HSBC Mobile Banking App – HSBC India

eStatements

-Bank Accounts
-Credit Card

HSBC

Next

eStatements

This new feature in the 'HSBC India' mobile banking app allows you to view and download your HSBC Account and Credit card statements on your mobile device.

Credit card statements for the last 12 months, and latest 15 statements for the bank account are available for view and download.

Statements are grouped year wise and listed with most recent statements at the top

How to access your e-statements?

- Log on to the 'HSBC India' Mobile Banking App.

- On the 'Accounts' screen, select the account you want to access the statement for>>> On the transaction details page, click on **'View statement'** tab and you will be able view and download the statement (available in PDF format).

This feature is available to you only if you have registered for HSBC Personal Internet Banking or have opted for eStatements.
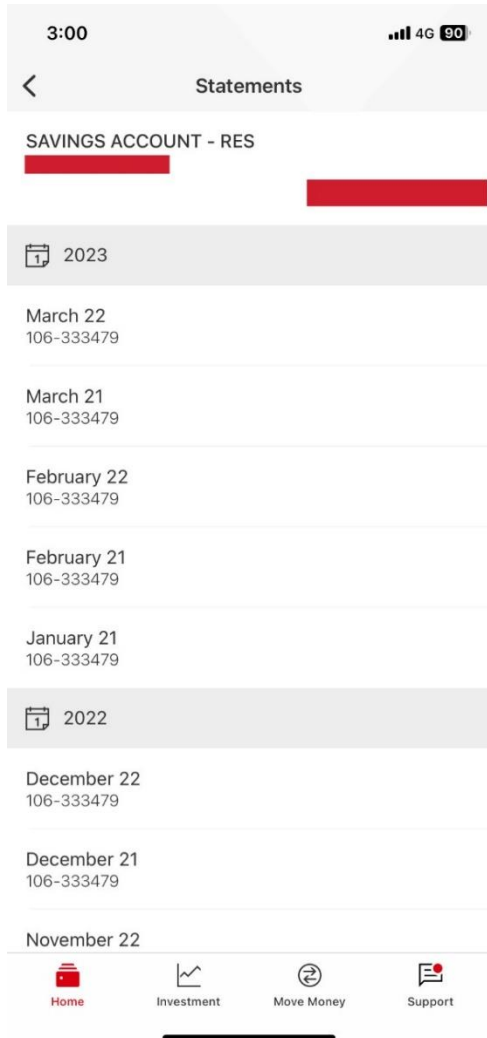
HSBC

Next

Select your Account
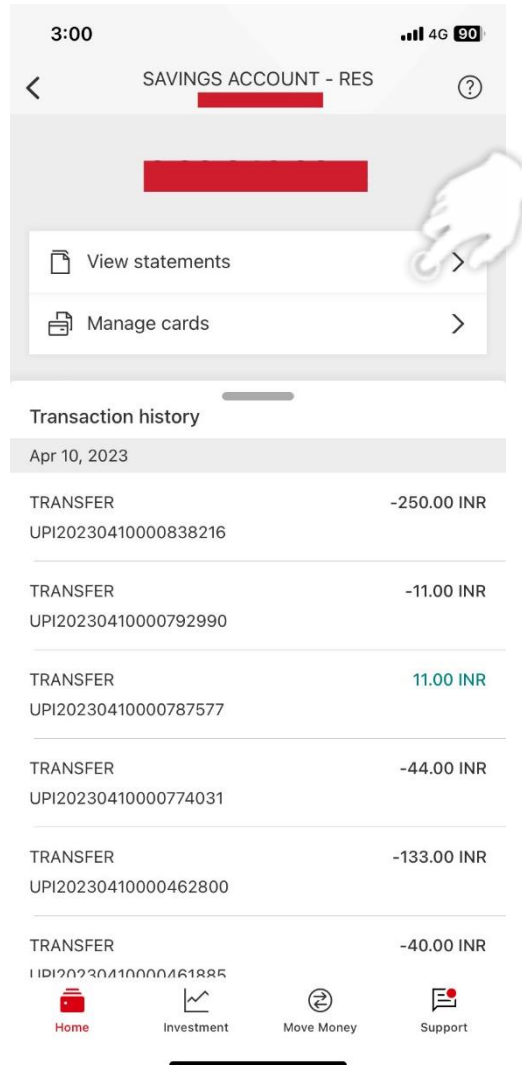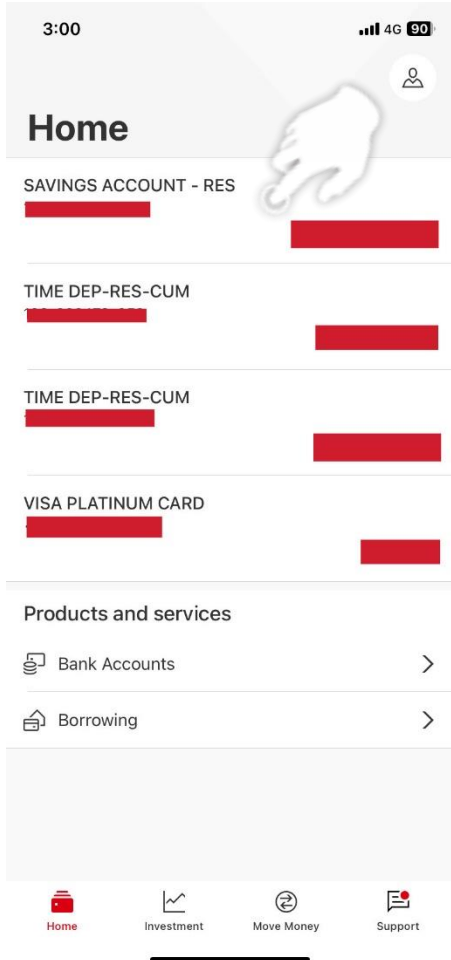
Step 1: Select the account for which you would like to view the statement.

