



Introducing the HSBC Singapore App

Skip the waiting time and use the **HSBC Singapore App** to get your everyday banking done quickly anytime anywhere!

 Introductory tour of the app

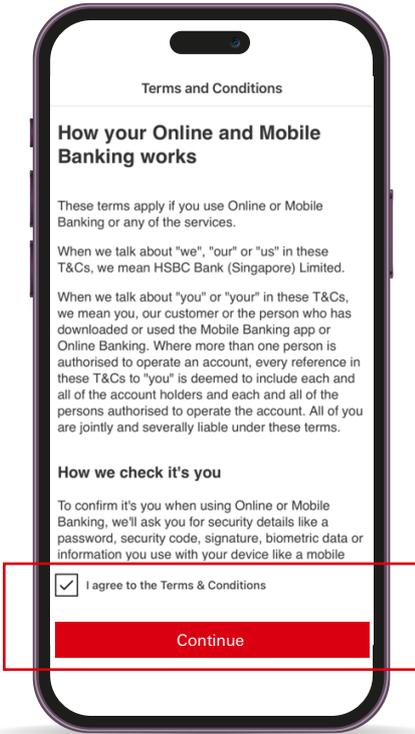
Your Digital Directory

 Navigate through this guide by tapping on any of the journeys below

1. Mobile Banking Registration
2. Local Transfers
3. Pay a Bill
4. PayNow Transfer
5. Scan & Pay
6. International Transfer
7. Foreign Exchange (FX)
8. Credit Card Activation
9. Credit Card Payment (HSBC Account Holders)
10. Digital Password Reset
11. Debit Card PIN Reset
12. Change of Phone
13. Update Phone Number and Email Address
14. Update of Address
15. Chat with Us
16. Place a new Time Deposit
17. View Your Investment Holdings
18. How to buy Unit Trusts



Mobile Banking Registration

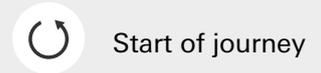
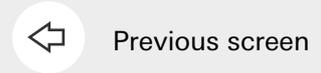


Step 1

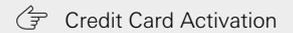
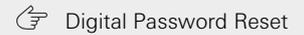
Download the HSBC Singapore App from Apple App Store or Google Play Store.

Launch the HSBC Singapore App and accept the terms and conditions.

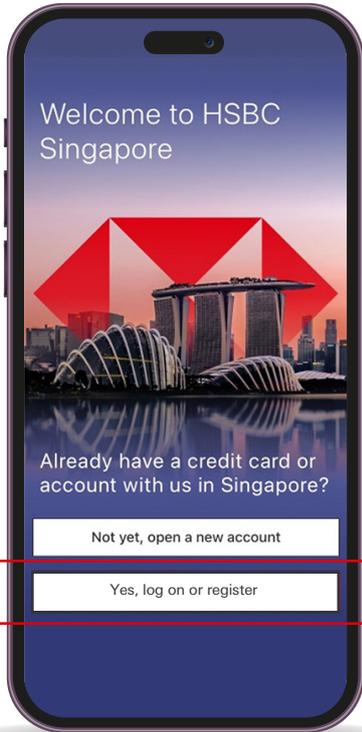
 Tap here for the next screen



Related journeys



Mobile Banking Registration



Step 2

Select 'Yes, log on or register' button.



Home



Previous screen



Start of journey

Related journeys



Digital Password Reset



Credit Card Activation

Mobile Banking Registration



Step 3

Select 'No' to proceed.



Home



Previous screen



Start of journey

Related journeys

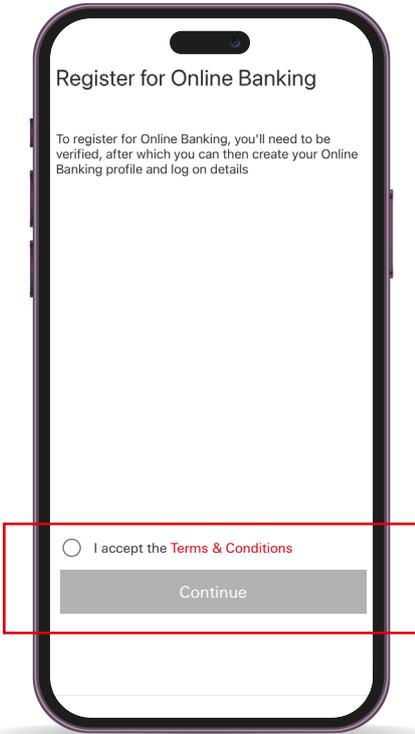


Digital Password Reset



Credit Card Activation

Mobile Banking Registration



Step 4

Accept the Terms & Conditions then tap on '**Continue**' to proceed.

Note: You can tap on the Terms & Conditions hyperlink to view it.



Home



Previous screen



Start of journey

Related journeys

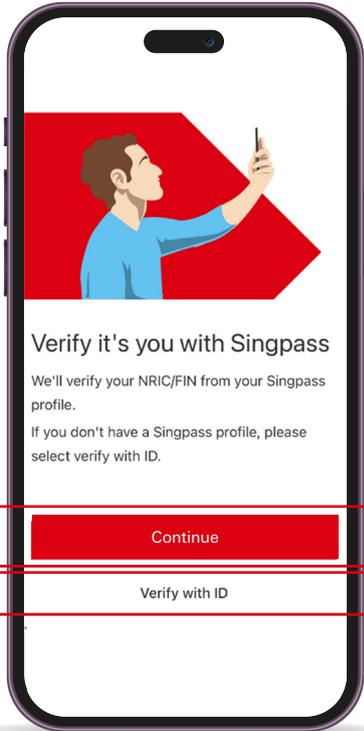


Digital Password Reset



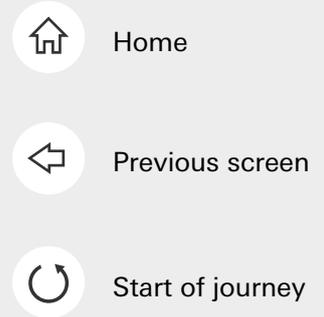
Credit Card Activation

Mobile Banking Registration



Step 5

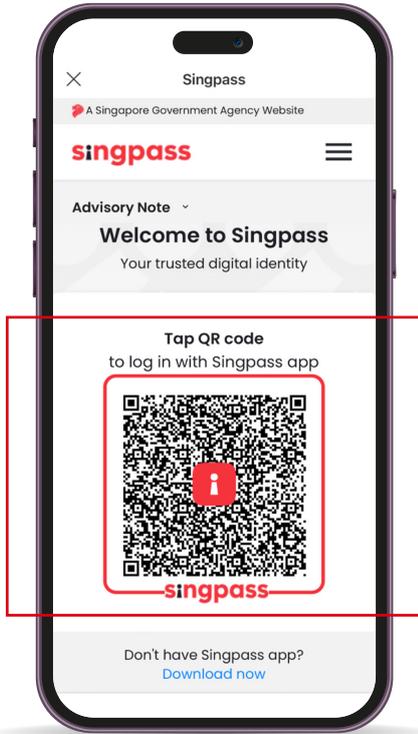
- If you have Singpass: Select '**Continue**' to proceed with the journey.
- If you do not have Singpass: Select '**Verify with ID**'.



Related journeys

-  Digital Password Reset
-  Credit Card Activation

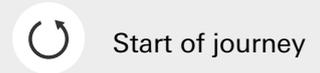
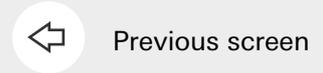
Mobile Banking Registration



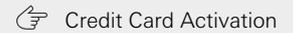
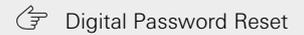
Step 6.1

If you have selected 'Continue' with Singpass, you can tap on the QR code to proceed to the Singpass mobile app.

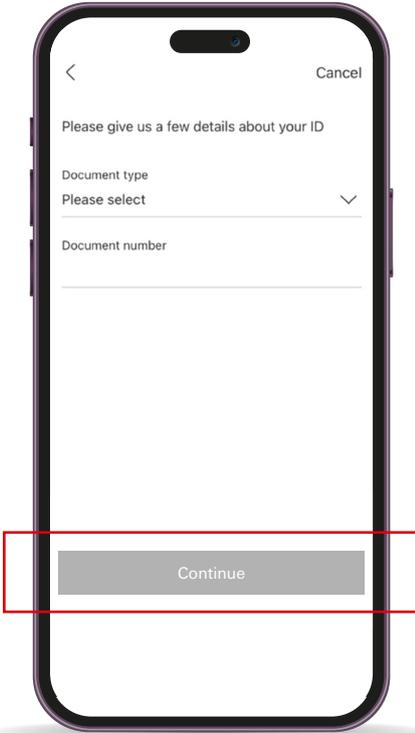
Note: You will need to have the Singpass app downloaded to proceed.



Related journeys



Mobile Banking Registration



The smartphone screen displays a registration form with the following elements:

- Back arrow icon and "Cancel" text at the top right.
- Text: "Please give us a few details about your ID"
- Form field: "Document type" with a dropdown menu showing "Please select" and a downward arrow.
- Form field: "Document number" with a text input area.
- A red rectangular box highlights the "Continue" button at the bottom of the screen.
- A hand icon with a pointing finger is positioned to the right of the "Continue" button, indicating the next action.

Step 6.2.1

If you've selected '**Verify with ID**', choose the corresponding ID document that matches with the Bank records and enter your ID number for verification.



Home



Previous screen



Start of journey

Related journeys

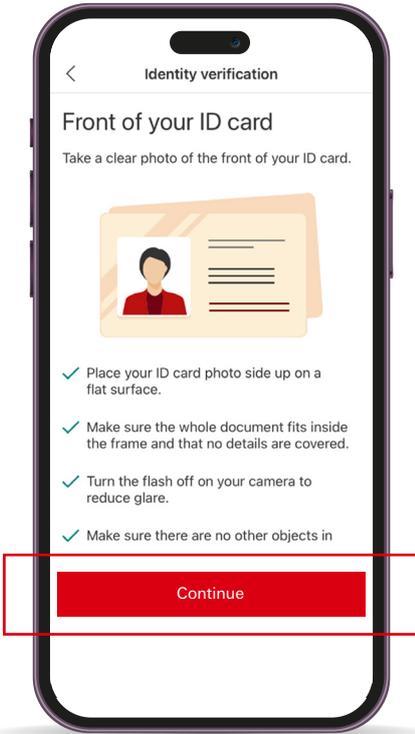


Digital Password Reset



Credit Card Activation

Mobile Banking Registration



Step 6.2.2

Capture a photo of your ID document (front and back for ID cards or the photo page for passports).



Home



Previous screen



Start of journey

Related journeys

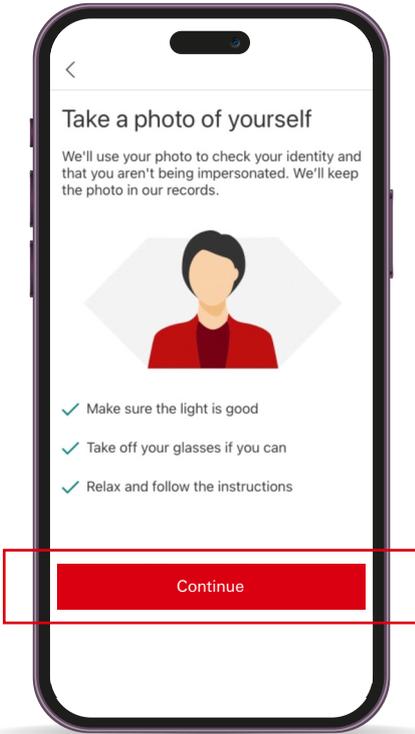


Digital Password Reset



Credit Card Activation

Mobile Banking Registration



Step 6.2.3

Take a selfie and enter the SMS OTP for verification.

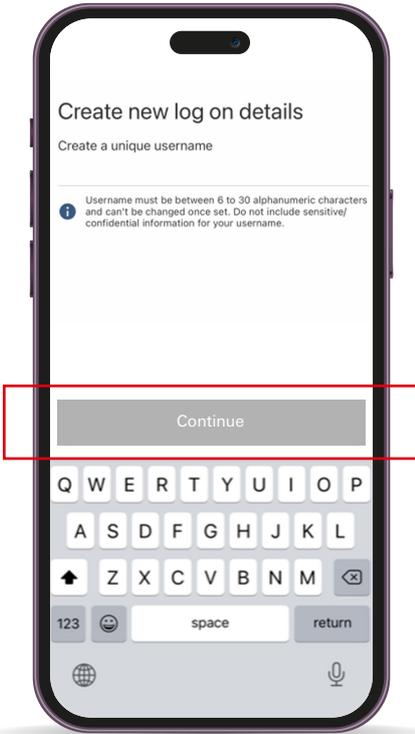


-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Digital Password Reset
-  Credit Card Activation

Mobile Banking Registration



Step 7

Create a username and password for your Online Banking account, then tap 'Continue'.



Home



Previous screen



Start of journey

Related journeys

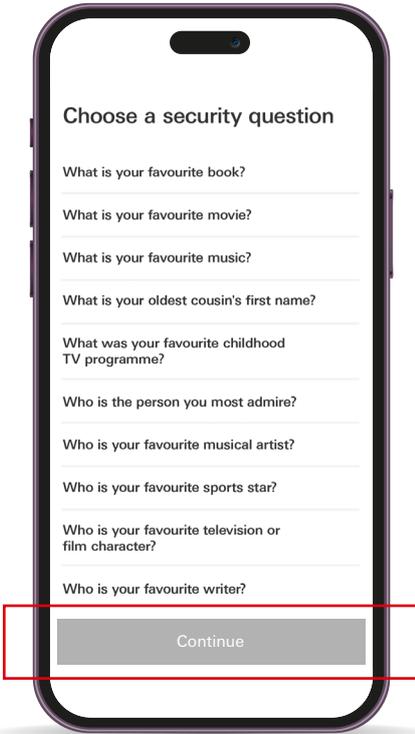


Digital Password Reset



Credit Card Activation

Mobile Banking Registration



Step 8

Select a Security Question, then tap on **'Continue'** to proceed.



Home



Previous screen



Start of journey

Related journeys



Digital Password Reset



Credit Card Activation

Mobile Banking Registration



Step 9

Input your answer and confirm it. Then tap on '**Continue**' to proceed.

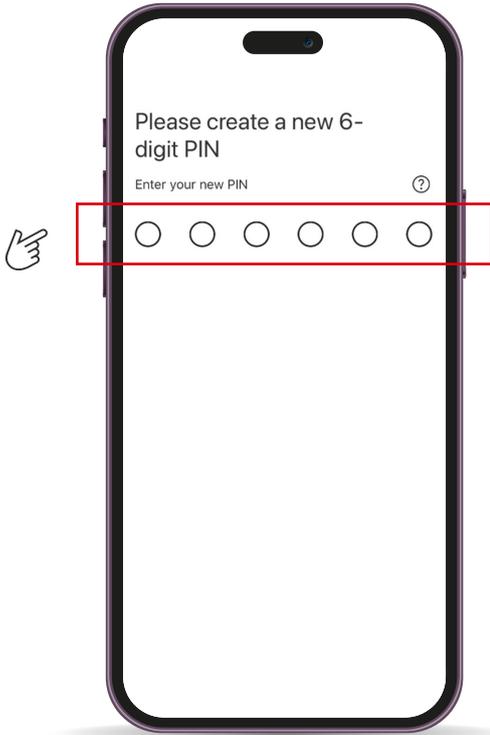


-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Digital Password Reset
-  Credit Card Activation

Mobile Banking Registration



Step 10

Create a 6-digit Mobile PIN and re-enter it to confirm.

Note: This Mobile PIN will be used for mobile app logins if you do not enable biometric login.

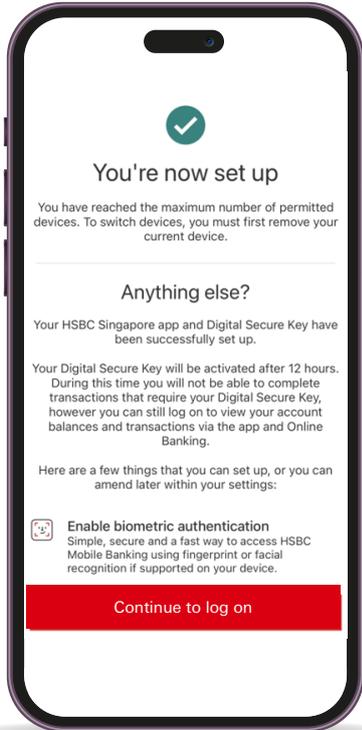


-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Digital Password Reset
-  Credit Card Activation

Mobile Banking Registration



Step 11

Your Online Banking profile is now set up. Tap on '**Continue to log on**' to proceed to HSBC Singapore App.



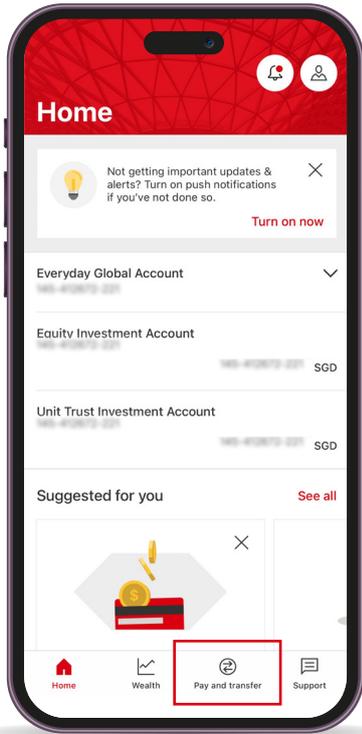
This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.

-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Digital Password Reset
-  Credit Card Activation

Local Transfer



Step 1

Log in to your HSBC Singapore App and tap on 'Pay and transfer'.



Tap here for the next screen



Home



Previous screen



Start of journey

Related journeys



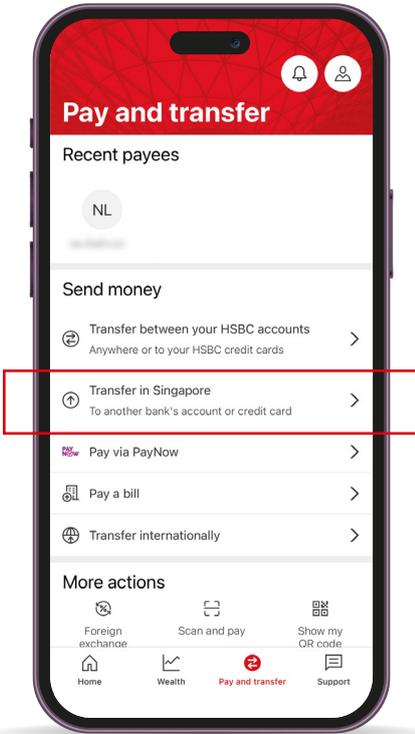
PayNow Transfer



International Transfer

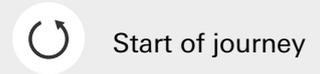


Local Transfer

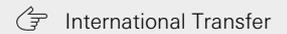
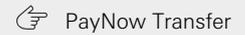


Step 2

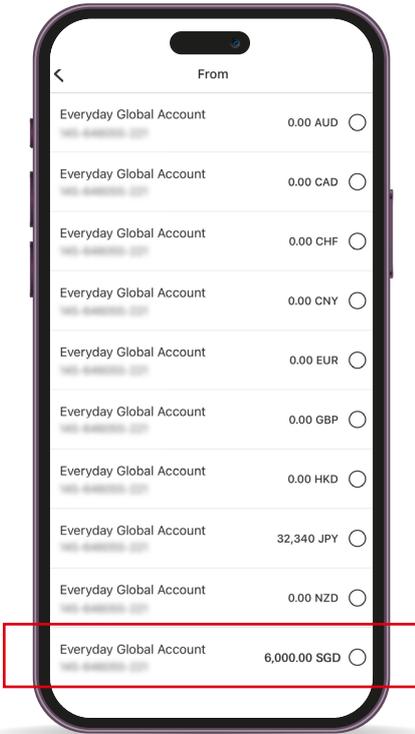
Tap on 'Transfer in Singapore'.



Related journeys



Local Transfer



Step 3

Select the account to make your transfer from.



