



# Your guide to Online Banking

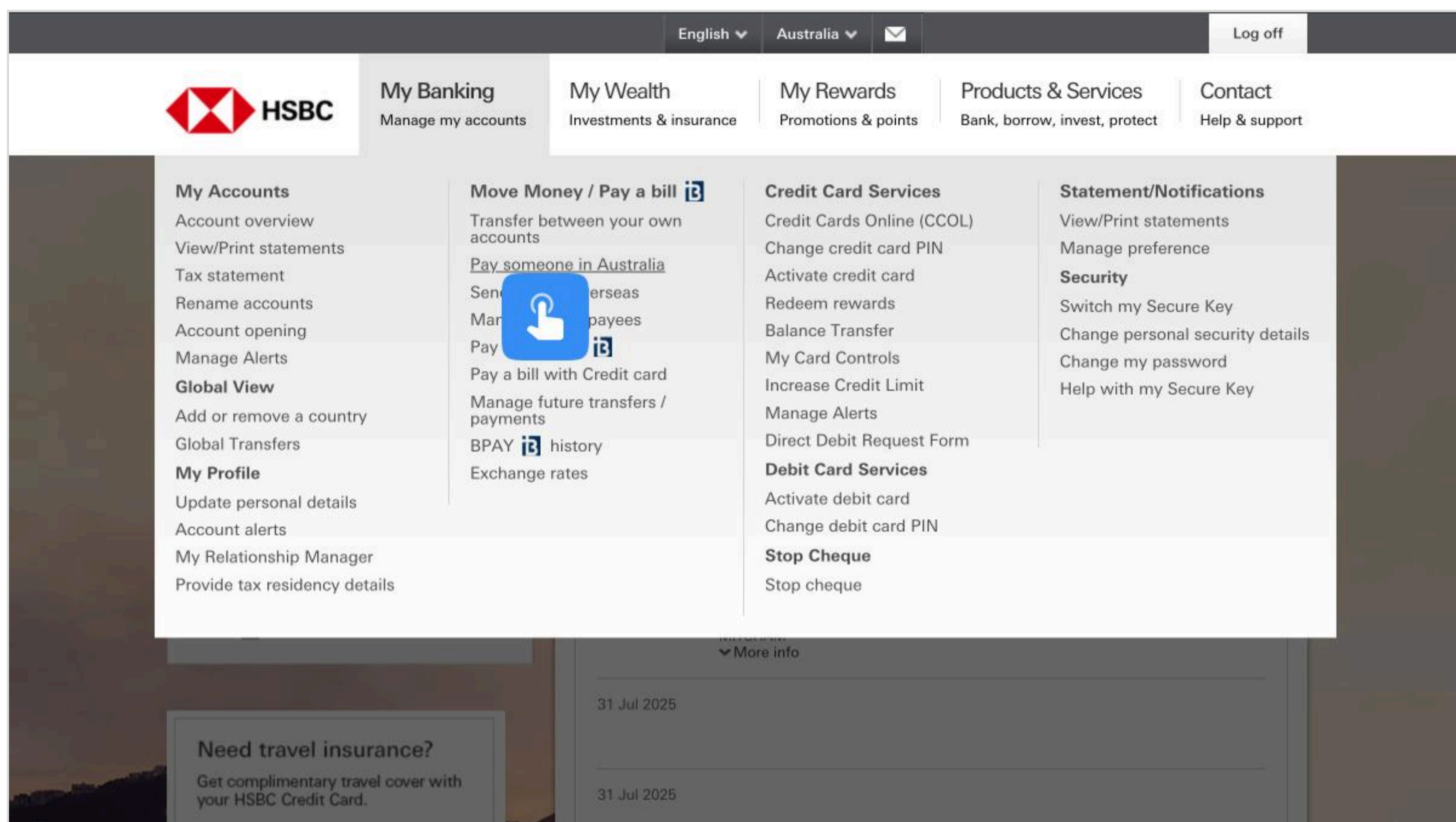
We're here to help

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.