Step 2: On the 'Account' page, tap on '**View statements**'

Use the back arrow at the top left hand corner of the screen, if you wish to go back to Account details screen.

Next

Select the statement you would like to view

On selecting 'View Statements':
- You will be directed to the next screen with list of statements. These are grouped year wise and listed with most recent statements at the top.

- Last 12 months' statements will be available for credit card accounts and latest 15 statements will be available for bank account.

**Step 3:** Tap on the required Month/date to view E-statement.

Use the back arrow at the top left hand corner if you wish to go back to Account details screen.

Please note:
- Statements may take a few seconds to load.
- You will need to select each account separately to view the respective account / credit card statement.
- Composite/consolidated bank account statements are indicated with your customer ID next to the statement date
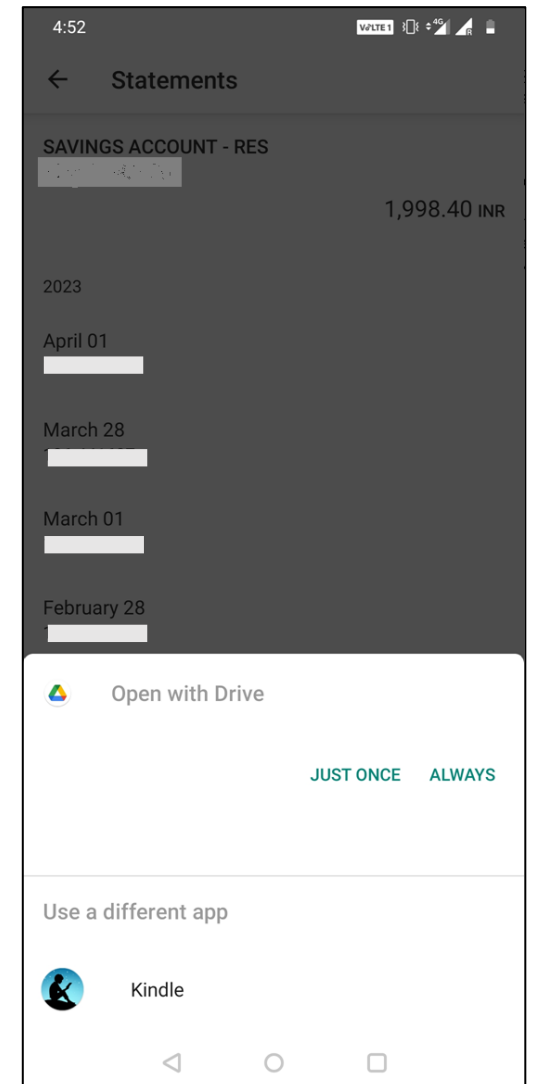
Next