Home



Previous screen



Start of journey

Related journeys

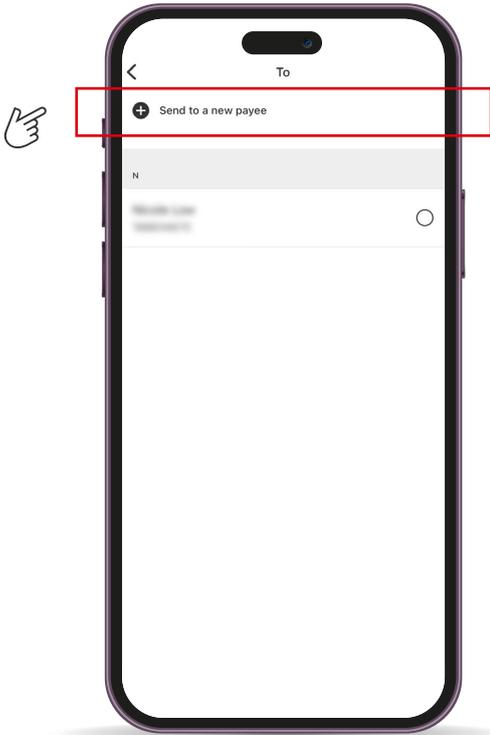


PayNow Transfer



International Transfer

Local Transfer



Step 4

Select 'Send to a new payee'.



Home



Previous screen



Start of journey

Related journeys

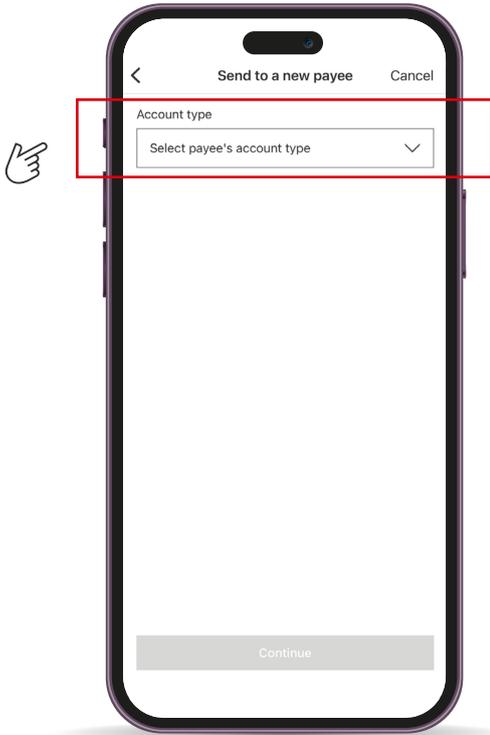


PayNow Transfer



International Transfer

Local Transfer



Step 5

Select '**Select payee's account type**'.



Home



Previous screen



Start of journey

Related journeys

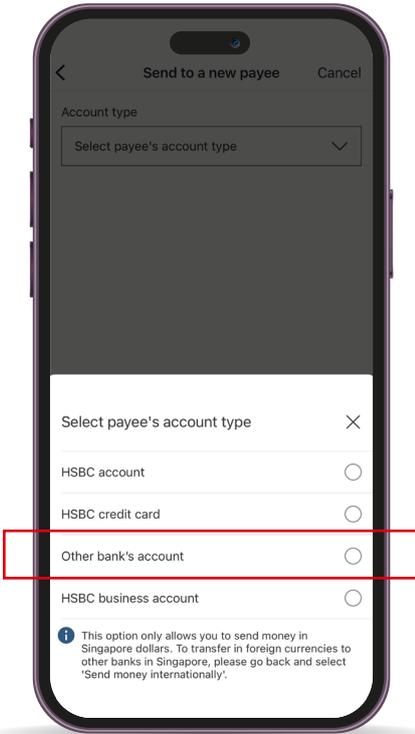


PayNow Transfer



International Transfer

Local Transfer



Step 6

Select the appropriate account type, e.g. '**Other bank's account**'.



Home



Previous screen



Start of journey

Related journeys



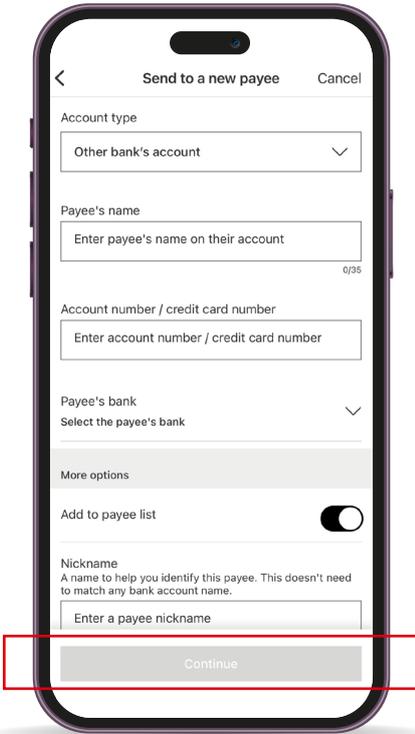
PayNow Transfer



International Transfer



Local Transfer



< Send to a new payee Cancel

Account type
Other bank's account

Payee's name
Enter payee's name on their account

Account number / credit card number
Enter account number / credit card number

Payee's bank
Select the payee's bank

More options

Add to payee list

Nickname
A name to help you identify this payee. This doesn't need to match any bank account name.
Enter a payee nickname

Continue

Step 7

- Input relevant information.
- Tap on '**Continue**' once done.

Note: You can add this account to your payee list for quick transfers.



Home



Previous screen



Start of journey

Related journeys



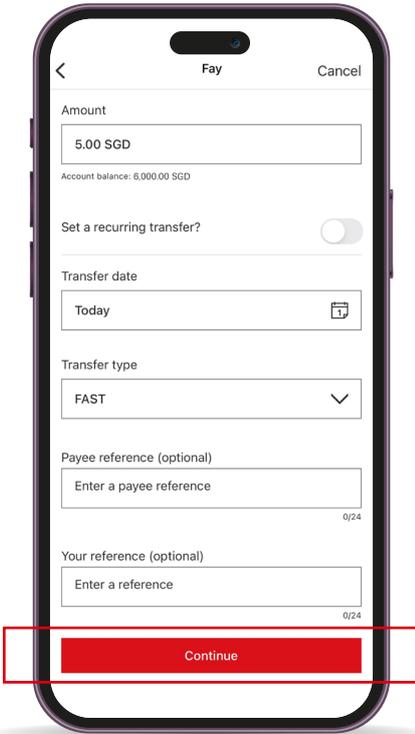
PayNow Transfer



International Transfer



Local Transfer



< Fay Cancel

Amount

5.00 SGD

Account balance: 6,000.00 SGD

Set a recurring transfer?

Transfer date

Today

Transfer type

FAST

Payee reference (optional)

Enter a payee reference

0/24

Your reference (optional)

Enter a reference

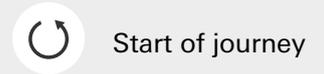
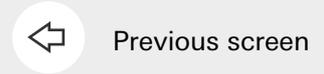
0/24

Continue

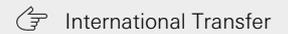
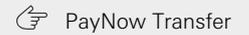
Step 8

- Input relevant information.
- Tap on '**Continue**' once done.

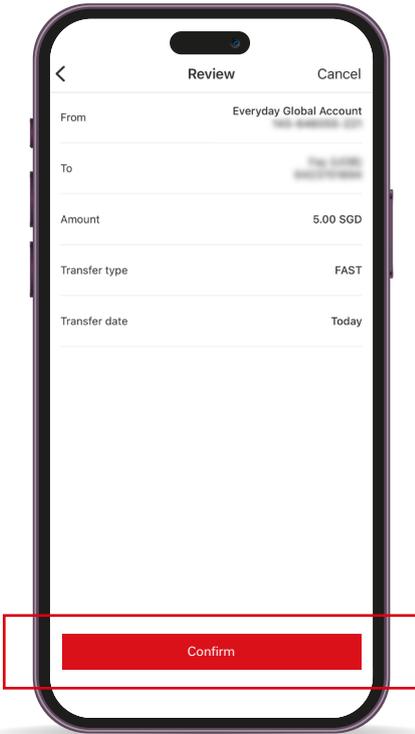
Note: You can choose to set as a recurring transfer.



Related journeys



Local Transfer



Step 9

Tap on 'Confirm' after reviewing your information.



Home



Previous screen



Start of journey

Related journeys



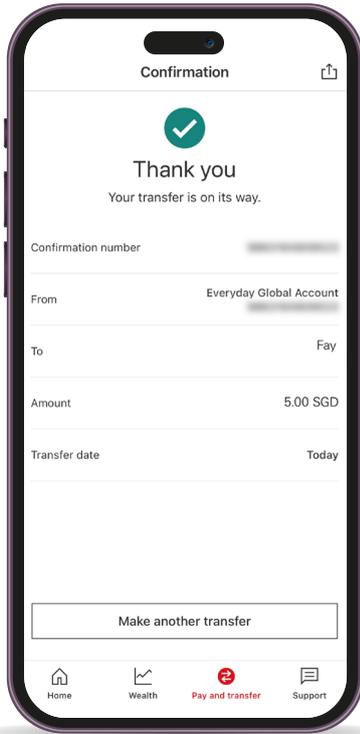
PayNow Transfer



International Transfer



Local Transfer



Step 10

Your transfer is now complete.



Home



Previous screen



Start of journey

Related journeys



PayNow Transfer

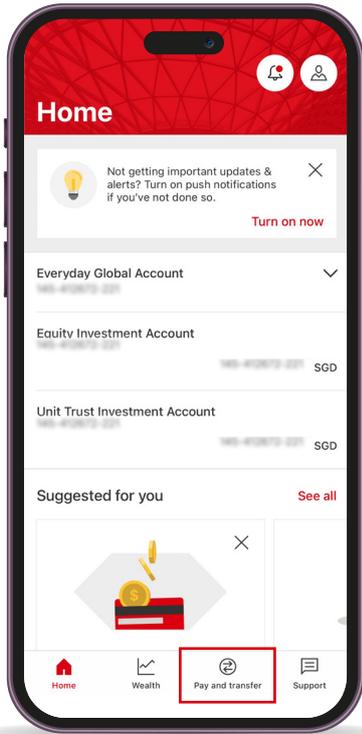


International Transfer



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.

Pay a Bill



Step 1

Log in to your HSBC Singapore App and tap on 'Pay and transfer'.



Tap here for the next screen



Home



Previous screen



Start of journey

Related journeys



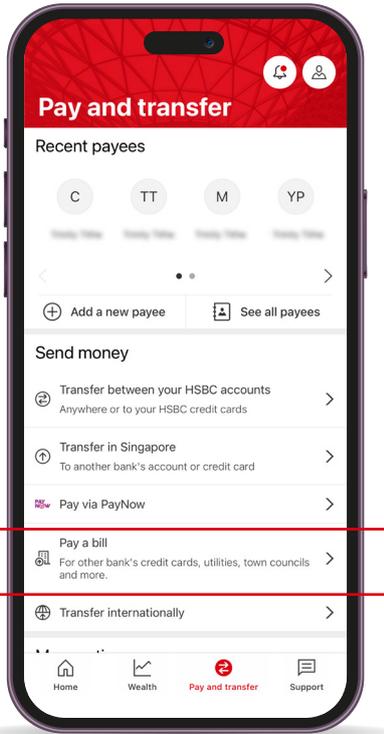
Local Transfer



PayNow Transfer



Pay a Bill



Step 2

Tap on 'Pay a bill'.

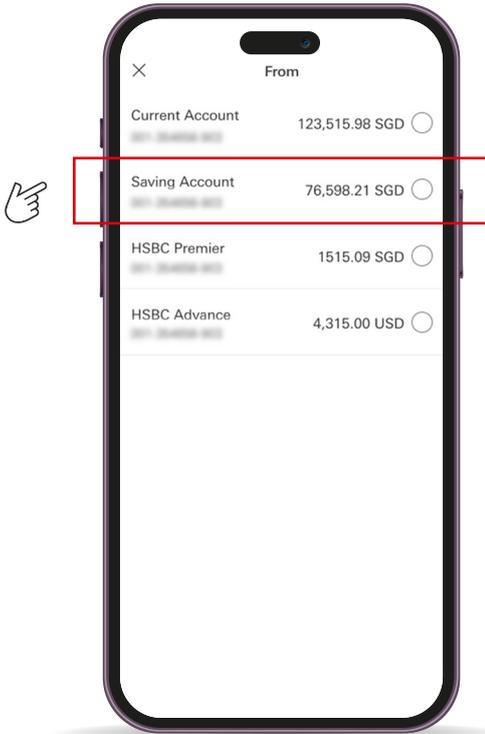
-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Local Transfer
-  PayNow Transfer



Pay a Bill



Step 3

Select the account you'll like to pay the bill from.



Home



Previous screen



Start of journey

Related journeys

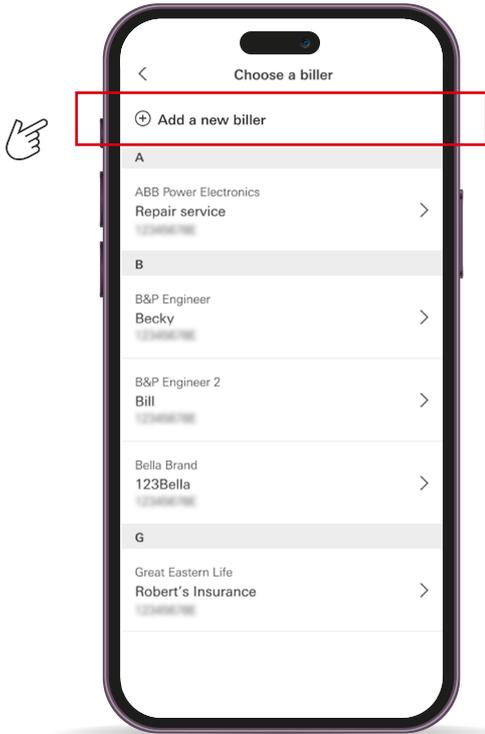


Local Transfer



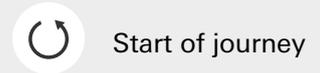
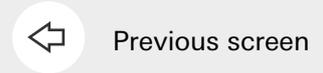
PayNow Transfer

Pay a Bill

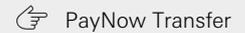
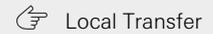


Step 4

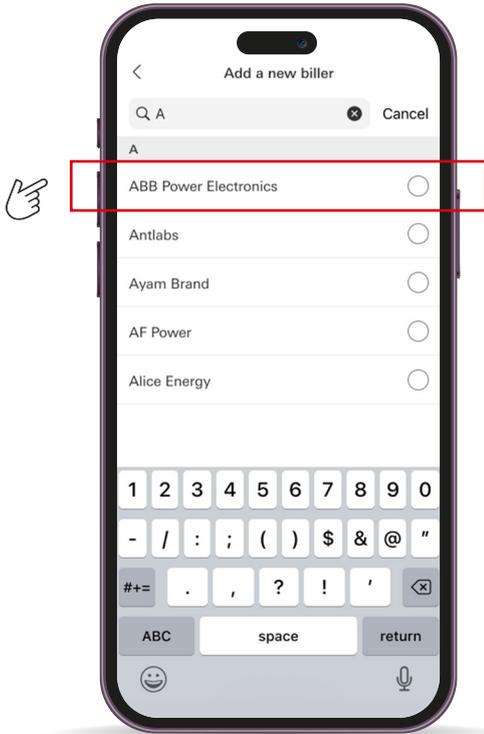
Select the biller if you've saved them before. Otherwise, tap on **'Add a new biller'**.



Related journeys

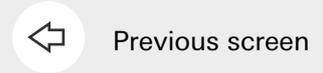


Pay a Bill

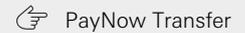
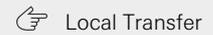


Step 5

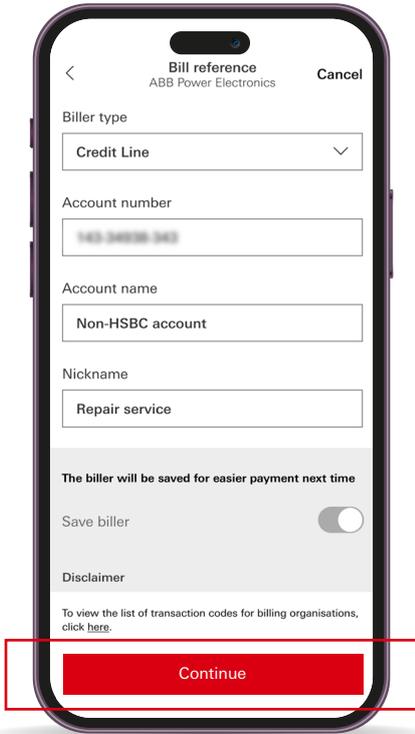
If you've selected 'Add a new biller', tap on the biller you'll like to pay to.



Related journeys



Pay a Bill



Bill reference
ABB Power Electronics

Cancel

Biller type
Credit Line

Account number
143 29288 242

Account name
Non-HSBC account

Nickname
Repair service

The biller will be saved for easier payment next time

Save biller

Disclaimer
To view the list of transaction codes for billing organisations, click [here](#).

Continue



Step 6

Fill up the details requested and tap on **'Continue'**.



Home



Previous screen



Start of journey

Related journeys

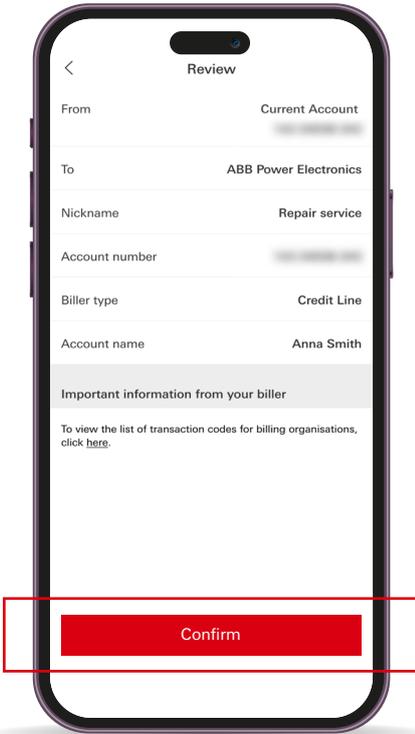


Local Transfer



PayNow Transfer

Pay a Bill



Step 7

Verify the details and tap on 'Confirm'.



Home



Previous screen



Start of journey

Related journeys



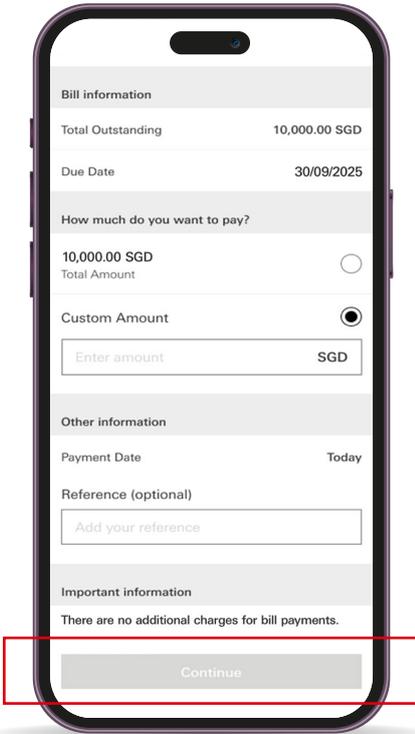
Local Transfer



PayNow Transfer



Pay a Bill



Bill information

Total Outstanding 10,000.00 SGD

Due Date 30/09/2025

How much do you want to pay?

10,000.00 SGD Total Amount

Custom Amount

Enter amount SGD

Other information

Payment Date Today

Reference (optional)

Add your reference

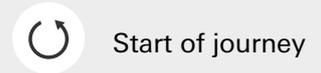
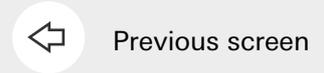
Important information

There are no additional charges for bill payments.

