

New Log On Experience to your HSBC Personal Internet Banking



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HSBC Personal Internet Banking's Log On experience has been simplified for ease of use and faster authentication. Your account continues to be secure with our robust security features.

Select the option suitable to you

Log on access with
security device only
[Click here](#)

Log on access with
secondary password only
[Click here](#)

Log on access with
security device or
secondary password
[Click here](#)

Step-up with
Security Device
[Know More](#)

Need help with your
Security Device
[Click Here](#)



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Security Device Log On

Personal Business India

HSBC Banking Accounts & services | Borrowing Loans & mortgages | Investing Products & analysis | Insurance Property & family | Life events Help & support

Log on

i We've made some exciting changes and improvements to online banking security, but all your usual banking services will remain the same.

Please enter your username **?**

Remember me

Continue

[Not registered for Personal Internet Banking? >](#)

Contact HSBC | Find a branch | Frequently Asked Questions | About HSBC

This is the new log on screen for Personal Internet Banking.

Enter your **username** (your Internet Banking ID) and click **Continue** to proceed.

Username

Your username is the same as your Internet Banking ID, this will be called username in future.

This is the unique username you chose when registering for Personal Internet Banking. It's a minimum of 5 characters long.

Example: IB1234567890 or John123

Click on the checkbox '**Remember me**' to auto-populate your username during your next Log On.

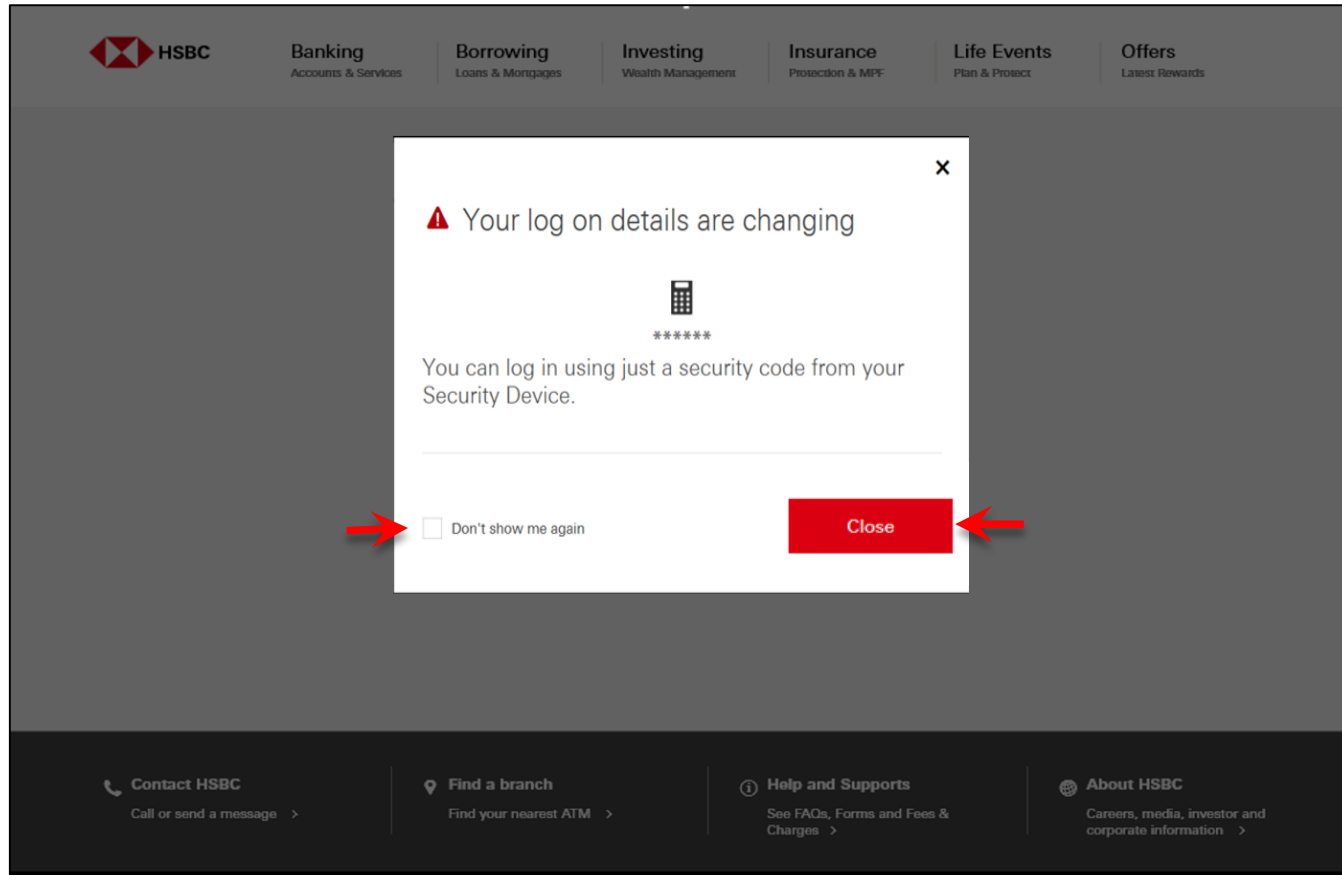
If you have not registered for Internet Banking yet, click on '**Not registered for Personal Internet Banking?**' to register yourself for HSBC Internet Banking Services.