How to read the statement date
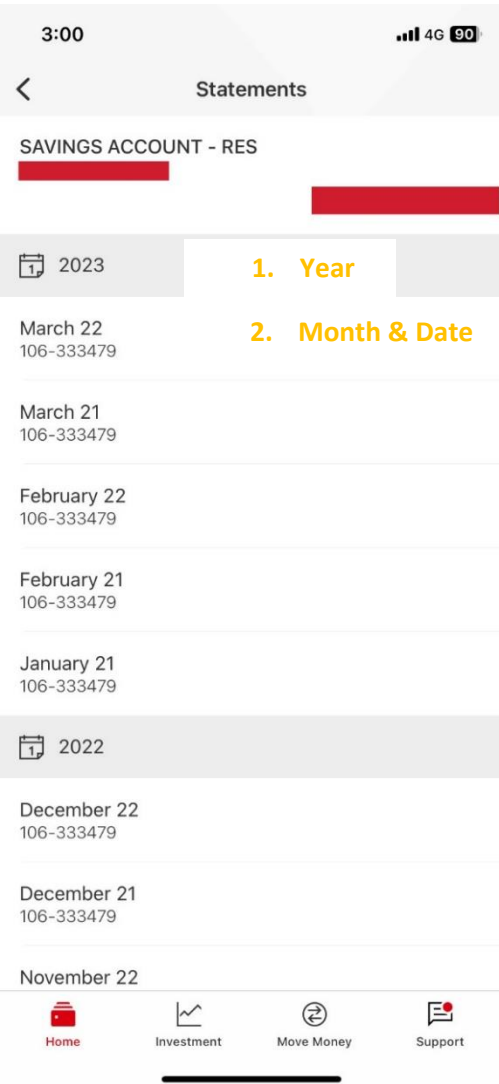
Statements are grouped year wise and listed with most recent statements at the top

In this example:

2019 indicates the year title (refer point 1 in the image)
June is the statement month and
24 is the statement date

This means that is your statement as on 24   June 2019

Next

View statement

iOS

After loading, your statement will be displayed in PDF format.

For IOS devices - PDF will open in full screen mode and will open as a view only.

For Android devices - PDF will be downloaded and open in third party application (pdf viewer) which you would have setup on your device. If default pdf application is not set, then a device specific popup will open for you to choose the PDF Viewer.

You can choose to close the PDF by clicking on "**X**" for **iOS** or "**⬅**" for **Android** on the top left side of the screen.

Android

Next

Share statement

iOS

Android

Clicking on the '**share**' icon on the top right corner of the screen will allow you to share, send or save the statement.

iOS - Sharing options will be device specific, user can download, share, email or save the PDF.

Android - Sharing options will be as per the third party PDF viewer application available on your device.

For your security, sharing of statements on social media platforms is not permitted through the HSBC App

Next

Error –

Debit card statement

Next

Error –

No statements shown

Upon selecting 'View Statements' as mentioned in the second step, this screen is displayed when you do not have any statements available, for e.g. You have recently opted for eStatements and your statement is not yet generated.

Solution:

Click the back button on the top left hand side to return to the account details screen. This screen will not reappear once you next statement is generated.

Next

Error –

Statement unable to download
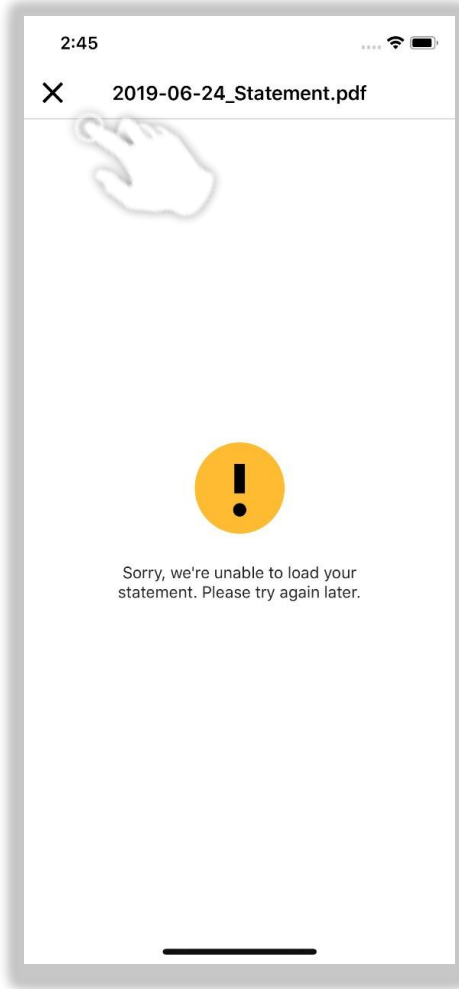
Upon selecting 'View Statements' as mentioned in the second step, this screen will be displayed if the statement is unable to load due to a technical reason.