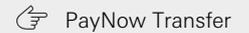
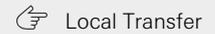
Continue

Step 8

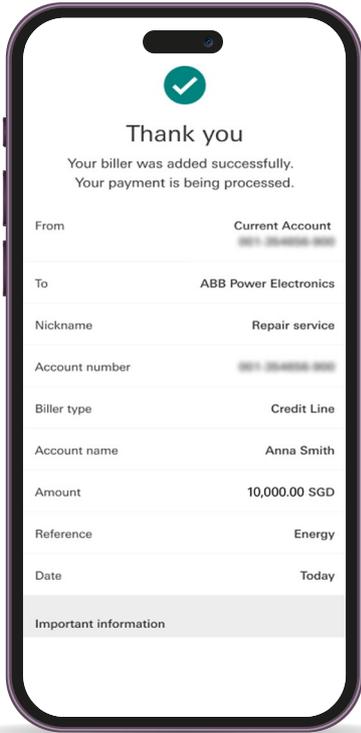
Input the amount to pay and tap on '**Continue**'.



Related journeys



Pay a Bill



Step 9

Your bill payment is now being processed.



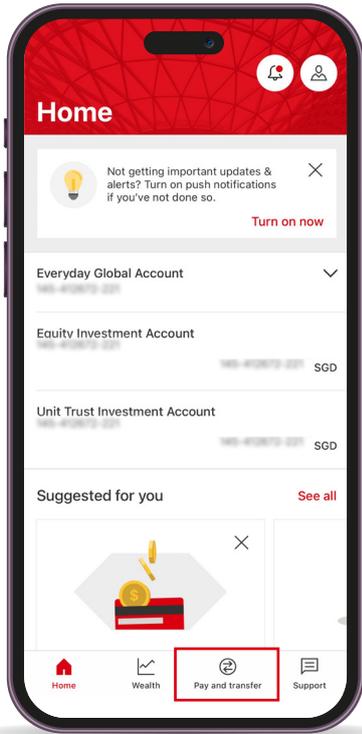
This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.

-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Local Transfer
-  PayNow Transfer

PayNow Transfer



Step 1

Log in to your HSBC Singapore App and tap on 'Pay and transfer'.



Tap here for the next screen



Home



Previous screen



Start of journey

Related journeys



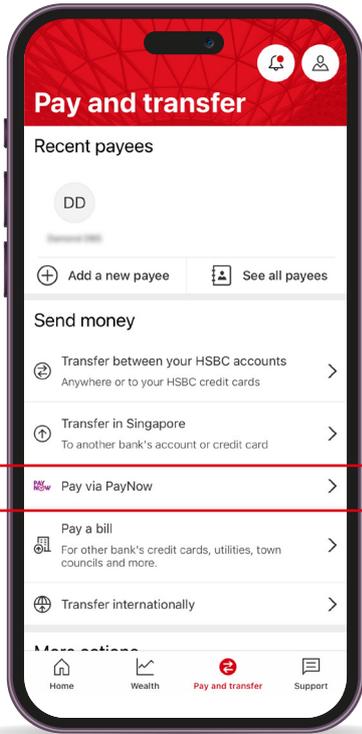
Local Transfer



Pay a Bill

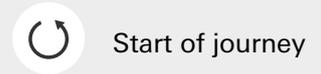


PayNow Transfer

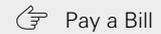
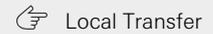


Step 2

Select 'Pay via Paynow'.



Related journeys



PayNow Transfer



Step 3

Select account to transfer from.



Home



Previous screen



Start of journey

Related journeys

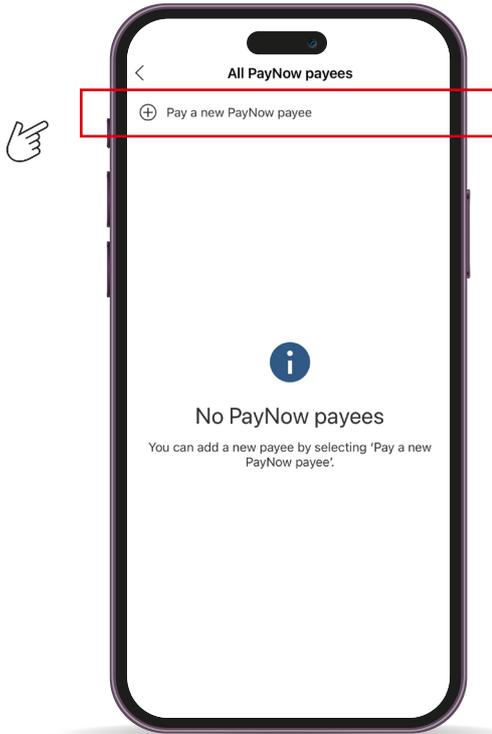


Local Transfer



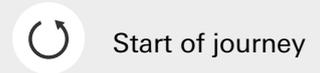
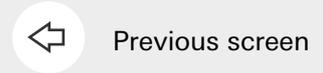
Pay a Bill

PayNow Transfer

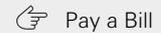
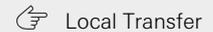


Step 4

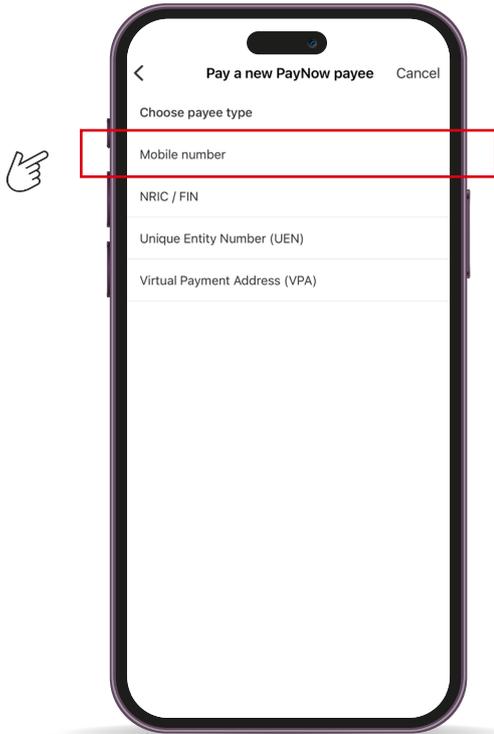
Select '**Pay a new PayNow payee**' if you've not paid the other party before. If you have paid the other party before, they will show under existing payees you can pay to.



Related journeys



PayNow Transfer



Step 5

Select PayNow payee type (e.g. mobile number)



Home



Previous screen



Start of journey

Related journeys

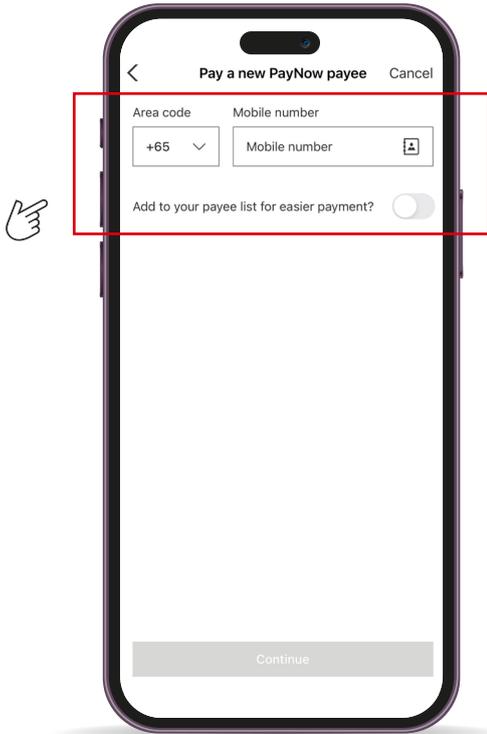


Local Transfer



Pay a Bill

PayNow Transfer



Step 6

Enter mobile number or select from contact. Toggle '**Add to your payee list**' if you'll like to save this payee for future PayNow payments.

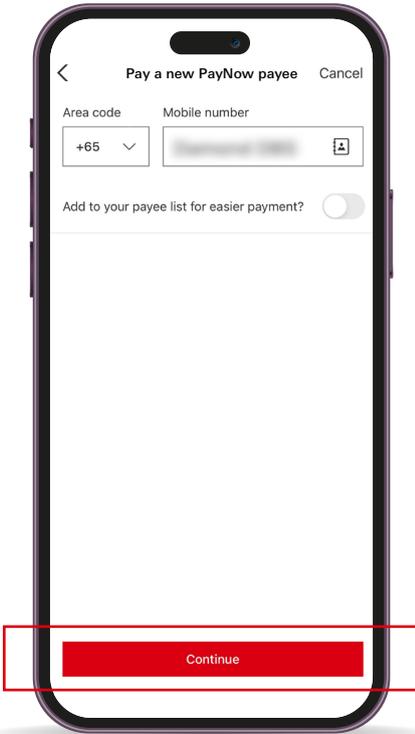


-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Local Transfer
-  Pay a Bill

PayNow Transfer



Step 7

Select '**Continue**' once you've keyed in the mobile number.



Home



Previous screen



Start of journey

Related journeys

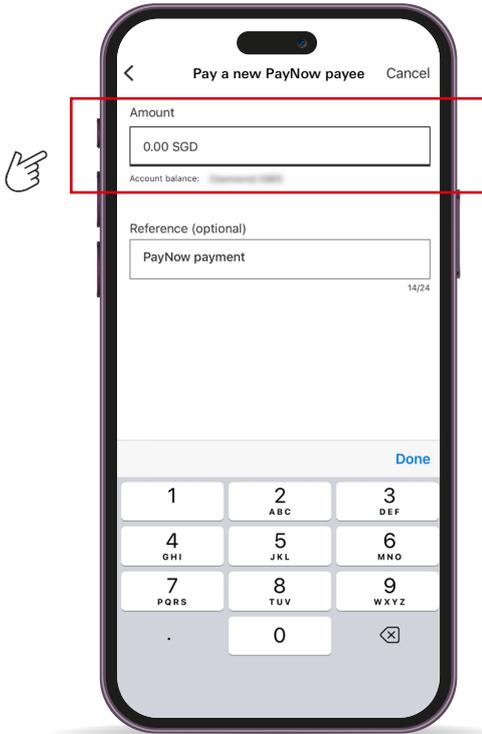


Local Transfer



Pay a Bill

PayNow Transfer



Step 8

Enter transfer amount and reference (optional).



Home



Previous screen



Start of journey

Related journeys

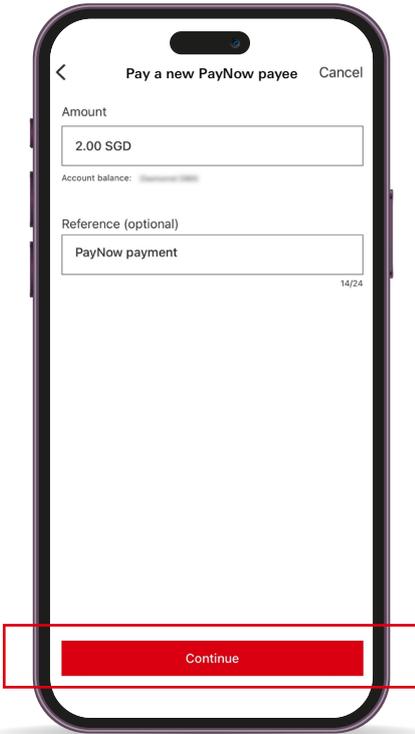


Local Transfer



Pay a Bill

PayNow Transfer



Step 9

Select '**Continue**'.



Home



Previous screen



Start of journey

Related journeys

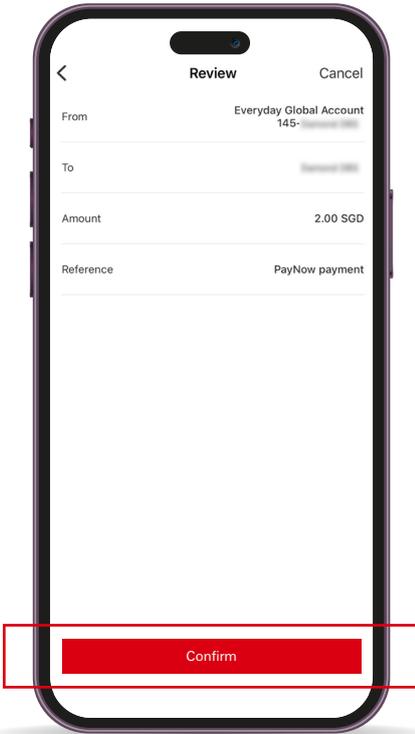


Local Transfer



Pay a Bill

PayNow Transfer



Step 10

Review transfer details and select '**Confirm**'.



Home



Previous screen



Start of journey

Related journeys

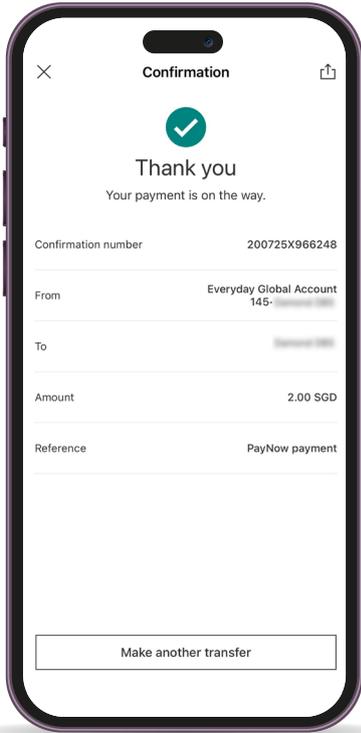


Local Transfer



Pay a Bill

PayNow Transfer



Step 11

You'll see a confirmation page that the transfer has been made.



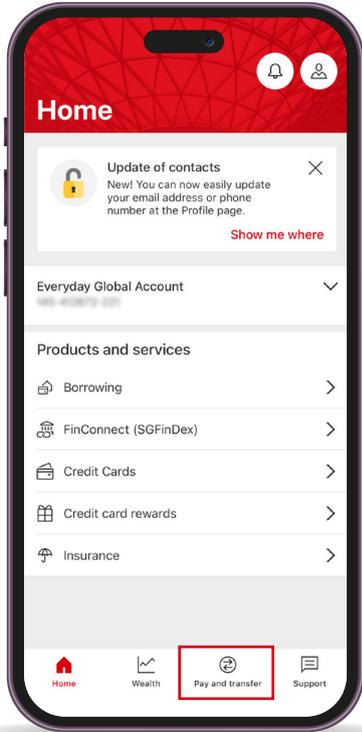
This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.

-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Local Transfer
-  Pay a Bill

Scan & Pay



Step 1

Log in to your HSBC Singapore App and tap on '**Pay and transfer**'.



Tap here for the next screen



Home



Previous screen



Start of journey

Related journeys

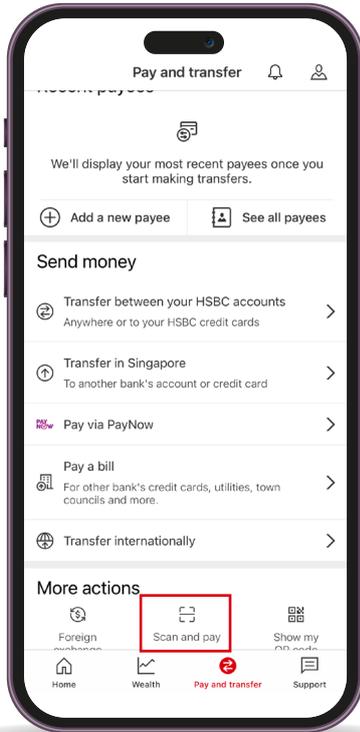


Local Transfer



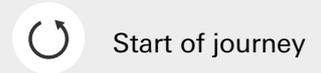
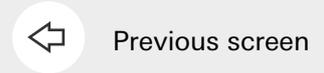
PayNow Transfer

Scan & Pay

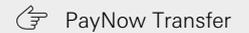
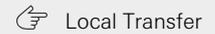


Step 2

Select '**Scan and pay**' to pay via QR Code.



Related journeys



Scan & Pay



Step 3

Scan QR code through camera or a saved QR code in photo album.

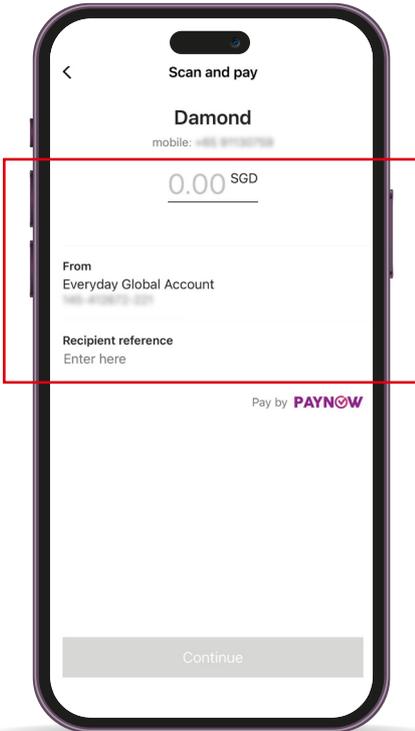


-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Local Transfer
-  PayNow Transfer

Scan & Pay



Step 4

Tap to indicate amount to transfer and select account to transfer from.



Home



Previous screen



Start of journey

Related journeys

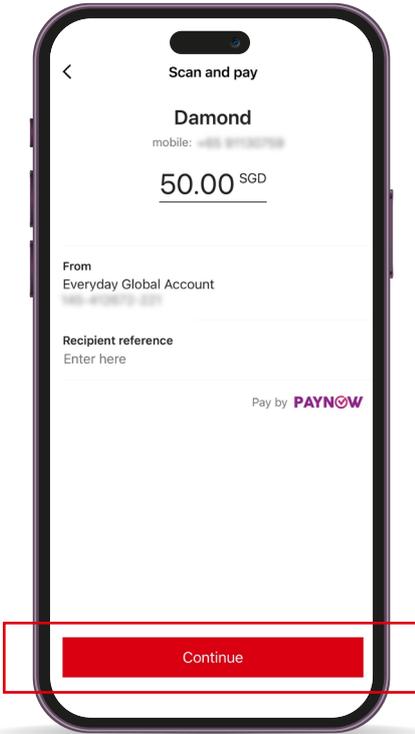


Local Transfer



PayNow Transfer

Scan & Pay



Step 5

Select 'Continue'.



Home



Previous screen



Start of journey

Related journeys

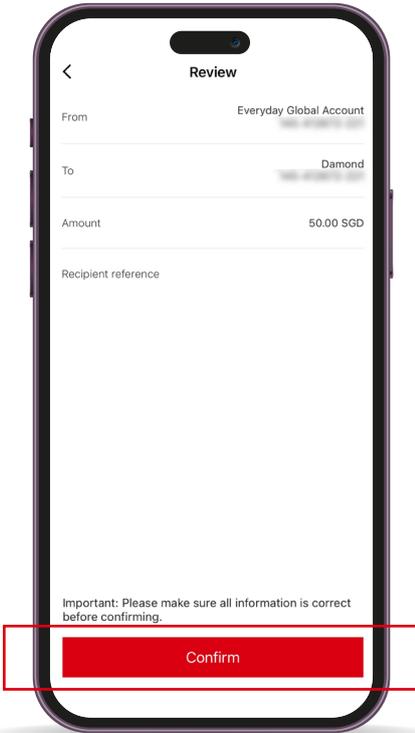


Local Transfer



PayNow Transfer

Scan & Pay



Step 6

Review transfer information, and select '**Confirm**'.



Home



Previous screen



Start of journey

Related journeys



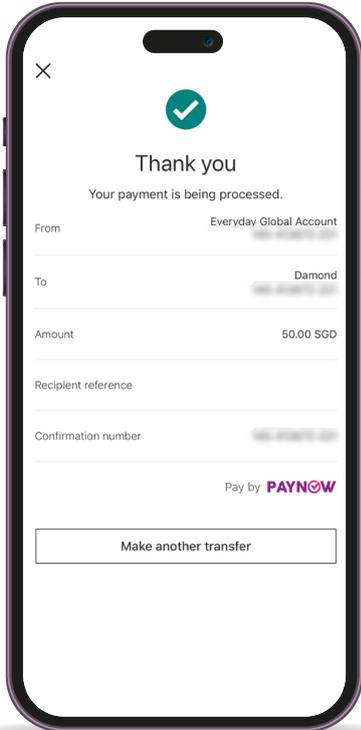
Local Transfer



PayNow Transfer



Scan & Pay



Step 7

You'll see a confirmation page that the transfer has been made.



