



Your guide to Online Banking

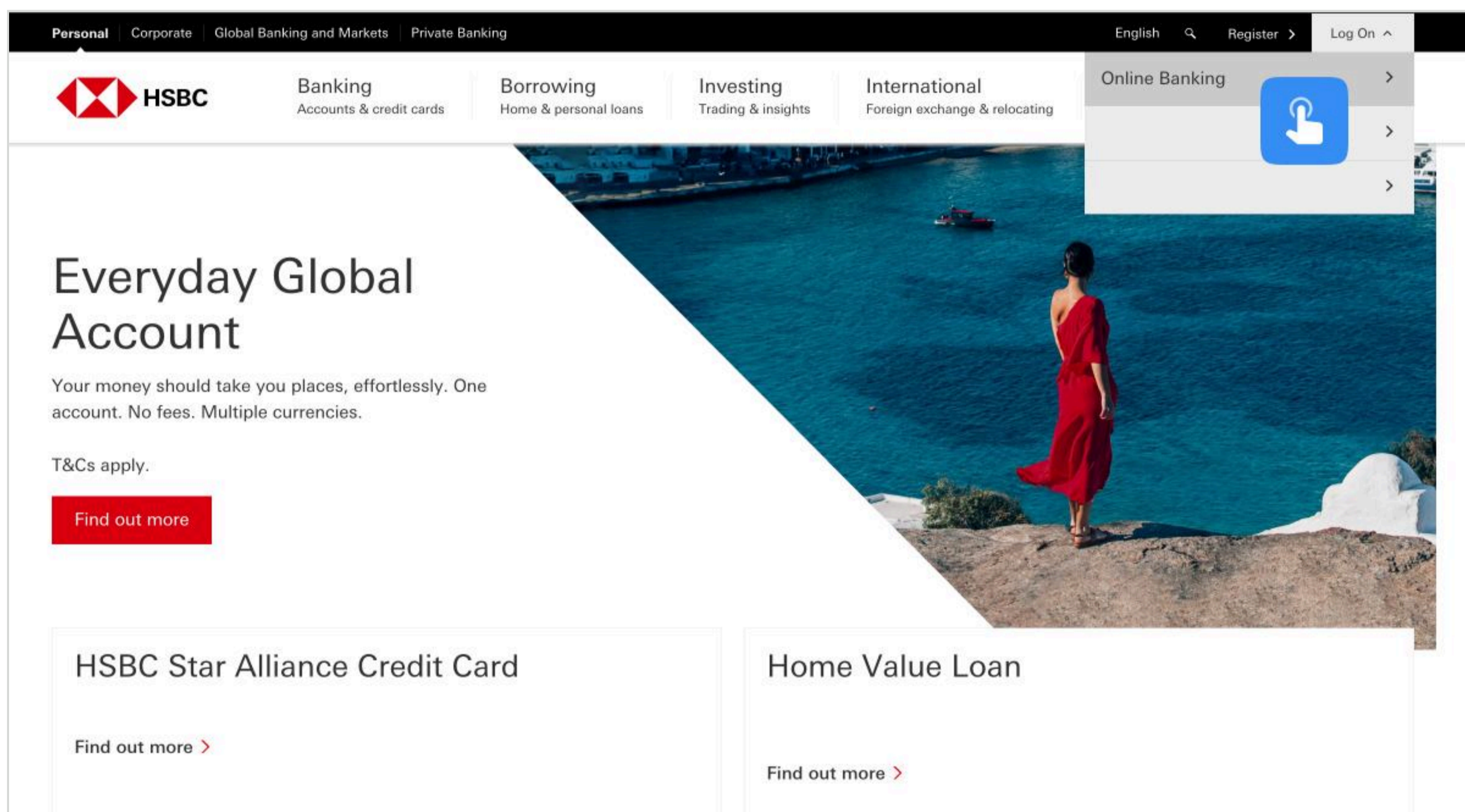
We're here to help

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

Issued by HSBC Bank Australia Limited ABN 48 006 434 162 AFSL & Australian Credit Licence 232595.