Solution:

Click on the **close(X)** or **back** option to return to the account details screen. You may try to reload the statement again by selecting the account, then selecting the 'view statement' option.

Next

Error –

Connection problem at statement screen

Upon selecting 'View Statements' as mentioned in the second step, this screen will be displayed if there is a technical issue during loading the eStatements list. Usually, this screen will be shown if you have a issue with your internet connection.
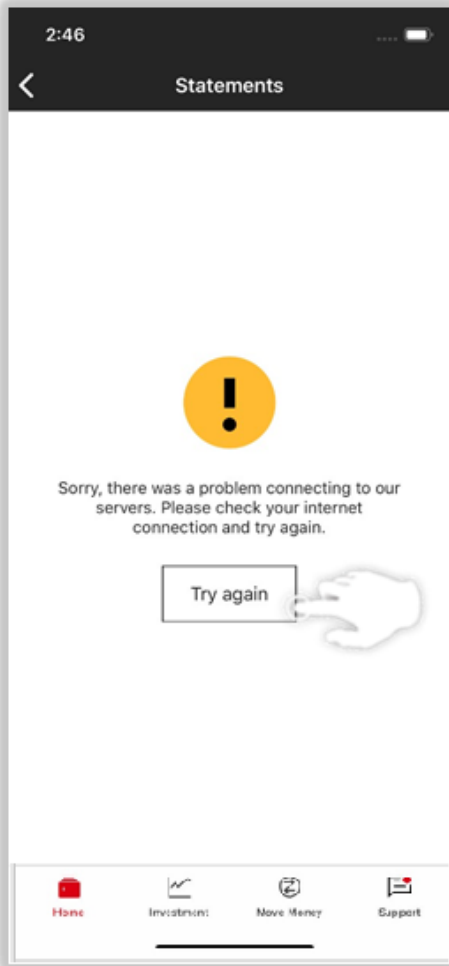
Solution:

Check your internet connection then click the '**Try again'** button to attempt to reload the screen or statement.
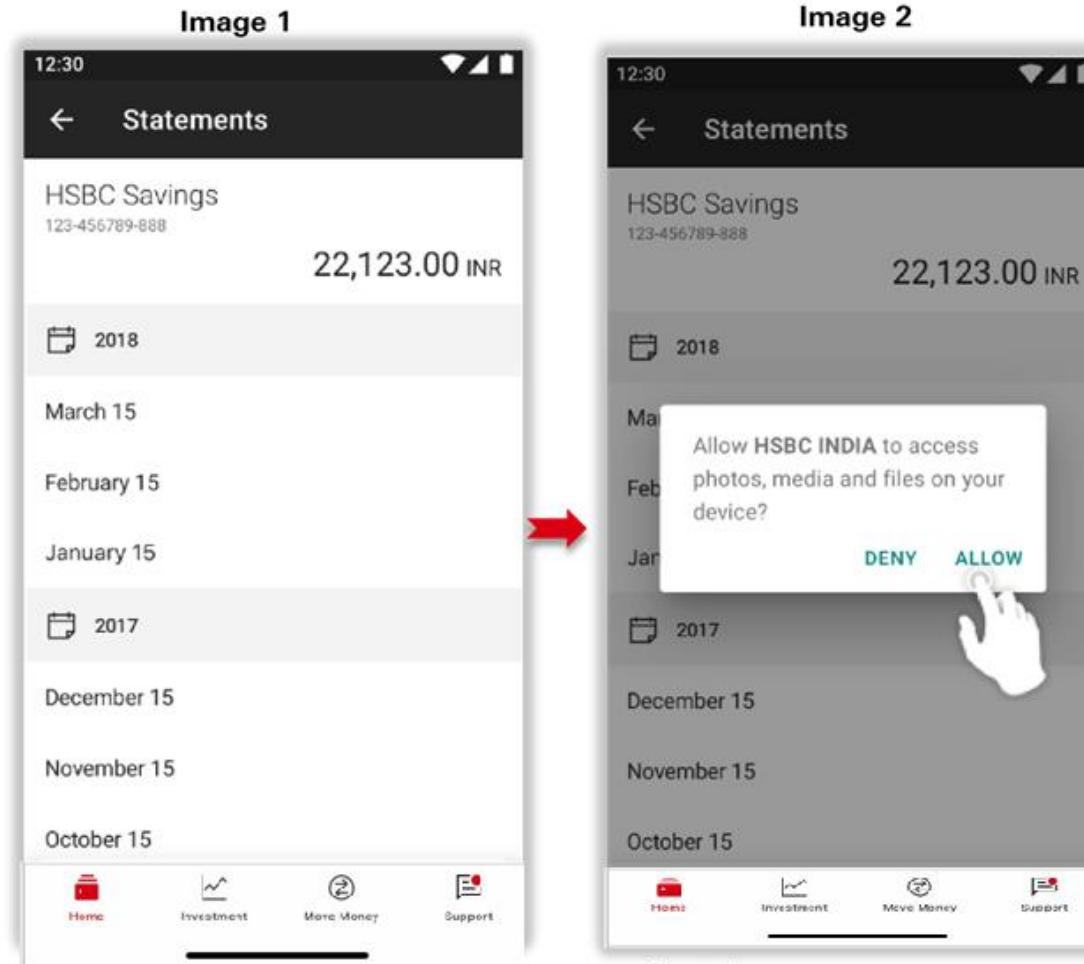
Next