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

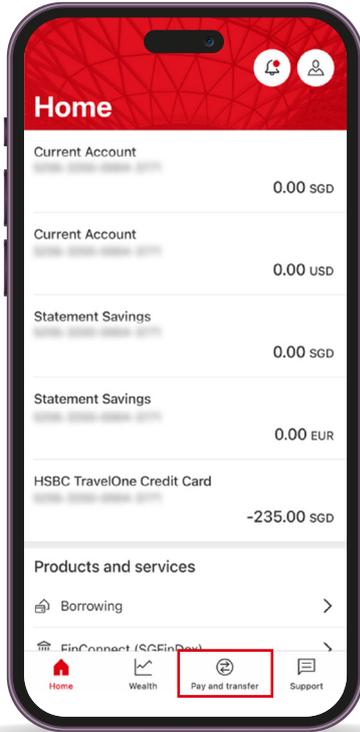


Local Transfer



PayNow Transfer

International Transfer



Step 1

Log in to your HSBC Singapore App and tap on '**Pay and transfer**'.



Tap here for the next screen



Home



Previous screen



Start of journey

Related journeys

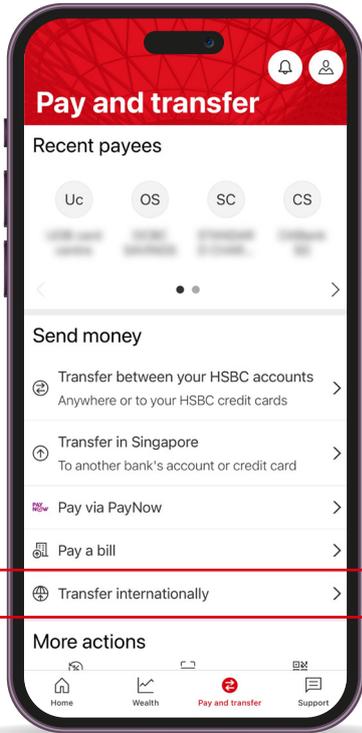


Local Transfer



Foreign Exchange (FX)

International Transfer



Step 2

Tap on 'Transfer internationally'.



Home



Previous screen



Start of journey

Related journeys



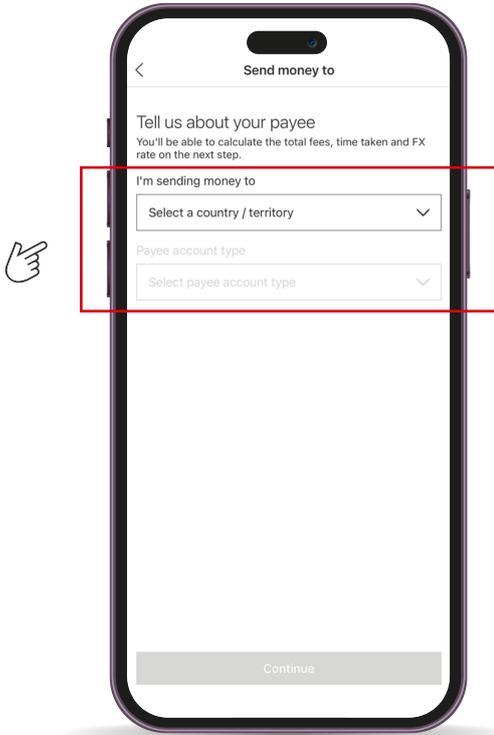
Local Transfer



Foreign Exchange (FX)



International Transfer



Step 3

Select the recipient country and the account type.



Home



Previous screen



Start of journey

Related journeys

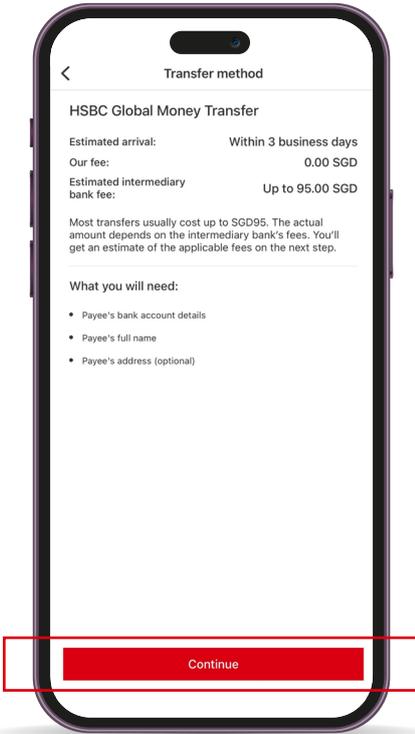


Local Transfer



Foreign Exchange (FX)

International Transfer



Step 4

Select your preferred transfer method and tap on 'Continue'.



Home



Previous screen



Start of journey

Related journeys

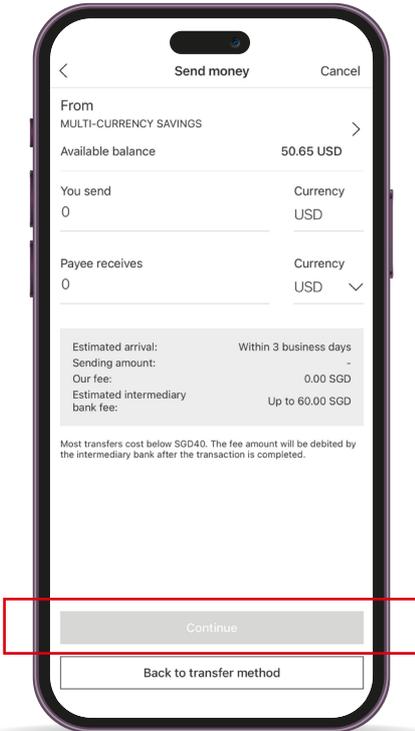


Local Transfer



Foreign Exchange (FX)

International Transfer



Step 5

Select the transfer account and amount. The transfer account is defaulted to the SGD account in your HSBC Everyday Global Account. You can also select other currencies in the account.



Home



Previous screen



Start of journey

Related journeys

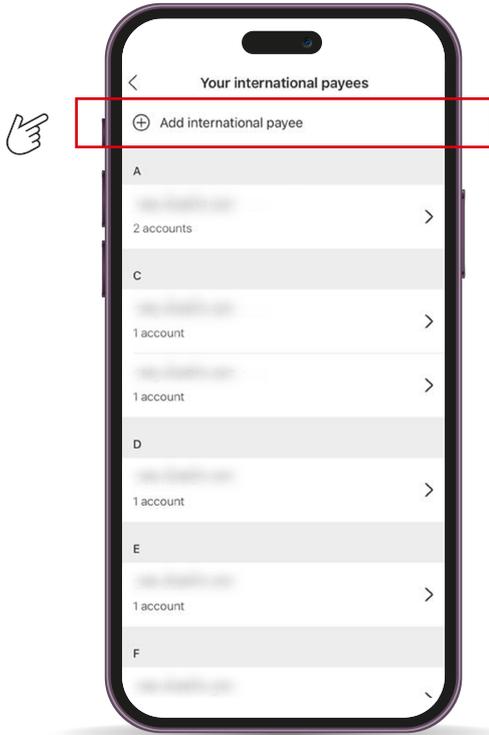


Local Transfer



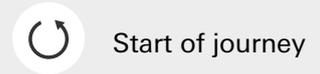
Foreign Exchange (FX)

International Transfer

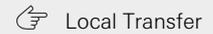


Step 6

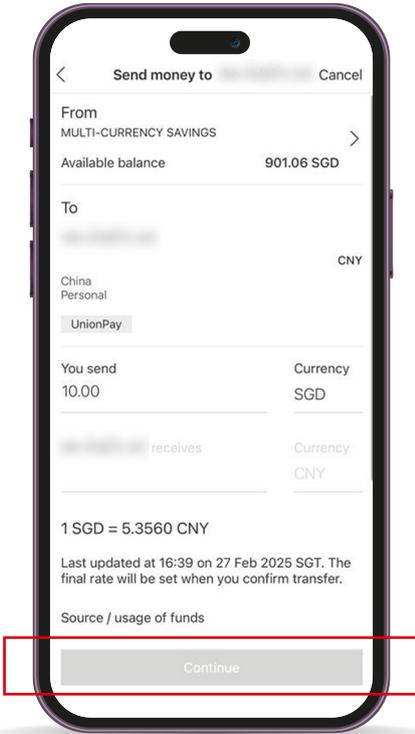
Select the payee to pay to by choosing an existing one or add a new payee.



Related journeys



International Transfer



Step 7

You will see details of the transfer. Tap on '**Continue**'.



Home



Previous screen



Start of journey

Related journeys

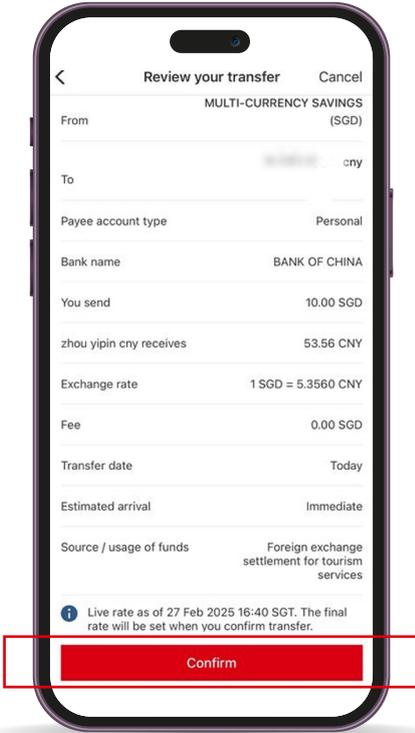


Local Transfer



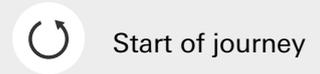
Foreign Exchange (FX)

International Transfer

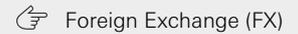
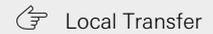


Step 8

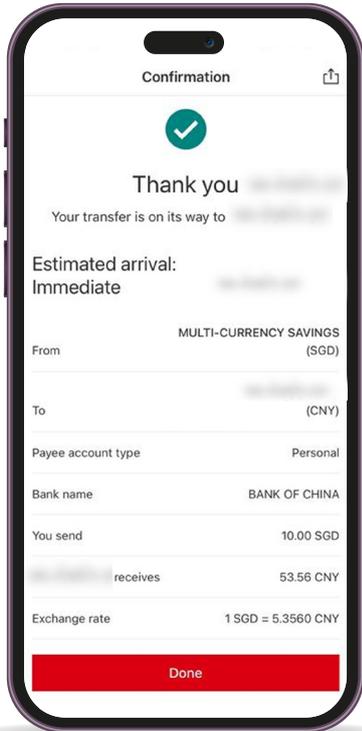
Review your transfer details. Tap on '**Confirm**'.



Related journeys



International Transfer



Step 9

You will see a confirmation page and you can tap on the icon on the top right corner to share the transfer details.



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

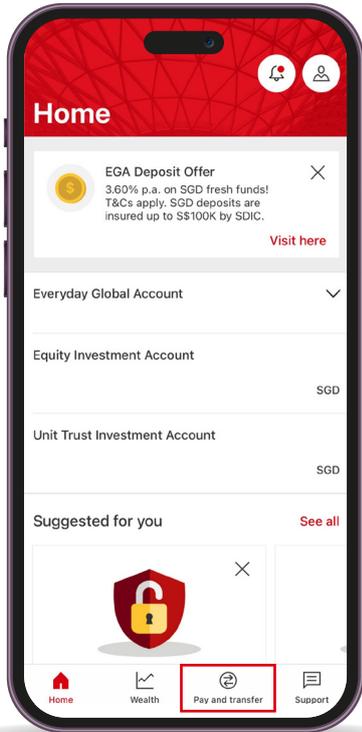


Local Transfer



Foreign Exchange (FX)

Foreign Exchange (FX)



Step 1

Log in to your HSBC Singapore App and tap on 'Pay and transfer'.



Tap here for the next screen



Home



Previous screen



Start of journey

Related journeys



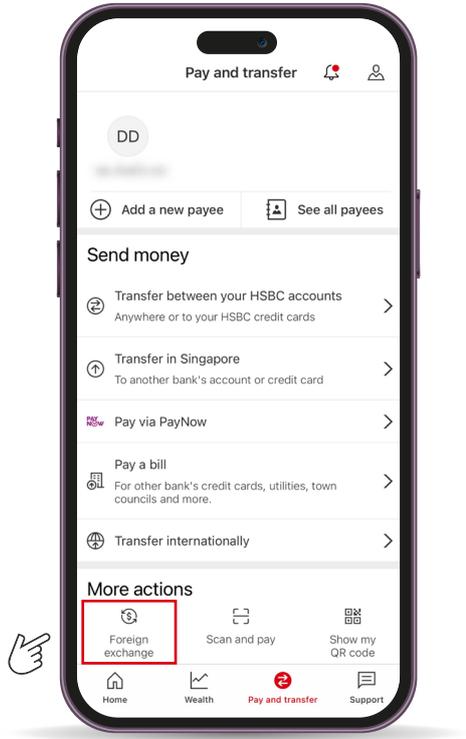
International Transfer



Place a new Time Deposit

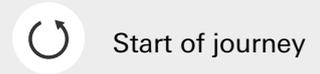


Foreign Exchange (FX)

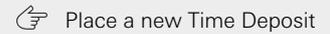
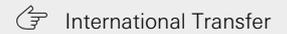


Step 2

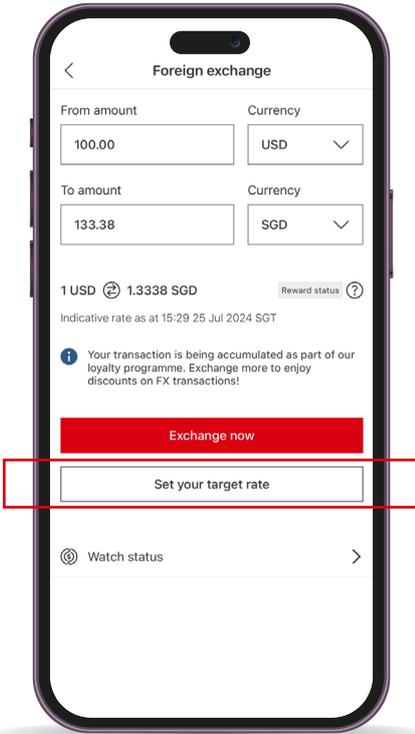
Tap on 'Foreign exchange'.



Related journeys

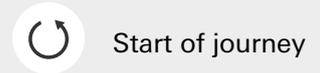
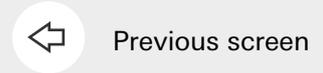


Foreign Exchange (FX)

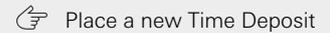
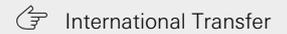


Step 3

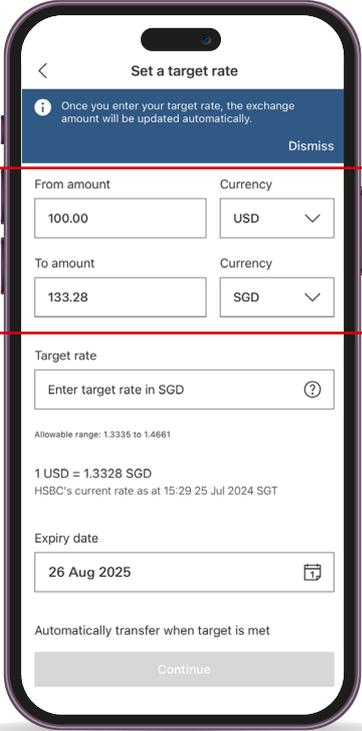
You'll see a real-time rate provided once you key in the amount to change. Otherwise, you can also select '**Set your target rate**' to get alerts once your preferred rate is hit.



Related journeys



Foreign Exchange (FX)



Set a target rate

Once you enter your target rate, the exchange amount will be updated automatically. Dismiss

From amount	Currency
<input type="text" value="100.00"/>	USD ▼
To amount	Currency
<input type="text" value="133.28"/>	SGD ▼

Target rate

?

Allowable range: 1.3335 to 1.4661

1 USD = 1.3328 SGD
HSBC's current rate as at 15:29 25 Jul 2024 SGT

Expiry date

📅

Automatically transfer when target is met

Step 4

Enter transfer amount and select your desired currency pair.

 Home

 Previous screen

 Start of journey

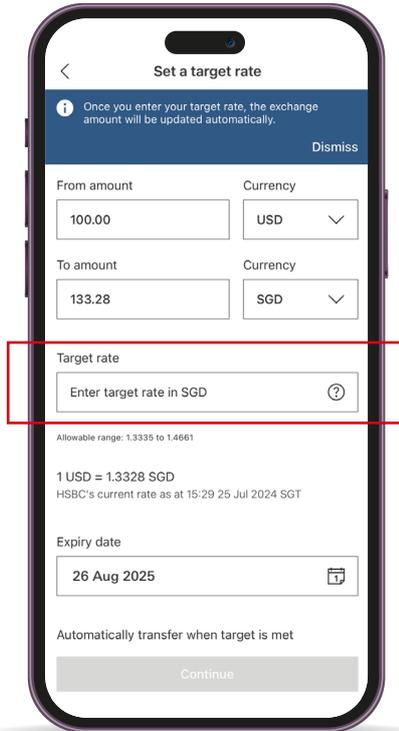
Related journeys

 International Transfer

 Place a new Time Deposit



Foreign Exchange (FX)



Set a target rate

Once you enter your target rate, the exchange amount will be updated automatically. Dismiss

From amount	Currency
<input type="text" value="100.00"/>	USD ▼
To amount	Currency
<input type="text" value="133.28"/>	SGD ▼
Target rate	
<input type="text" value="Enter target rate in SGD"/> ?	

Allowable range: 1.3335 to 1.4661

1 USD = 1.3328 SGD
HSBC's current rate as at 15:29 25 Jul 2024 SGT

Expiry date

📅

Automatically transfer when target is met

Step 5

Enter target rate in SGD.



Home



Previous screen



Start of journey

Related journeys

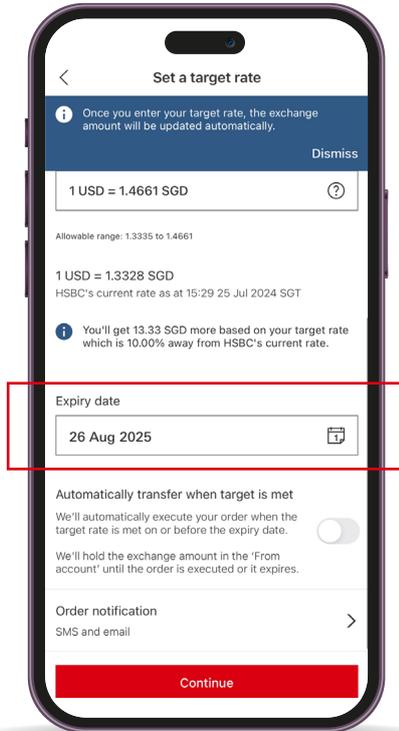


International Transfer



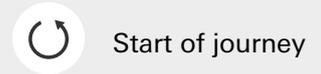
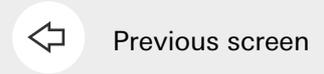
Place a new Time Deposit

Foreign Exchange (FX)

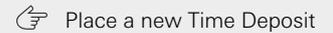
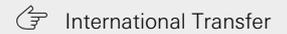


Step 6

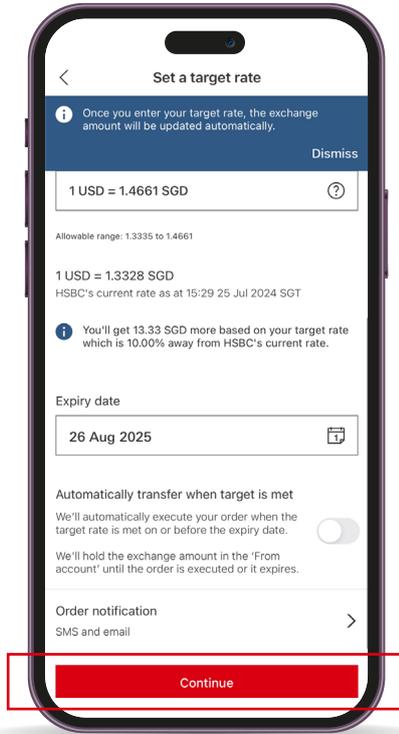
Tap on the calendar icon to select the expiry date.