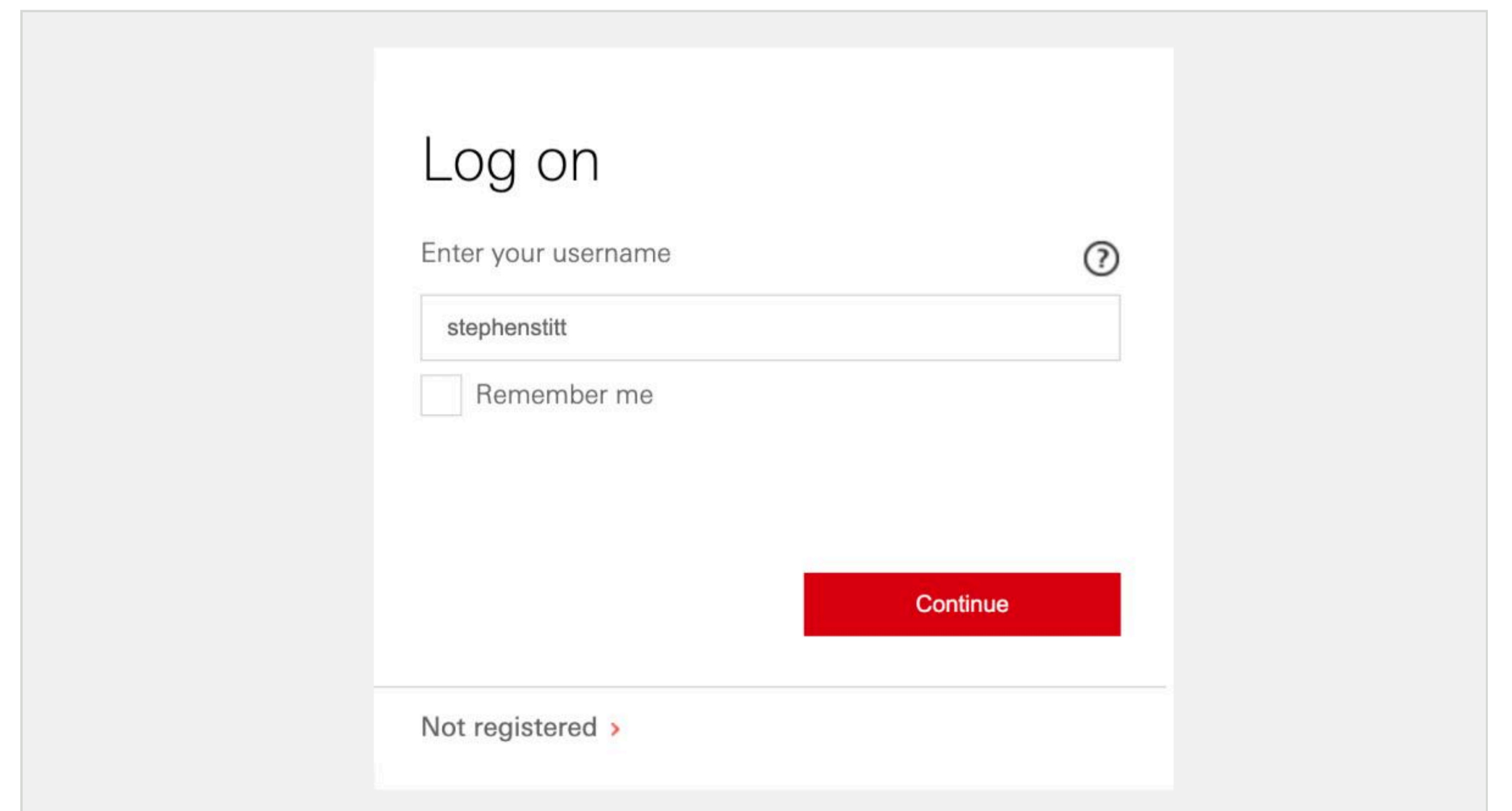


How to log on to Online Banking



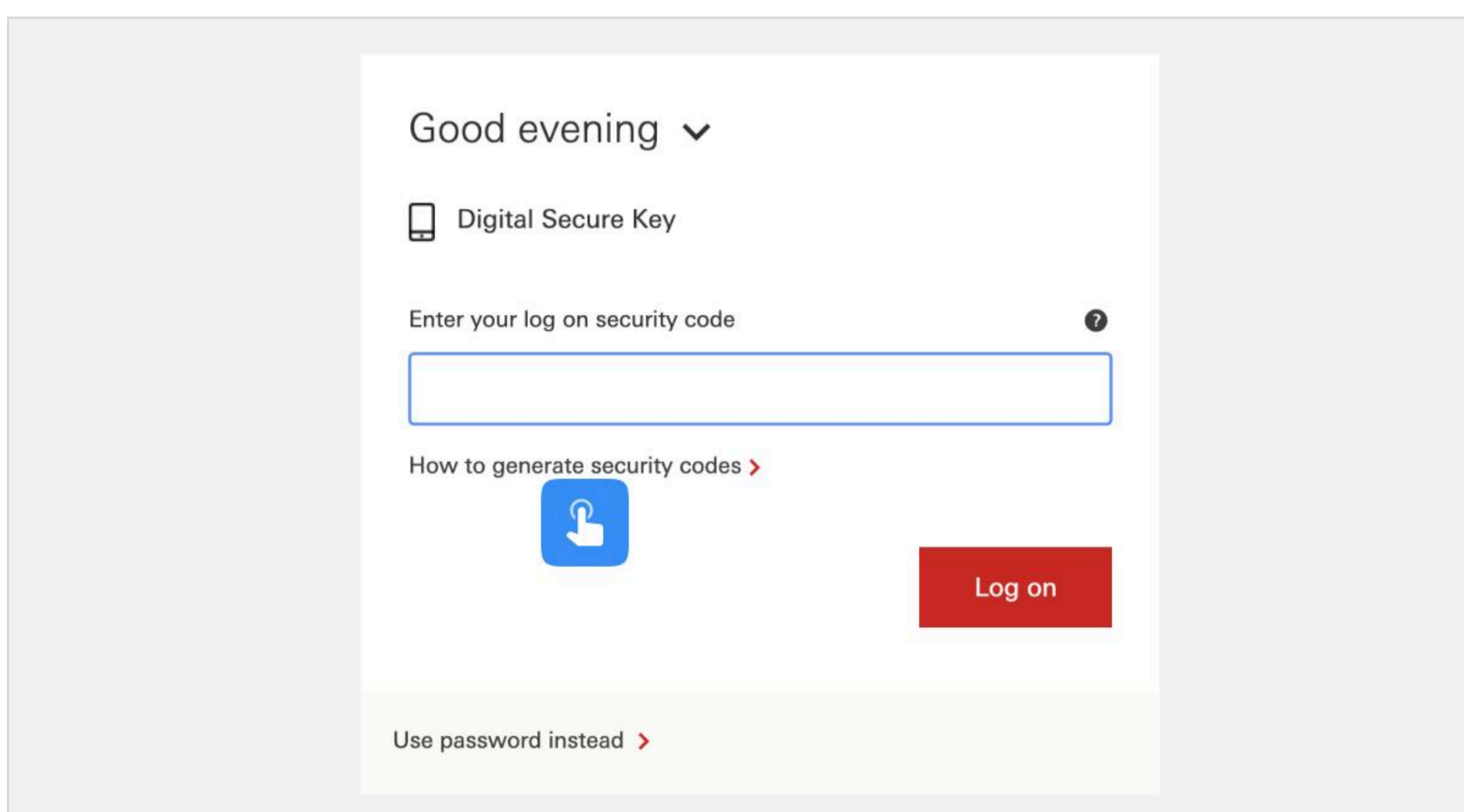
Step 1

Use your browser to go to the HSBC website (hsbc.com.au). From the top-right corner, select 'Log On', then 'Online Banking'.



