



### Online and Mobile Banking Request Form

Please tick/select the appropriate option.

#### Personal Particulars (Please complete all fields in this section)

Full name \_\_\_\_\_ NRIC/ Passport no. \_\_\_\_\_  
 Contact no. \_\_\_\_\_ (M) \_\_\_\_\_ (H) \_\_\_\_\_

#### Online and Mobile Banking

- Request Security Device due to:** New User / Low Battery / Non Receipt / Damaged / Lost \*
- Request Reset for:** Incorrect Password Attempts / Incorrect Security Code Attempts / Re-authentication Attempts / Transaction Signing Attempts / Activation Code (Trusted Browser) / Security Device PIN / Password (Reference Number: \_\_\_\_\_) \*
- Request for Activation of:** Security Device / Inactive Personal Internet Banking \*
- Request to De-link Mobile device**
- Request to Suspend Online Banking: Suspend up to:** \_\_\_\_\_
- Request to unsuspend Online Banking &/or current and savings accounts**
- Request to lock funds in Money Lock:** Account number: \_\_\_\_\_ Amount to lock: \_\_\_\_\_
- Request to increase or decrease funds in Money Lock:**  
Account number: \_\_\_\_\_ Existing lock amount: \_\_\_\_\_ New lock amount: \_\_\_\_\_
- Request to unlock all funds Money Lock:** Account number: \_\_\_\_\_

\* Please delete as appropriate.

Please note that all customers can access the Digital Secure Key (digital version of the physical Security Device) via the HSBC Singapore app. The physical Security Device is only recommended for customers who do not own smartphones.

#### Declaration

I declare that the information provided above is correct and that I have read and undertake to be bound by the terms and conditions governing the use of the above products and services.

#### Signature of Account Holder

Date \_\_\_\_\_

#### Acknowledgement

I acknowledge receipt of the Security Device.

#### Signature of Account Holder

Date \_\_\_\_\_

#### Data Privacy Policy

The personal data you are submitting is being collected for the purposes stated in HSBC's Data Privacy Policy, a copy of which may be found at <https://www.hsbc.com.sg/privacy-statement/>.

<b>For Bank Use only</b>		
Device to be mailed to: P1/ P2/ Others (approval required)	PIB EBN No.:	New token number assigned:
_____	_____	_____
Signature Verified & Attended By:	A/C no. or Card no.	Approval for physical Security Device Issuance
_____	_____	_____

DGT-MB01