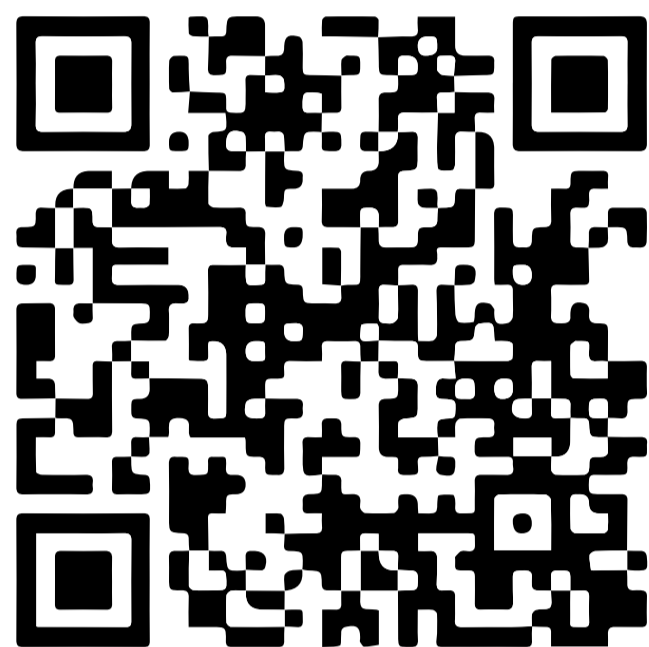
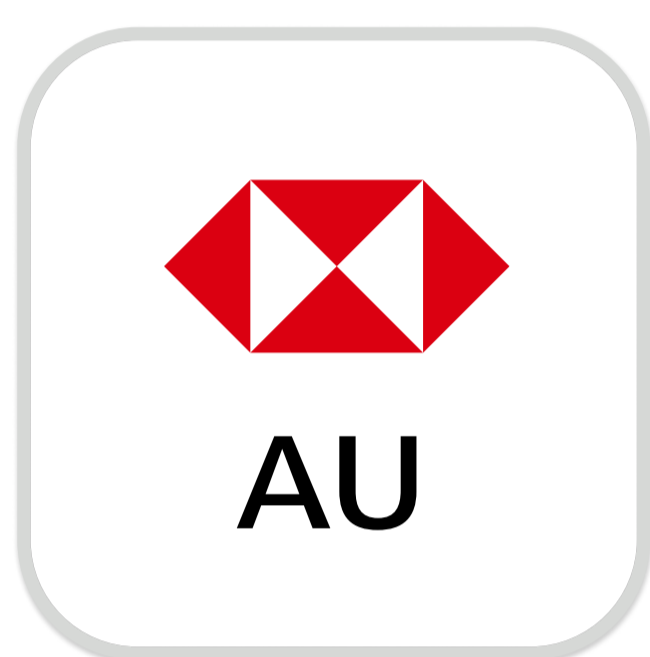
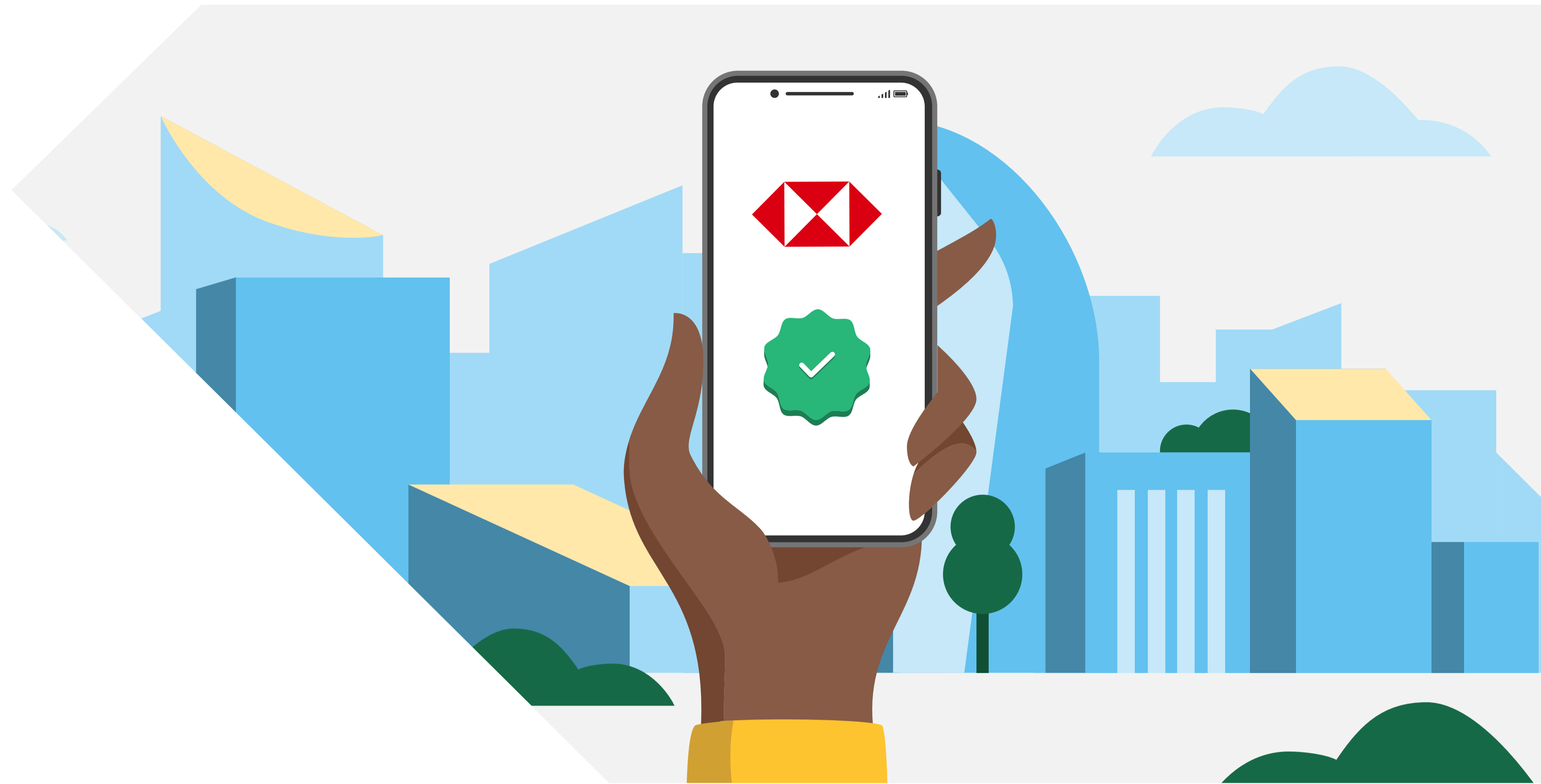


Your guide to HSBC Digital Banking



Changing to a new device



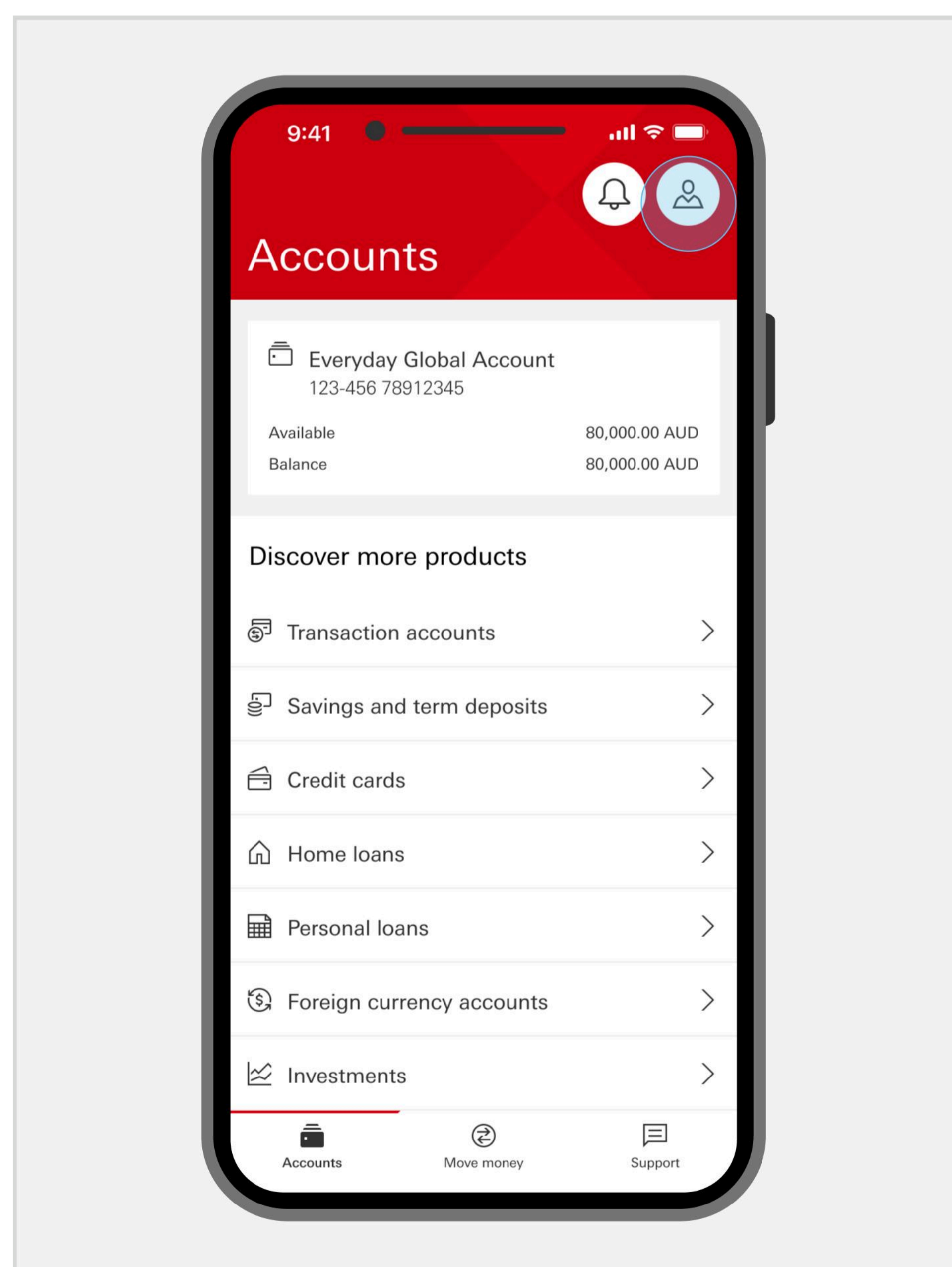
Download the HSBC Australia Mobile Banking app

To register for online banking using the app, you'll need:

- ✓ Your account number or 16-digit credit card number
- ✓ Your ID, eg. drivers licence or passport number
- ✓ Your mobile number

Your ID and mobile number should match your details in our records.