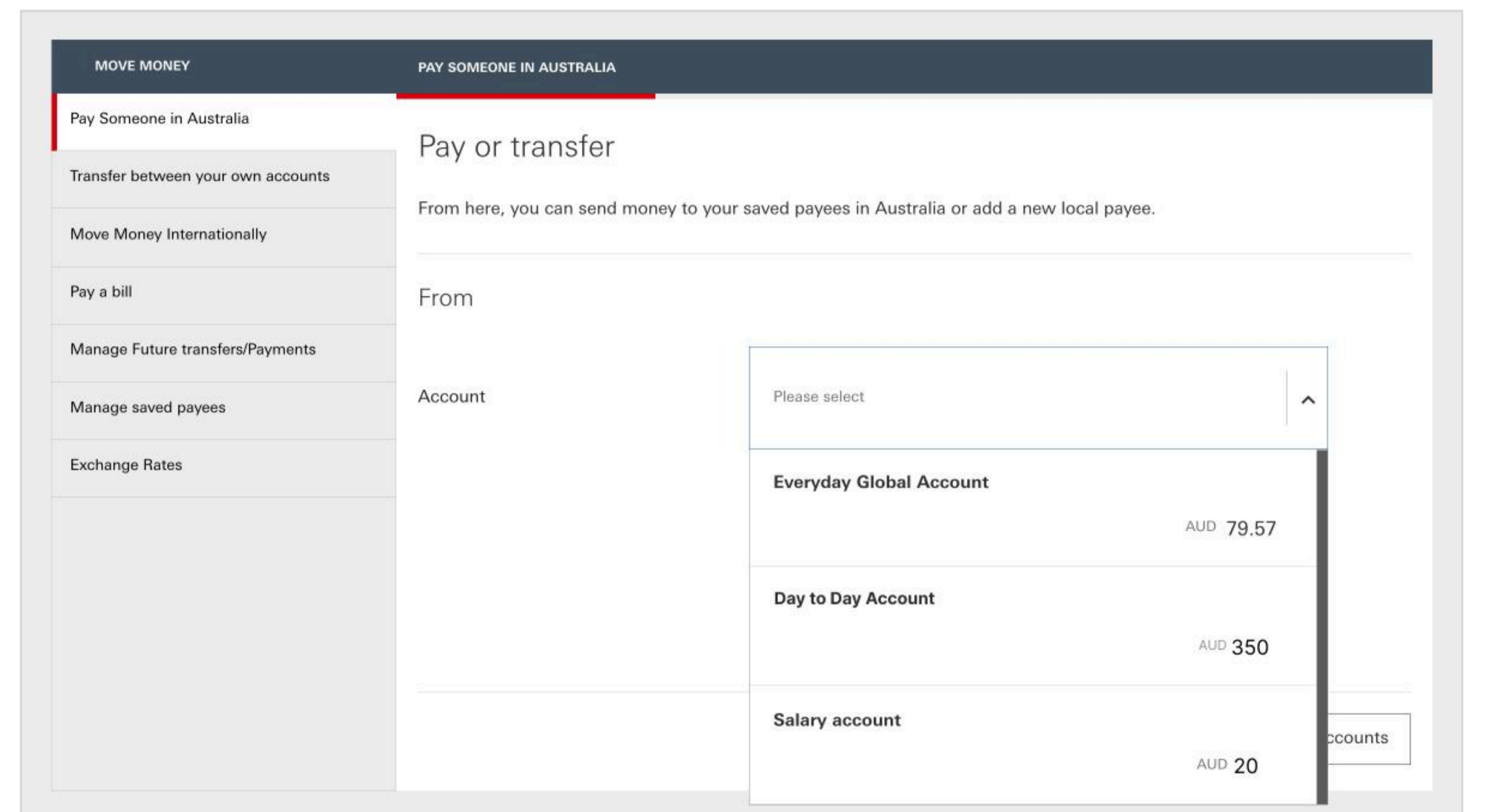


# How to pay someone new



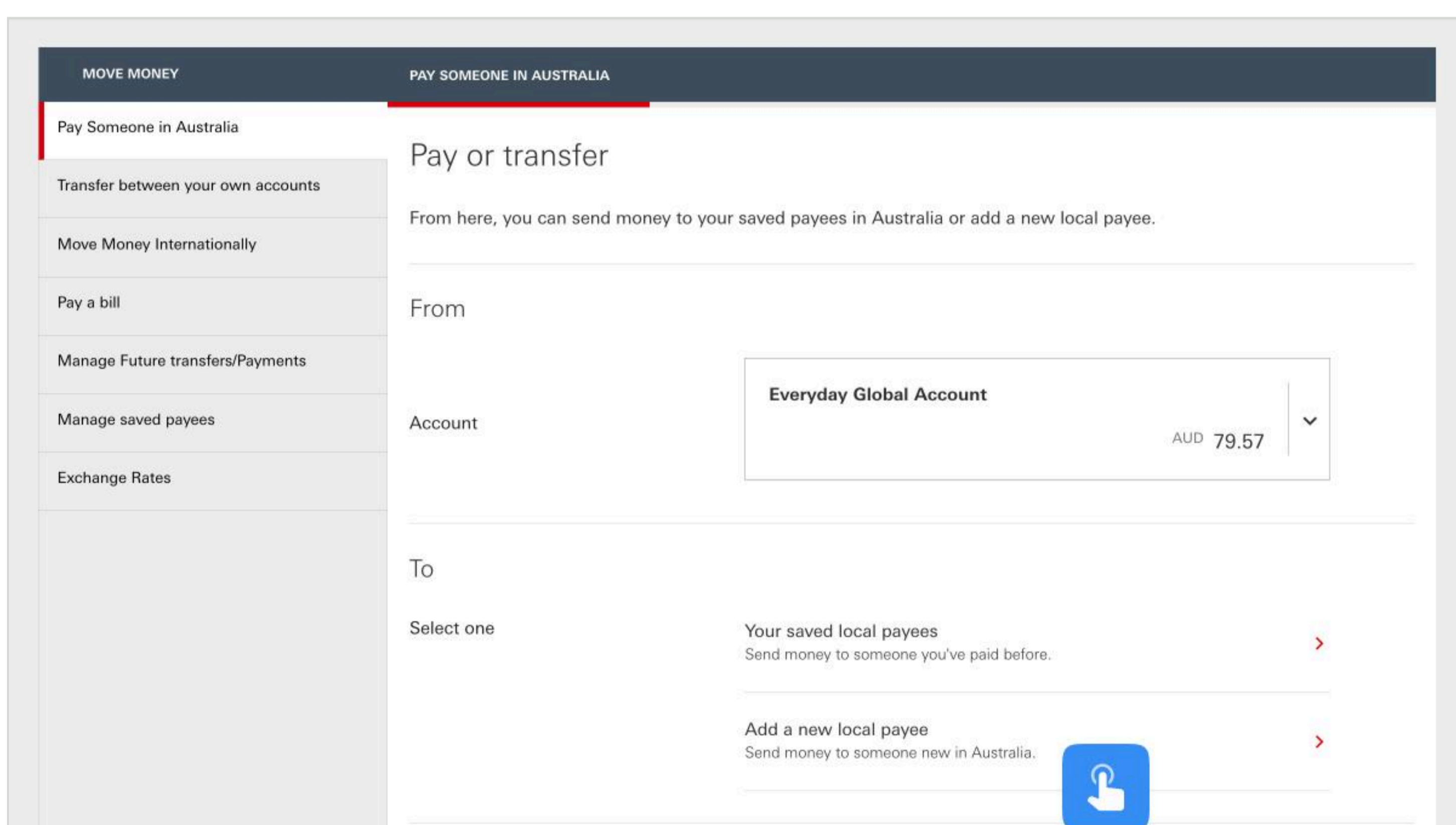
## Step 1

Log on to Online Banking from your browser. Select 'My Banking', then 'Pay someone in Australia'.