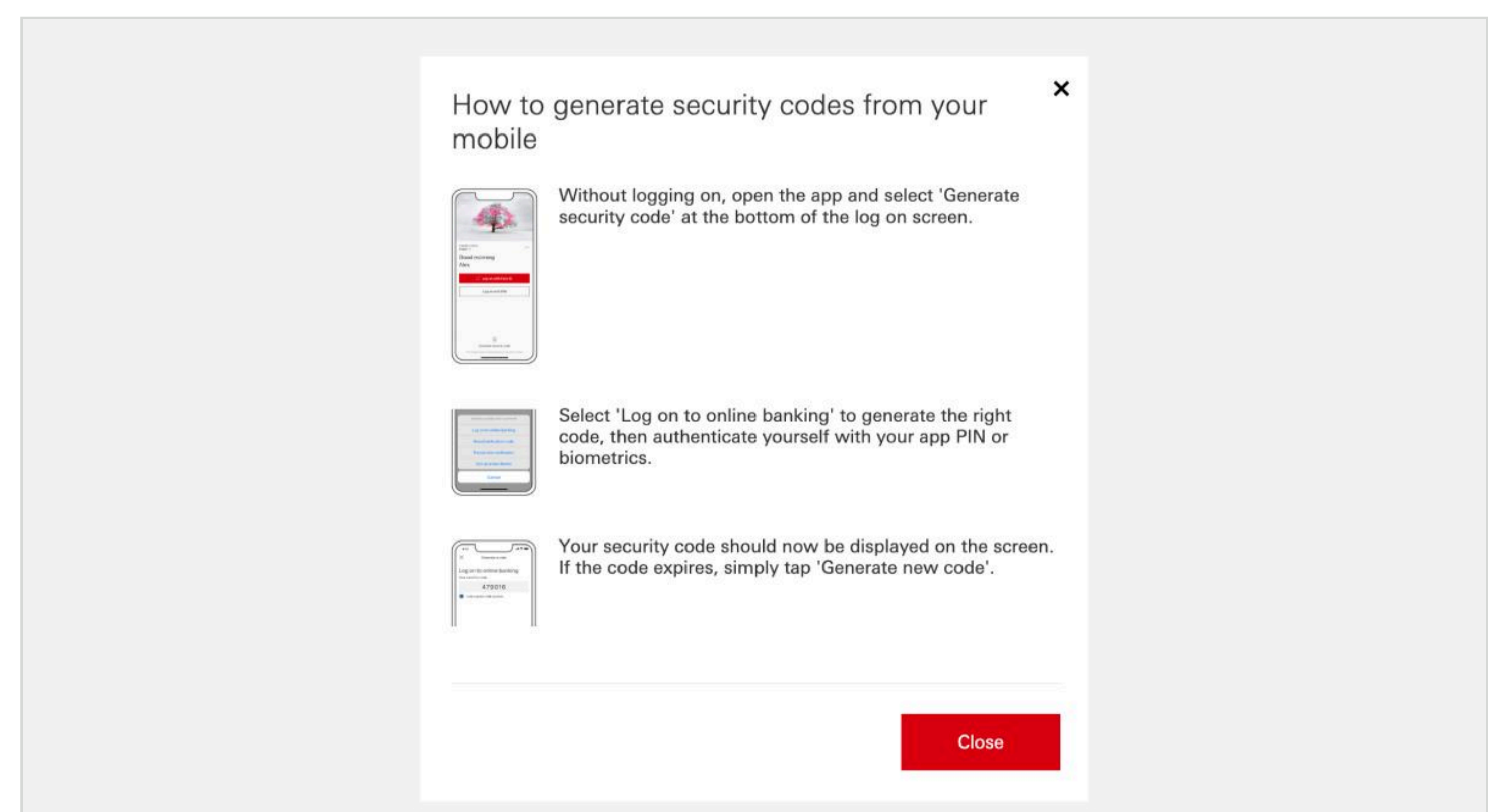
Step 2

Enter your Online Banking username. Select 'Continue'.



Step 3

If you've set up the HSBC Australia app, generate a security code to log on. Select 'How to generate security codes' if you're not sure.



Step 4

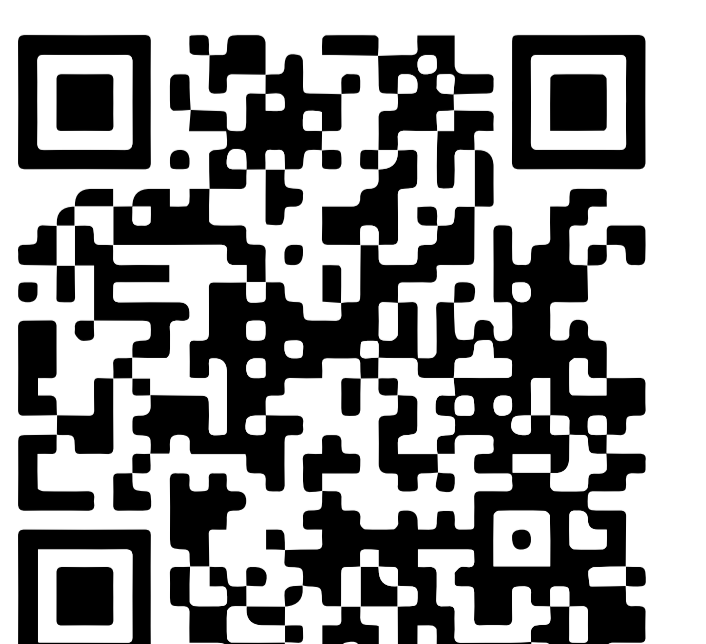
Follow the instructions on screen to generate a security code from your HSBC Australia app.