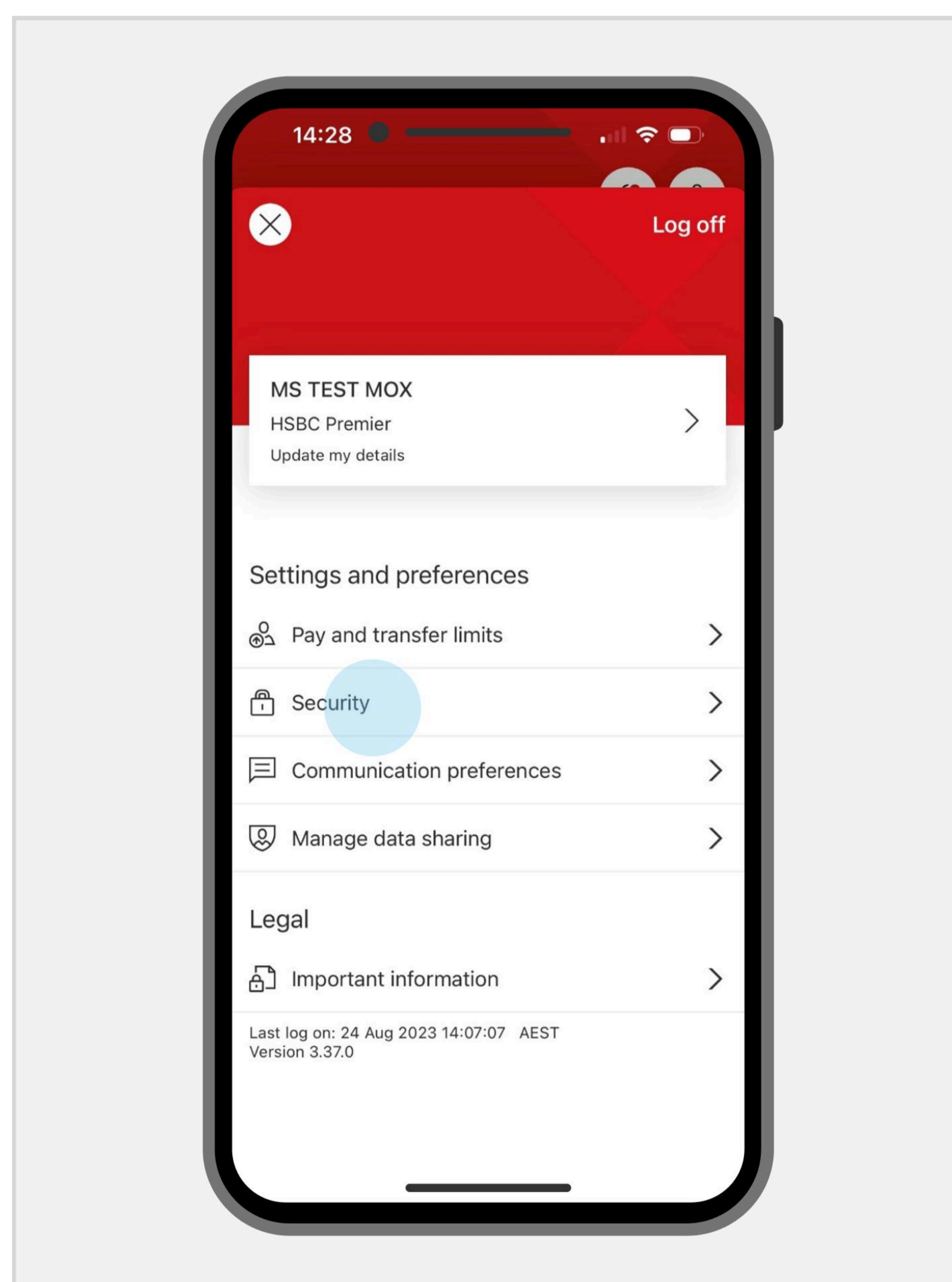
Open the app and select 'Register for online banking' to proceed.



Step 1

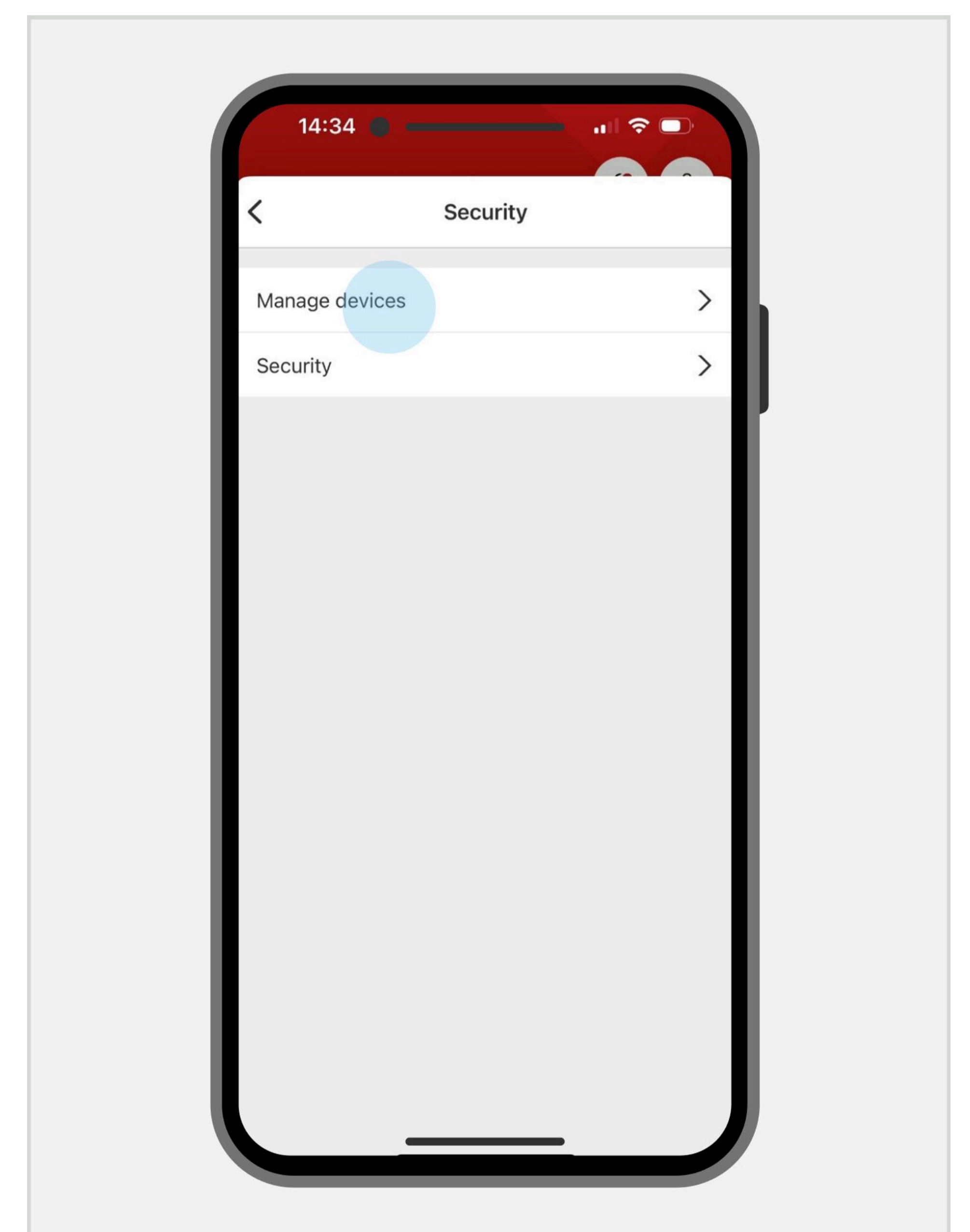
Log on to the HSBC AU app on your old device and go to Profile.

⚠ Before you set up the app on a new device, you'll need to deactivate it from your old one.



Step 2

Select 'Security'.



Step 3

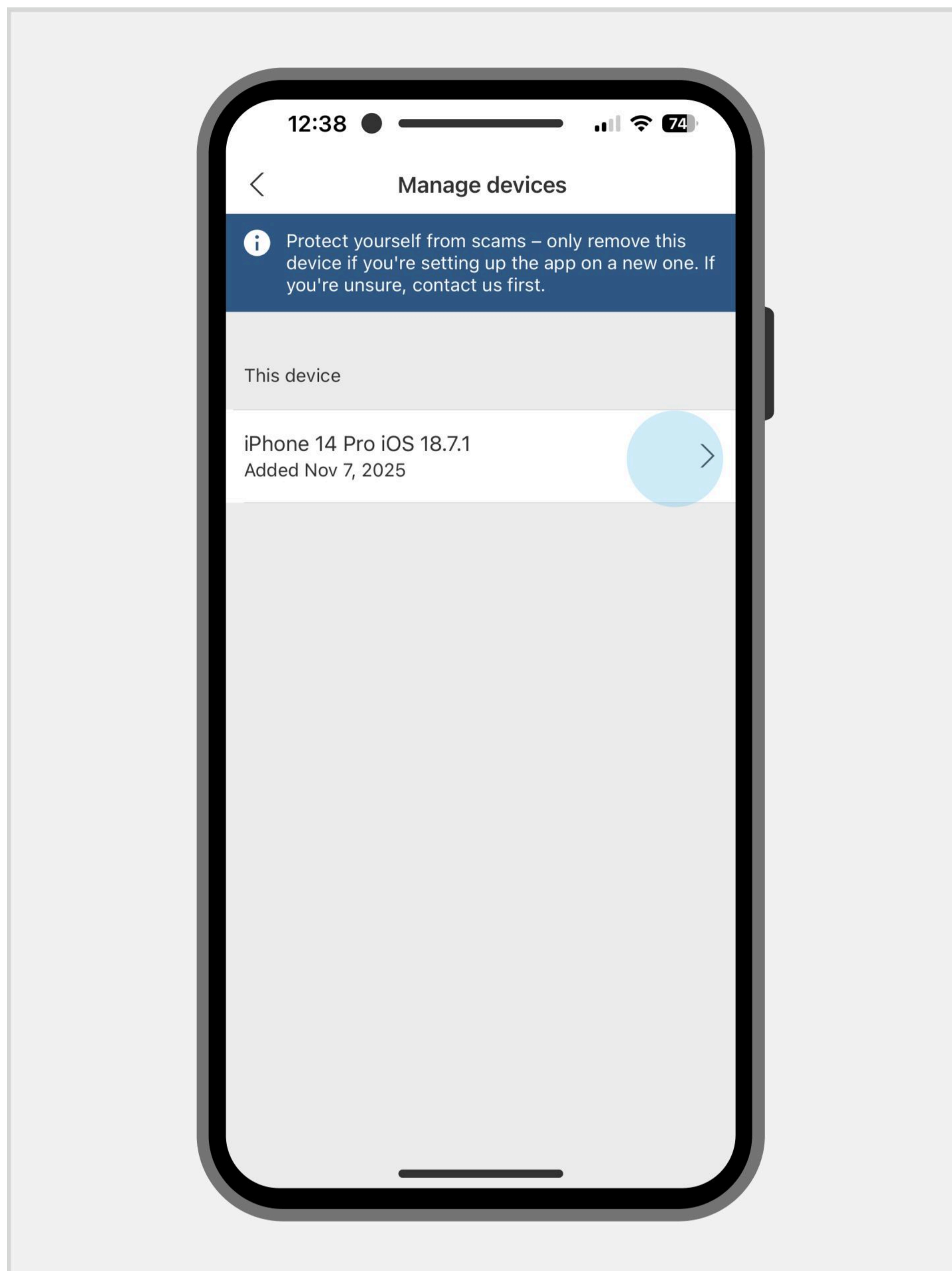
Select 'Manage devices'.