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Security Device Log On (contd.)



An interstitial page is displayed here.

Please note that you no longer need your primary password. You can directly log on with the security device code only.

Click on the '**Don't show me again**' checkbox to not see this message again.

Click **Close** to proceed.

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Security Device Log On (contd.)

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Good Afternoon ▾

Please enter your security code ?

How to generate a security code >

Log on

How to generate security code

Press and hold down the green button to turn on your Security Device then enter your Security Device PIN.

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Find a branch And your nearest Express Banking location >

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Generate a security code on your security device

How to generate security code

Press and hold down the green button to turn on your Security Device then enter your Security Device PIN.

How to generate security code

When the HSBC welcome screen displays, press the green button. This will generate a security code.

How to generate security code

Your security code will be provided.

To know how to generate a security code, click on '?'

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Previous Next

Previous Next

Complete your logon by entering the **security code** generated by your Security Device and click '**Log on**'.

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Security Device Log On (contd.)

The screenshot shows the HSBC Internet Banking interface. 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. The user is logged in as 'Personal' and the language is set to 'English'. The main content area displays a greeting 'Good morning' and a notification 'You have 11 new messages'. Below this is a 'Quick links' section with icons for Quick transfer, Pay and transfer, Open fixed deposit, Lost or stolen card, Statements, Your details, and Contact us. The account summary is divided into three sections: SAVINGS ACCOUNT - RES with a balance of 35,307.84 INR and available balance of 35,307.84 INR; HOME LOAN with a balance of -986,805.61 INR; and VISA PLATINUM CARD with a balance of -10,046.61 INR and a next payment due on 31/12/2018. The SAVINGS ACCOUNT section also includes a table of the last 3 transactions.

Last 3 transactions		
11/12/2018	ATM	-10,000.00
10/12/2018	TRANSFER	-1.00
04/12/2018	TRANSFER	100.00

On successful logon, you will be navigated to the Internet Banking account summary page.

You may refer to [Home Page](#) demo to learn more about our homepage enhancements.

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Secondary Password Log On

Personal Business India

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Log on

We've made some exciting changes and improvements to online banking security, but all your usual banking services will remain the same.

Please enter your username ?

Remember me

Continue

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This is the new log on screen for Personal Internet Banking.

Enter your **username** (your Internet Banking ID) and click **Continue** to proceed.

Username

Your username is the same as your Internet Banking ID, this will be called username in future.

This is the unique username you chose when registering for Personal Internet Banking. It's a minimum of 5 characters long.

Example: IB1234567890 or John123

For help with your username, click on '?'.

Click on the checkbox '**Remember me**' to auto-populate your username on your next Log On.

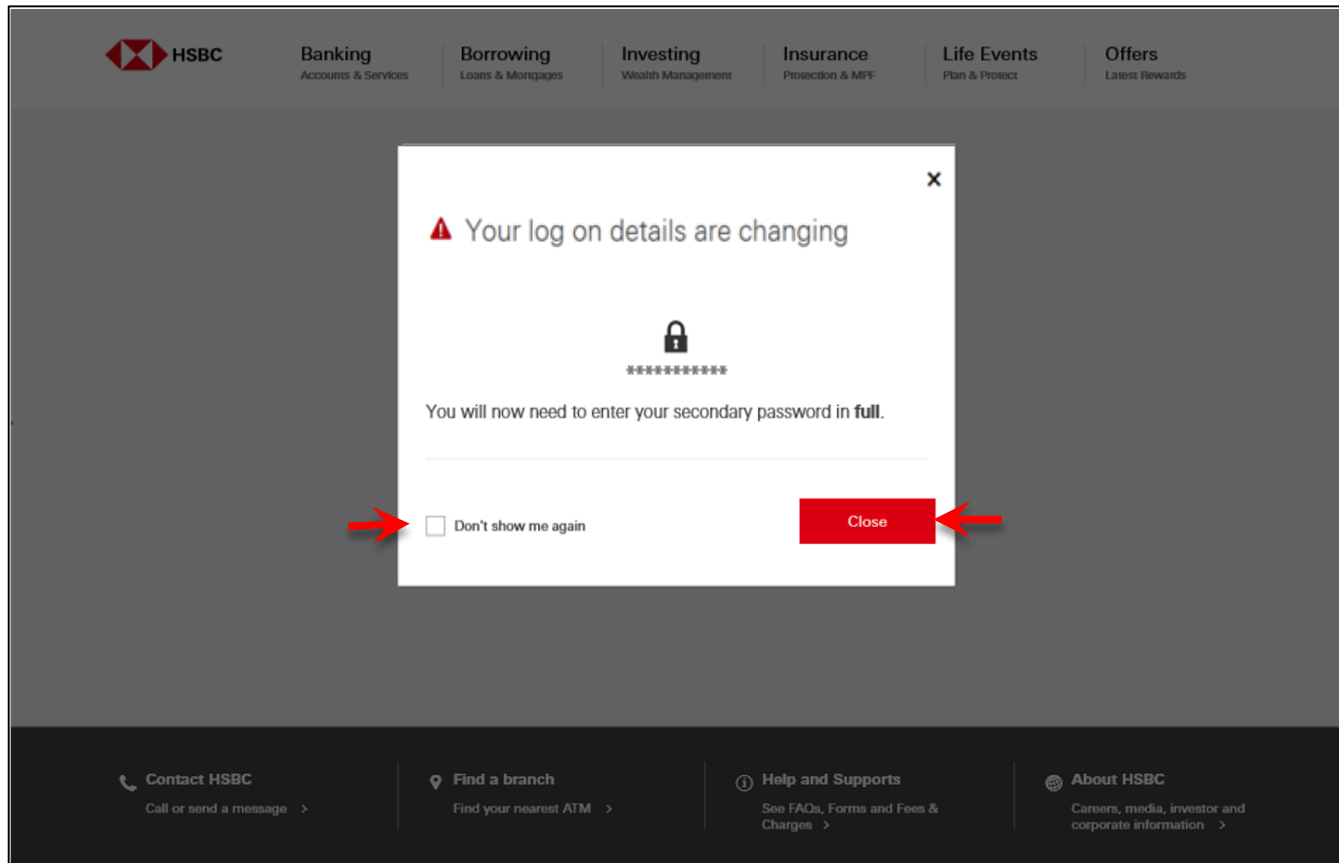
If you have not registered for Internet Banking yet, click on '**Not registered for Personal Internet Banking?**' to register yourself for HSBC Internet Banking Services.