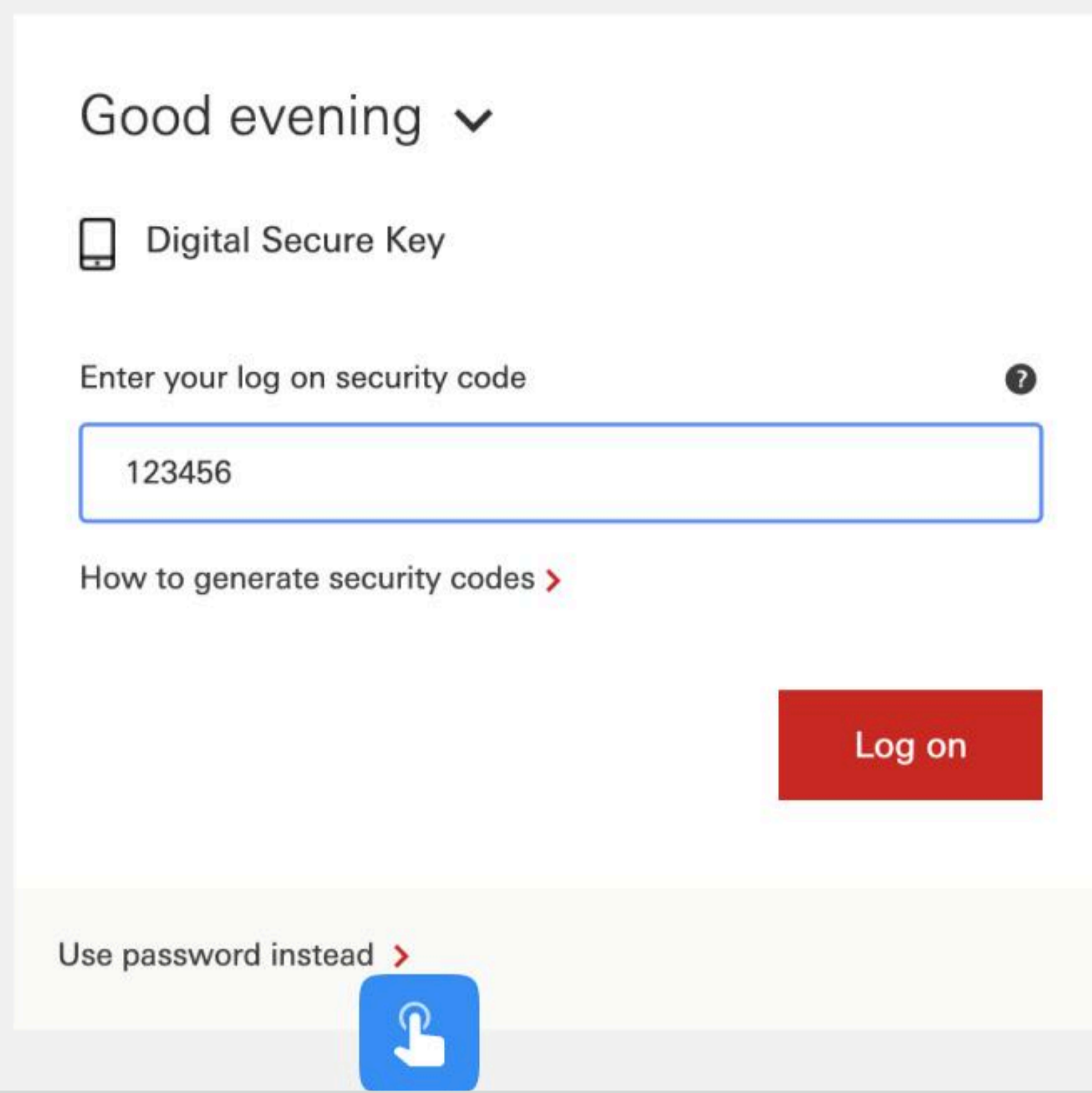
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Download the HSBC Australia app via the App Store or Google Play.





Good evening ▾

Digital Secure Key

Enter your log on security code ?