We're here to help

Contact our friendly customer service team at 1300 308 008 or +61 2 9005 8220 if you're overseas.

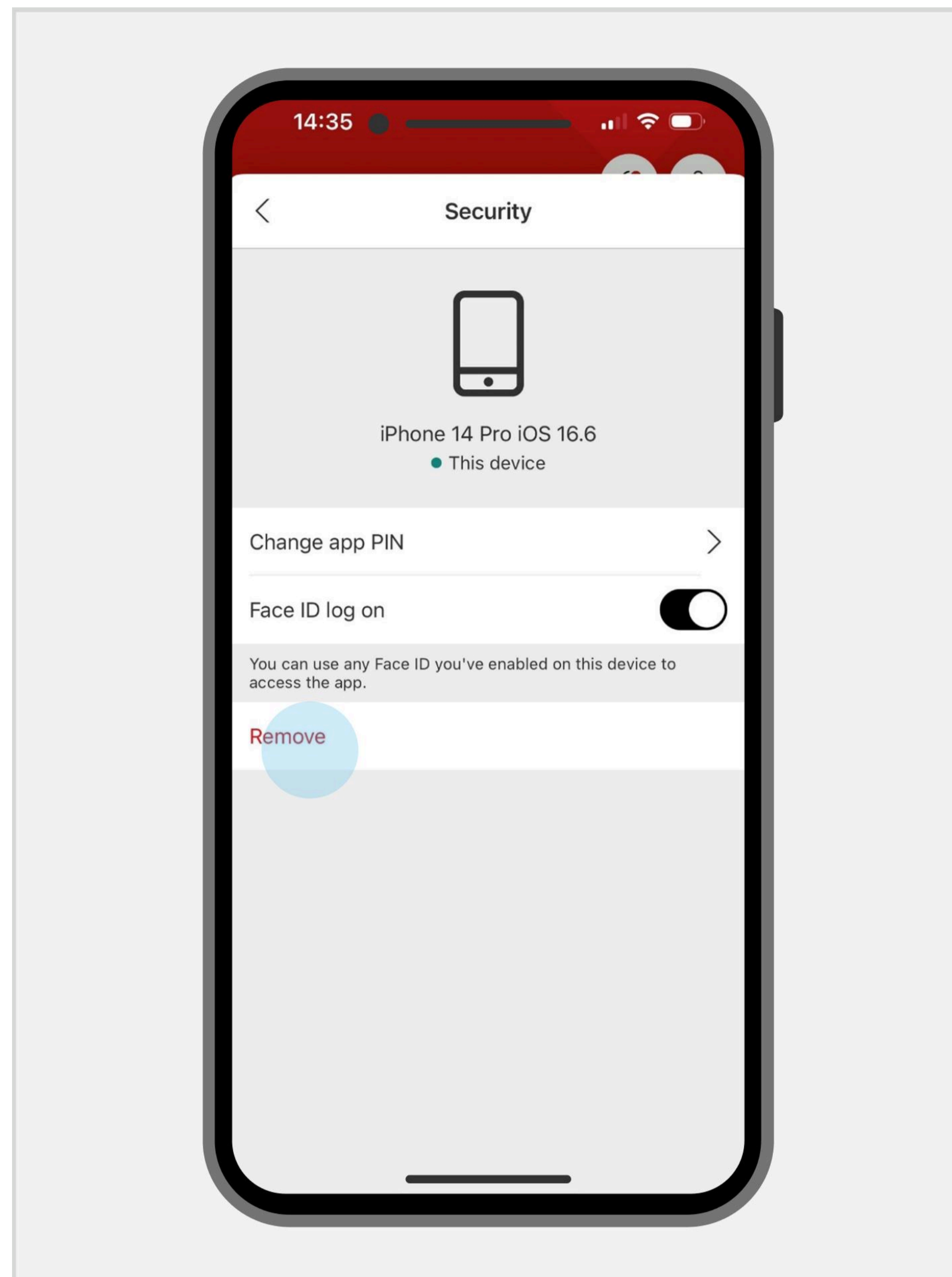
Download the HSBC Australia app via the App Store or Google Play.





Step 4

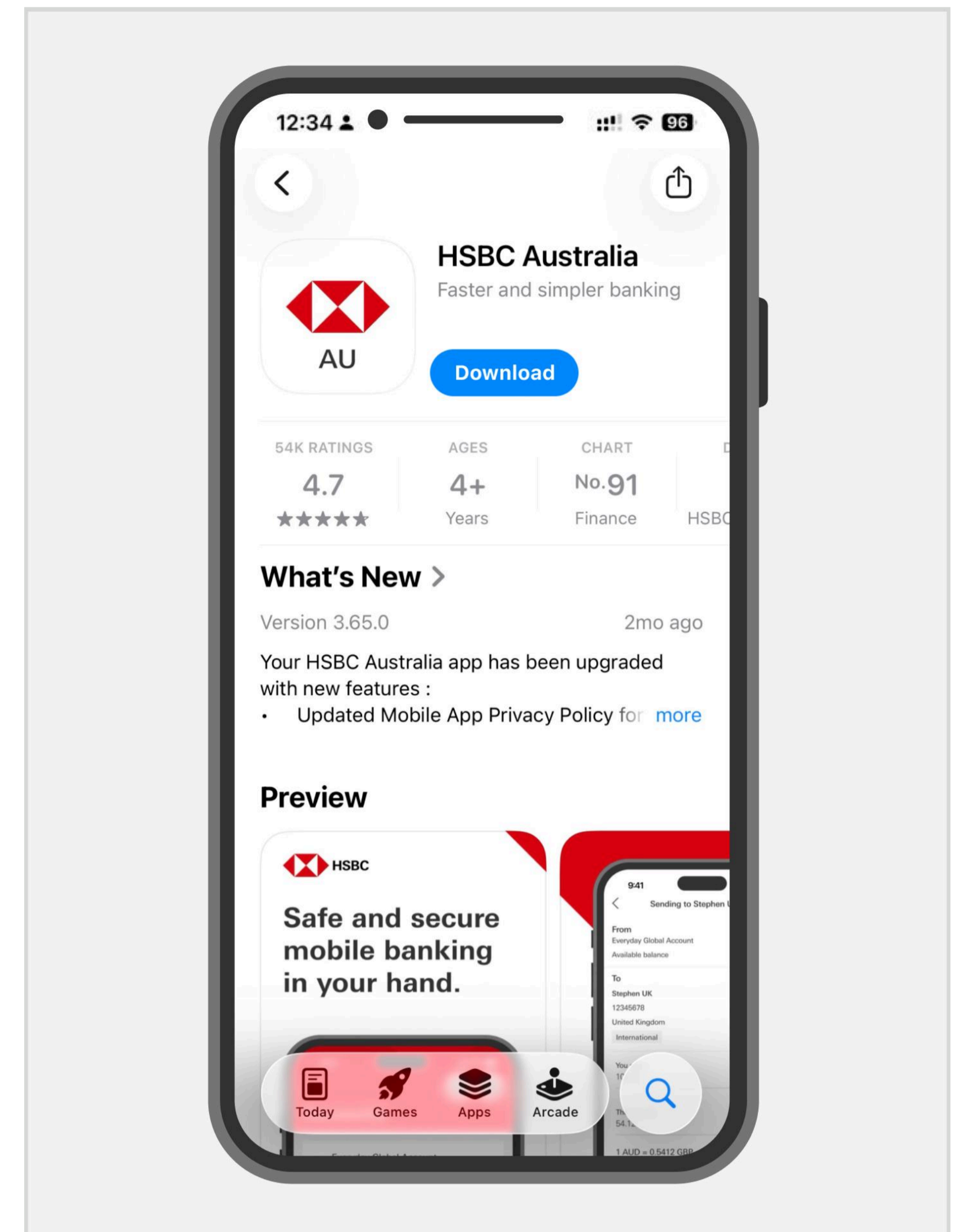
Select your current device.