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Secondary Password Log On (contd.)



An interstitial page is displayed.

Please note that you no longer need your primary password. You can directly log on with your secondary password only.

Click on the '**Don't show me again**' checkbox to not see this message again.

Click **Close** to proceed.

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Secondary Password Log On (contd.)

Personal Business India

HSBC Banking Borrowing Investing Insurance Life events

Good afternoon ▾

Please enter your secondary password

Secondary Password

Enter **FIRST, FOURTH** and **SEVENTH** characters of Secondary Password

Secondary password

This is the secondary password you chose when you set up online banking. This will now be known as password.

Your secondary password is not case sensitive and is a minimum of 8 characters. It includes letters and numbers.

If you can't remember your secondary password, you can reset it by selecting 'Forgotten your secondary password?'.

Log on

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Complete your Log On by entering your **secondary password** in full and click **Log on**.

You may click on '**Forgotten your secondary password**' to set up a new secondary password.

Secondary Password

Enter **FIRST, FOURTH** and **SEVENTH** characters of Secondary Password

Secondary password

This is the secondary password you chose when you set up online banking. This will now be known as password.

Your secondary password is not case sensitive and is a minimum of 8 characters. It includes letters and numbers.

If you can't remember your secondary password, you can reset it by selecting 'Forgotten your secondary password?'.

For quick help with your secondary password, click on '?'.

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Secondary Password Log On (contd.)

The screenshot shows the HSBC Internet Banking interface. 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. The user is logged in as 'Personal' and the language is set to 'English'. The page displays a 'Good morning' greeting and a notification for 11 new messages. Below this is a 'Quick links' section with icons for Quick transfer, Pay and transfer, Open fixed deposit, Lost or stolen card, Statements, Your details, and Contact us. The main content area shows three account summaries: a Savings Account with a balance of 35,307.84 INR, a Home Loan with a balance of -986,805.61 INR, and a Visa Platinum Card with a balance of -10,046.61 INR. The Savings Account section also includes a table of the last 3 transactions.

Last 3 transactions			
11/12/2018	ATM		-10,000.00
10/12/2018	TRANSFER		-1.00
04/12/2018	TRANSFER		100.00

On successful logon, you will be navigated to the Internet Banking account summary page

You may refer to [Home Page](#) demo to learn more about our homepage enhancements.

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Security Device or Secondary Password Log On

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Log on

i We've made some exciting changes and improvements to online banking security, but all your usual banking services will remain the same.

Please enter your username **?**

Remember me

Continue

[Not registered for Personal Internet Banking? >](#)

Contact HSBC | Find a branch | Frequently Asked Questions | About HSBC

This is the new log on screen for Personal Internet Banking.

Enter your **username** (your Internet Banking ID) and click **Continue** to proceed.

Username

Your username is the same as your Internet Banking ID, this will be called username in future.

This is the unique username you chose when registering for Personal Internet Banking. It's a minimum of 5 characters long.

Example: IB1234567890 or John123

For quick help with your username, click on **'?'**.

Click on the checkbox **'Remember me'** to auto-populate your username on your next Log On.