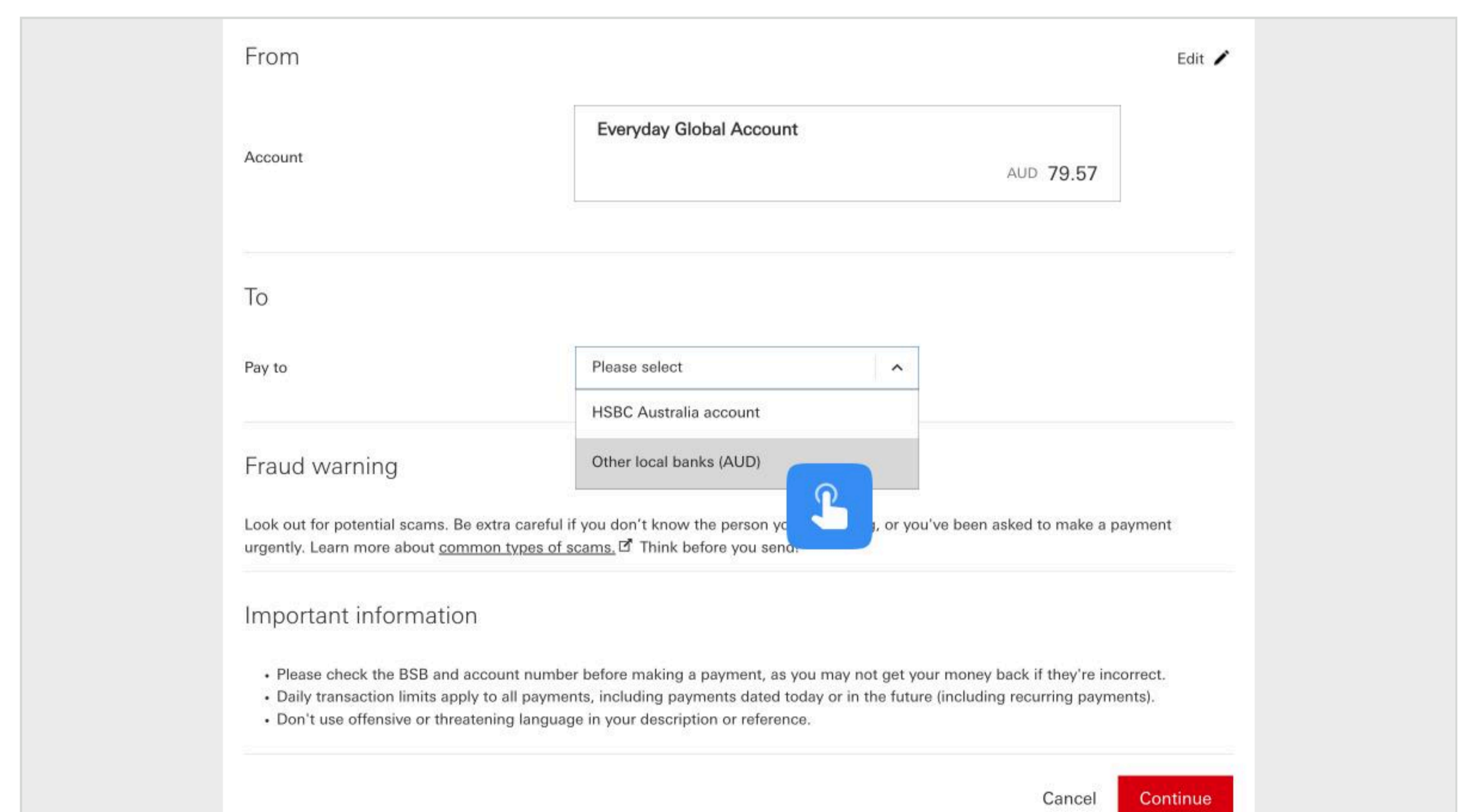
## Step 2

Choose the account you want to make the payment from.



## Step 3

To pay someone new, select 'Add a new local payee'.



## Step 4

Use the dropdown to select the payee's account type. Then select 'Continue'.

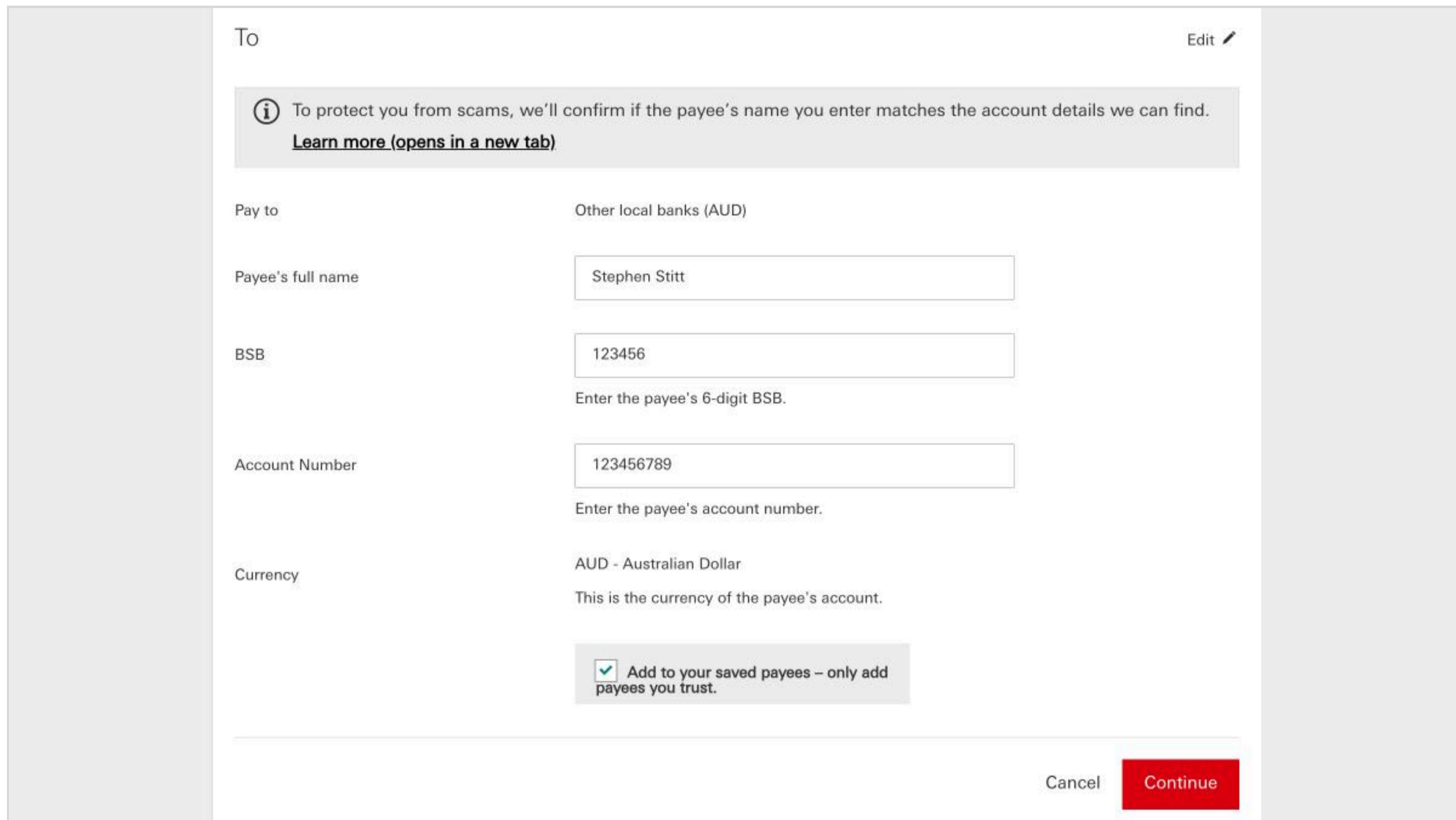
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Download the HSBC Australia app via the App Store or Google Play.