Step 5

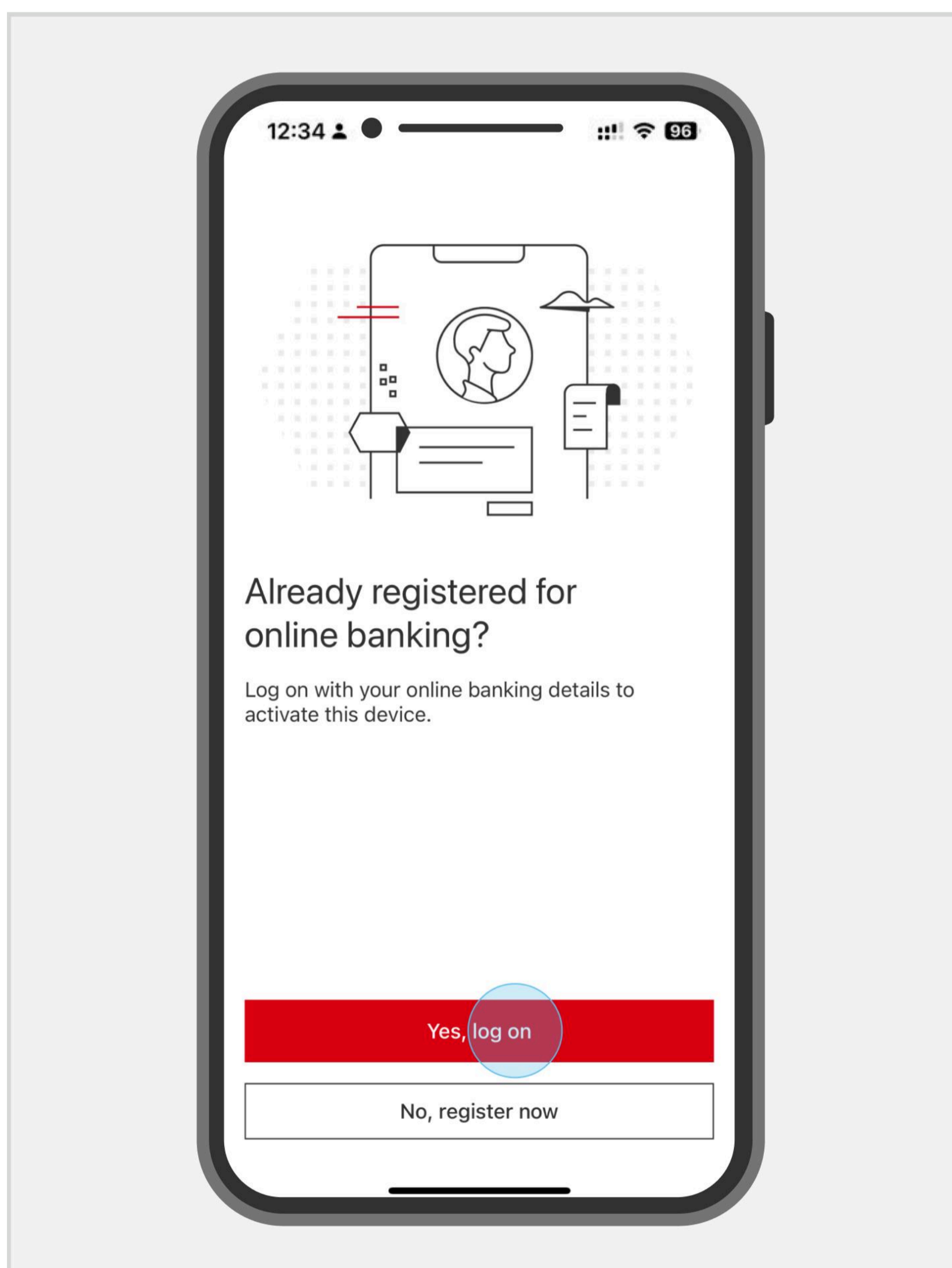
Select 'Remove'.

This will deactivate the HSBC AU app on your old device.



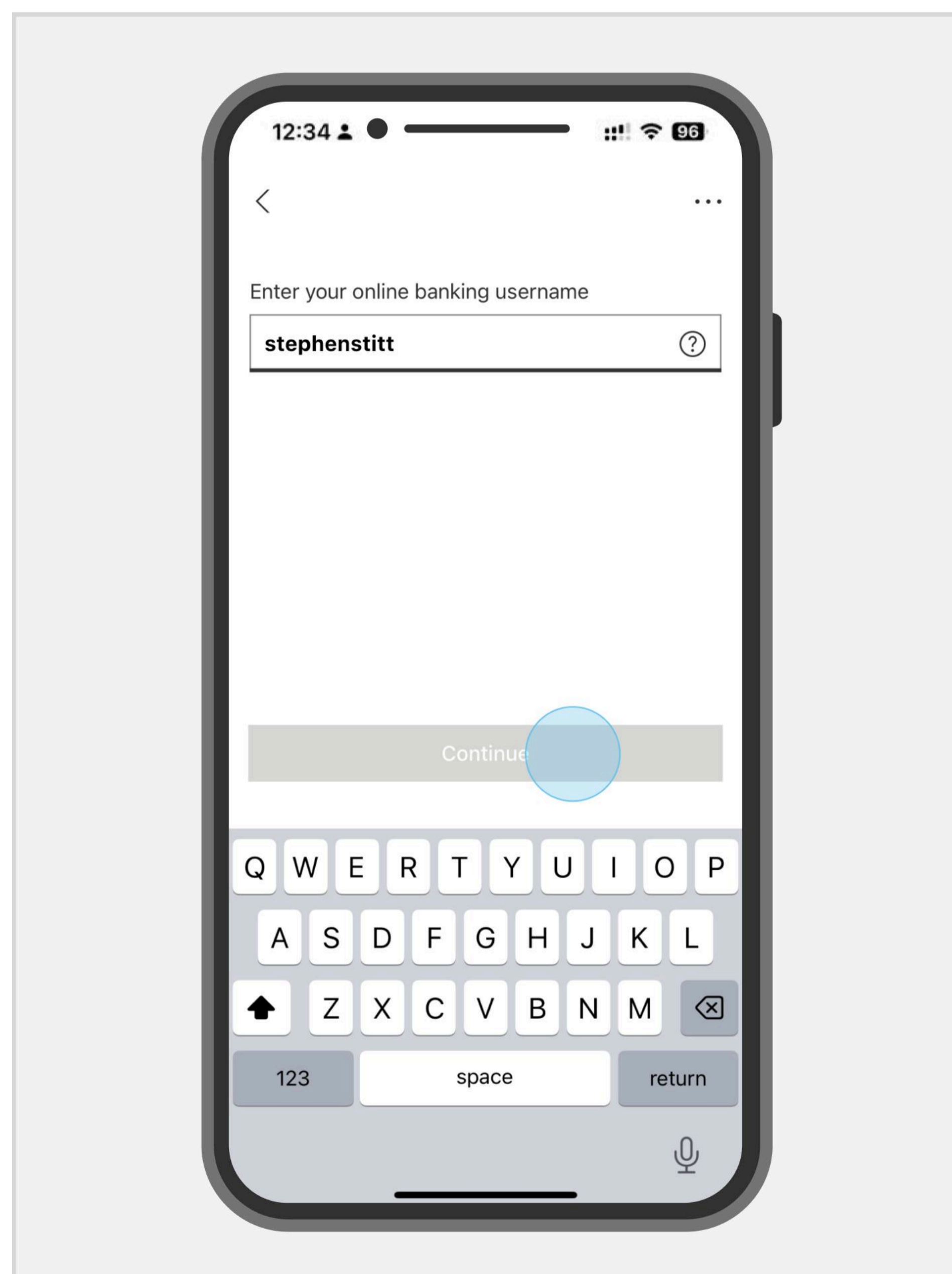
Step 6

On your new device, download the HSBC AU app from the Apple App Store or Google Play Store.



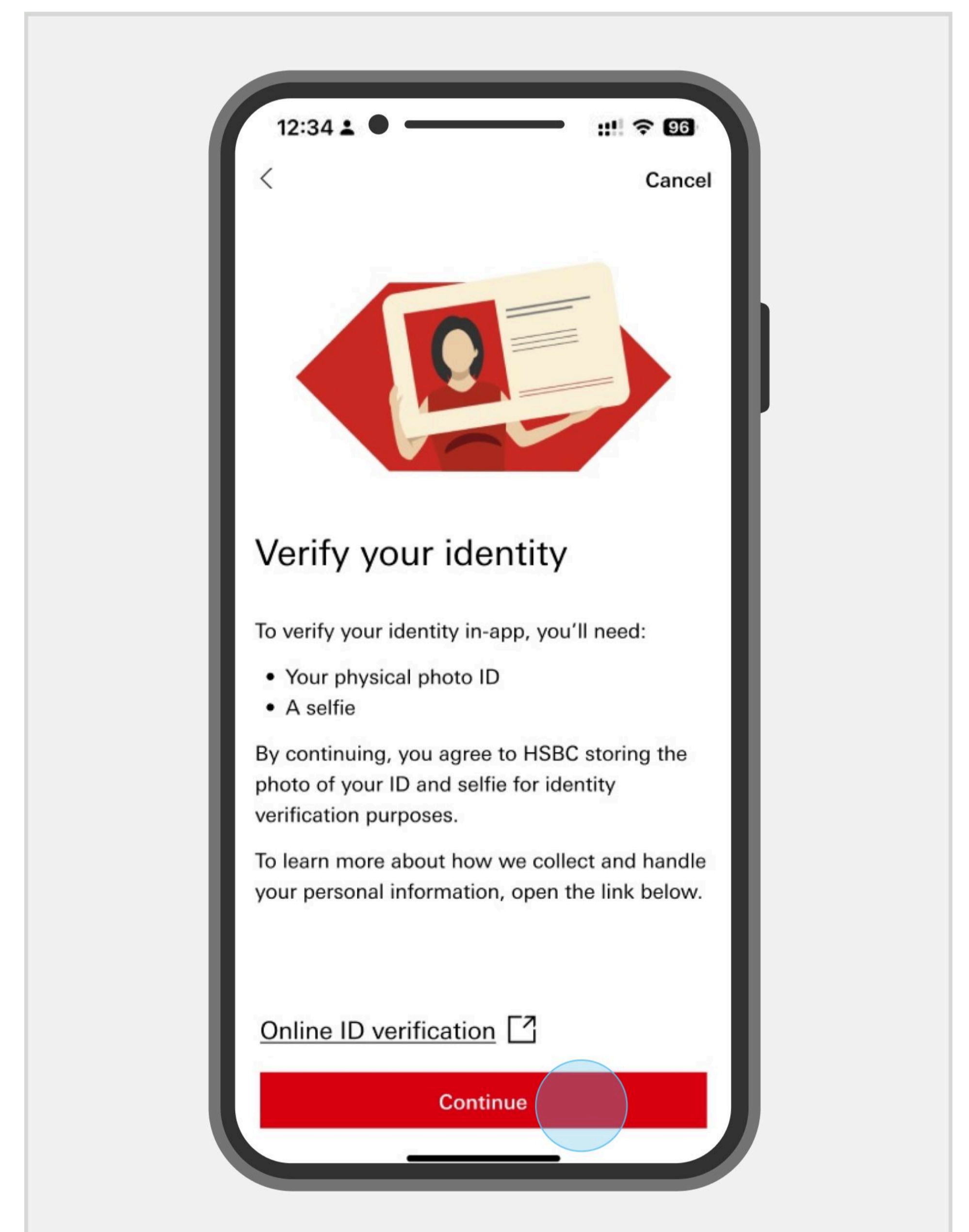
Step 7

Open the HSBC AU app on your new device and select 'Yes, log on'.



