

# New Home Page Navigation on your HSBC Personal Internet Banking



Menu

Personal Internet Banking Homepage has been re-designed to offer a new slick look and ease of use.

Select the feature of the new Homepage that you would like to know more about:

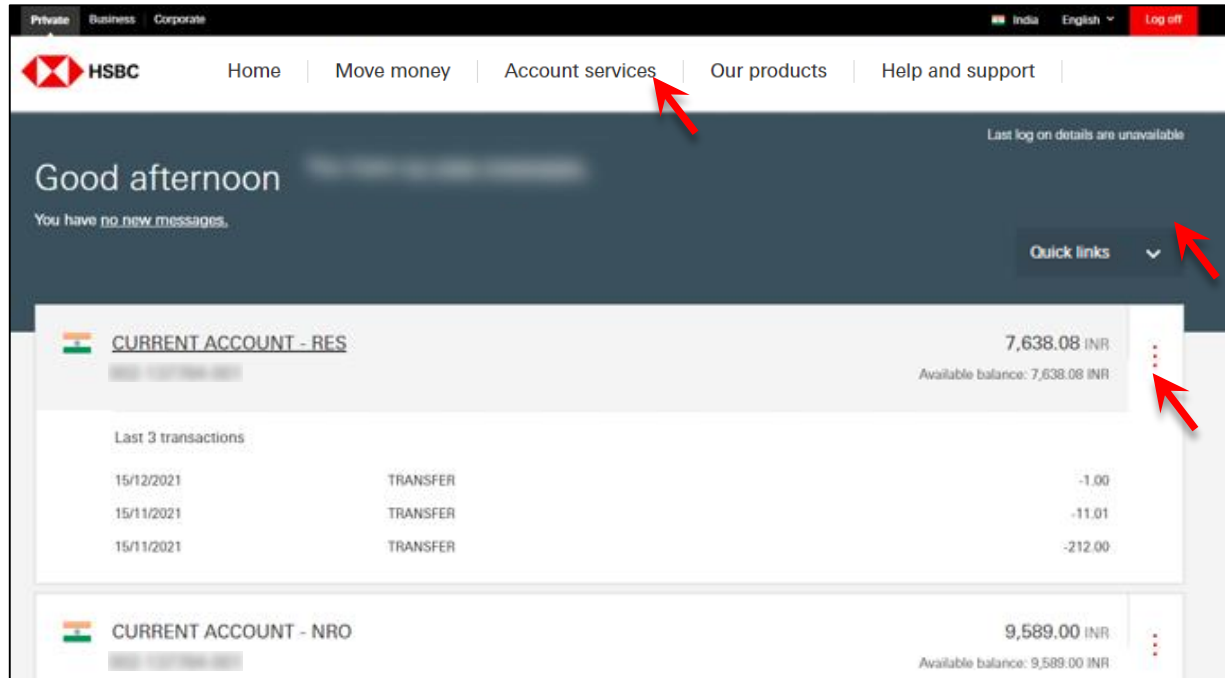
Account  
Summary

Transaction  
Details

Transaction  
Details – Credit  
Cards

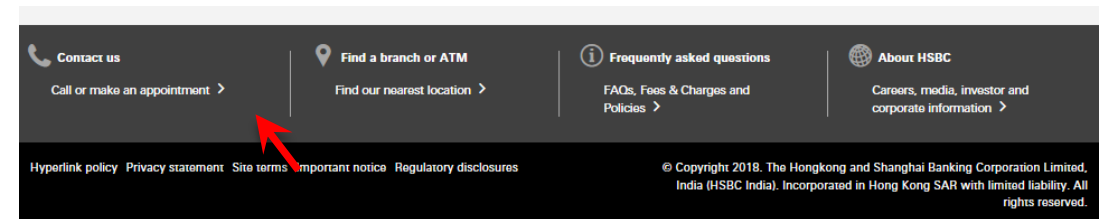
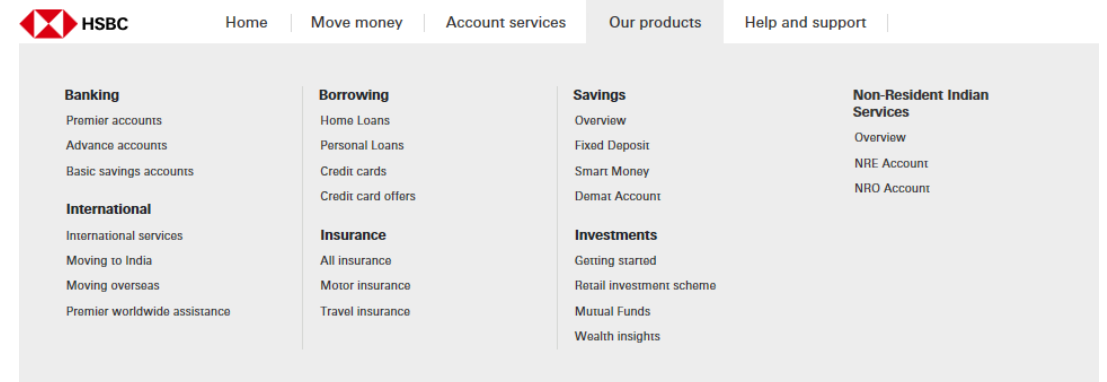
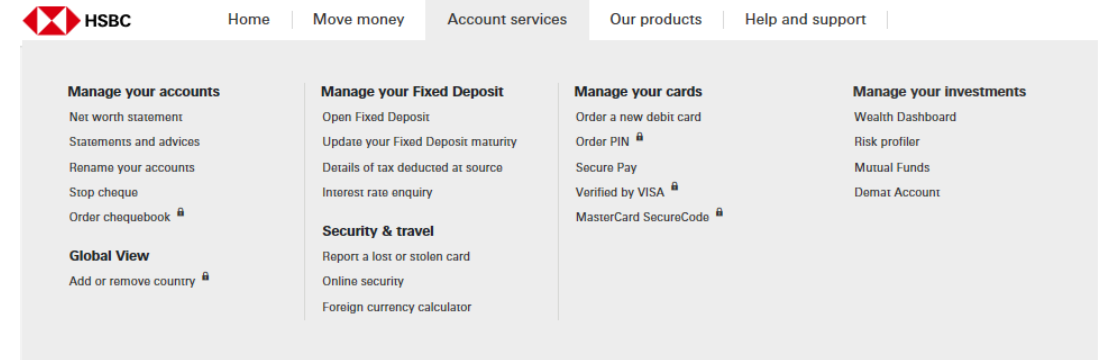


# What has changed for the Personal Internet Banking home page?



Our old Internet Banking platform offered a left hand menu. Now, the platform offers more ease with navigations.

A **full set menu** is available on the top bar, hover your mouse over to see the full set. There are also **quick links**, **ellipses menu** and **footer menu** for easy access to regularly used features.



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# Account Summary

The screenshot displays the HSBC Account Summary page. At the top, there is a navigation bar with the HSBC logo and links for Home, Move money, Account services, Our products, and Help and support. Below this, a dark blue header contains a greeting "Good afternoon" and a notification "You have 13 new messages". A "Quick links" section is visible, with icons for Quick transfer, Pay and transfer, Lost or stolen card, Statements, Your details, Contact us, and Order pin. A red arrow points to the "Your details" icon. Below the header, three account cards are shown. The first card is for a "TWD SAVINGS ACCOUNT" with a balance of 3,720.29 INR and an available balance of 3,720.29 INR. It lists the last 3 transactions: Today (TRANSFER), Today (TRANSFER), and Yesterday (TRANSFER). A red arrow points to the "TRANSFER" entry for the day before yesterday. The second card is another "TWD SAVINGS ACCOUNT" with a balance of 0.00 INR and an available balance of 0.00 INR. The third card is a "TIME DEP-RES-CUM" account with a balance of 50,951.98 INR.