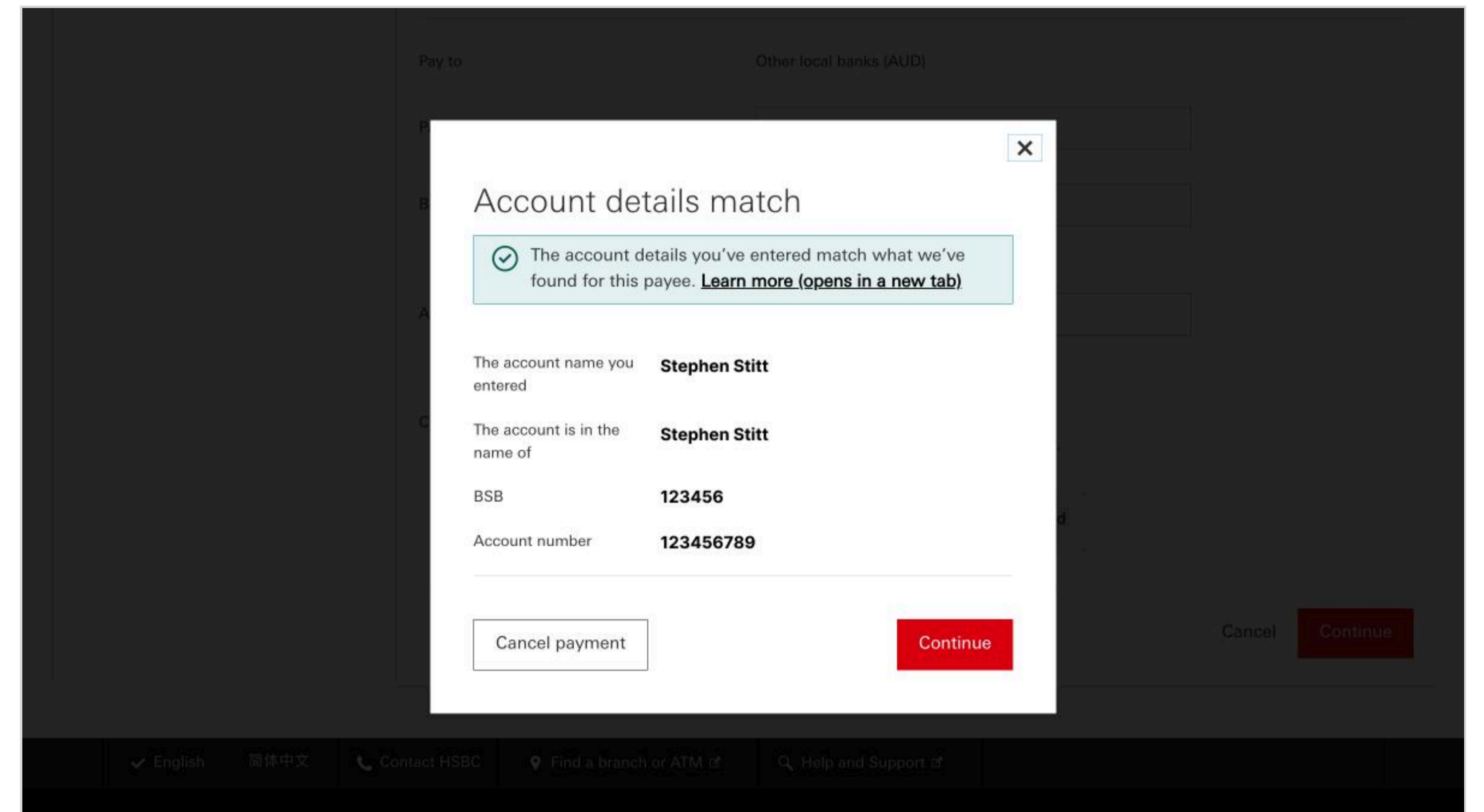




## Step 5

Enter the payee's account details.