Related journeys



Foreign Exchange (FX)



Step 7

You can choose to automatically convert the funds once the target rate is met. Select '**Continue**' to confirm transaction.



Home



Previous screen



Start of journey

Related journeys



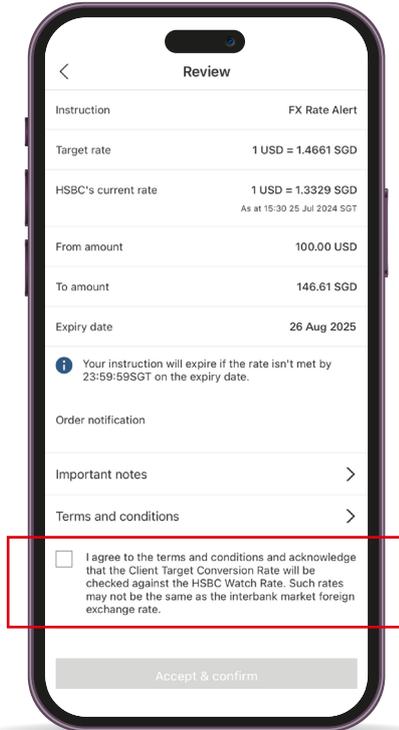
International Transfer



Place a new Time Deposit



Foreign Exchange (FX)



Review

Instruction	FX Rate Alert
Target rate	1 USD = 1.4661 SGD
HSBC's current rate	1 USD = 1.3329 SGD <small>As at 19:30 25 Jul 2024 SGT</small>
From amount	100.00 USD
To amount	146.61 SGD
Expiry date	26 Aug 2025

i Your instruction will expire if the rate isn't met by 23:59:59SGT on the expiry date.

Order notification

Important notes >

Terms and conditions >

I agree to the terms and conditions and acknowledge that the Client Target Conversion Rate will be checked against the HSBC Watch Rate. Such rates may not be the same as the interbank market foreign exchange rate.

Accept & confirm



Step 8

Select **checkbox** to agree to the terms and conditions.



Home



Previous screen



Start of journey

Related journeys

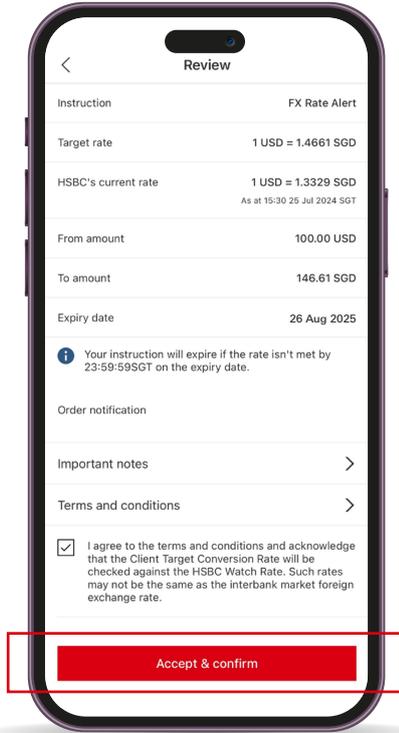


International Transfer



Place a new Time Deposit

Foreign Exchange (FX)



Step 9

Select 'Accept & confirm' to progress.



Home



Previous screen



Start of journey

Related journeys



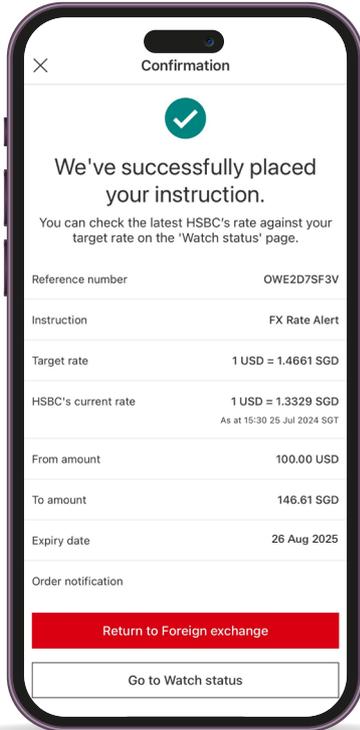
International Transfer



Place a new Time Deposit



Foreign Exchange (FX)



Step 10

You'll see a confirmation page that the target FX rate has been successfully placed. If you did not select for the funds to be automatically converted, you will be notified if your target rate is met.



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

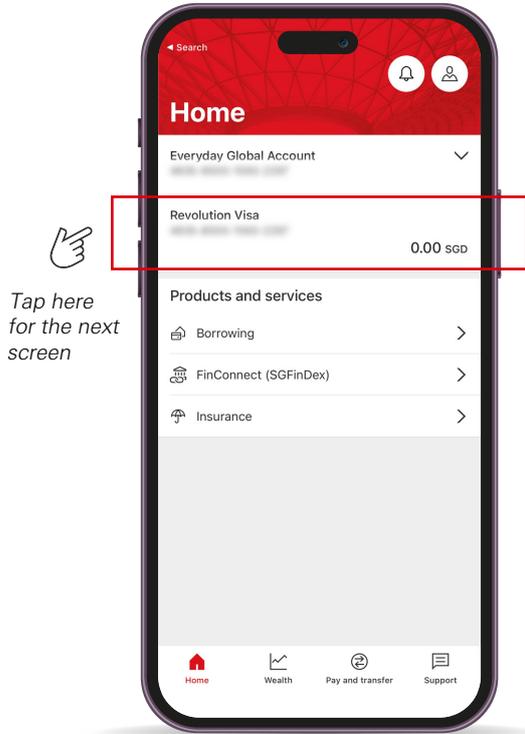


International Transfer



Place a new Time Deposit

Credit Card Activation



Tap here
for the next
screen

Step 1

Log in to your HSBC Singapore App and **select the credit card** to be activated from the Home page.

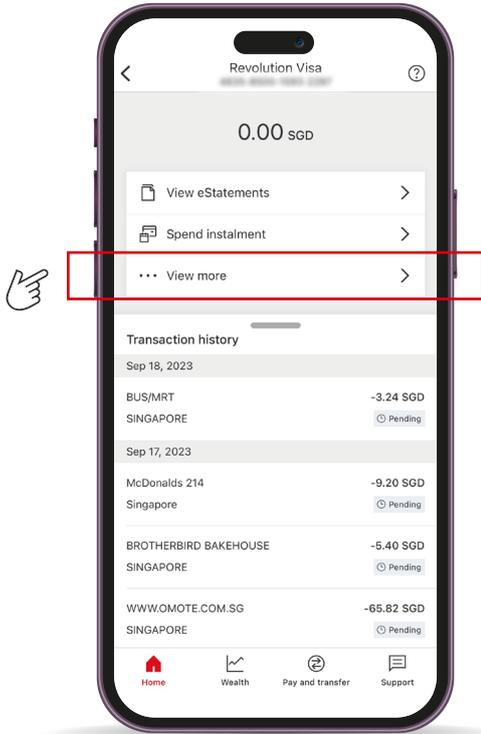
-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Credit Card Payment (HSBC Account Holders)
-  Debit Card PIN Reset

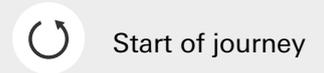
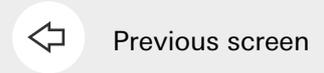


Credit Card Activation

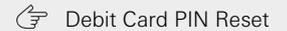
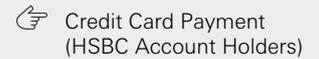


Step 2

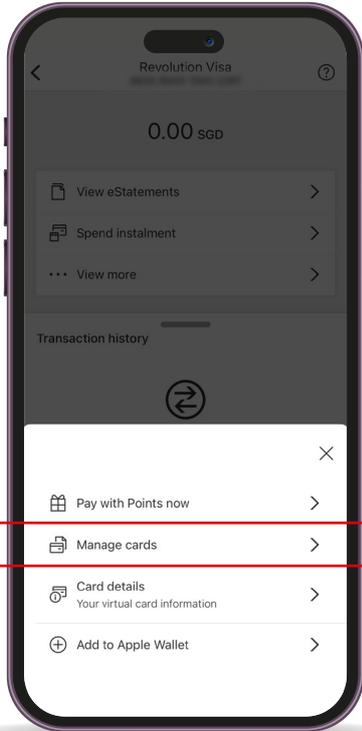
Tap on 'View more'.



Related journeys



Credit Card Activation



Step 3

Tap on 'Manage cards'.



Home



Previous screen



Start of journey

Related journeys



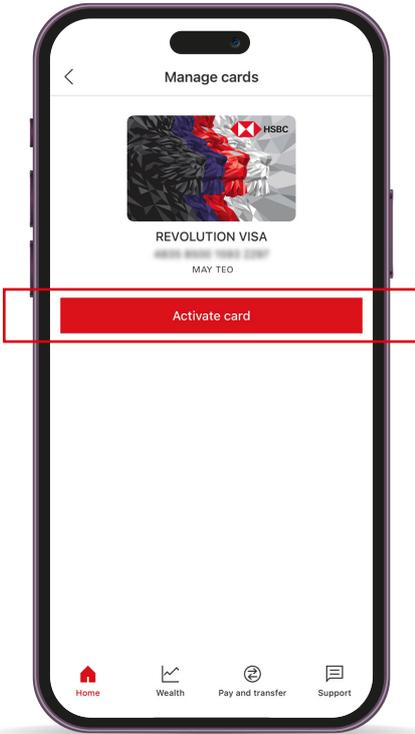
Credit Card Payment
(HSBC Account Holders)



Debit Card PIN Reset



Credit Card Activation



Step 4

Tap on 'Activate card'.



Home



Previous screen



Start of journey

Related journeys



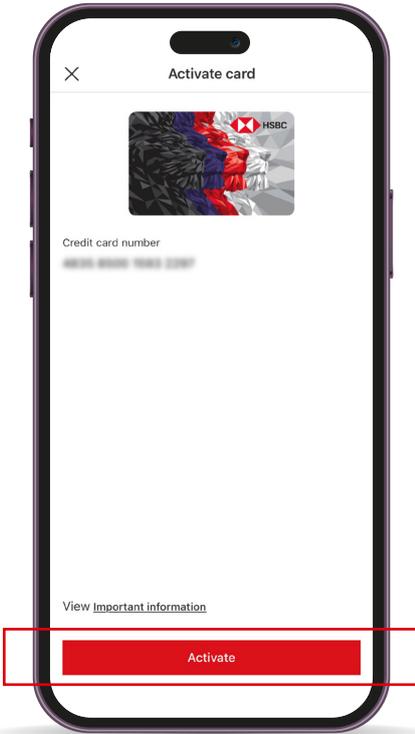
Credit Card Payment
(HSBC Account Holders)



Debit Card PIN Reset



Credit Card Activation



Step 5

Tap on 'Activate'.



Home



Previous screen



Start of journey

Related journeys



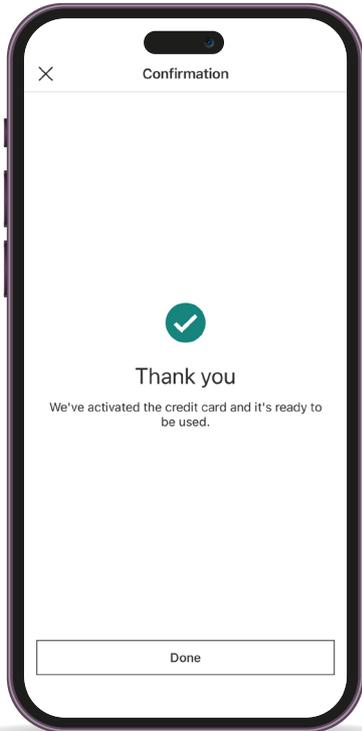
Credit Card Payment
(HSBC Account Holders)



Debit Card PIN Reset



Credit Card Activation



Step 6

Your card is now activated and ready for use!



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

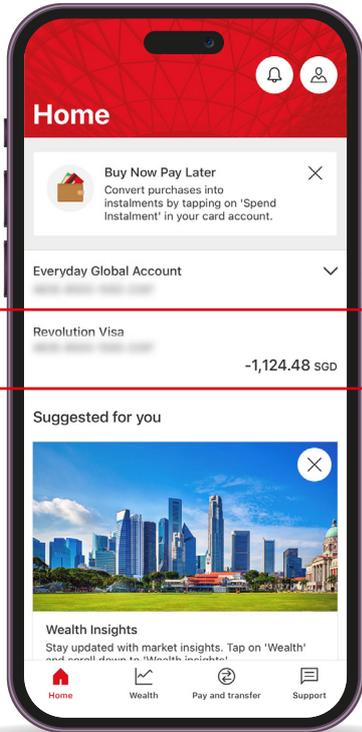


Credit Card Payment
(HSBC Account Holders)



Debit Card PIN Reset

Credit Card Payment (HSBC Account Owners)



Tap here
for the next
screen

Step 1

Log in to your HSBC Singapore App and select the credit card you'll like to make payment for.

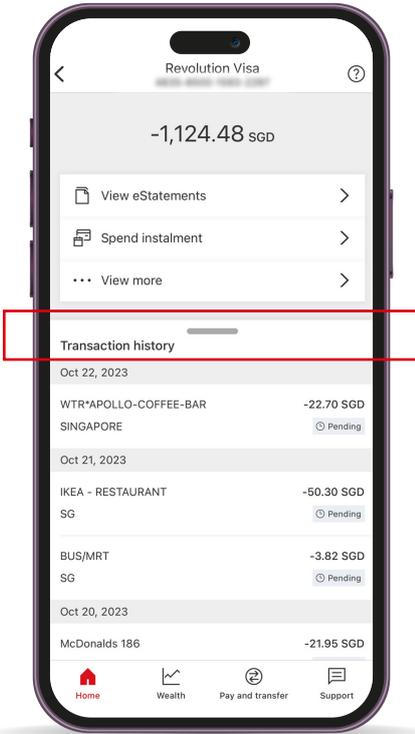
-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Credit Card Activation
-  Local Transfers

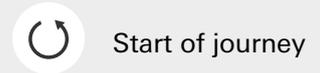
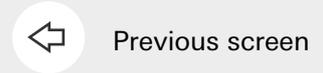


Credit Card Payment (HSBC Account Owners)

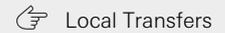


Step 2

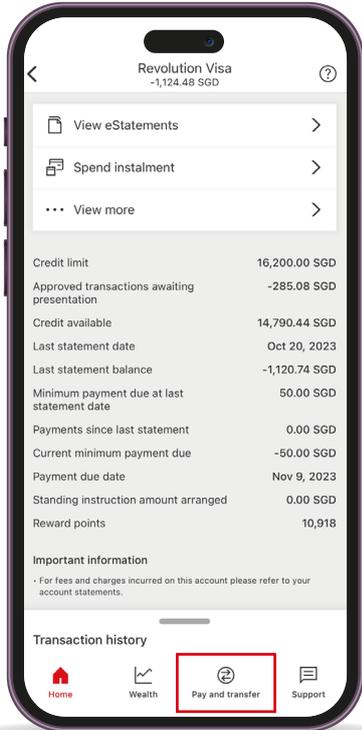
Drag section down to view credit card statement summary.



Related journeys

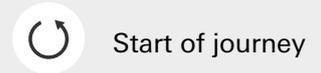
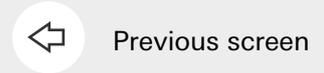


Credit Card Payment (HSBC Account Owners)

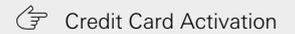


Step 3

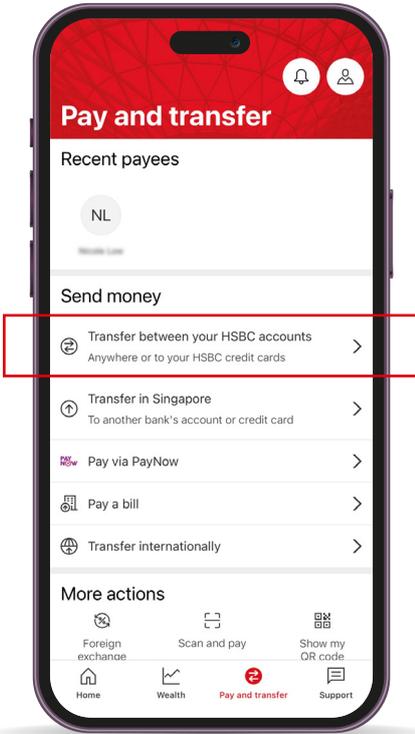
- Refer to '**Last statement balance**' for the amount to be paid this month.
- Select '**Pay and transfer**'.



Related journeys

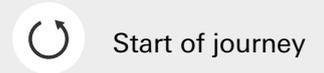
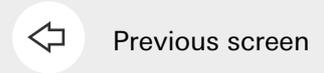


Credit Card Payment (HSBC Account Owners)

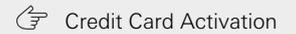


Step 4

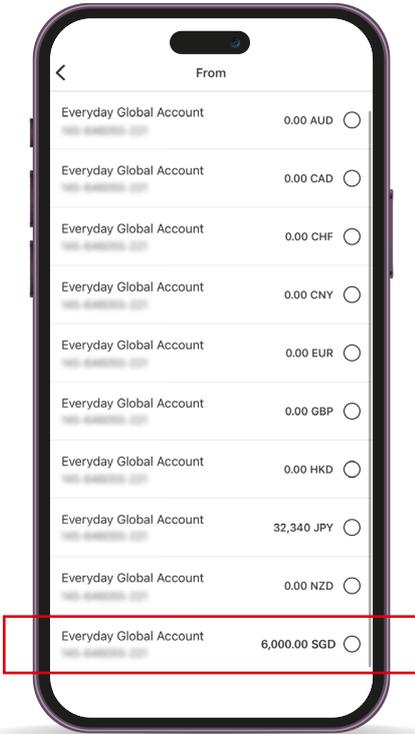
Select 'Transfer between your HSBC accounts'.



Related journeys



Credit Card Payment (HSBC Account Owners)



Step 5

Select the account to make payment from.



Home



Previous screen



Start of journey

Related journeys



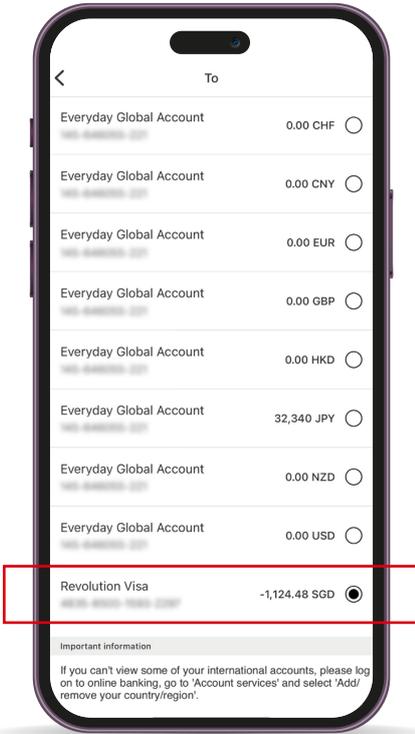
Credit Card Activation



Local Transfers



Credit Card Payment (HSBC Account Owners)



Step 6

Select your credit card to make payment for.