All the products that you hold with the bank are displayed here.

**Quick links** have been newly added to allow you to navigate directly to key features, without having to go into the Master head menu.

For ease of use, the home page will display the **last 3 transactions** of your primary Savings/Current accounts held with the bank.

**Ledger** and **available** balance for every account is displayed on the right hand side of the respective account name followed by an ellipses menu for a quick journey that is linked to the product.

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# Account Summary

The screenshot shows the HSBC mobile app interface. At the top, there are navigation options: Private, Business, Corporate, India, English, and Log off. Below this is a navigation bar with Home, Move money, Account services, Our products, and Help and support. The main content area displays a greeting 'Good afternoon' and a message 'You have no new messages.' Below this, there is a 'Useful links' dropdown menu. The primary focus is on the account summary, which lists two accounts: 'CURRENT ACCOUNT - RES' with a balance of 7,638.08 INR and 'CURRENT ACCOUNT - NRO' with a balance of 9,589.00 INR. A red arrow points to the account name 'CURRENT ACCOUNT - RES'. Below the account list, there is a table titled 'Last 3 transactions' with the following data:

Date	Description	Amount
15/12/2021	TRANSFER	-1.00
15/11/2021	TRANSFER	-11.01
15/11/2021	TRANSFER	-212.00

Click on the **name of the account** to view more details of the account. Click '**View more details**' to view more information on your account.