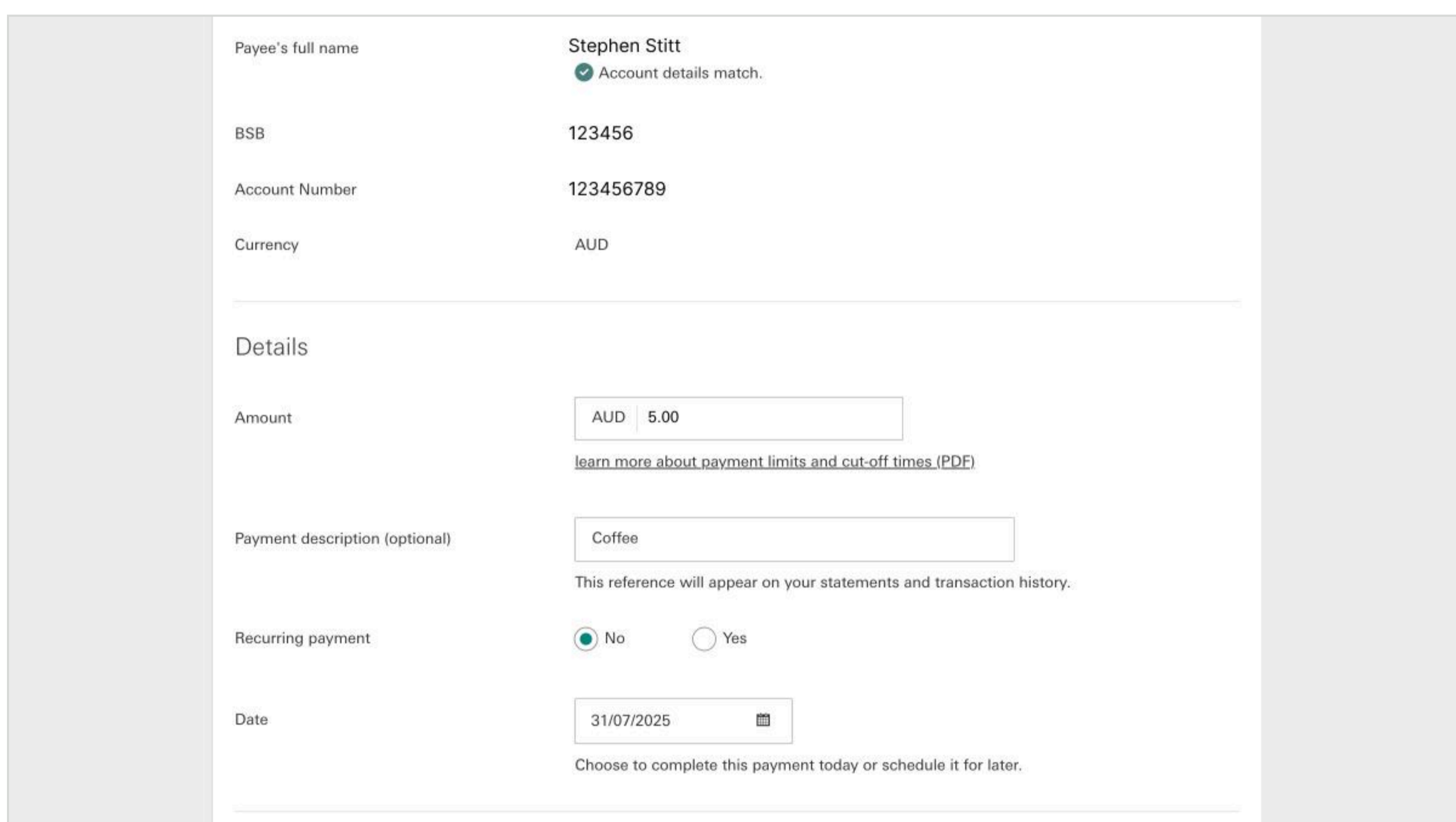
To make future payments easier, tick the checkbox to add them to your saved payees list. Then, select 'Continue'.



## Step 6

To protect you from scams and mistaken payments, we'll use Confirmation of