123456

How to generate security codes >

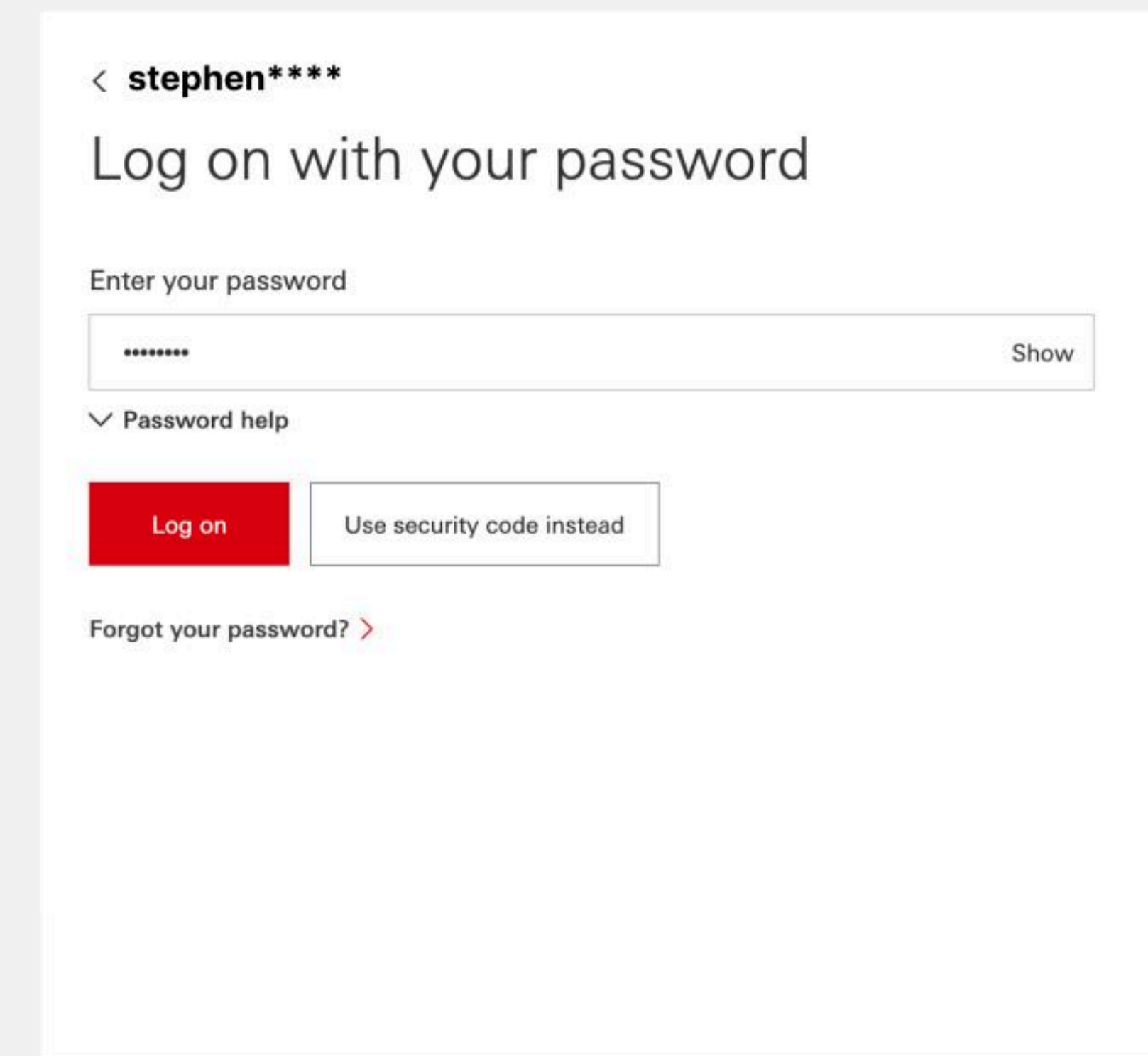
Log on

Use password instead >

Step 5

Enter the security code, then select 'Log on'.

Alternatively, to log on using your Online Banking password, select 'Use password instead'.



