

Your guide to Online Banking

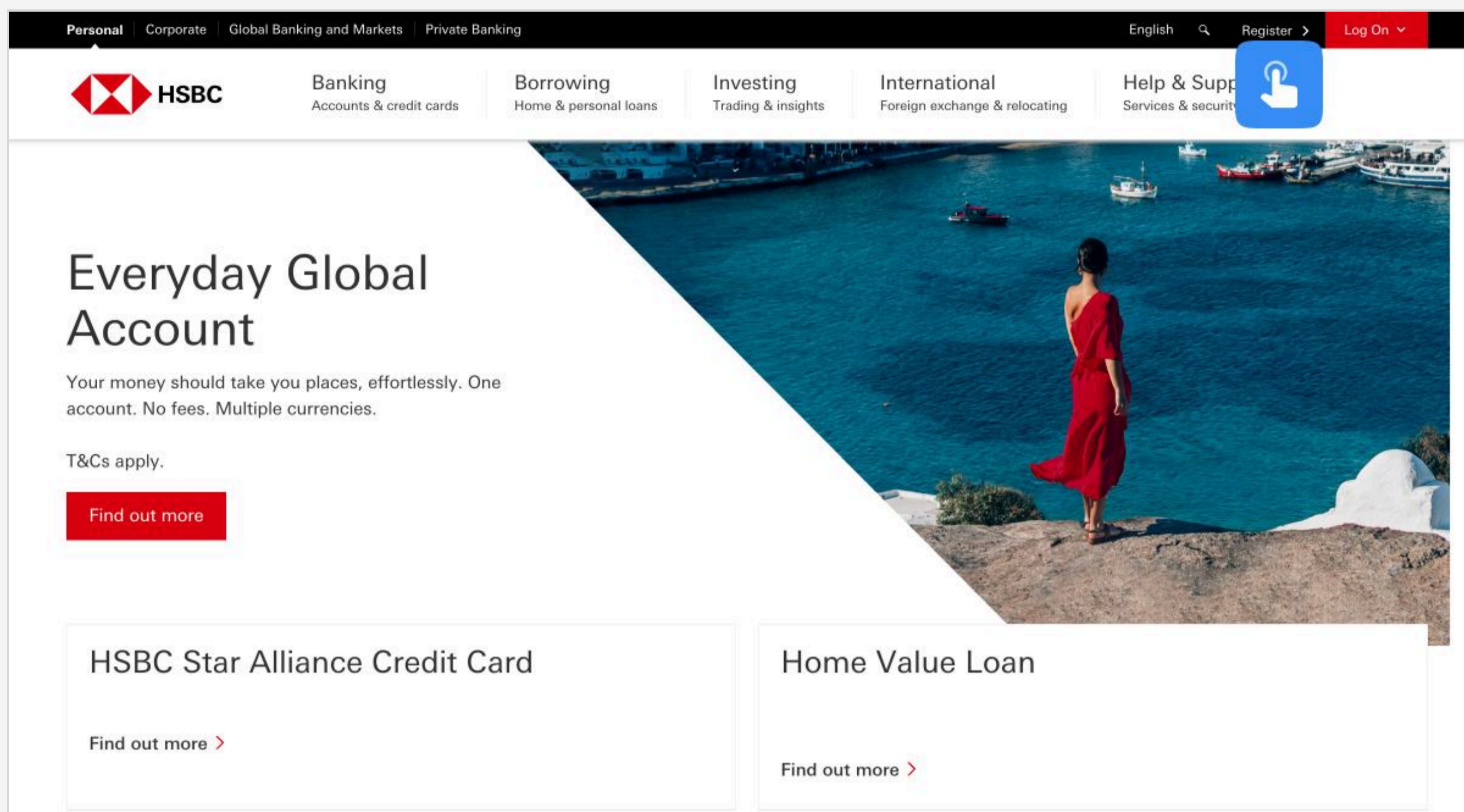
We're here to help

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.