Payee to check if the account details you've entered match what's held by the payee's bank.

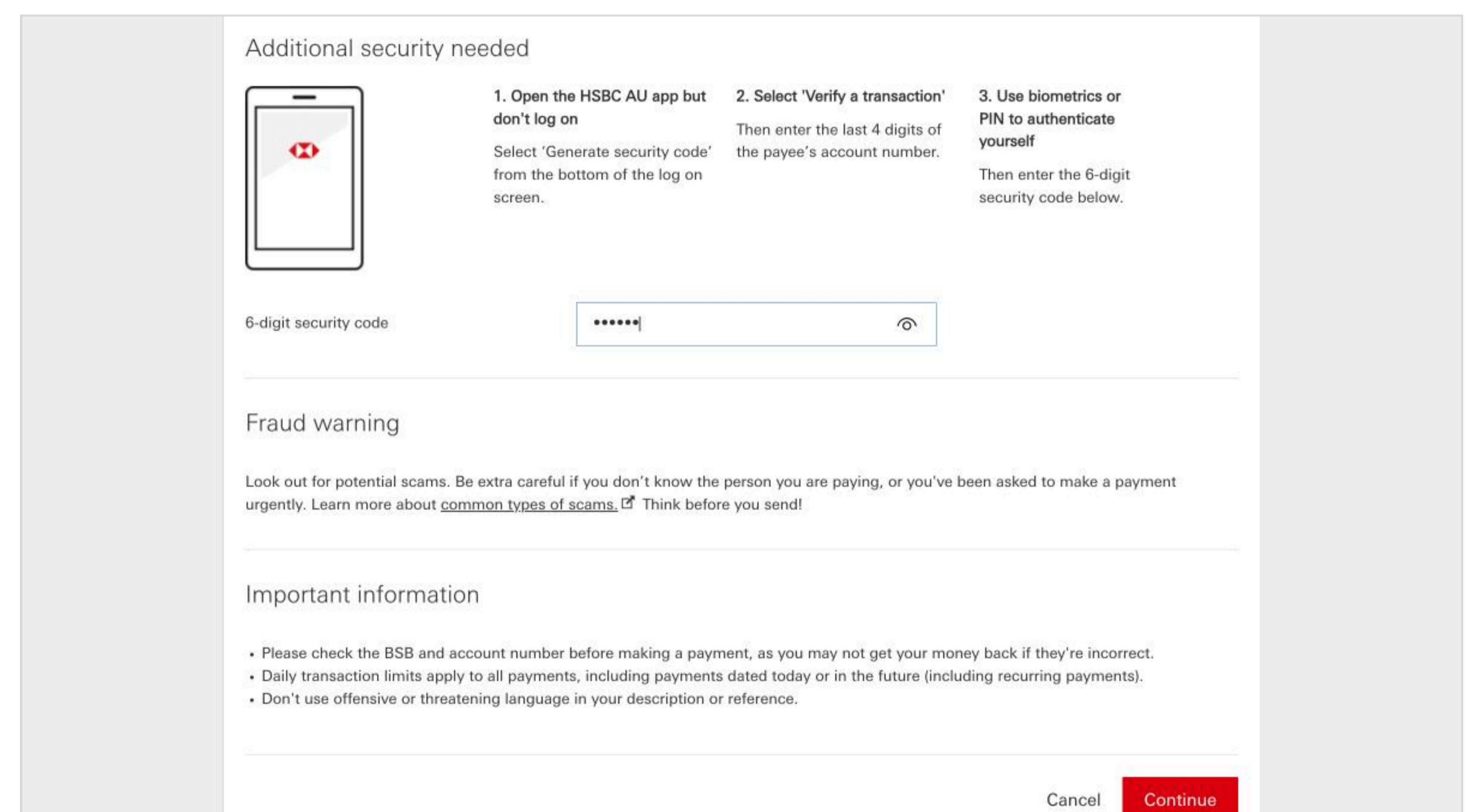
Depending on the result, you can choose to continue with the payment or cancel it if the details don't match.