< stephen****

Log on with your password

Enter your password

***** Show

✓ Password help

Log on Use security code instead

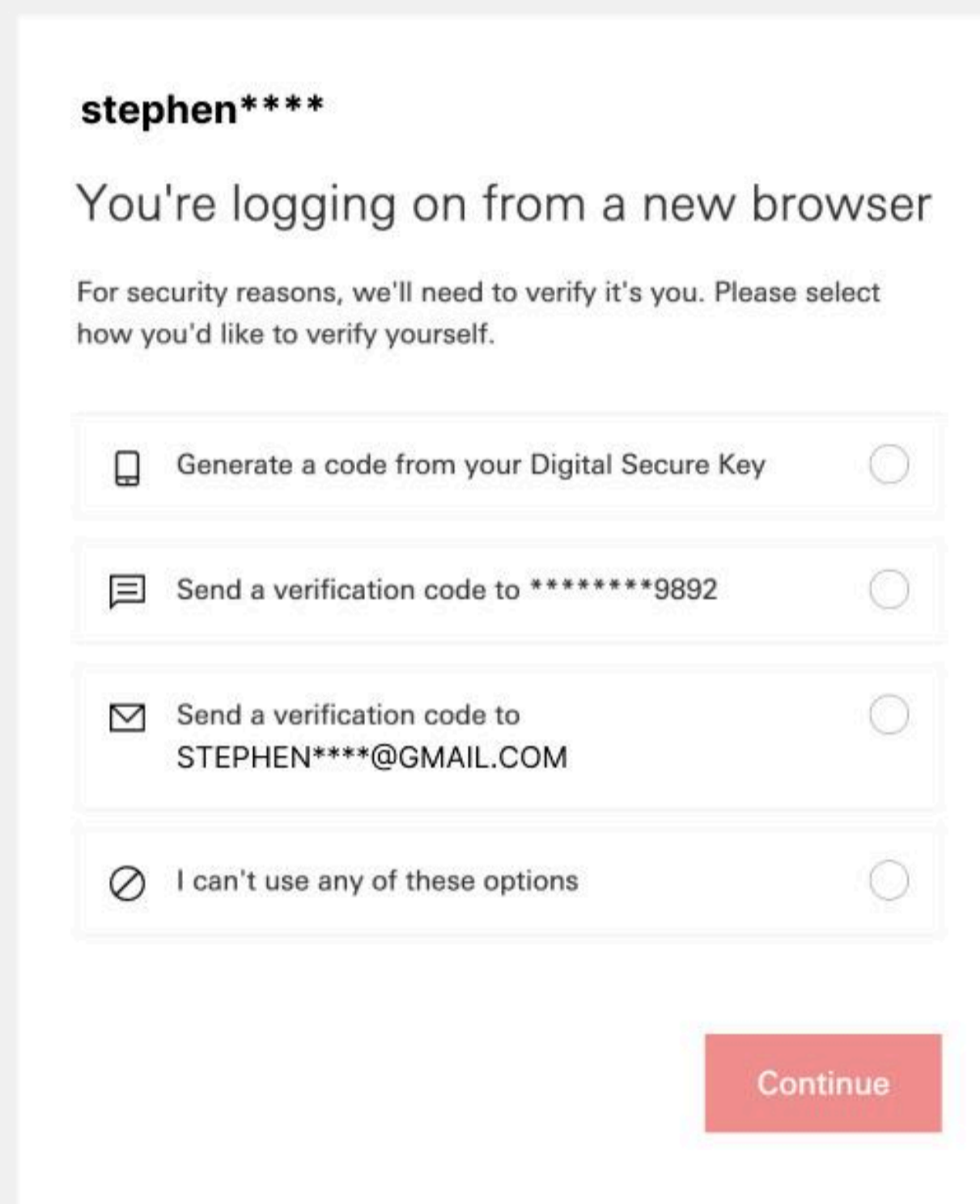
Forgot your password? >

Step 6

Enter your Online Banking password and select 'Log on'.

IMPORTANT

If you log on using your password, you'll still need to use your Digital Secure Key to access some Online Banking features.



stephen****

You're logging on from a new browser