Step 8

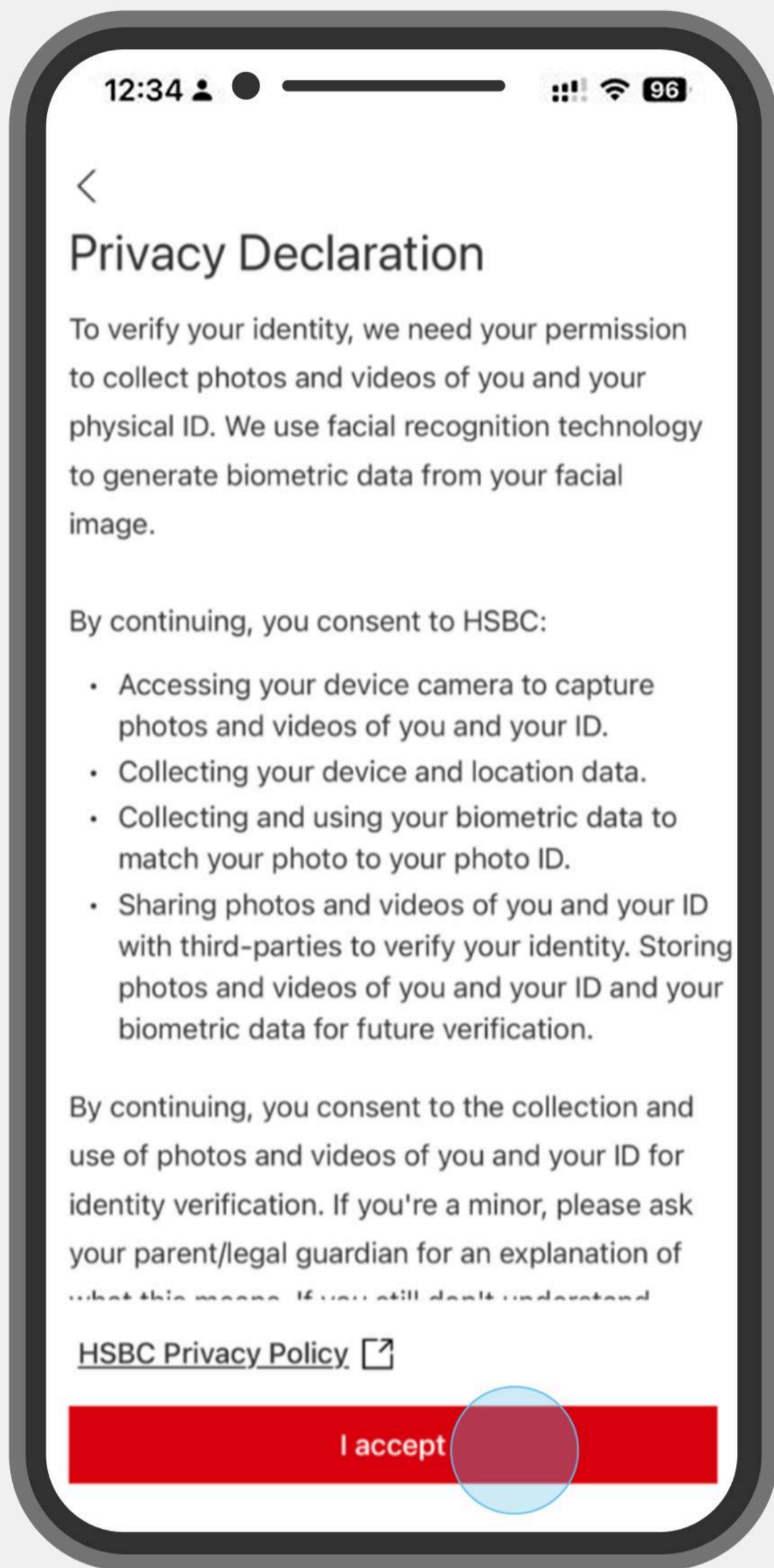
Enter your online banking username and select 'Continue'.



Step 9

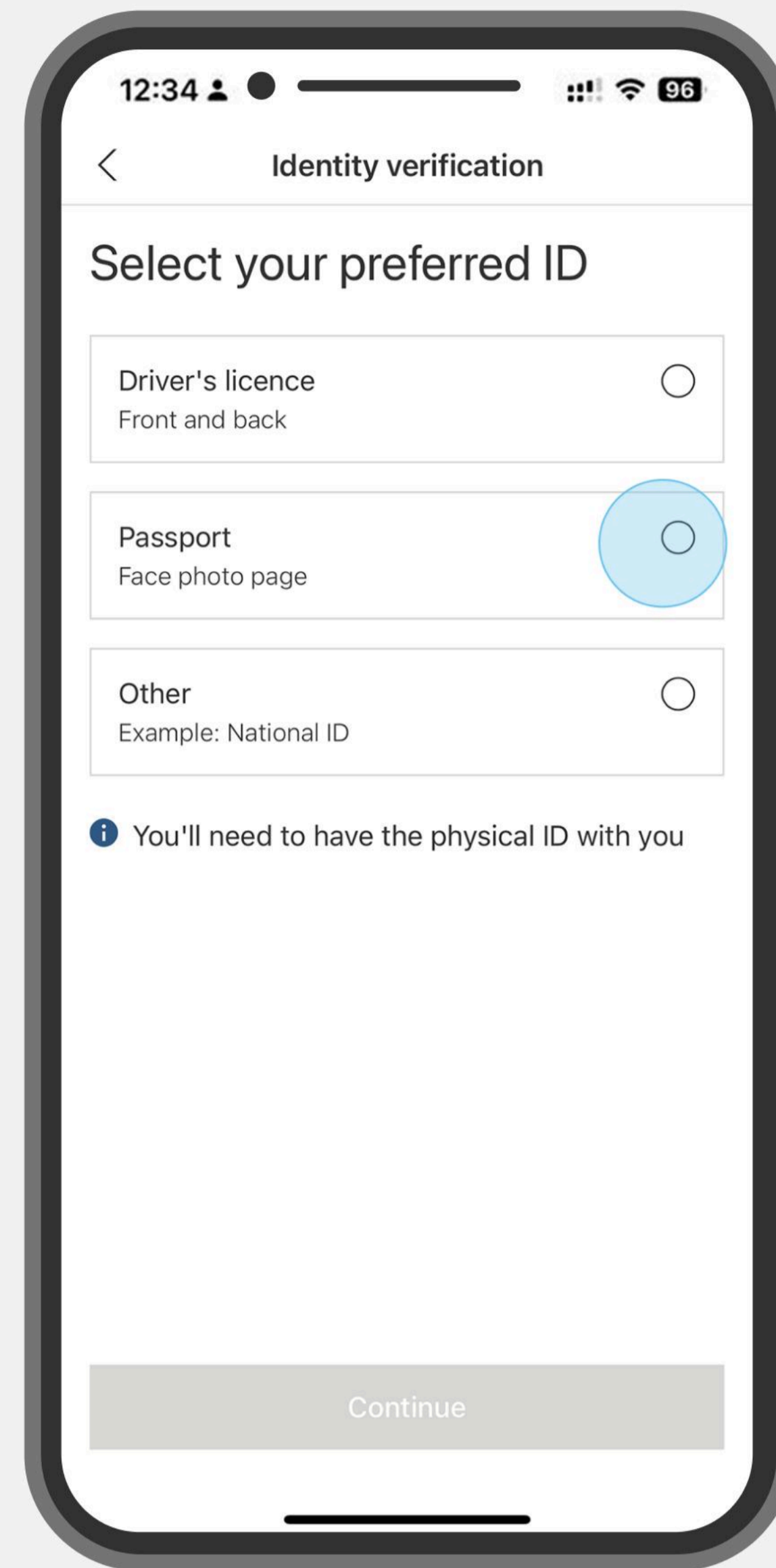
Make sure you have your physical photo ID and select 'Continue'.





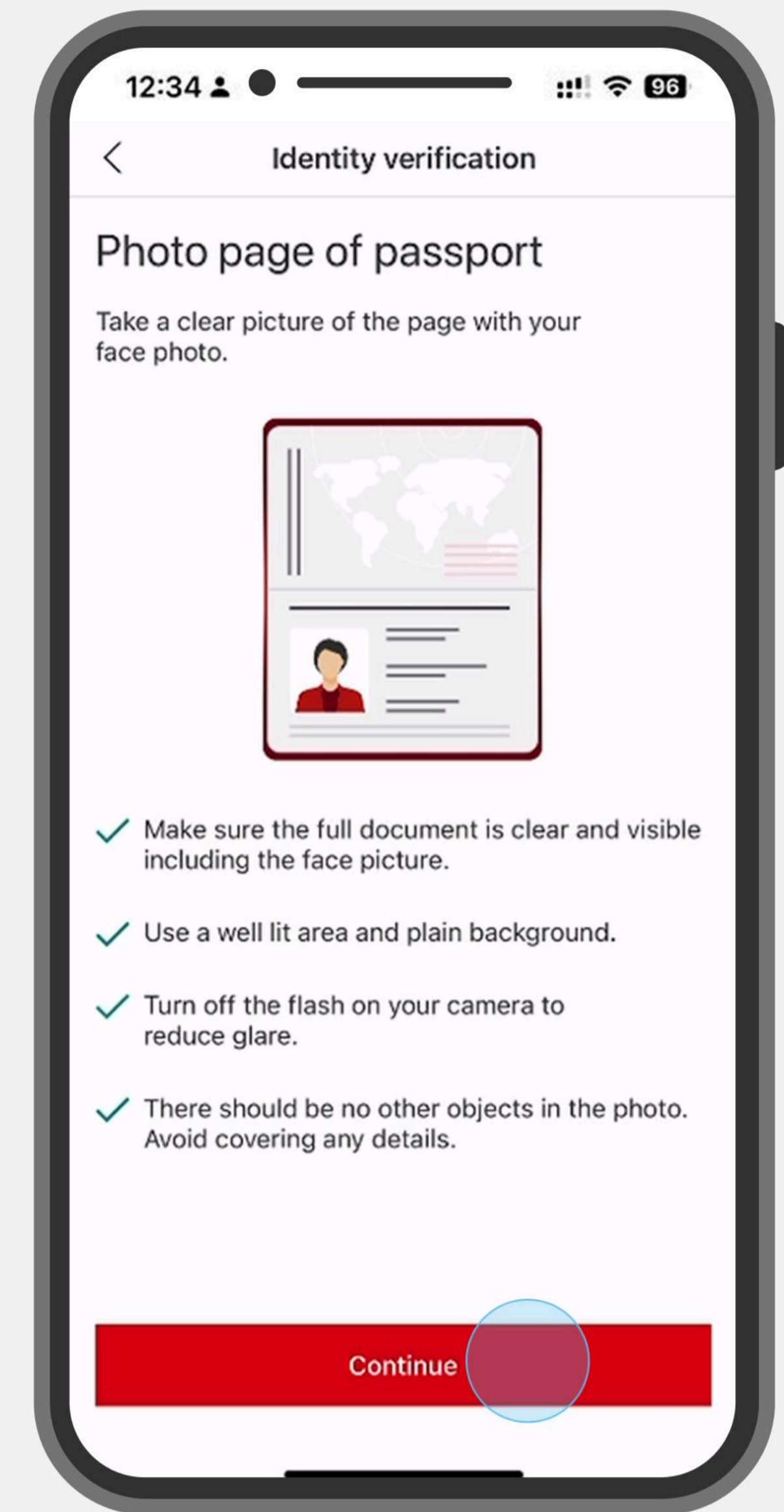
Step 10

Carefully read and accept the HSBC Privacy Policy. Select 'I accept'.