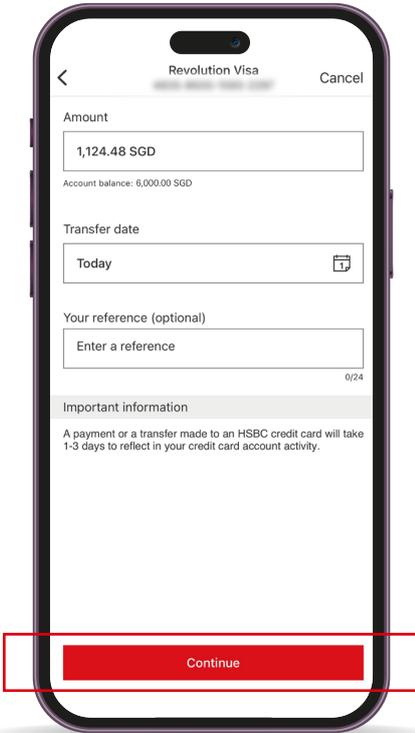
-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Credit Card Activation
-  Local Transfers

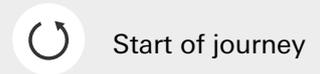


Credit Card Payment (HSBC Account Owners)

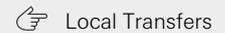
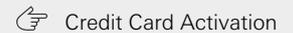


Step 7

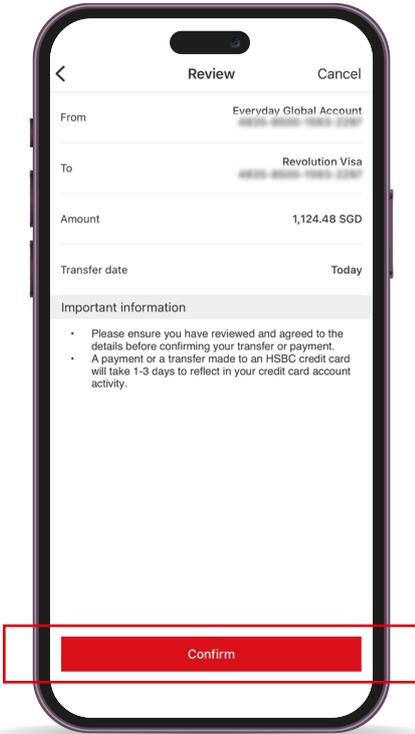
- Input the amount to be paid (from Step 3).
- Select '**Continue**'.



Related journeys



Credit Card Payment (HSBC Account Owners)



Step 8

Tap 'Confirm'.

Note: Your payment will take 1-3 days to be reflected.



Home



Previous screen



Start of journey

Related journeys

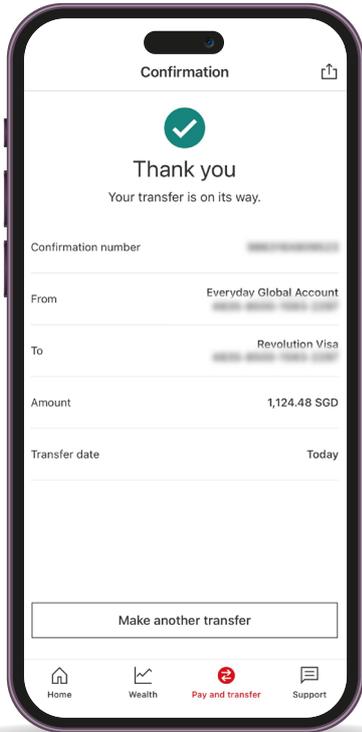


Credit Card Activation



Local Transfers

Credit Card Payment (HSBC Account Owners)



Step 9

Your credit card bill has been successfully paid!

-  Home
-  Previous screen
-  Start of journey

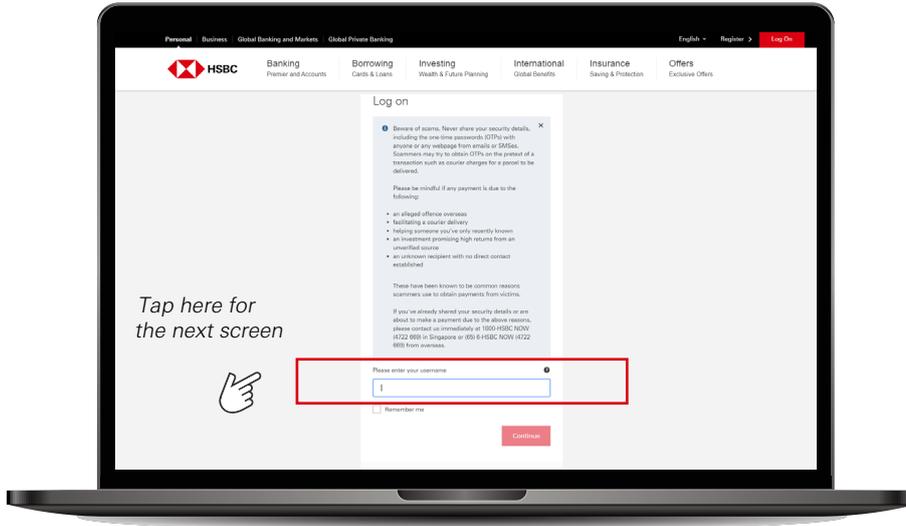
Related journeys

-  Credit Card Activation
-  Local Transfers



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.

Digital Password Reset



Step 1

Enter your username in the log on page for HSBC Online Banking.



Home



Previous screen



Start of journey

Related journeys

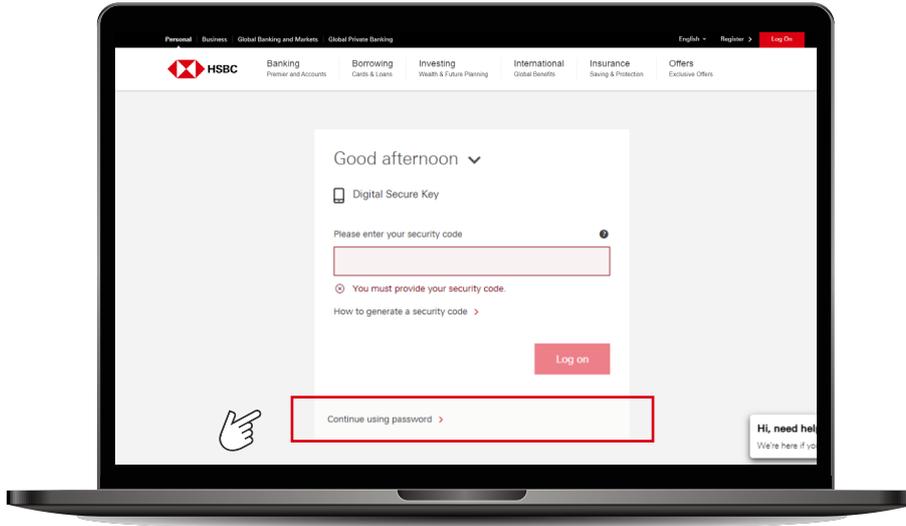


Mobile Banking Registration



Debit Card PIN Reset

Digital Password Reset



Step 2

When asked to enter the security code, select **'Continue using password'**.



Home



Previous screen



Start of journey

Related journeys

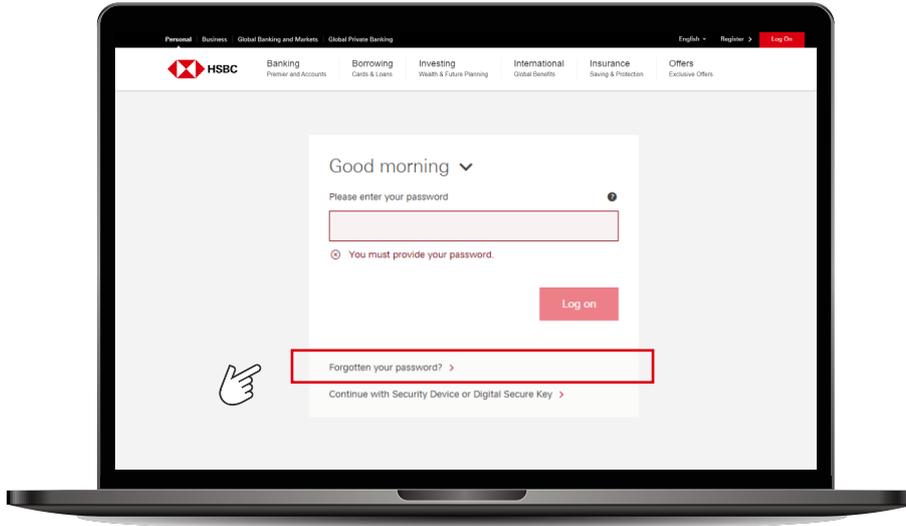


Mobile Banking Registration



Debit Card PIN Reset

Digital Password Reset



Step 3

You'll be asked to key in your password. Select **'Forgotten your password'**.



Home



Previous screen



Start of journey

Related journeys

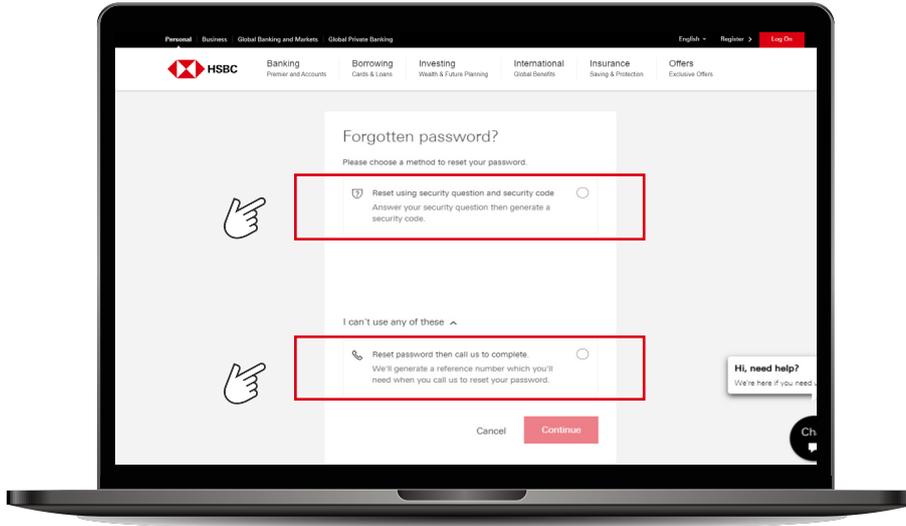


Mobile Banking Registration



Debit Card PIN Reset

Digital Password Reset



Step 4

If you remember your security question and answer, you can select please select '**Reset using security question and security code**' to reset the password. Otherwise, you can select '**Reset password then call us to complete**'.



Home



Previous screen



Start of journey

Related journeys

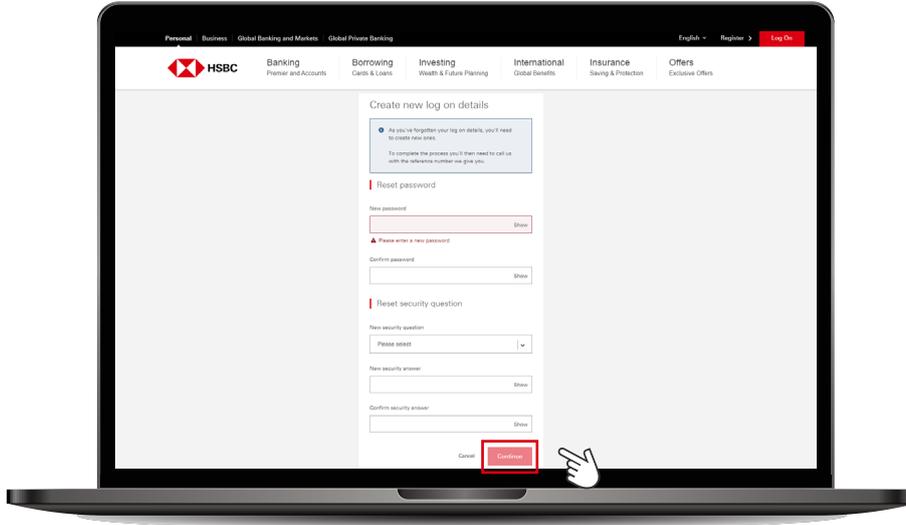


Mobile Banking Registration



Debit Card PIN Reset

Digital Password Reset - Reset password then call us to complete



Step 5

Reset your password and security question and answer. Then select '**Continue**'.



Home



Previous screen



Start of journey

Related journeys

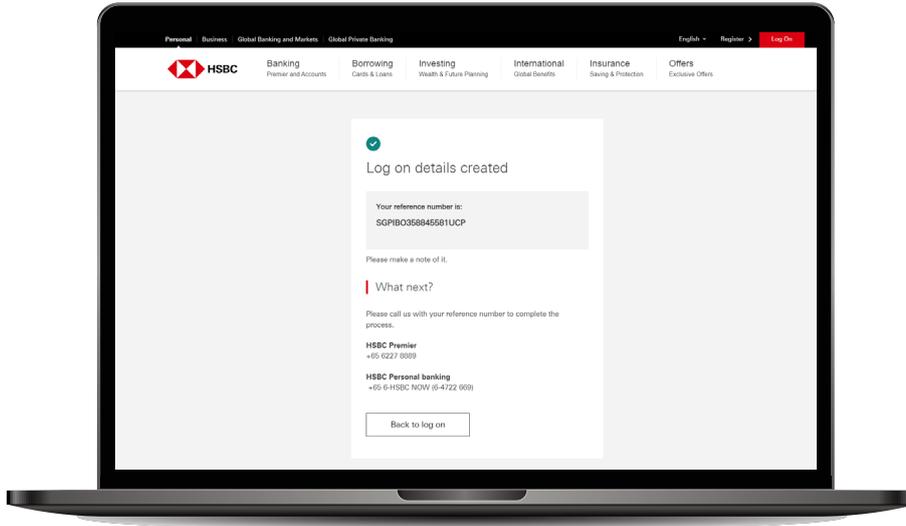


Mobile Banking Registration



Debit Card PIN Reset

Digital Password Reset - Reset password then call us to complete



Step 6

You will receive a reference number after submission. Please inform our staff of the reference number to complete the reset password request.



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

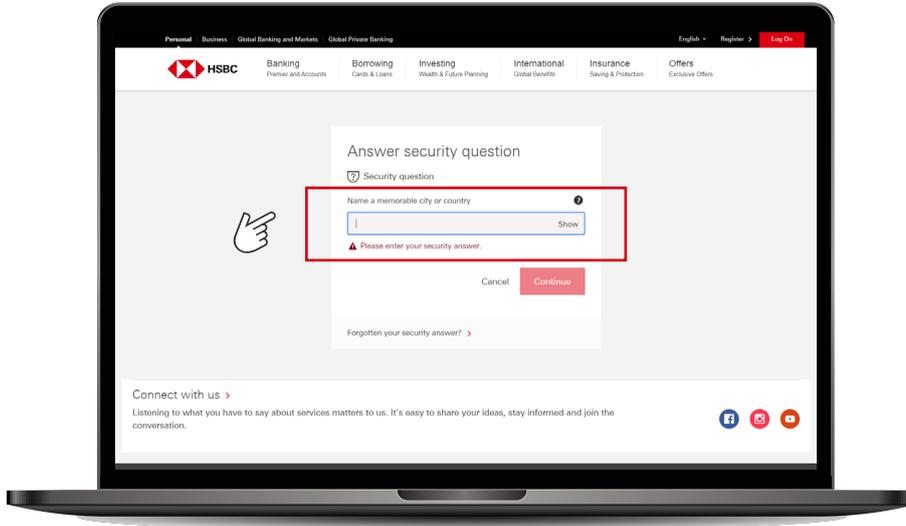


Mobile Banking Registration



Debit Card PIN Reset

Digital Password Reset - Reset using security question and security code



Step 7

Enter the answer to your security question.



Home



Previous screen



Start of journey

Related journeys

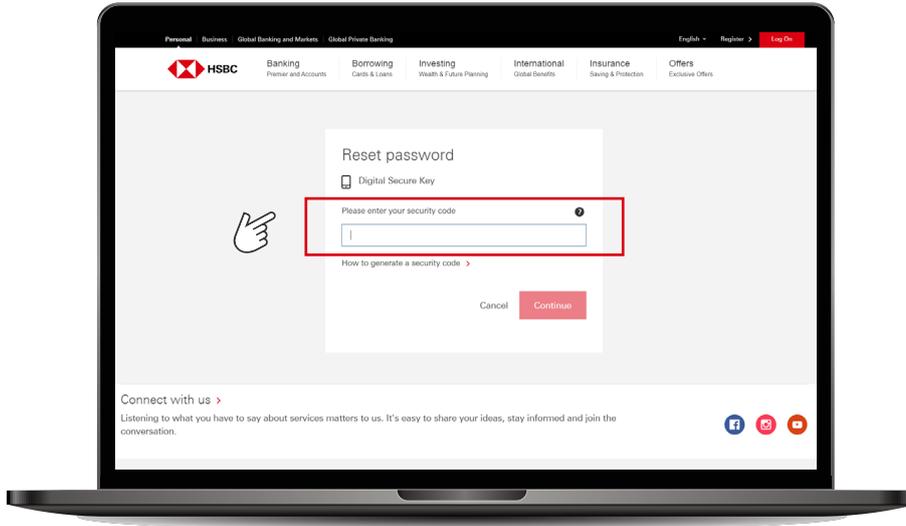


Mobile Banking Registration



Debit Card PIN Reset

Digital Password Reset - Reset using security question and security code



Step 8

Enter the security code from your Digital Secure Key. If you're unsure on how to get the security code, you can select on '**How to generate a security code**'.



Home



Previous screen



Start of journey

Related journeys

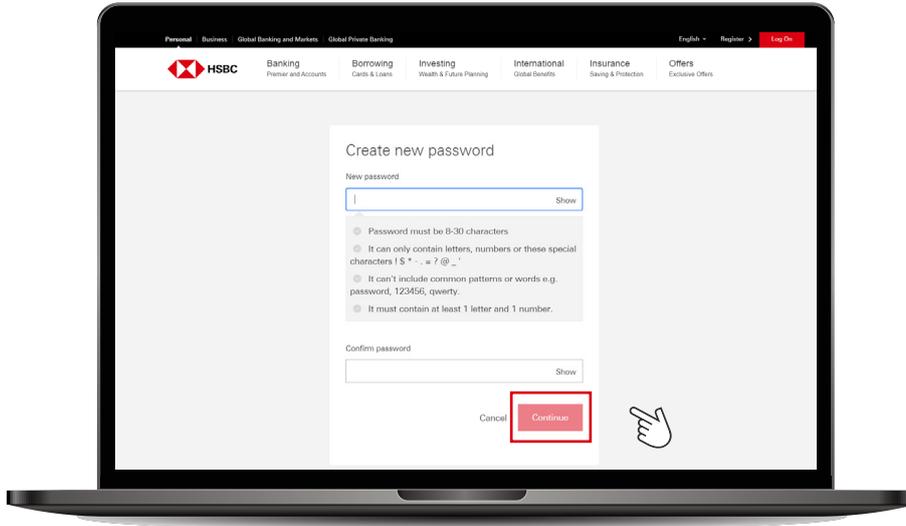


Mobile Banking Registration



Debit Card PIN Reset

Digital Password Reset - Reset using security question and security code



Step 9

Create your new password, re-enter it and select '**Continue**'.



Home



Previous screen



Start of journey

Related journeys

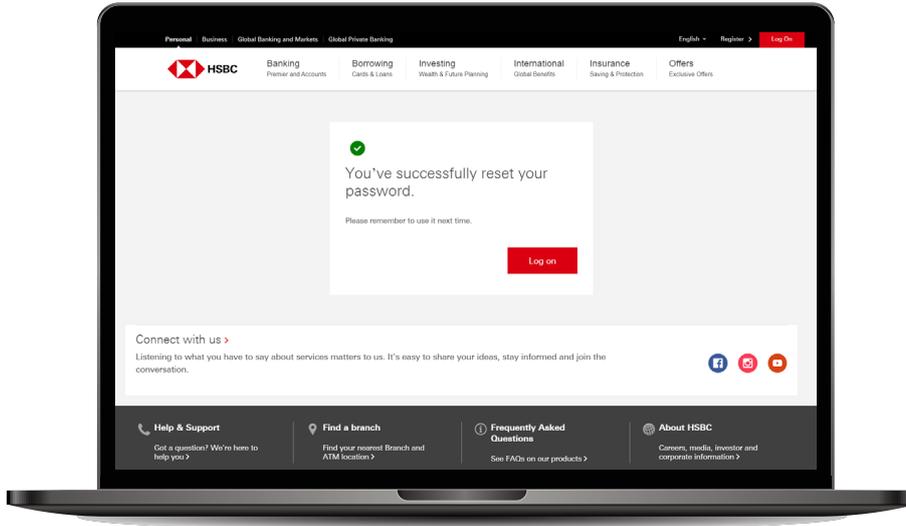


Mobile Banking Registration



Debit Card PIN Reset

Digital Password Reset - Reset using security question and security code



Step 10

You'll see a confirmation message that your password has been reset.