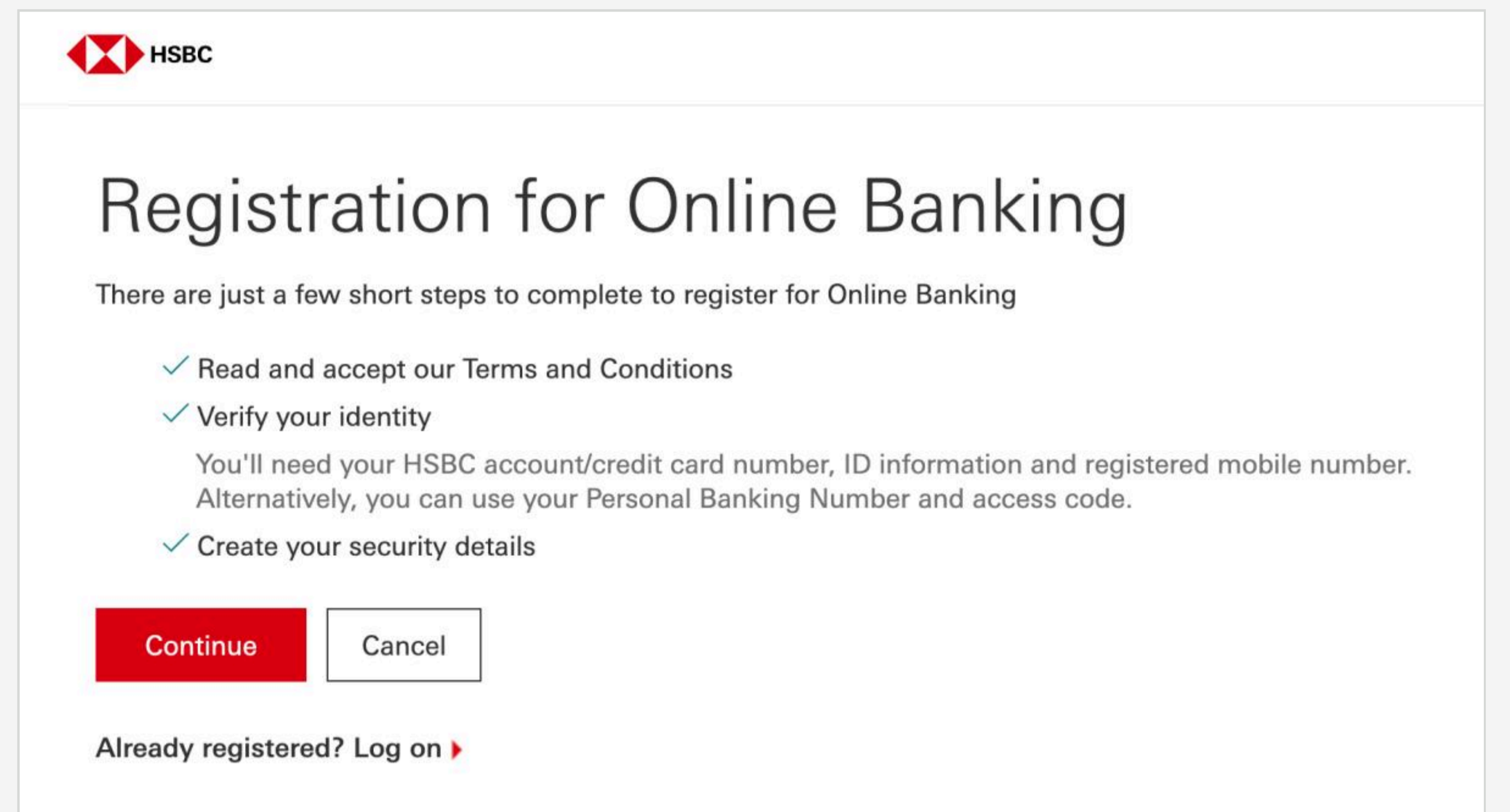


How to register for Online Banking



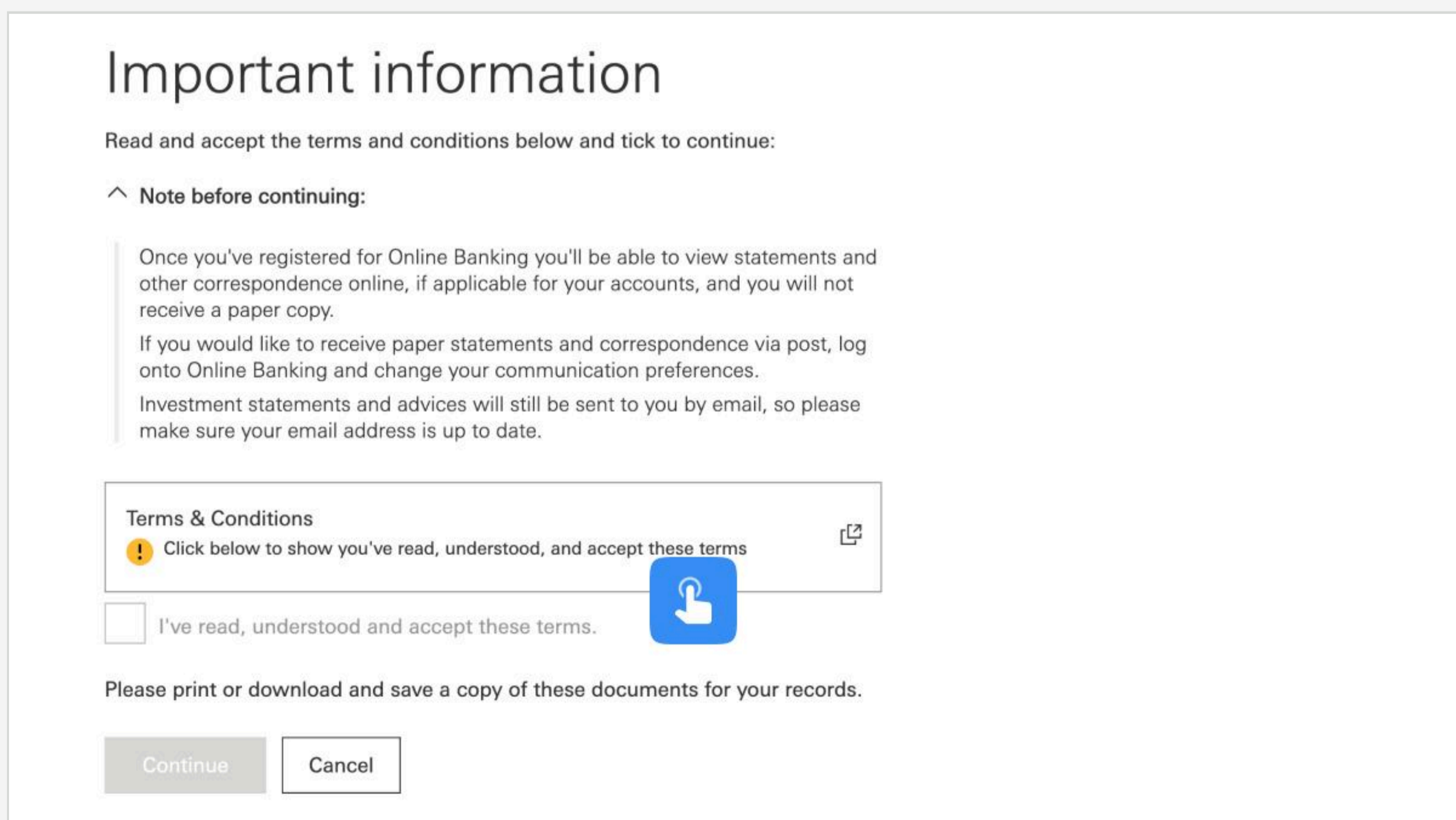
Step 1

Use your browser to go to the HSBC website ([hsbc.com.au](https://www.hsbc.com.au)). From the top-right corner, select 'Register'.