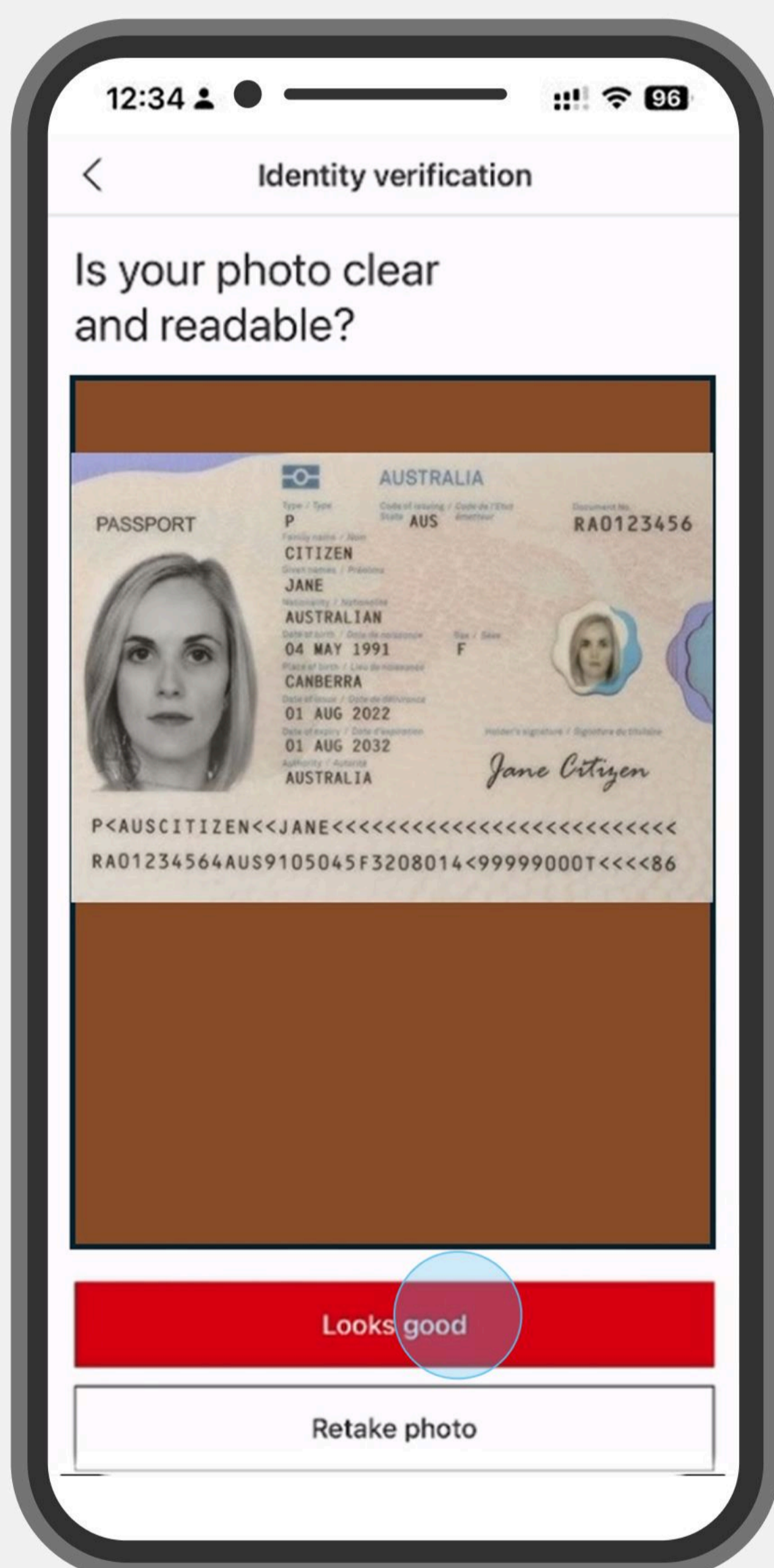
Step 11

Select your preferred ID type and select 'Continue'.



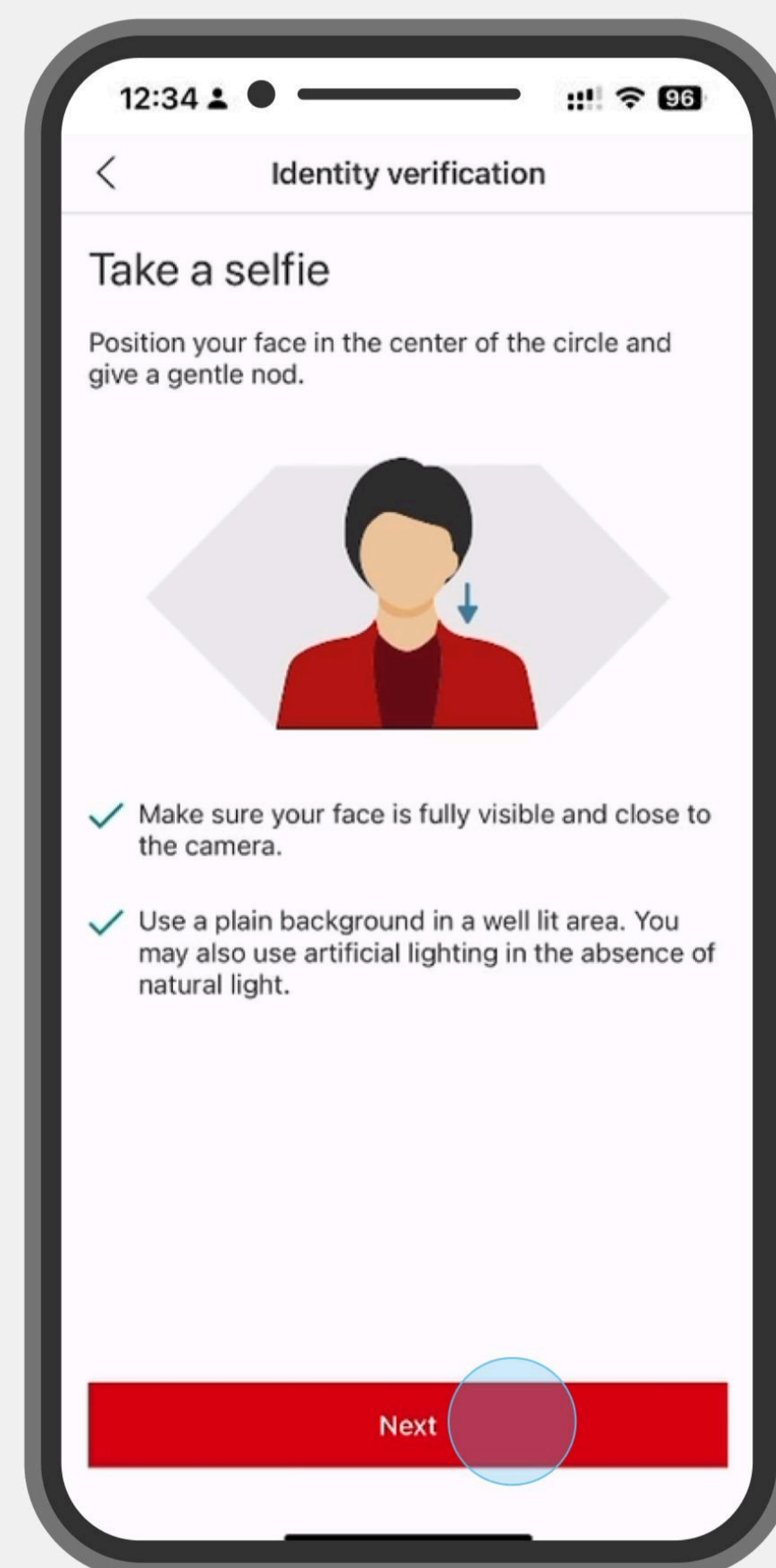
Step 12

Select 'Continue'.