Media Access Permission for Android devices

If you have not yet granted the relevant permissions for the app to access media, there will be a pop-up prompting you to grant the relevant permission after you have chosen the date for which you want to view the eStatement.

Solution:

Select **'Allow'** to view the statement. (refer image 2)

Note: If you select **'Deny'**, the app will bring you back to list of eStatements since you have not granted the relevant permissions to the app. (refer image 1)

If you tap on the date again, you will be prompted with the same dialogue box.

Image 1

12:30

← Statements

HSBC Savings
123-456789-888

22,123.00 INR

📅 2018

March 15

February 15

January 15

📅 2017

December 15

November 15

October 15

Home   Investment   Move Money   Support

Image 2

12:30

← Statements

HSBC Savings
123-456789-888

22,123.00 INR

📅 2018

Ma

Allow **HSBC INDIA** to access photos, media and files on your device?

Feb

DENY   ALLOW

Ja

📅 2017

December 15

November 15

October 15

Home   Investment   Move Money   Support

Contd.

Next

Media Access Permission for Android devices (contd.)

If you select 'Deny' the 2nd time, the 'Don't ask again' check box will appear in the popup. If you select this option, you will not be able to view your eStatements through the mobile app.
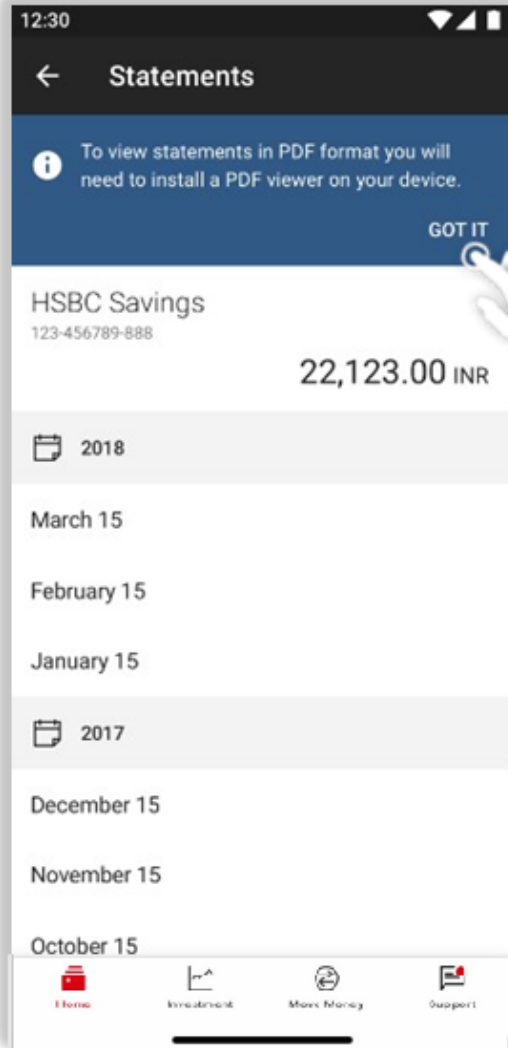
Solution

If you wish to view your e-Statements on the mobile device, a banner at the top will prompt you to grant the relevant permissions. (Refer image 2)

You can do this by clicking on 'Open' and selecting 'Allow' in the pop-up box.