## Step 7

Enter the amount, description and payment date.

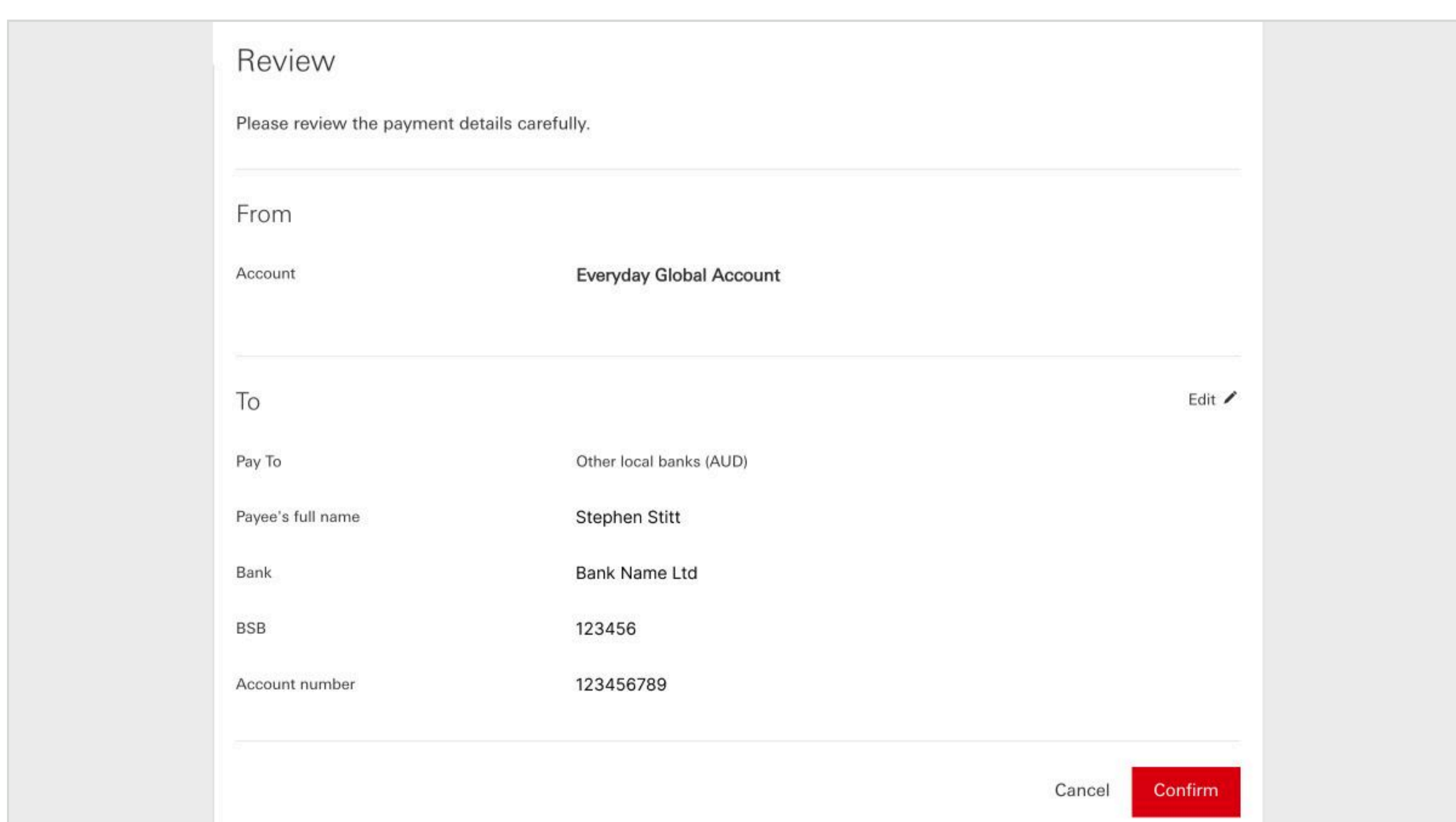
You can also use this section if you want to create recurring payments or schedule payments for a later date.