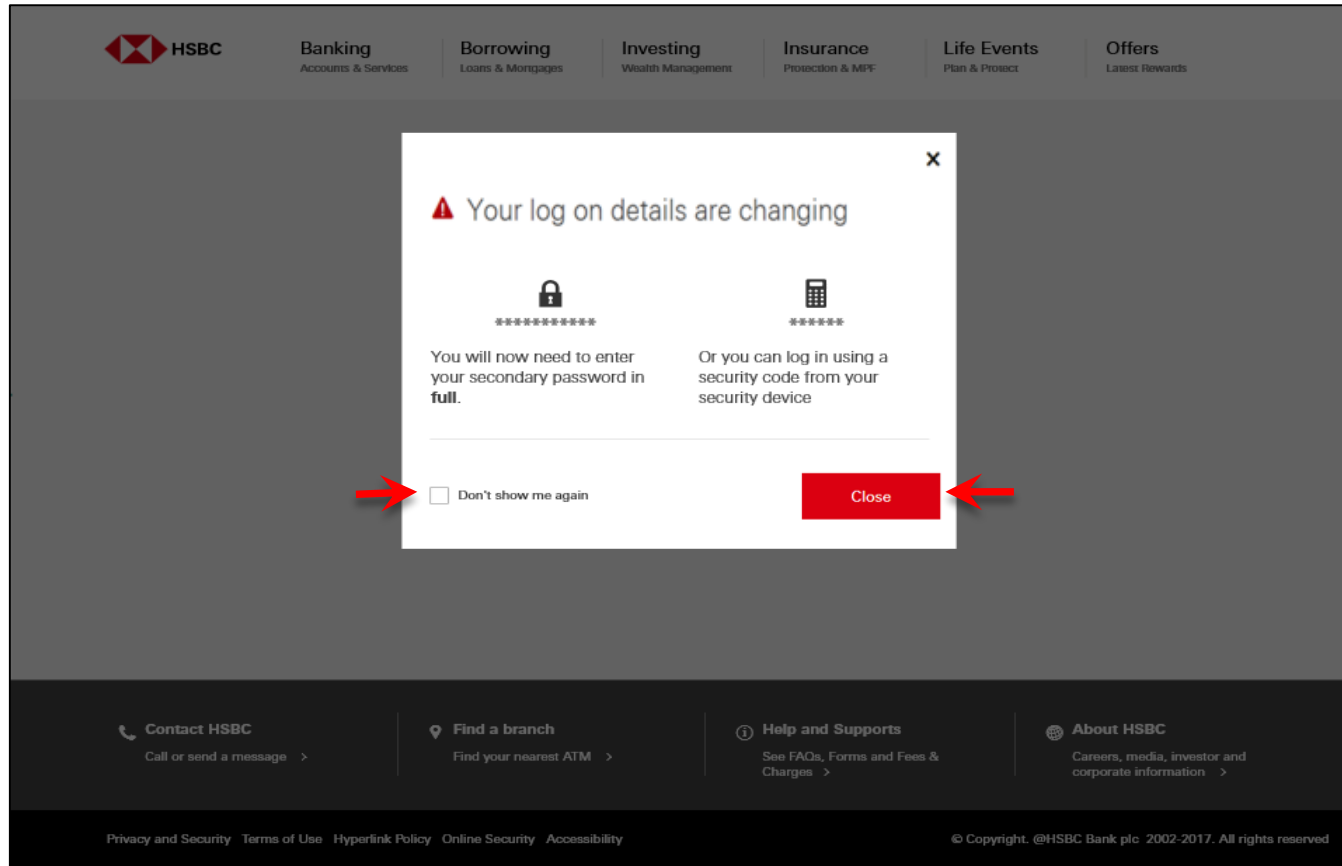
If you have not registered for Internet Banking yet, click on **'Not registered for Personal Internet Banking?'** to register yourself for HSBC Internet Banking Services.

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Security Device or Secondary Password Log On (contd.)



The screenshot shows the HSBC website header with navigation links for Banking, Borrowing, Investing, Insurance, Life Events, and Offers. A central modal dialog box is displayed with the following content:

- Warning icon and text: "Your log on details are changing"
- Two options for login:
 - Option 1: "You will now need to enter your secondary password in **full**." (represented by a padlock icon and a full-length password field)
 - Option 2: "Or you can log in using a security code from your security device" (represented by a calculator icon and a short-length code field)
- At the bottom left: A checkbox labeled "Don't show me again" with a red arrow pointing to it.
- At the bottom right: A red button labeled "Close" with a red arrow pointing to it.

The footer of the website includes links for "Contact HSBC", "Find a branch", "Help and Supports", and "About HSBC", along with legal notices and copyright information.

An interstitial page is displayed here.

Please note, your primary password is now no longer required. You can directly log on only with your secondary password or the security device code.

Click on the '**Don't show me again**' checkbox to not see this message again.

Click **Close** to proceed.

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Security Device or Secondary Password Log On (contd.)