Alternatively, you can directly go to you device settings, select the 'HSBC India' App and grant permissions to access media.

Next
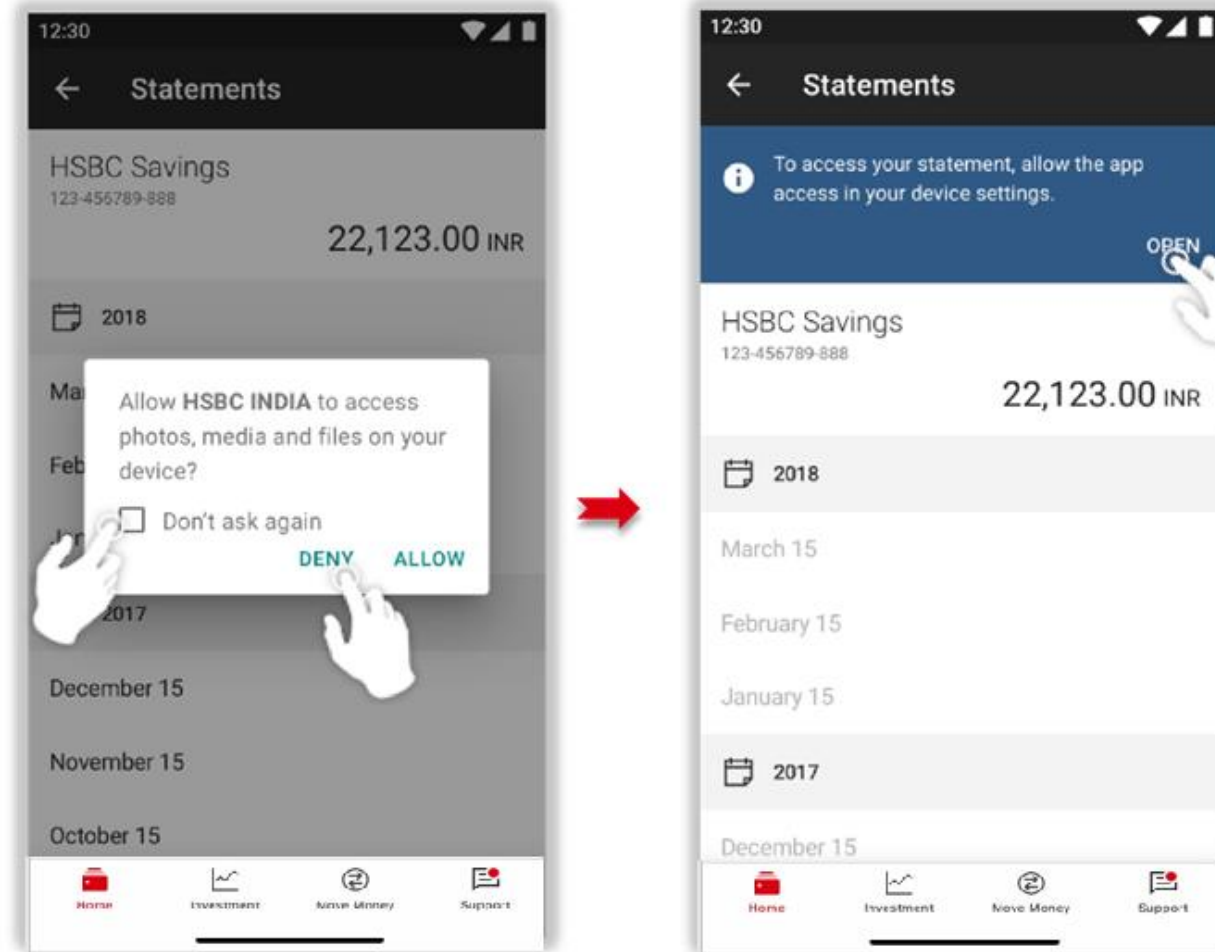
Error – No PDF viewer in device for Android

Upon selecting 'View Statements' as mentioned in the second step, you will see this error when there is no default PDF viewer installed on your mobile device.

Solution:

Select **'Got it'** to hide or close the banner.

In order to view the eStatement, you will first need to install a PDF viewer on your mobile device from the Android Play store. Once the PDF viewer is downloaded, you will be able to view and download your eStatements.

Next

End