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

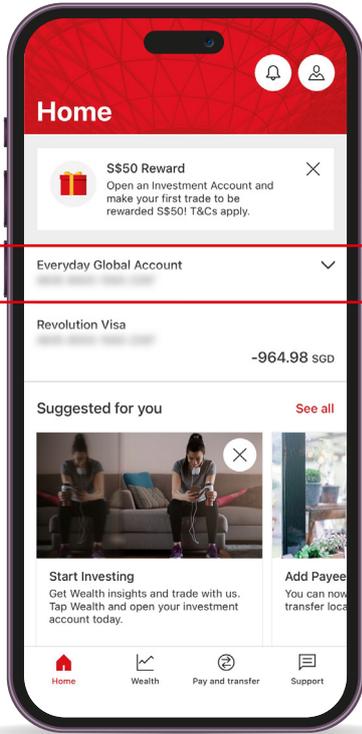


Mobile Banking Registration



Debit Card PIN Reset

Debit Card PIN Reset



Tap here
for the next
screen

Step 1

Log in to your HSBC Singapore App and select the account which your debit card is linked to.



Home



Previous screen



Start of journey

Related journeys



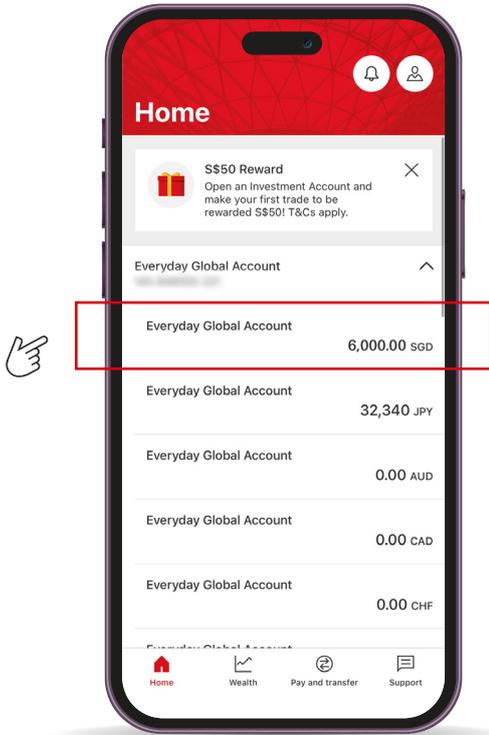
Local Transfer



PayNow Transfer



Debit Card PIN Reset



Note

Note: For Everyday Global Account, select any currency under your account.



Home



Previous screen



Start of journey

Related journeys



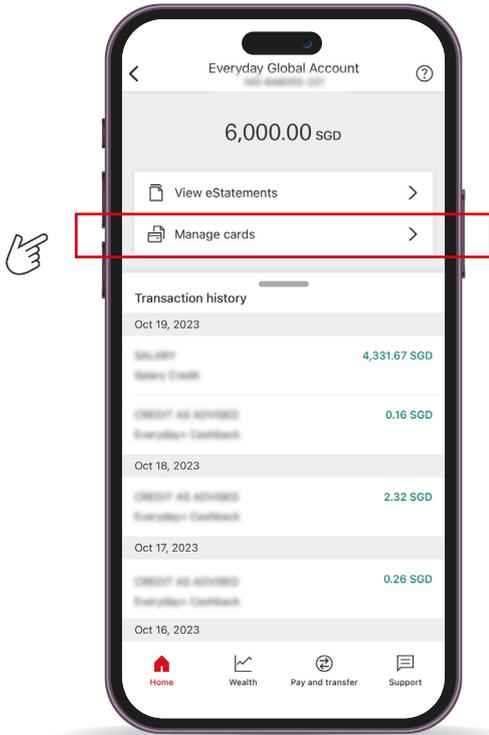
Local Transfer



PayNow Transfer

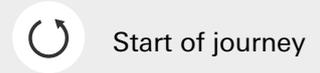
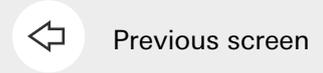


Debit Card PIN Reset

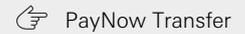
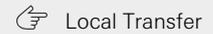


Step 2

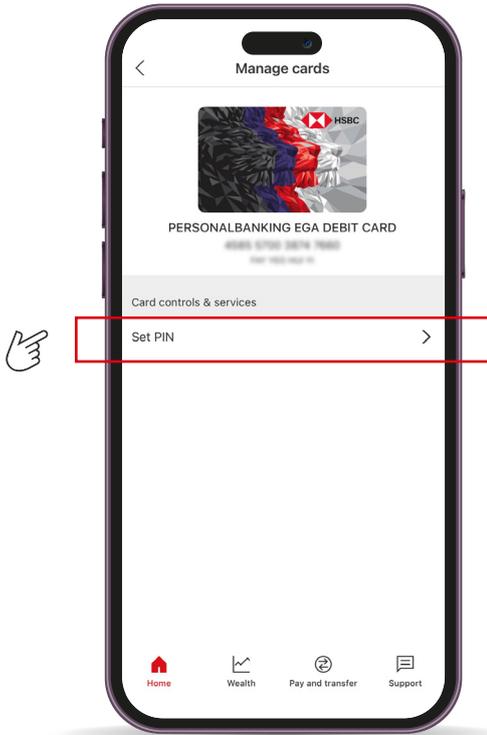
Tap on 'Manage cards'.



Related journeys



Debit Card PIN Reset



Step 3

Tap on 'Set PIN'.



Home



Previous screen



Start of journey

Related journeys



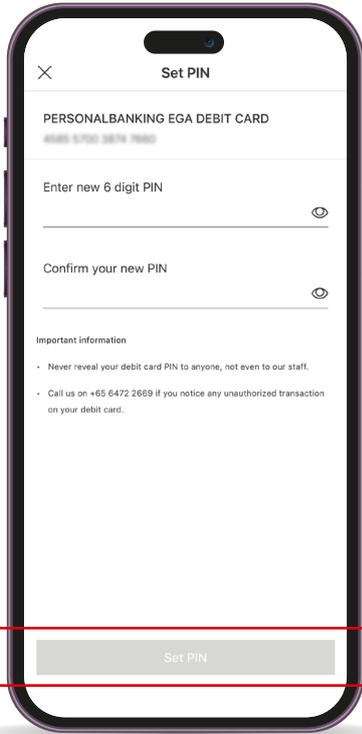
Local Transfer



PayNow Transfer



Debit Card PIN Reset



Step 4

Enter and confirm your new PIN. Tap on **'Set PIN'** when done.

Note: You will need to authenticate this change using your 6-digit Mobile PIN or biometrics.



Home



Previous screen



Start of journey

Related journeys

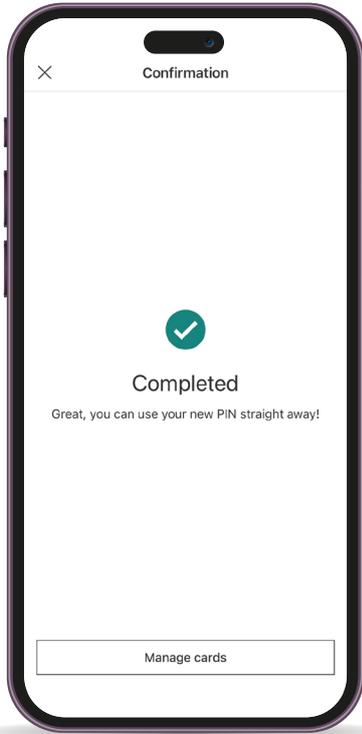


Local Transfer



PayNow Transfer

Debit Card PIN Reset



Step 5

Your Debit card PIN has been successfully reset!



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

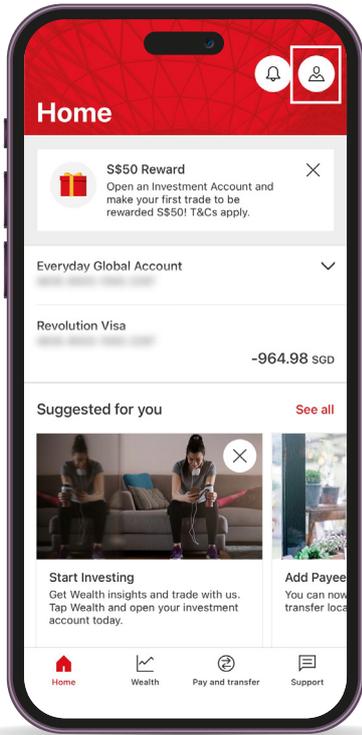


Local Transfer



PayNow Transfer

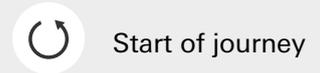
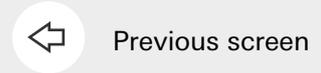
Change of Phone



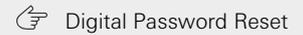
Tap here for the next screen

Step 1

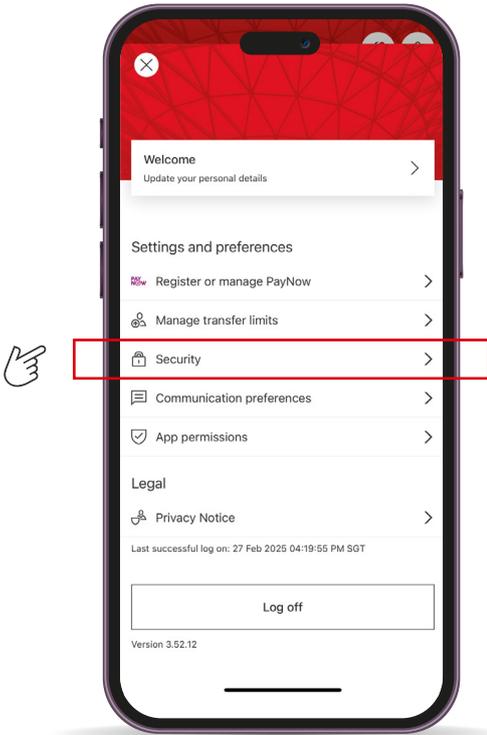
Log in to your HSBC Singapore App on your old phone. Tap on **Profile** icon on top right corner of the home page.



Related journeys



Change of Phone



Step 2

Tap on 'Security'.



Home



Previous screen



Start of journey

Related journeys



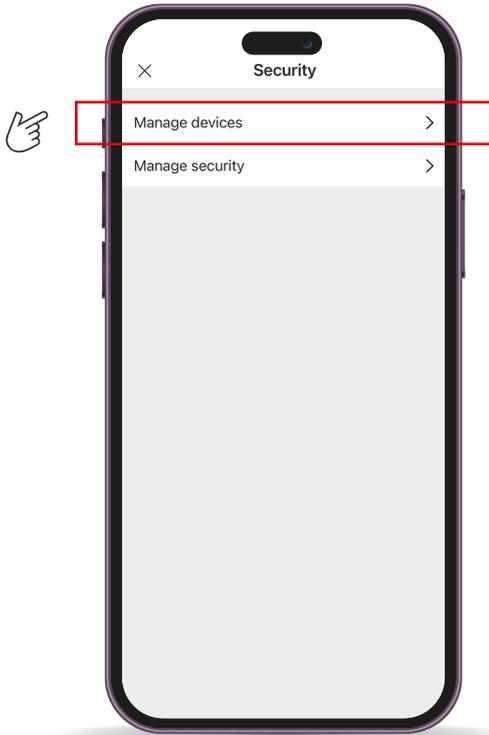
Digital Password Reset



Update Phone Number and Email Address



Change of Phone



Step 3

Tap on 'Manage devices'.



Home



Previous screen



Start of journey

Related journeys

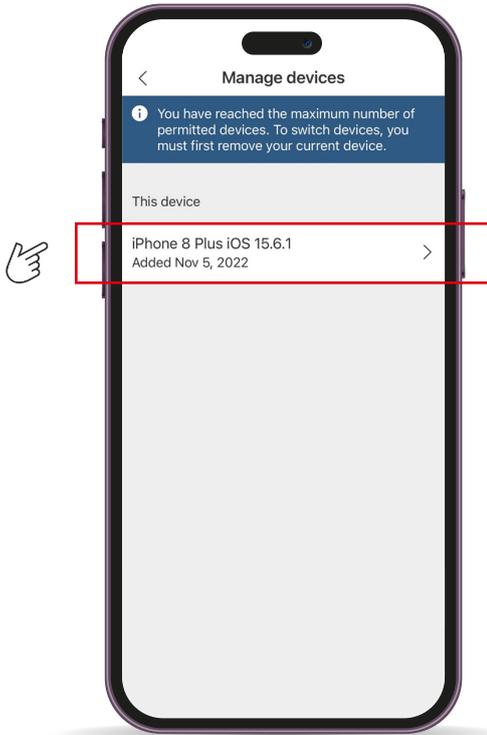


Digital Password Reset



Update Phone Number
and Email Address

Change of Phone



Step 4

Select the device you wish to remove from the app.



Home



Previous screen



Start of journey

Related journeys

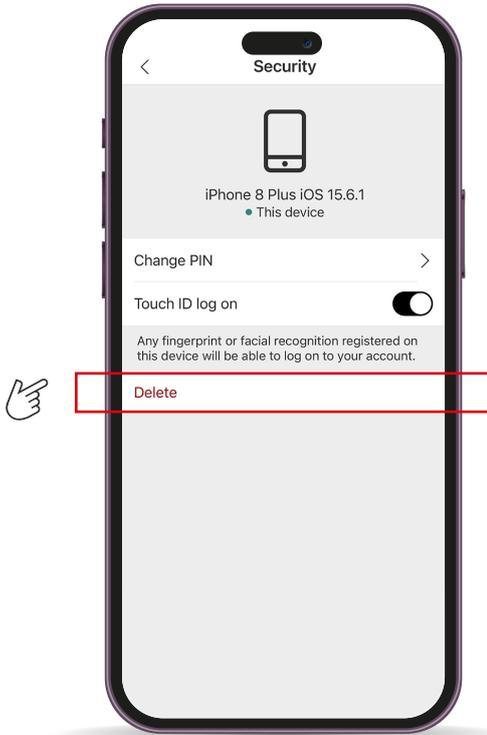


Digital Password Reset



Update Phone Number and Email Address

Change of Phone



Step 5

Tap on '**Delete**' to remove the old device.



Home



Previous screen



Start of journey

Related journeys



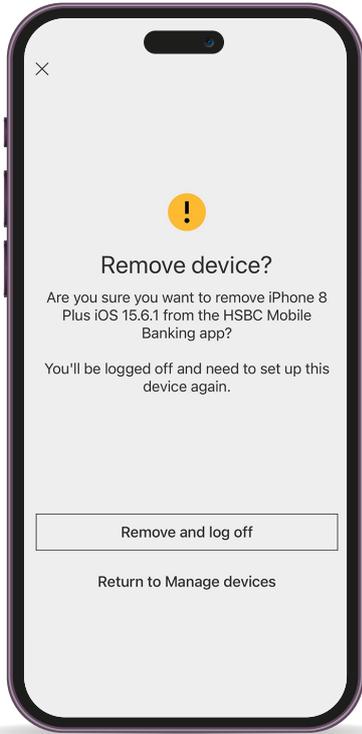
Digital Password Reset



Update Phone Number and Email Address



Change of Phone



Step 6

Tap on **'Remove and log off'** to confirm.

If you do not have your old phone or encounter issues installing the HSBC Singapore App on your new phone after following these steps, please inform our staff for assistance.



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

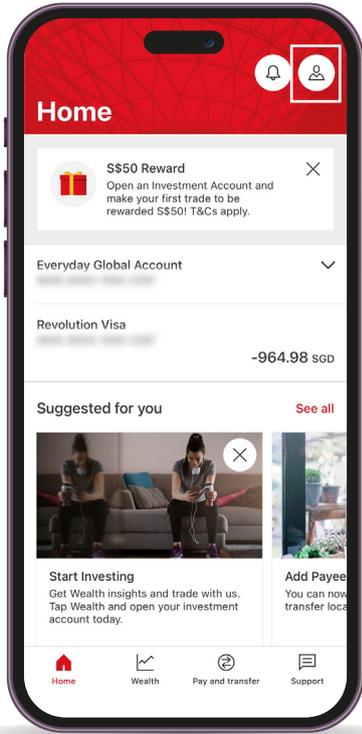


Digital Password Reset



Update Phone Number and Email Address

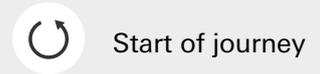
Update Phone Number and Email Address



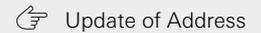
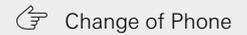
Tap here for the next screen

Step 1

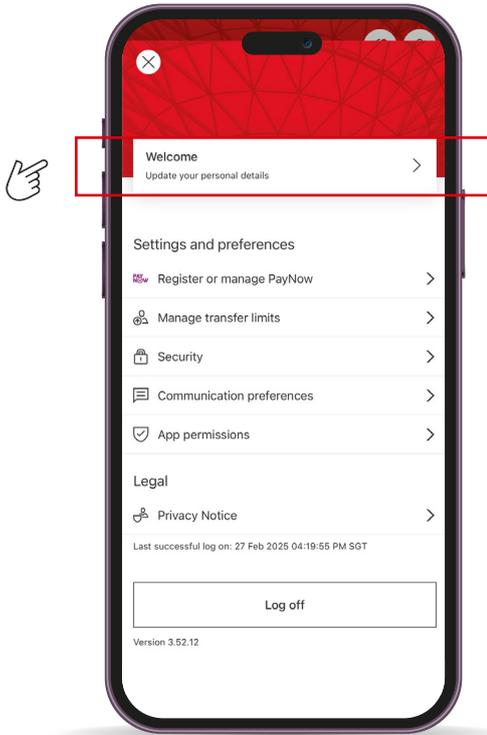
Log in to your HSBC Singapore App and tap on the **Profile** icon on the top right corner of the Home page.



Related journeys

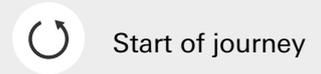


Update Phone Number and Email Address

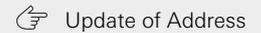
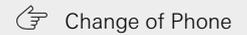


Step 2

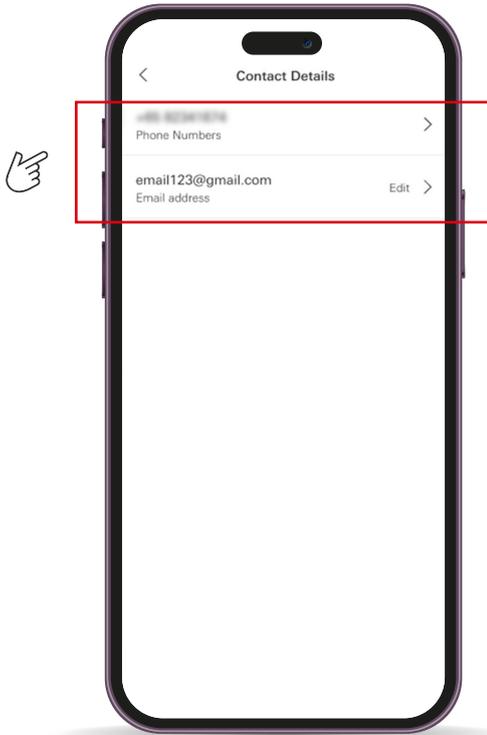
Tap on 'Update your personal details'.



Related journeys



Update Phone Number and Email Address



Step 3

Select if you would like to update a phone number or email address.

Note: If you've selected phone number, select which number (mobile, home or work) you'll like to update. If you do not have an email address with the bank, there will be an option to **Add email address**.