Personal | Business India

HSBC Banking | Borrowing | Investing | Insurance | Life events

Good afternoon ▾

Please enter your security code ?

[How to generate a security code >](#)

[Log on](#)

[Continue using secondary password >](#)

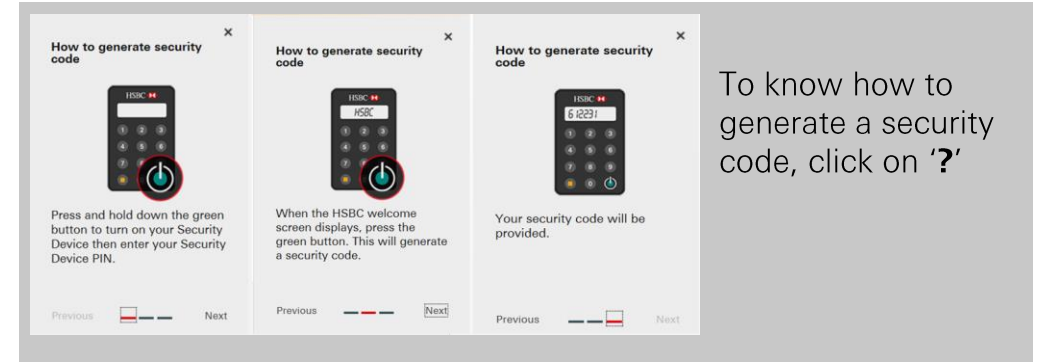
Contact HSBC
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And your nearest Express Banking location >

Frequently Asked Questions
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Complete your Log On by inputting the **security code** generated by your Security Device and click '**Log on**'.



Alternatively, you may choose to Log On only with your secondary password by clicking '**Continue using secondary password**'.

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Security Device or Secondary Password Log On (contd.)

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Good afternoon ▾

Please enter your secondary password

Secondary password

Log on

Forgotten your secondary password? >

Continue with Security Device >

Secondary Password X

Enter **FIRST, FOURTH** and **SEVENTH** characters of Secondary Password

Secondary password

This is the secondary password you chose when you set up online banking. This will now be known as password.

Your secondary password is not case sensitive and is a minimum of 8 characters. It includes letters and numbers.

If you can't remember your secondary password, you can reset it by selecting 'Forgotten your secondary password?'.

Complete your Log On by inputting your **secondary password** in full and click **'Log on'**.

You may click on **'Forgotten your secondary password'** to set up a new secondary password.

Secondary Password X

Enter **FIRST, FOURTH** and **SEVENTH** characters of Secondary Password

Secondary password

This is the secondary password you chose when you set up online banking. This will now be known as password.

Your secondary password is not case sensitive and is a minimum of 8 characters. It includes letters and numbers.

If you can't remember your secondary password, you can reset it by selecting 'Forgotten your secondary password?'.

For quick help with your secondary password, click on '?'.

Or you can continue to log on only with your **Security Device**.

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Security Device or Secondary Password Log On (contd.)

The screenshot shows the HSBC Internet Banking interface. At the top, there is a navigation bar with the HSBC logo, 'Home', 'Move money', 'Account services', 'Our products', and 'Help and support'. The user is logged in as 'Personal' and the language is set to 'English'. The page displays a 'Good morning' greeting and a notification for 11 new messages. A 'Quick links' section includes icons for Quick transfer, Pay and transfer, Open fixed deposit, Lost or stolen card, Statements, Your details, and Contact us. The main content area shows three account summaries:

- SAVINGS ACCOUNT - RES**: Balance of 35,307.84 INR. Available balance: 35,307.84 INR. Last 3 transactions:

Date	Description	Amount
11/12/2018	ATM	-10,000.00
10/12/2018	TRANSFER	-1.00
04/12/2018	TRANSFER	100.00
- HOME LOAN**: Balance of -986,805.61 INR.
- VISA PLATINUM CARD**: Balance of -10,046.61 INR. Next payment due on: 31/12/2018.

On successful logon, you will be navigated to the Internet Banking account summary.

You may refer to [Home Page](#) demo to learn more.

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Step-up with Security Device

The screenshot shows the HSBC online banking interface. The top navigation bar includes 'Personal', 'India', 'English', and 'Log off'. Below this, there are menu items for 'Banking', 'Borrowing', 'Investing', 'Insurance', 'Life Events', and 'Offers'. The main content area is titled 'Request a new chequebook' and includes a sub-header 'Order details'. A dropdown menu is set to 'STATEMENT SAVINGS ACCOUNT' with the account number '036-203735-006'. Below this, the 'Number of chequebooks' is set to '1'. At the bottom right, there are 'Cancel' and 'Continue' buttons. A red arrow points to the 'Continue' button.

To ensure we safeguard your account, certain transactions require additional security device authentication. In such cases, if you are logged on only with a secondary password, you are required to step-up by using a security device code.

Eg. To order a cheque book, input the required details and click **Continue**. Then click **Confirm** to proceed.