For security reasons, we'll need to verify it's you. Please select how you'd like to verify yourself.

Generate a code from your Digital Secure Key

Send a verification code to *****9892

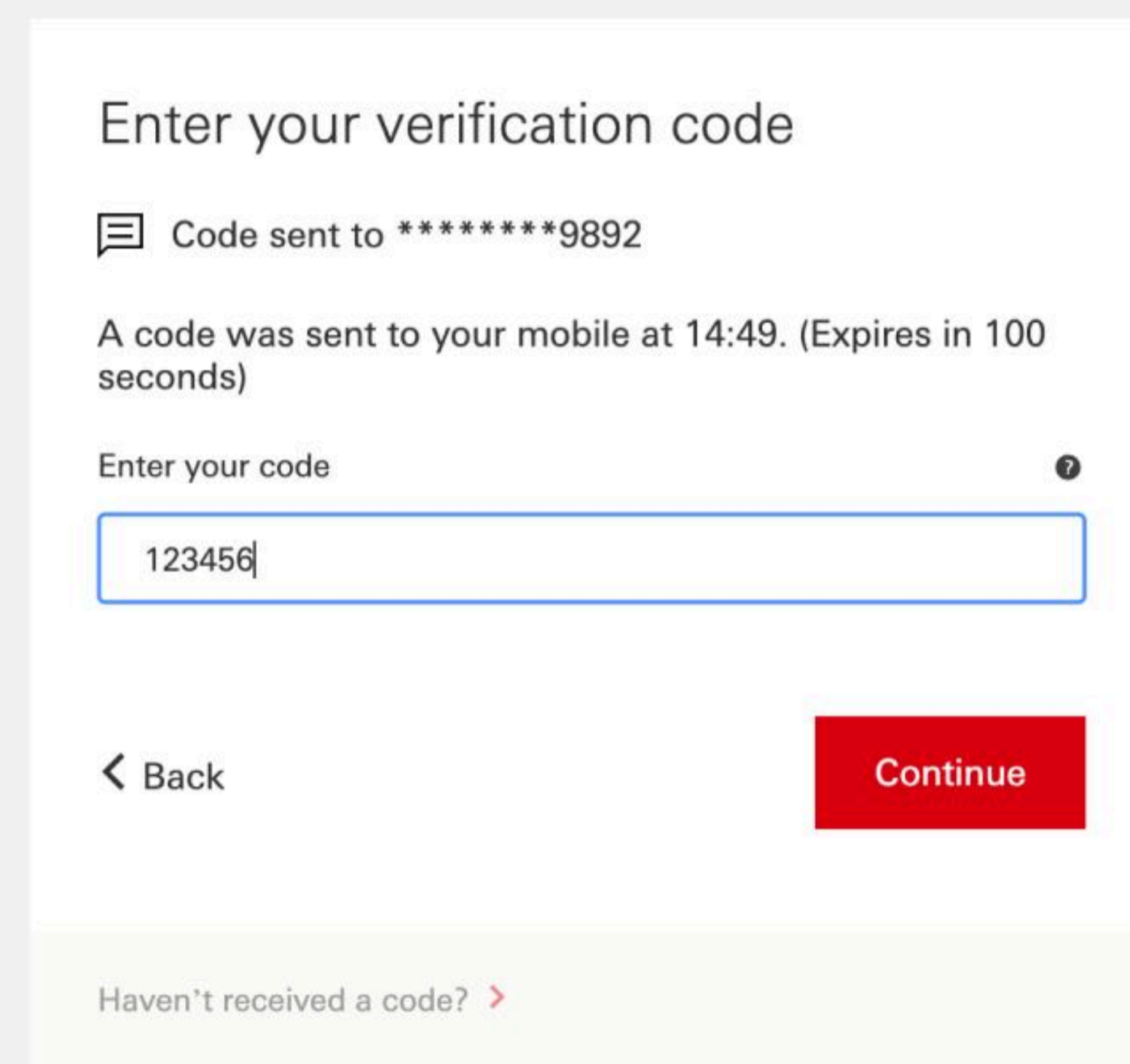
Send a verification code to STEPHEN****@GMAIL.COM

I can't use any of these options

Continue

Step 7

If you log on using your password on a new browser, you'll need to verify yourself. Select an option, then select 'Continue'.