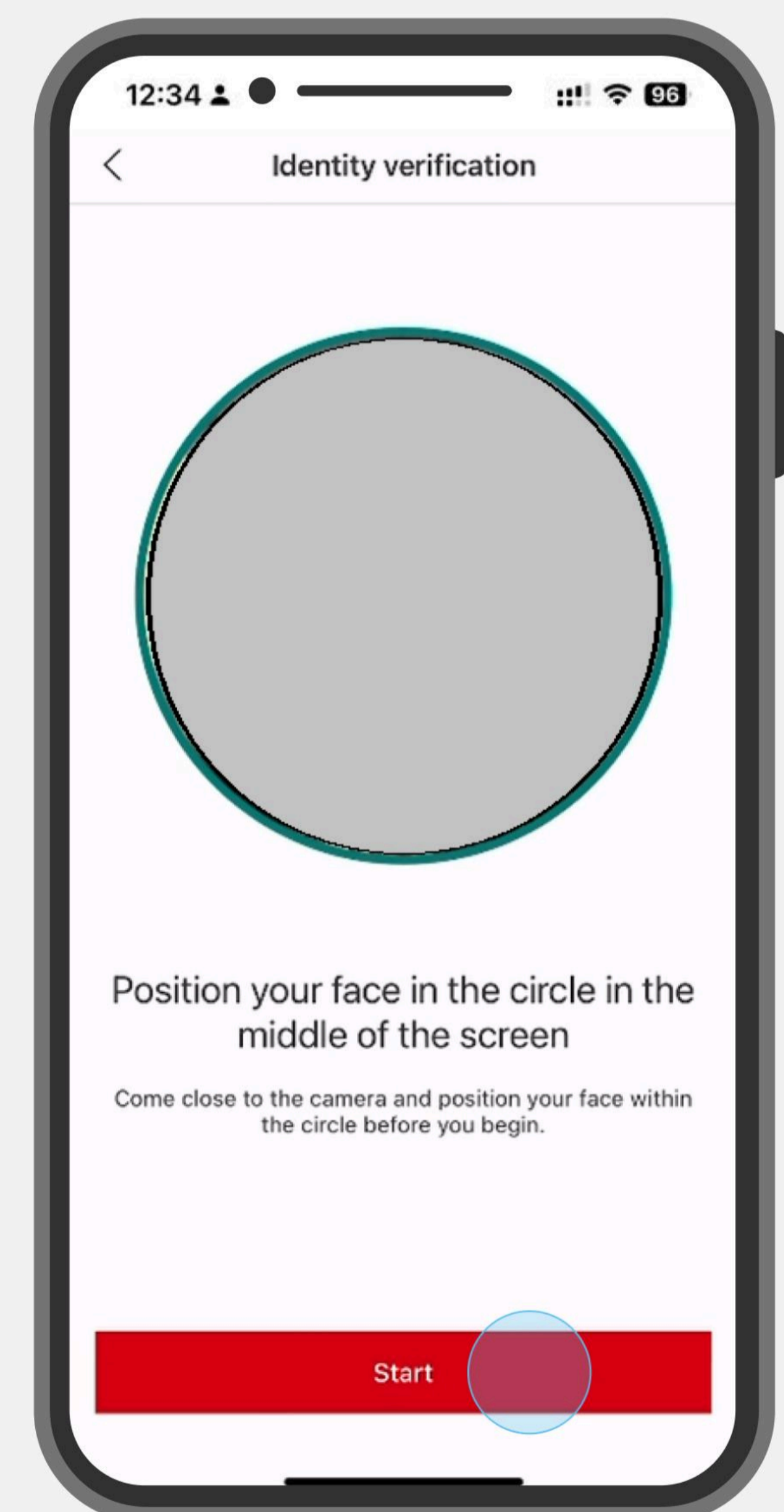
Step 13

Follow the instructions on screen to take a photo of your ID. Select 'Looks good'.



Step 14

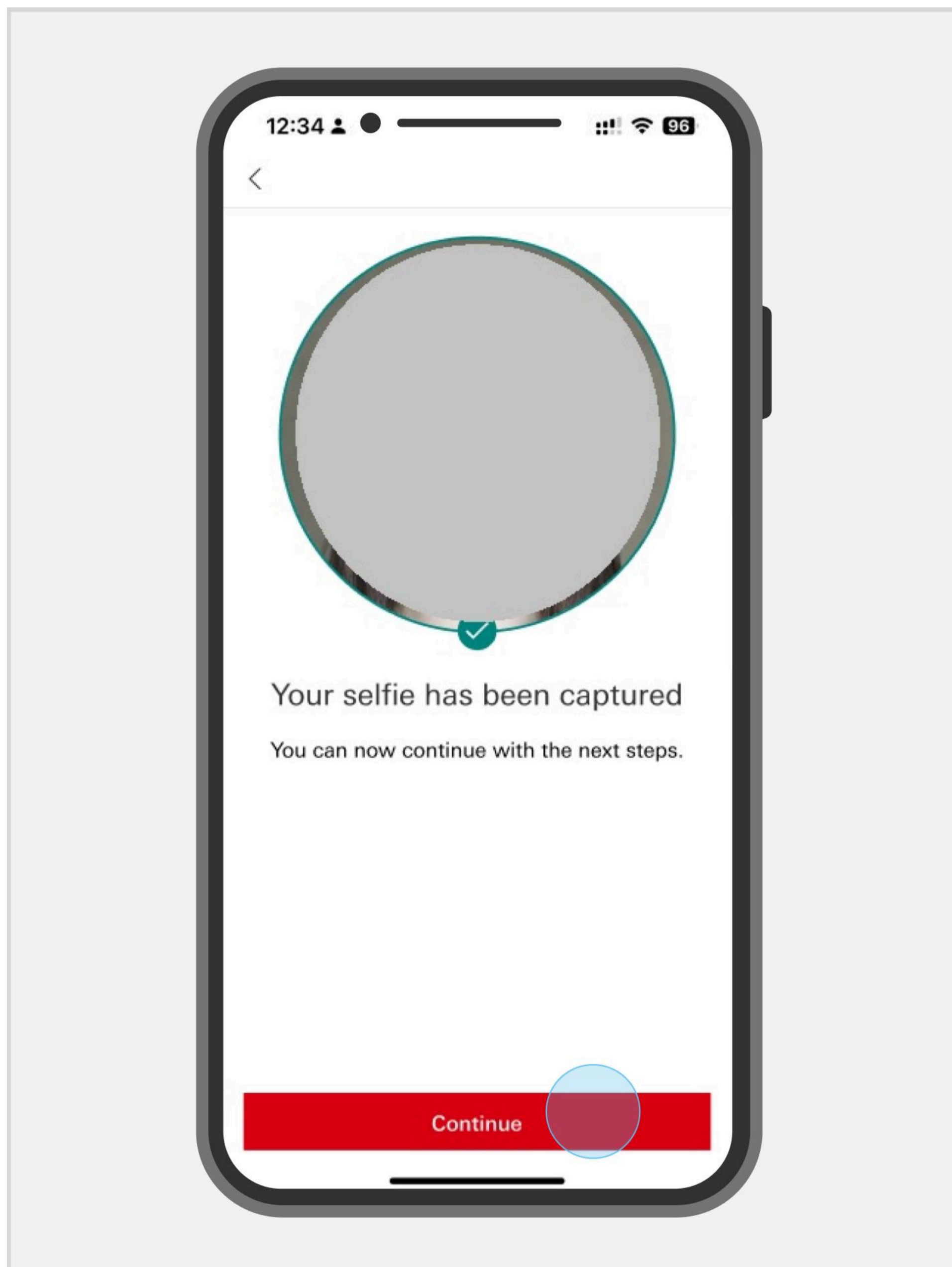
Select 'Next'.



Step 15

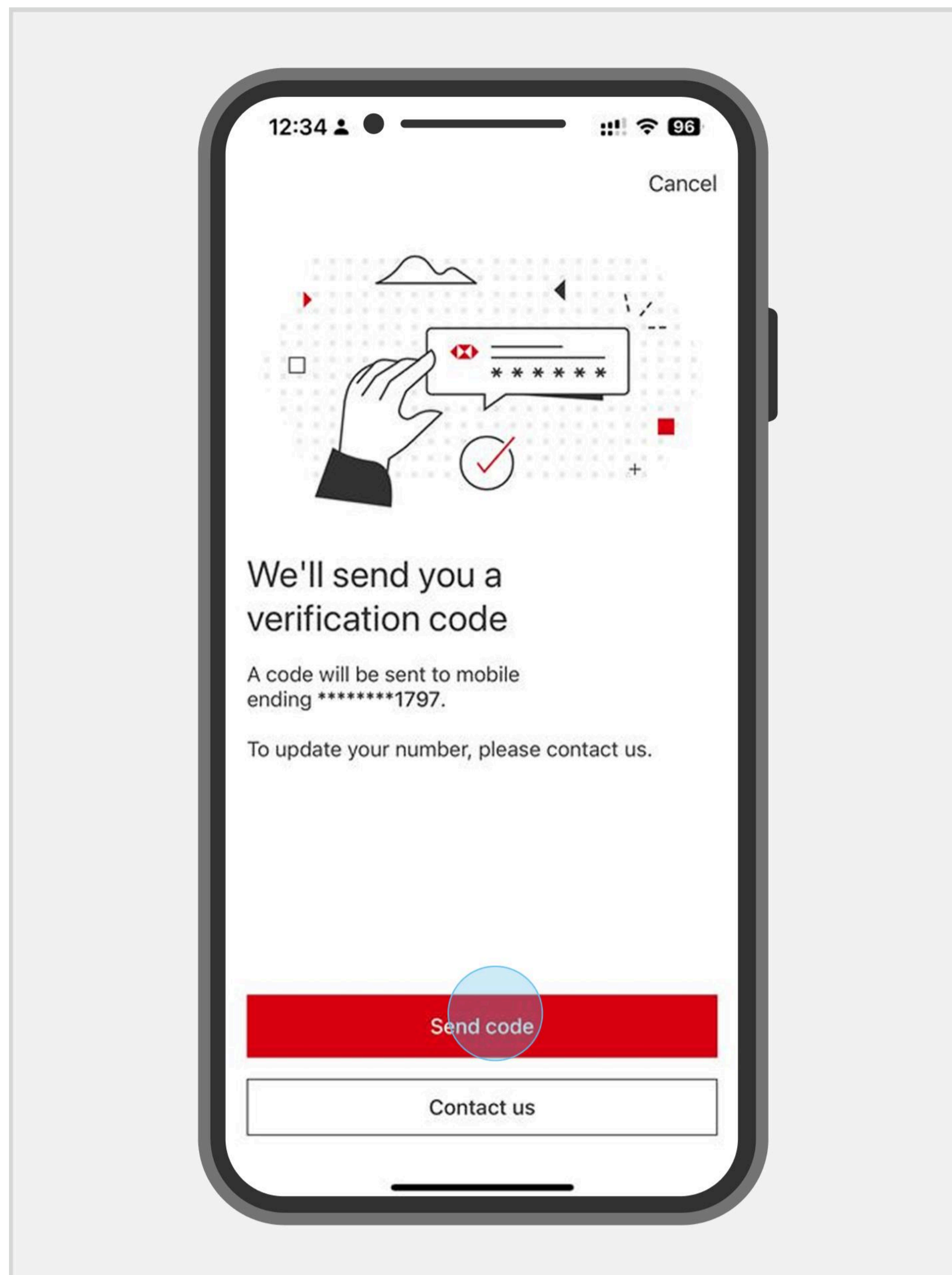
Follow the instructions on the screen to take a selfie. Select 'Start'.