This screenshot shows the next step in the process. A message at the top says 'Please check the information you've given is correct.' Below this, the 'Order details' section is visible, showing the same account and number of chequebooks as the previous screenshot. At the bottom right, there are 'Cancel' and 'Confirm' buttons. A red arrow points to the 'Confirm' button.

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Step-up with Security Device (contd.)

Private | Business | Corporate India English


HSBC Banking Accounts & Cards | Borrowing Loans & Mortgages | Investing Wealth Management | Insurance Protection & MPF | Offers Lusted rewards

Additional security

Please enter your security code

Cancel Continue

How to generate a security code



Step 1
Press and hold down the green button to turn on your Security Device, then enter your Security Device PIN.

Step 2
When the HSBC welcome screen displays, press the green button. This will generate a security code.

Step 3
Your security code will be provided.

Need help? >
Forgotten your PIN? >

The **Additional security** page is prompted. You are required to authenticate yourself by inputting the **security code** generated by your Security Device.

You may click on **'How to generate a security code'** for help.

You may click **'Cancel'** to return to the account summary page.

Click **'Continue'** to complete the journey.

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Help with Security Device

The screenshot shows the HSBC website interface. At the top, there are navigation tabs for 'Personal' and 'Business', and a language selector for 'India'. Below this is a main navigation bar with links for 'Banking', 'Borrowing', 'Investing', 'Insurance', and 'Life events'. The main content area features a user greeting 'Hi Jessica' and a 'Security Code' entry field. A sidebar titled 'Security device help' is open, containing a calculator icon and several links: 'How to generate a Security Code', 'Log on', 'Forgotten security PIN', 'Lost, damaged or stolen Security device', and 'Need help with Security device?'. Red arrows highlight the question mark icon next to the 'Enter your Security Code' field, the 'How to generate a Security Code' link, the 'Log on' button, and the 'Forgotten security PIN' and 'Lost, damaged or stolen Security device' links. The footer contains four columns: 'Contact HSBC', 'Find a branch', 'Frequently Asked Questions', and 'About HSBC'.

For quick help with your Security Device, click on **'?'** or **'How to generate a Security Code'**.

By clicking on **'Forgotten security PIN'**, you are redirected to reset your security PIN.

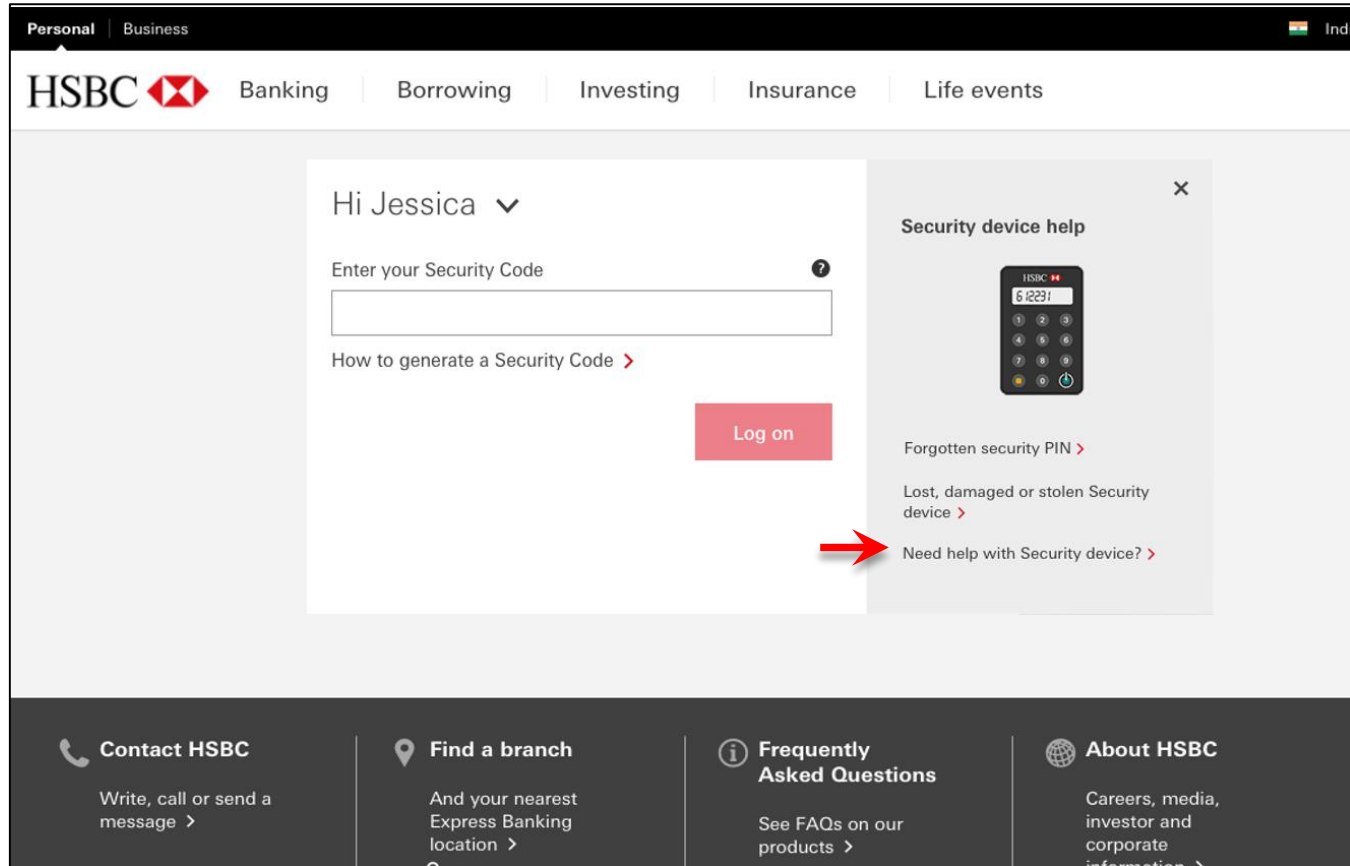
The notification box contains the following text: 'Lost, damaged or stolen Security Device'. Below this is a phone icon and the text: 'To report a lost, damaged or stolen Security Device, please call [HSBC PhoneBanking](#)'. To the right of this box, a grey background contains the text: 'You may contact us to **replace** your security device'.