Enter your verification code

Code sent to *****9892

A code was sent to your mobile at 14:49. (Expires in 100 seconds)

Enter your code ?

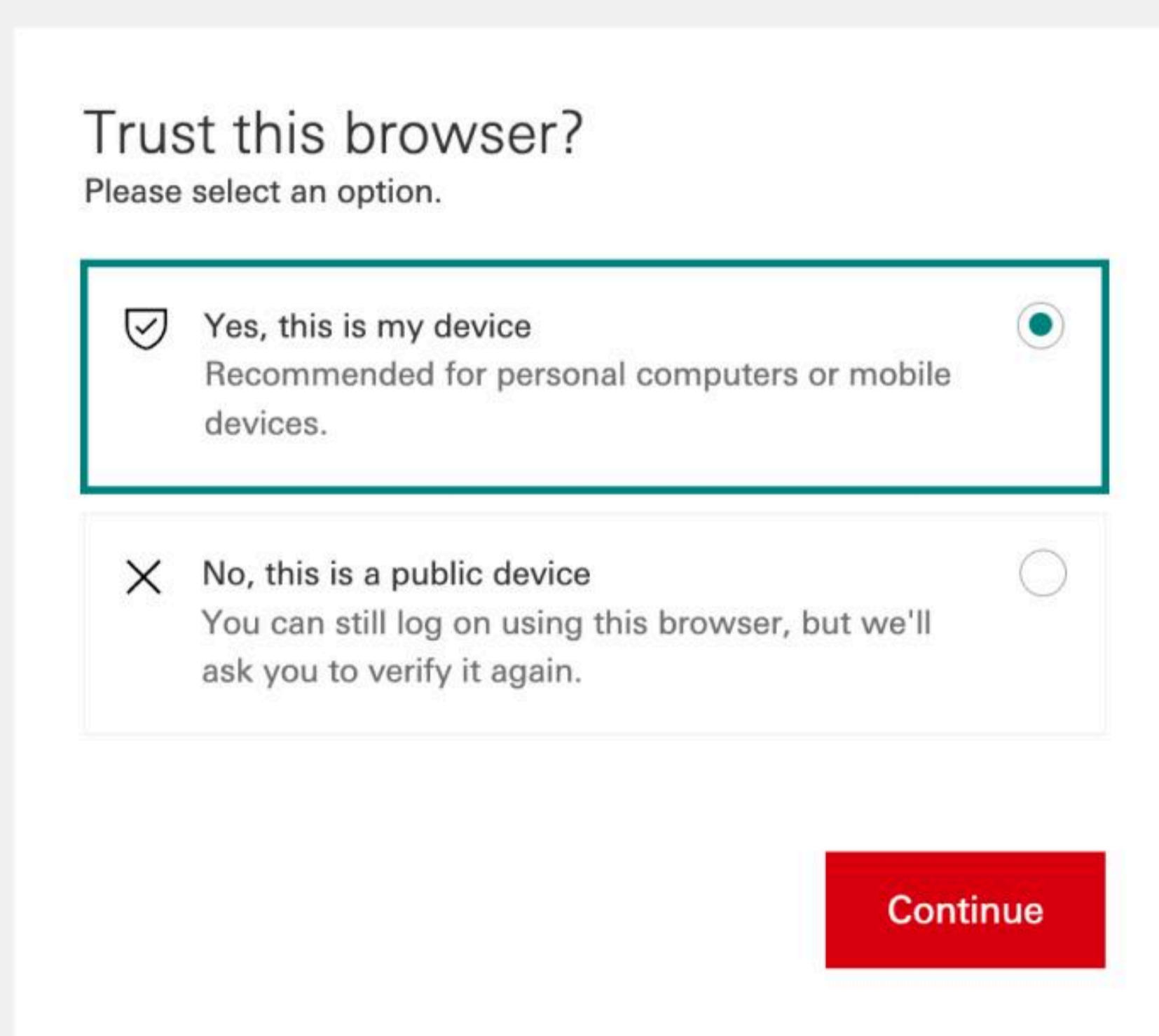
123456

< Back Continue

Haven't received a code? >

Step 8

Enter your one-time verification code and select 'Continue'.



Trust this browser?

Please select an option.

✓ Yes, this is my device
Recommended for personal computers or mobile devices.

✗ No, this is a public device
You can still log on using this browser, but we'll ask you to verify it again.

Continue

Step 9

Only select 'Yes, this is my device' if you're using your personal device. Select 'Continue' to log on to Online Banking.