## Step 8

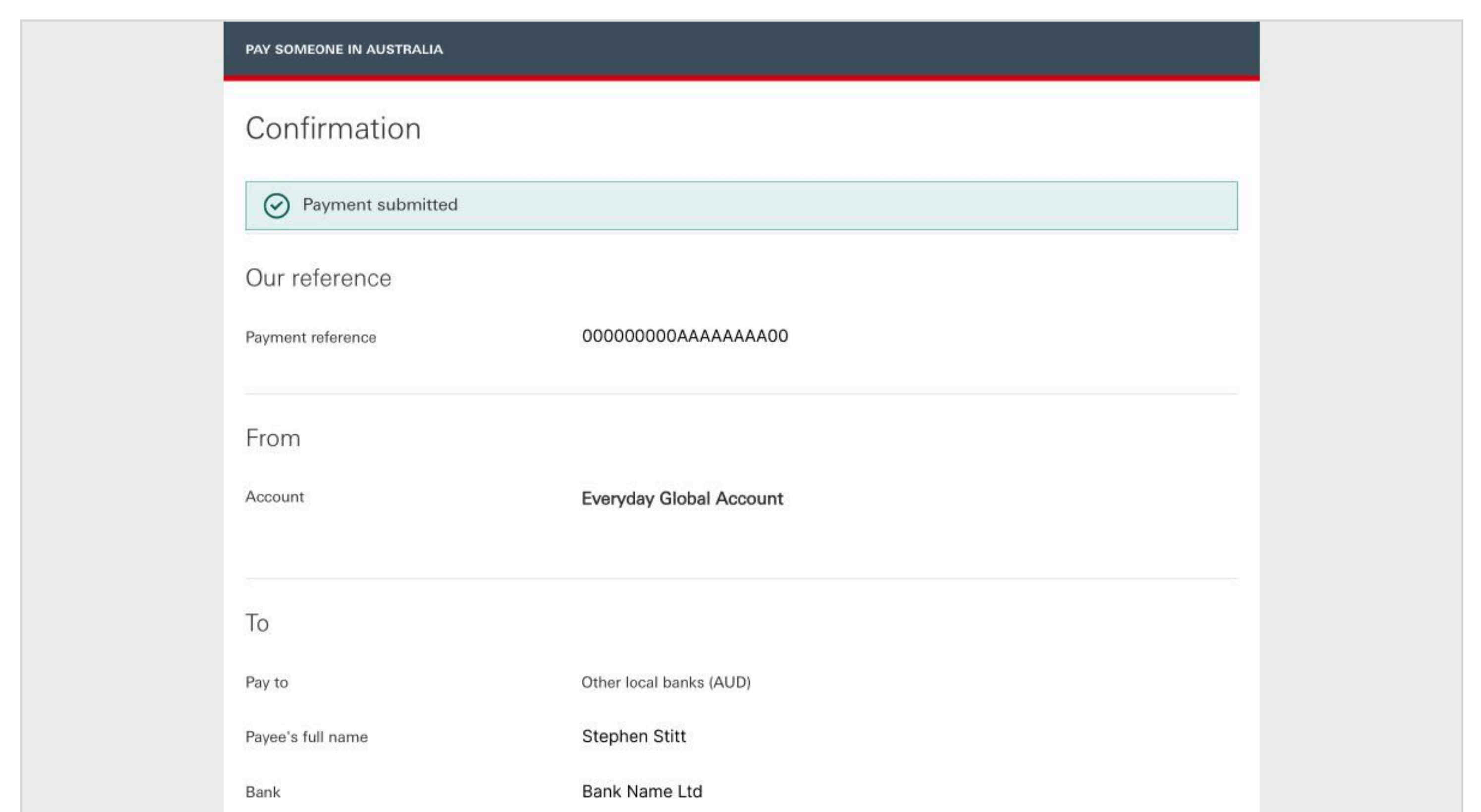
Follow the instructions on screen to generate a 6-digit security code from your HSBC Australia app to make this payment.

Carefully read the fraud warning and important information. Then, select 'Continue'.



## Step 9

Review your payment details, then select 'Confirm'.



## Step 10

Success! Your payment request has been submitted.