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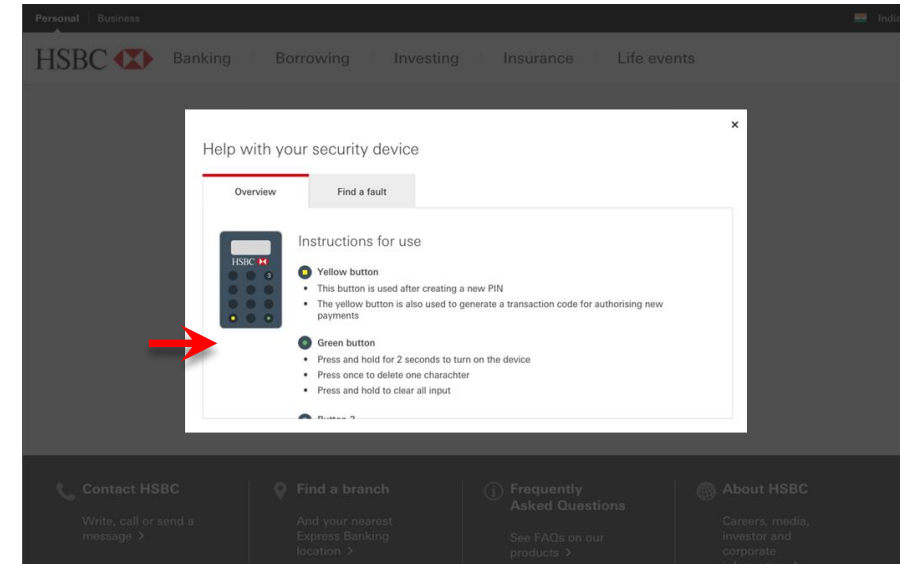
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Help with Security Device (contd.)



Click on **'Need help with Security device'** to view an **Overview** of the security device help.