You may choose to click '**Hide details**' to navigate away from the detailed view.

This screenshot shows the detailed view of a 'TWD SAVINGS ACCOUNT'. The account number is partially masked. The available balance is 3,720.29 INR, and the overdraft limit is 0.00 INR. A red arrow points to the 'View more details' link. At the bottom right, there is a 'Manage' button with a dropdown arrow.

This screenshot shows the detailed view of a 'TWD SAVINGS ACCOUNT' with more information. The account number is partially masked. The total hold is 0.00 INR, and the credit interest accrued is 136.85 INR. A red arrow points to the 'Hide details' link at the bottom.

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# Transaction Details

Personal India English Log out

HSBC Home Move money Account services Our products Help and support

Back to your accounts Quick links

Quick transfer Pay and transfer Lost or stolen card Statements Your details Contact us Order pin

TWD SAVINGS ACCOUNT Choose another account 3,720.29 INR

Account number: [REDACTED] Available balance: 3,720.29 INR

Total hold: 0.00 INR Overdraft limit: 0.00 INR

Credit interest accrued: 136.85 INR

Hide details Manage

Transactions Search and filter

Date	Description	Credit	Debit	Balance
20/11/2018	TRANSFER		12,382.00	3,720.29
20/11/2018	TRANSFER	1.00		16,102.29
19/11/2018	TRANSFER		1.00	16,101.29
19/11/2018	TRANSFER		2,500.00	16,102.29

Transactions Search and filter

Date range

Keyword

Please note: We're only able to search the last 6 months. For more historic transactions, please visit your eStatements.

Search

- You can view the transaction record of your account here and use the **Transaction Search** feature to navigate to transactions for a specified period
- The right hand arrow besides the Transaction labels will help you order your transactions based on Date, Description, Credit or Debit
- You can use the **Manage** account button to access useful features which are associated with the account you are currently viewing.

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# Transaction Details – Credit Cards

The screenshot shows the HSBC mobile app interface. At the top, there's a navigation bar with 'Personal', 'India', 'English', and 'Log off'. Below that, there are menu items: 'Home', 'Move money', 'Account services', 'Our products', and 'Help and support'. A 'Back to your accounts' button is on the left, and 'Quick links' is on the right. The main content area shows a 'VISA PLATINUM CARD' with a balance of -17,375.61 INR. Below this, there's a 'Transactions' section with a 'Search and filter' button. Two tabs are visible: 'Your next statement' and 'Your previous statement', both with red arrows pointing to them. The 'Your previous statement' tab is active, showing a table of transactions.

Date	Description	Credit	Debit
05/11/2018	BSES BOM	1.00	
05/11/2018	BSES BOM	1.00	
05/11/2018	ZARA INDIA-9216 MUMBAI IN		4,560.00

This is a detailed view of a transaction. At the top, it shows the date '05/11/2018', the merchant name 'ZARA INDIA-9216 MUMBAI IN', and the amount '4,560.00'. Below this, there's a table with transaction details:

Transaction date	04/11/2018
Card number	••••••••
Amount	4,560.00 INR
Description	ZARA INDIA-9216 MUMBAI IN ZARA INDIA-9216 MUMBAI IN

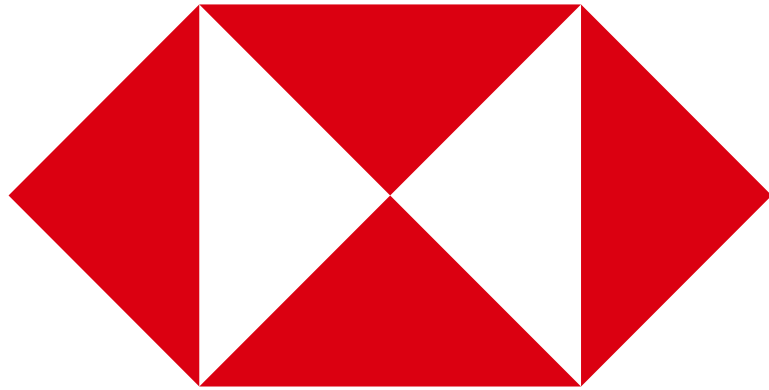
A button labeled 'Don't recognise this transaction?' is located to the right of the description, with a red arrow pointing to it.

- Your **next statement** will provide you details of unbilled transactions on your card.
- Your **previous statement** provides you with the billed transactions as per your last statement.
- Transaction details of the **add on card holders** is also available here and can be identified by you basis the last 4 digits of the card number.
- Click on '**Don't recognize this transaction?**' to view the details of the contact numbers you can reach out to report a suspicious transaction on your account.

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