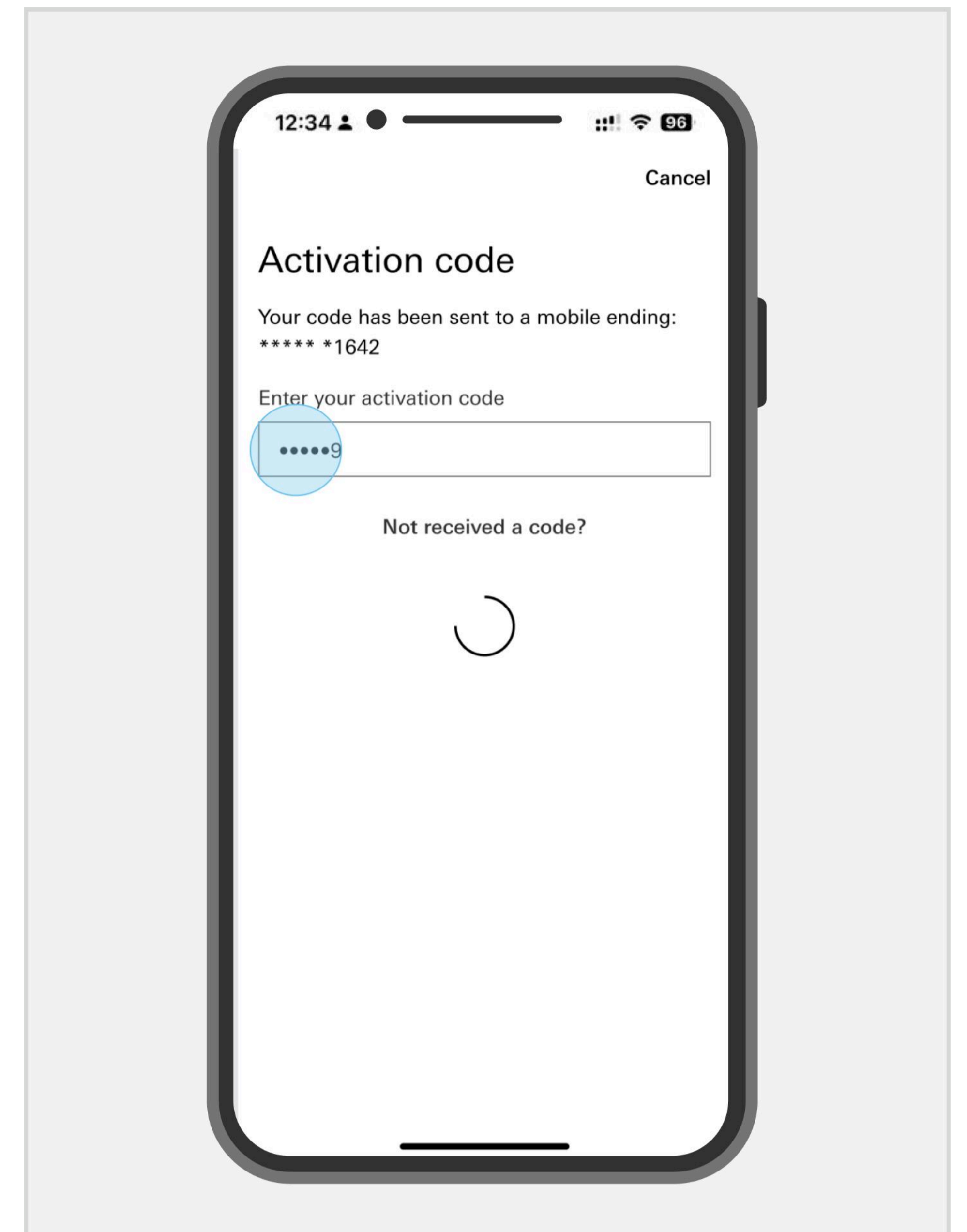
Step 16

Select 'Continue'.



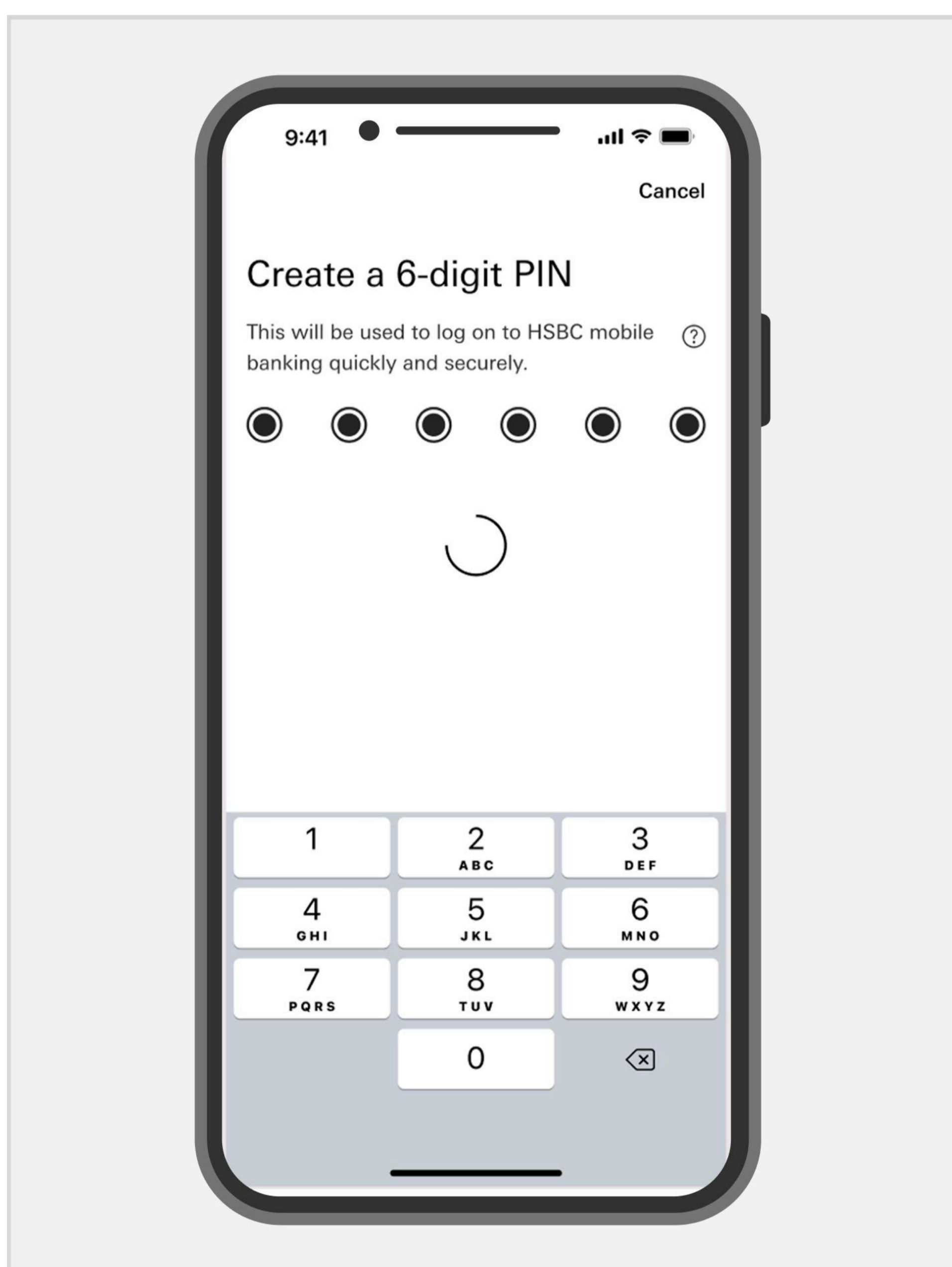
Step 17

Verify your phone number. Select 'Send code'.



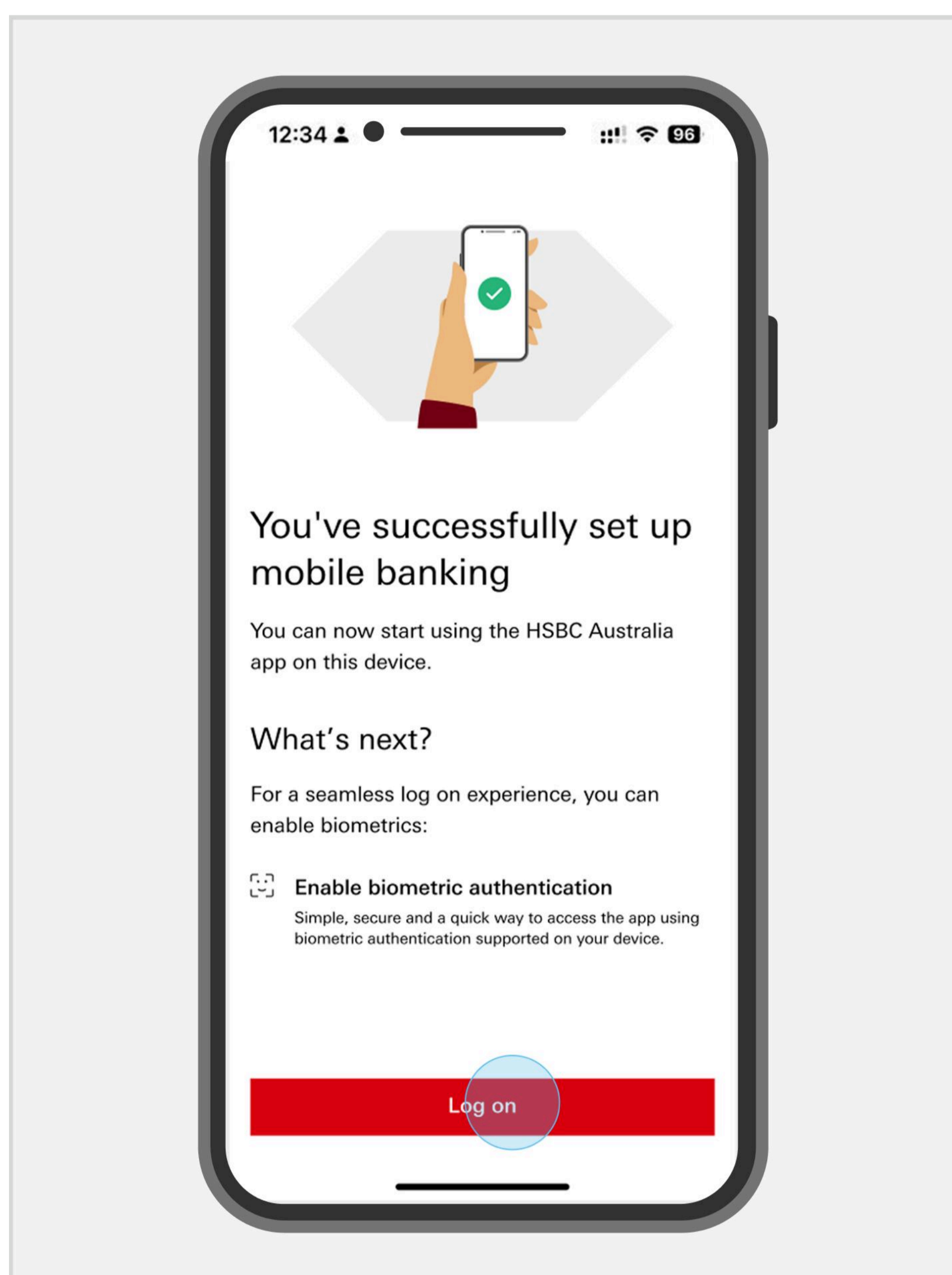
Step 18

Enter the activation code you received via SMS.



Step 19

Create and re-enter your 6-digit PIN to for quicker access to online banking.



Step 20

You've activated the HSBC AU app on your new device. Select 'Log on'.

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