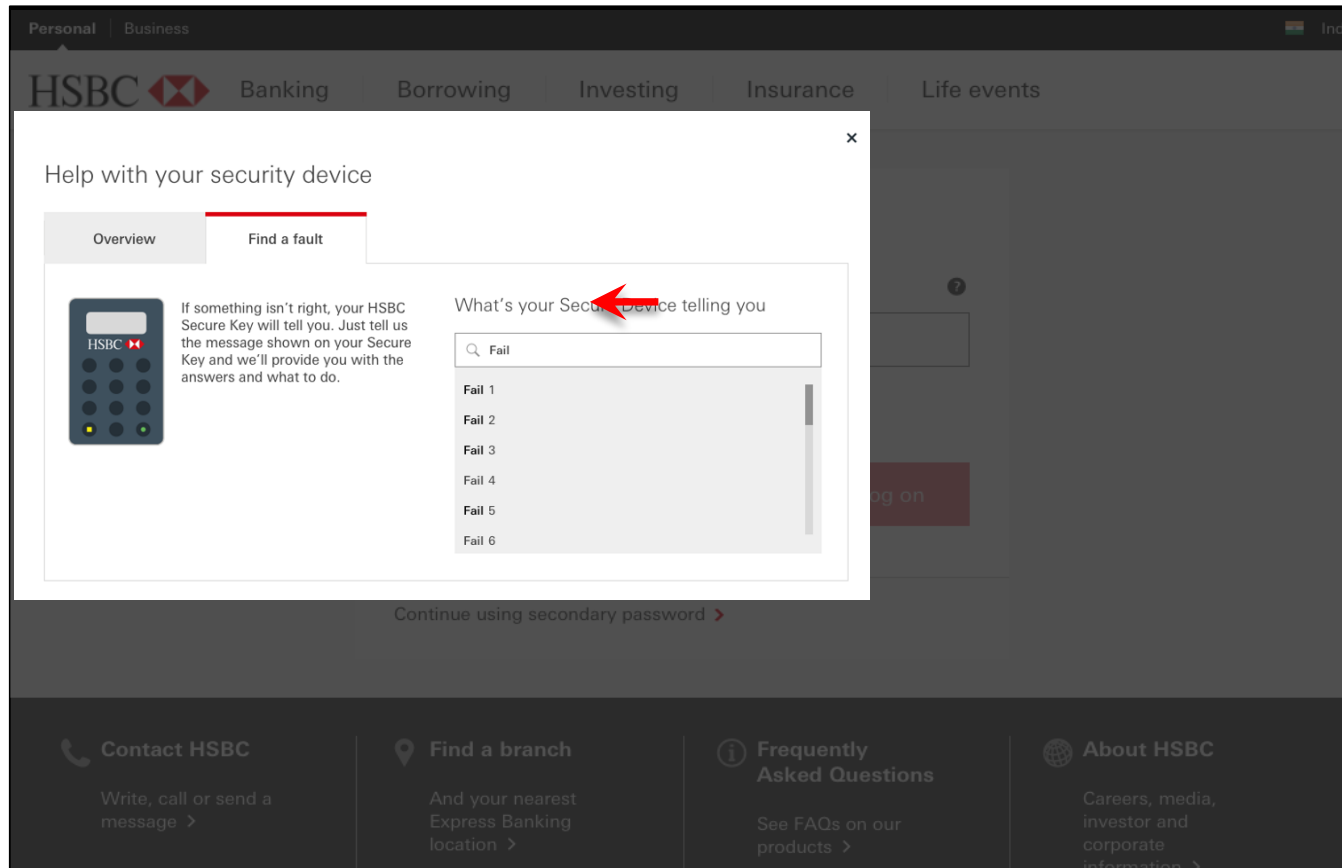


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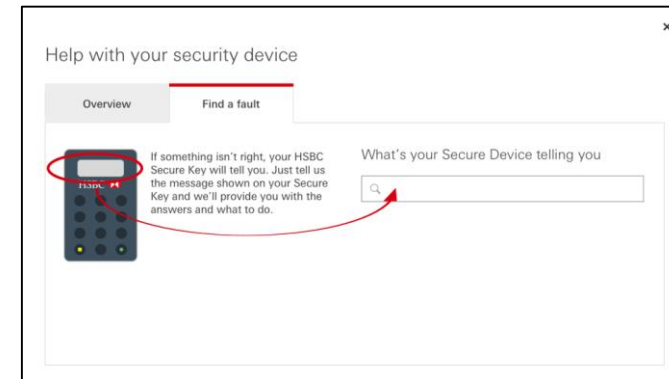
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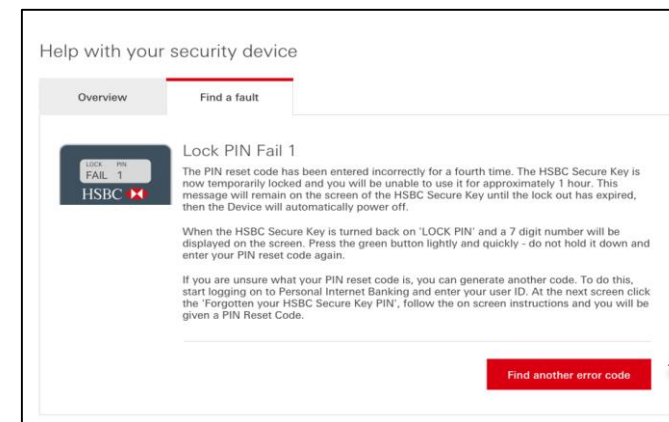
Help with Security Device

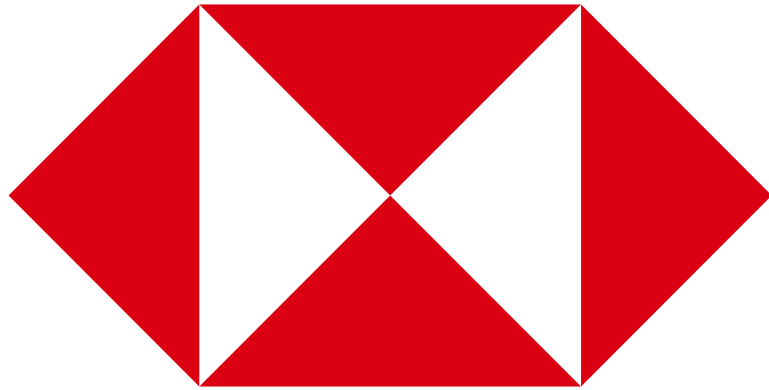


From the **Overview** section, navigate to the tab **'Find a fault'** to troubleshoot any error that you might have received on your security device.



You may click on **'Find another error code'** to troubleshoot any other error code.





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