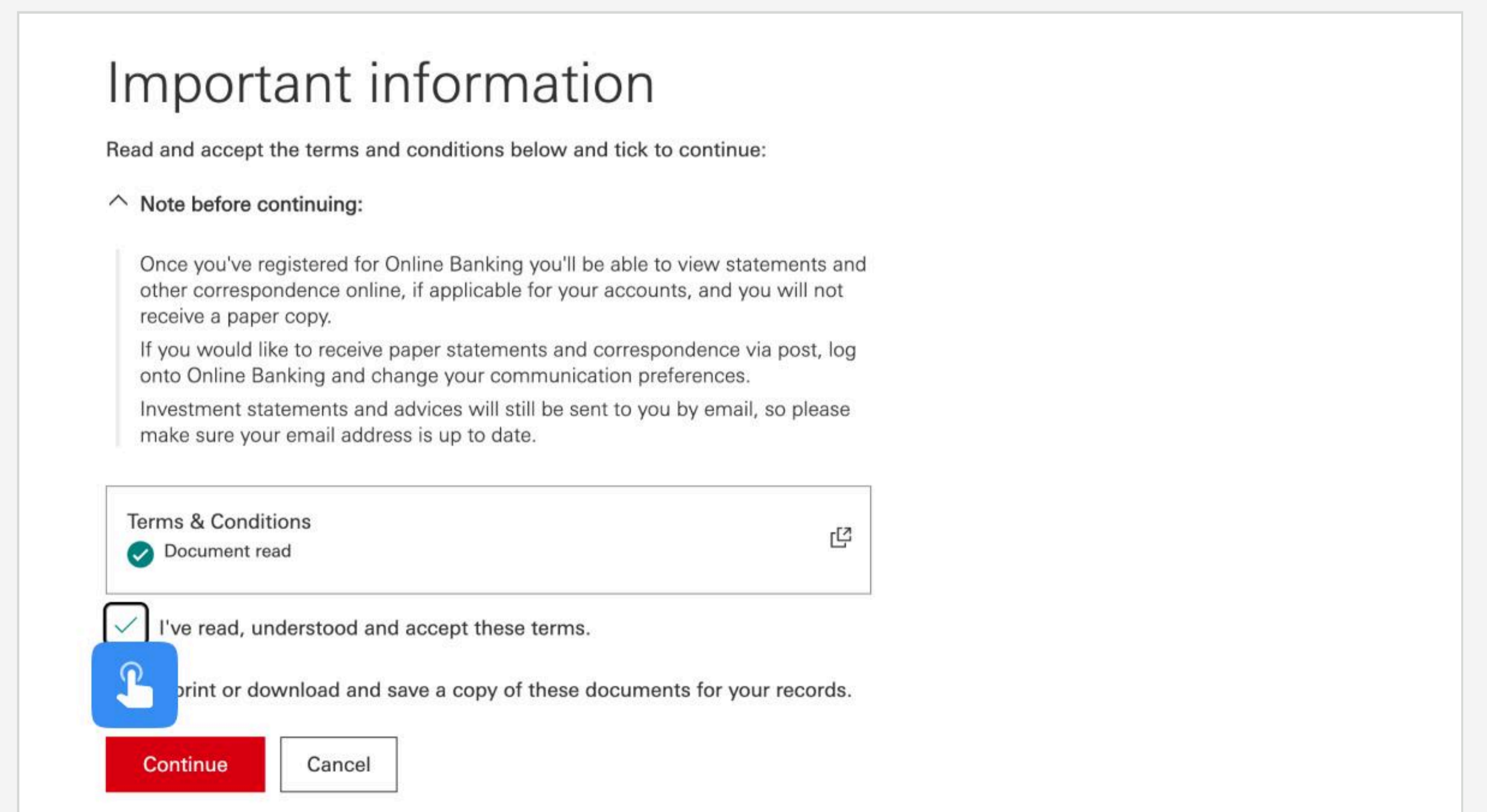
Step 2

Make sure you have your account number, ID details and your registered phone number. Select 'Continue'.



Step 3

Open and carefully read the Online Banking terms and conditions.



Step 4

Once you've read and understood the terms and conditions, check the box and select 'Continue'.

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



Verify your identity

Choose one verification method:

BSB and account number

Enter your account number and your ID, e.g. driver licence or passport number

Credit card number

Enter your credit card number and your ID, e.g. driver licence or passport number

Personal Banking Number

You can request your Personal Banking Number and Access Code by calling us

Continue

Step 5

Select one of the account verification options. Select 'Continue'.

Verify your identity

Complete the fields below

Enter the last 3 digits of your BSB and your 9 digit account number

456123456789

^ **Note before continuing**

This is the combination of the last 3 digits of your BSB followed by the 9 digits of your account number e.g. 091123456318.

The last 6 digits of your mobile number

123456

^ **Note before continuing**

This is the mobile number you used to apply for your HSBC account

Identification document type

Select your identification document type.

Driver licence

Driver licence number

This is the driver licence number you used to apply for your HSBC account

P1234567

Continue

Step 6

Enter all the information needed to verify your identity. Select 'Continue'.

Verification

We'll send a verification code by SMS.

A one-time code will be sent to your mobile number:
*****12345

Send code

Need to update mobile number? ▶

Step 7

Select 'Send code' to receive a one-time verification code on your registered mobile number.

Verification

SMS sent to *****12345

A one-time code has been sent to your mobile number. Sent at 15:46 expires in 100s.

Enter the 6-digit verification code

654321

Continue

Learn more about verification codes verification codes ▶

What if I didn't receive a verification code? ▶

Step 8

Enter the code and select 'Continue'.

Create security details

Username

Create a username

stephenstitt

Password

.....

Confirm password

.....

Continue

Step 9

Create a unique username between 6-30 characters. Create a strong password. Re-enter it to confirm. Select 'Continue'.

Choose a security question

If you forget your security details, you'll need to answer this question to reset them. To protect your account, enter something that only you would know.

Security question

Who is your favourite sports star?

Security answer

.....

Confirm security answer

.....

Continue

Step 10

Choose a security question that you can easily remember the answer of. Enter the answer. Select 'Continue'.

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Registration complete

You're now registered for HSBC Online Banking and can now access it on mobile, desktop and tablet devices. Confirmation of your registration will be sent to the mobile number and email address you most recently registered with us.

Your username is: **stephenstitt**

Download the HSBC AU Mobile Banking app

- Secure and convenient, the mobile app makes it easy to bank on the go.

Find out more [▶](#)



Step 11

Success! Use your log on details to access Online Banking and download the HSBC Australia Mobile Banking app.

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