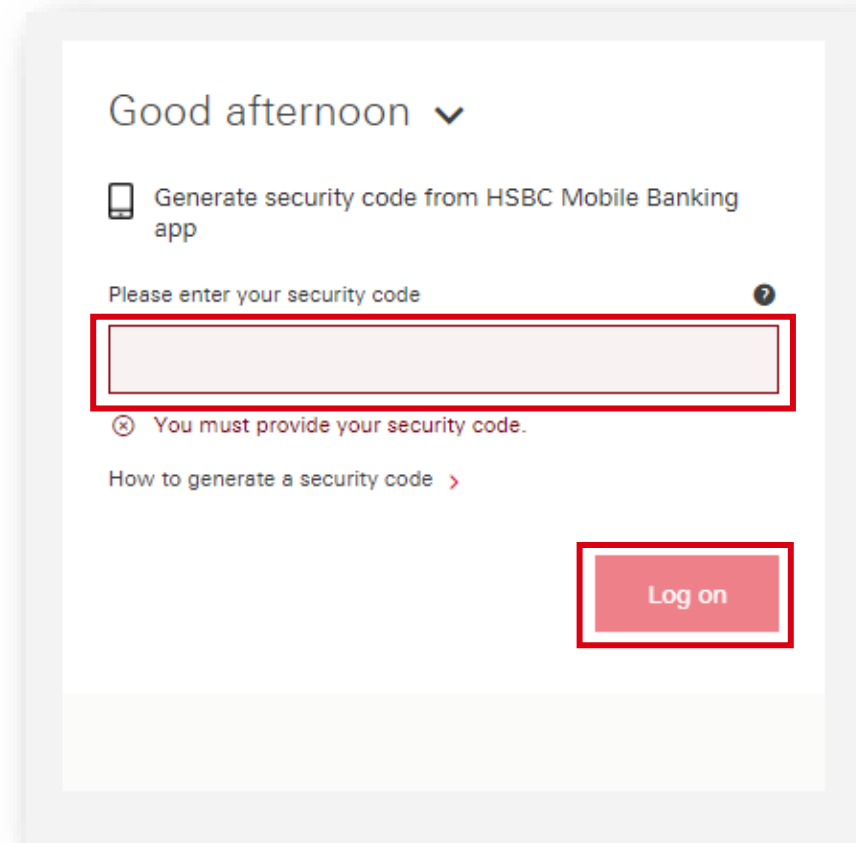
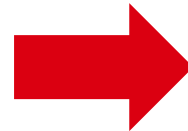
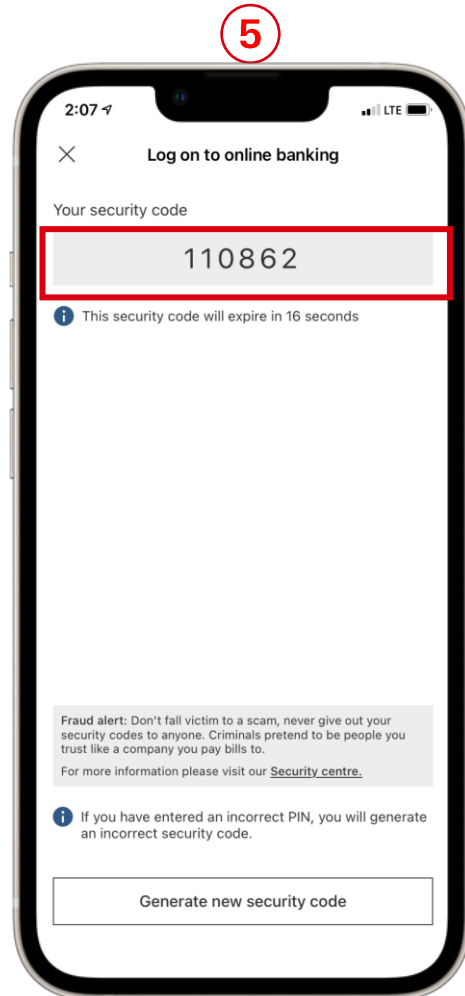
3) **Input** your 6-digit PIN or use biometric login (Face ID or Touch ID for iOS, Fingerprint for Android) **to authenticate** the security code generating.

4) **Copy** the **security code generated** for the code to be entered in the required field of Online Banking (see next slides).

You can also go back to the screen of security code generating to generate a new security code by tapping on **“Generate new security code”** at the bottom of the screen.

4 Log on your Online Banking

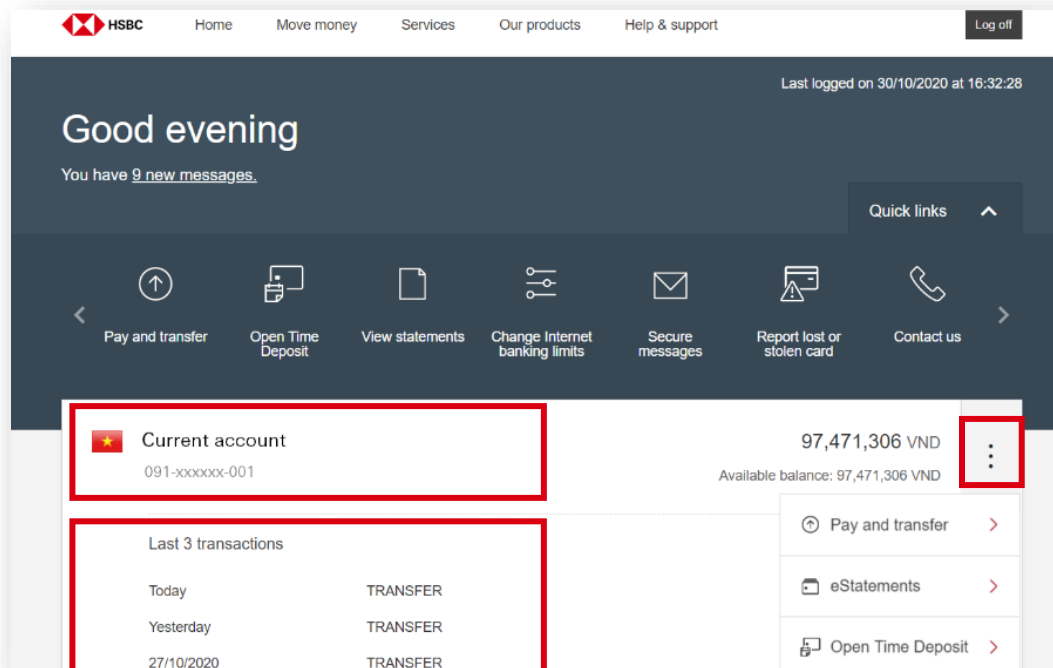
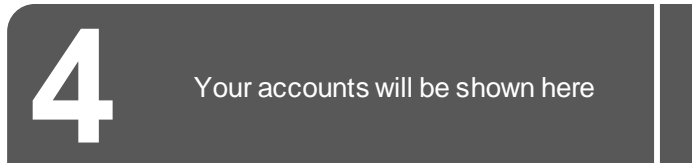
▶ Input your security code



5) Input the **generated security code** from the HSBC Vietnam to requested field in Online Banking and click "Log on"

4 Log on your Online Banking

▶ Logon Successfully



✓ You can find your most recent transactions at section **Last 3 transactions**.

✓ There are **Quick links** that help you use below feature faster and more conveniently:

- 1) Pay and transfer
- 2) Manage future transfer
- 3) view e-Statements
- 4) Manage payees
- 5) Open Time Deposit

And more useful features are waiting for you.

