



Online Banking registration via the HSBC Australia Mobile Banking App

Registering for Online Banking using the HSBC Australia Mobile App is easy. Just follow these simple steps, and you will be banking on-the-go in no time.

If you haven't already, download the latest version of the HSBC Australia Mobile Banking App from the App Store or Google Play.

Once you've downloaded the App, open it, and select not registered for Online Banking. For this next step, you're going to need the following details you used to open your account: Your HSBC Account number, credit card number or personal banking number. Your personal ID, such as your passport or licence number. Your registered mobile number.

If, for any reason, you don't have the details to verify your ID, please call us on 1800 308 008 so that your identity can be confirmed.

Ok, now you're ready to start registration.

To begin, tap Register now and accept the terms and conditions.

Now, choose how you would like to verify your ID, either with your personal banking number, credit card number or account number. Tap on your preference and follow the prompts.

In this instance, we are going to take you through registering with your account number.

Enter the last 3 digits of your BSB and your 9 digit account number then tap continue.

This next step is to verify your details using the form of ID you opened your account with. Please enter these details, where prompted, using only uppercase letters. Then enter the last 6 digits of your mobile number and tap verify.

You will now receive a verification code via SMS. Please enter the code and tap verify.

Once verified, it's time to set up your username and online banking password.

Enter your chosen username, tap continue, then enter and confirm your password and tap continue.

Lastly, set up your security questions and answers, then tap register now and you're done.

You are now registered for HSBC Online and Mobile Banking. You can now log on using the username and password you've just set up. Once you've logged on to Mobile Banking, you will be prompted to set up your Digital Secure Key giving you access to the full suite of online banking functions.

Watch our short video on setting up your Digital Secure Key.

If you have a compatible device, once your Digital Secure Key is set up, you will have the convenience of logging on with Touch or Face ID for iPhone users and fingerprint ID for Android users.

Banking on the go made simple with the HSBC Australia Mobile Banking App.