Home



Previous screen



Start of journey

Related journeys

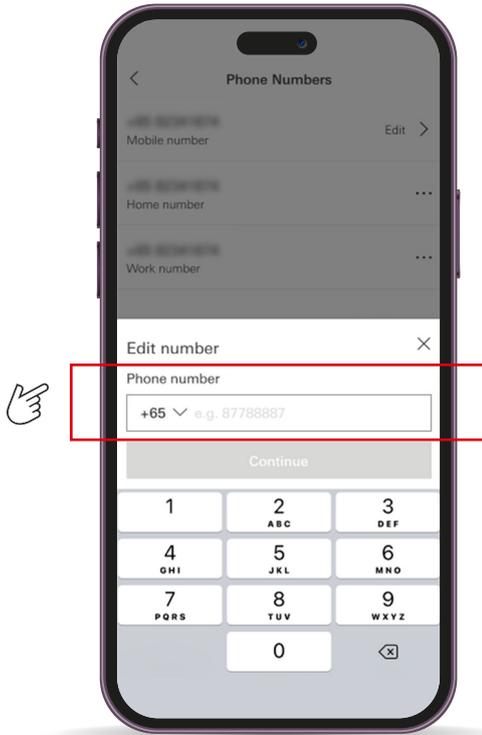


Change of Phone



Update of Address

Update Phone Number and Email Address



Step 4

Enter the new number/email.



Home



Previous screen



Start of journey

Related journeys



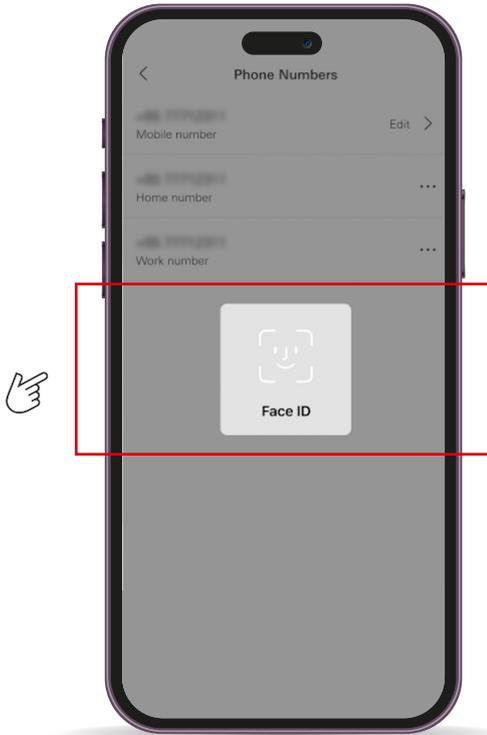
Change of Phone



Update of Address



Update Phone Number and Email Address



Step 5

Read through the scam alert, tap on **Continue** and authenticate via biometric or Face ID to proceed.



Home



Previous screen



Start of journey

Related journeys

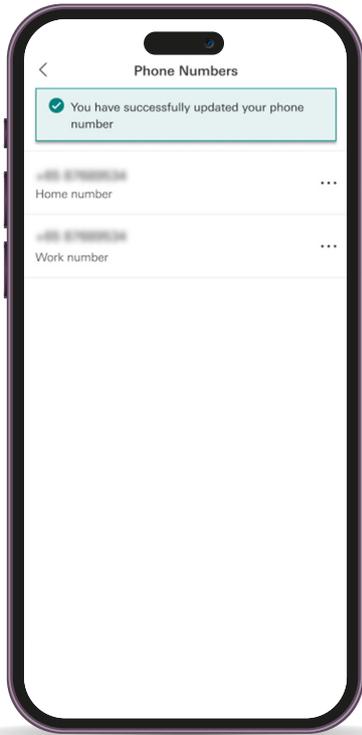


Change of Phone



Update of Address

Update Phone Number and Email Address



Step 6

Your phone number or email has been successfully updated.



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

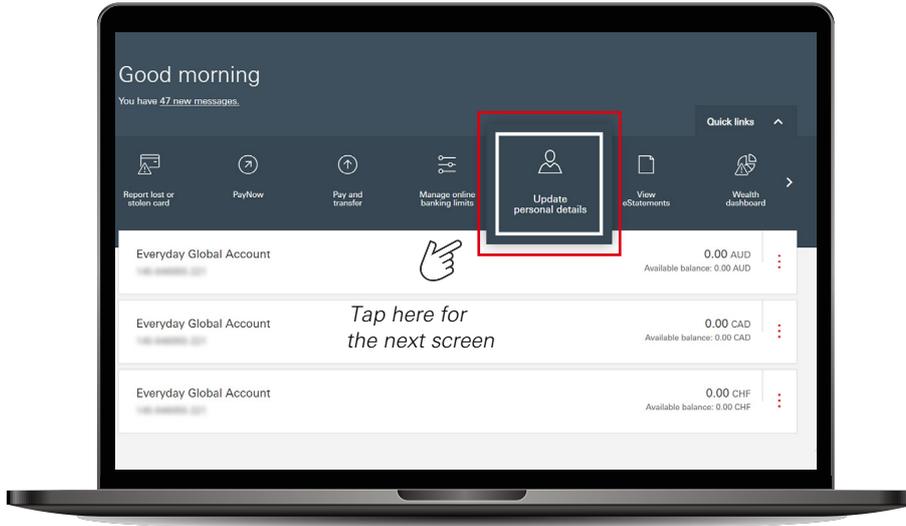


Change of Phone



Update of Address

Update of Address



Step 1

Log in to HSBC Online Banking and click on 'Update personal details'.

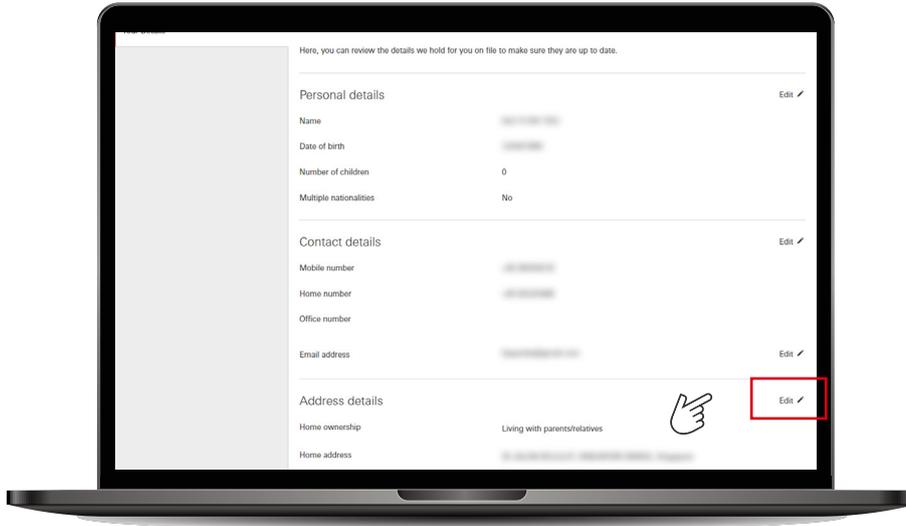


-  Home
-  Previous screen
-  Start of journey

Related journeys

-  Update Phone Number and Email Address
-  Digital Password Reset

Update of Address



Step 2

Click on '**Edit**' beside the Address details field.



Home



Previous screen



Start of journey

Related journeys

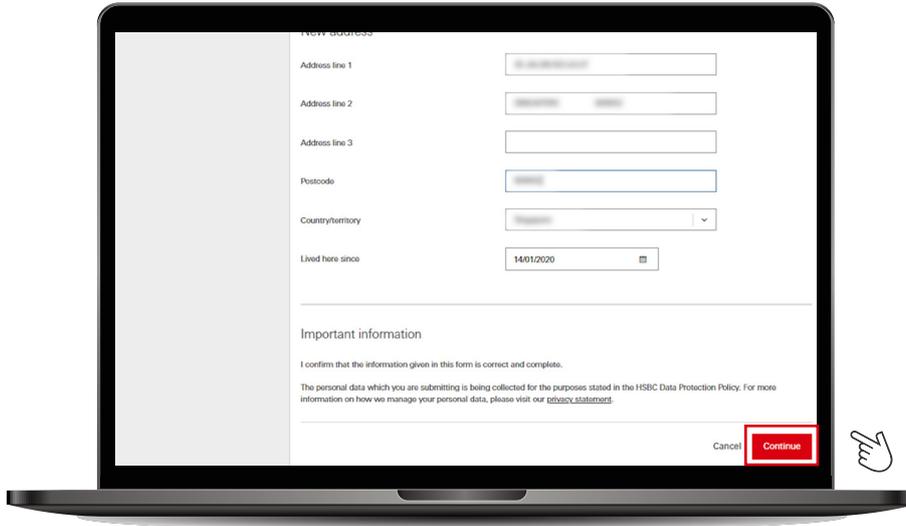


Update Phone Number and Email Address



Digital Password Reset

Update of Address



New address

Address line 1

Address line 2

Address line 3

Postcode

Country/territory

Lived here since

Important information

I confirm that the information given in this form is correct and complete.

The personal data which you are submitting is being collected for the purposes stated in the HSBC Data Protection Policy. For more information on how we manage your personal data, please visit our [privacy statement](#).

Cancel Continue

Step 3

Input relevant details, then click on 'Continue'.



Home



Previous screen



Start of journey

Related journeys

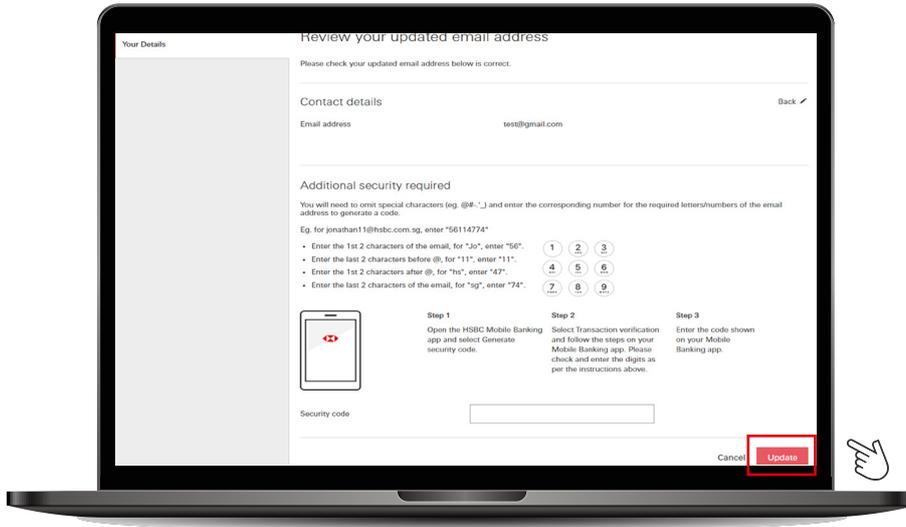


Update Phone Number and Email Address



Digital Password Reset

Update of Address



Step 4

- Follow the instructions onscreen to obtain your security code via HSBC Singapore App.
- Click on '**Update**' once done.



Home



Previous screen



Start of journey

Related journeys

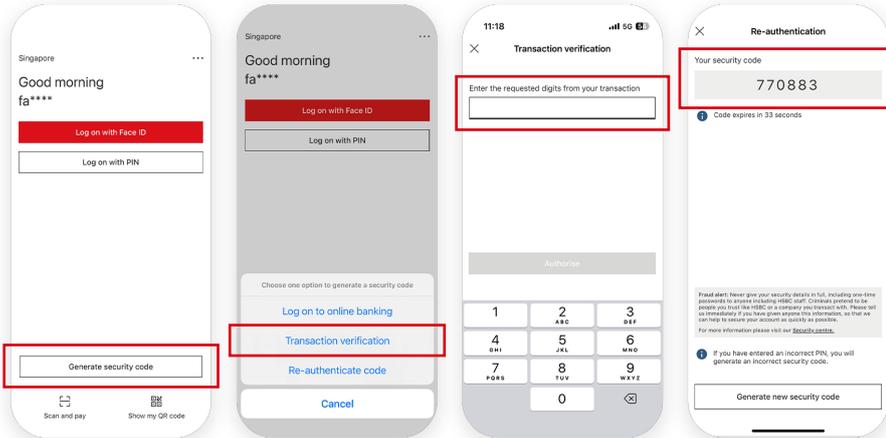


Update Phone Number and Email Address



Digital Password Reset

Update of Address



Guide to receiving transaction code

1. Tap on '**Generate security code**' on your HSBC Singapore App.
2. Select '**Transaction verification**'.
3. Follow instructions on HSBC Online Banking to input into the App.
4. Input the generated security code from the App back into HSBC Online Banking.

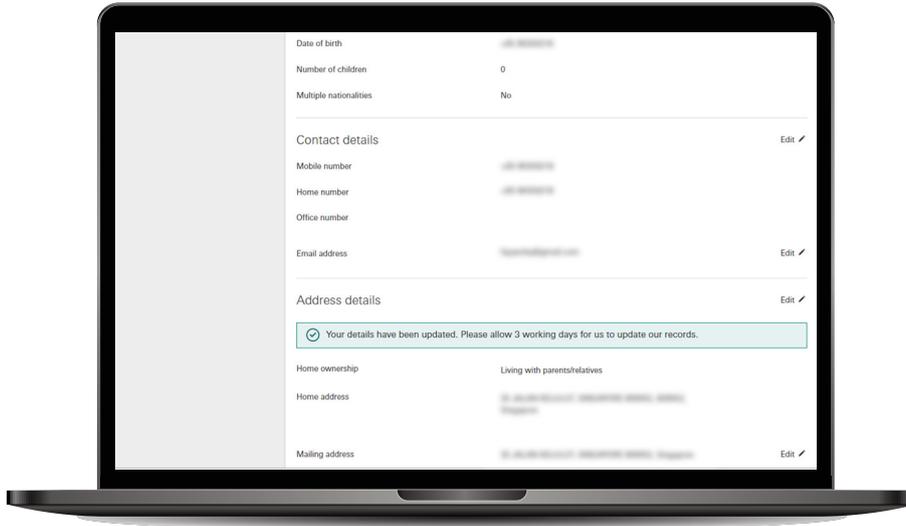


- Home
- Previous screen
- Start of journey

Related journeys

- Update Phone Number and Email Address
- Digital Password Reset

Update of Address



Step 5

Your address has been updated.



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.



Home



Previous screen



Start of journey

Related journeys

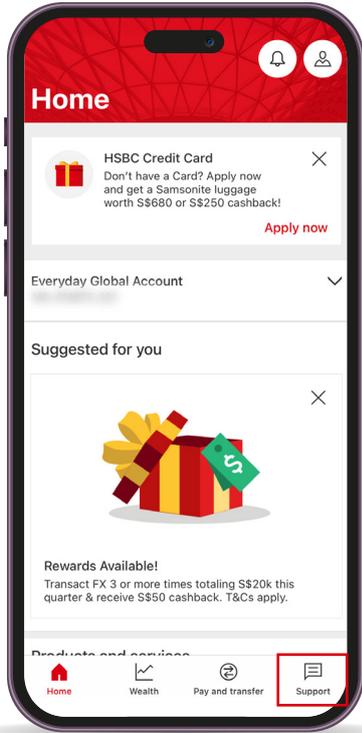


Update Phone Number and Email Address



Digital Password Reset

Chat with Us



Step 1

Log in to your HSBC Singapore App and tap on the '**Support**' tab.



Tap here for the next screen



Home



Previous screen



Start of journey

Related journeys



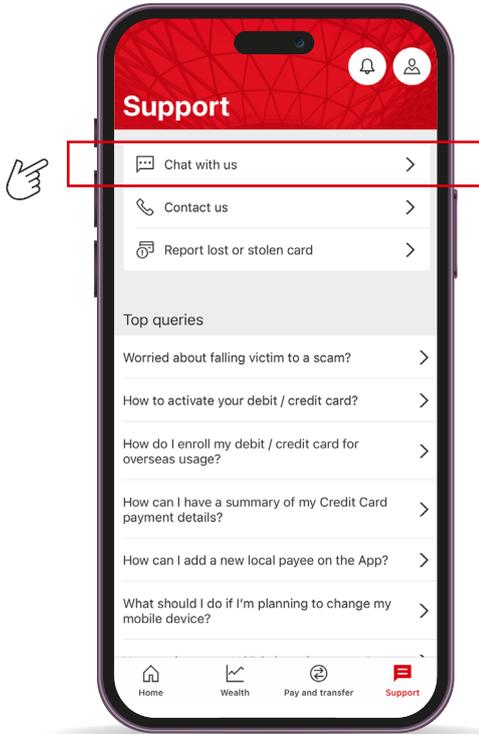
Mobile Banking Registration



Digital Password Reset

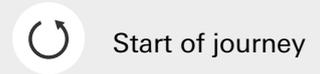


Chat with Us

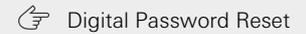
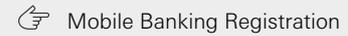


Step 2

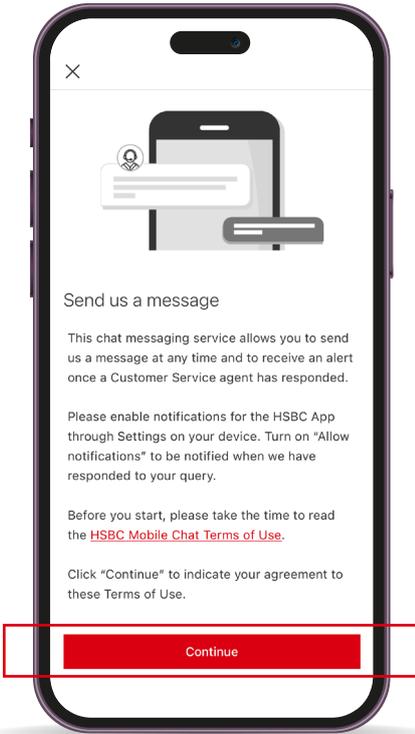
Select 'Chat with us'.



Related journeys



Chat with Us



Step 3

Select '**Continue**' to accept HSBC Mobile Chat Terms of Use.



Home



Previous screen



Start of journey

Related journeys

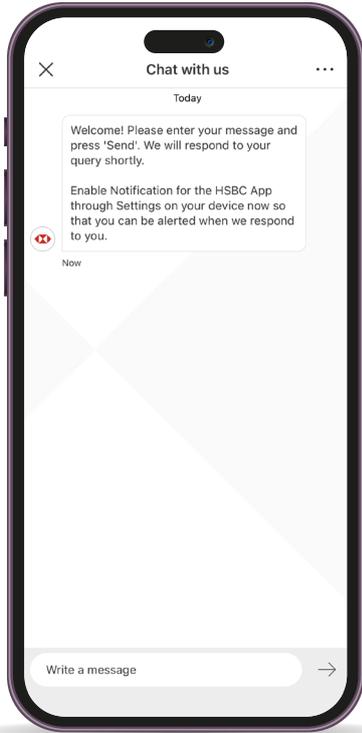


Mobile Banking Registration



Digital Password Reset

Chat with Us



Step 4

Type in your query under **'Write a message'**.

Note: If you're unable to find an answer to your query, you may be redirected to a Chat agent who can help you further.



Home



Previous screen



Start of journey

Related journeys



Mobile Banking Registration

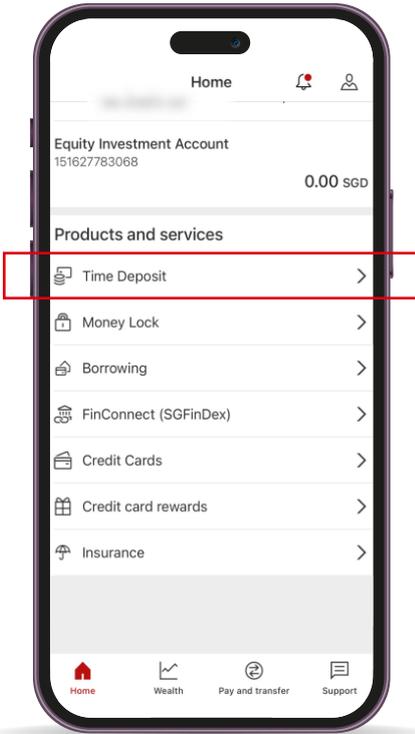


Digital Password Reset



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.

Place a new Time Deposit



Step 1

Log in to your HSBC Singapore App. Tap on 'Time Deposit'.



Tap here for the next screen



Home



Previous screen



Start of journey

Related journeys

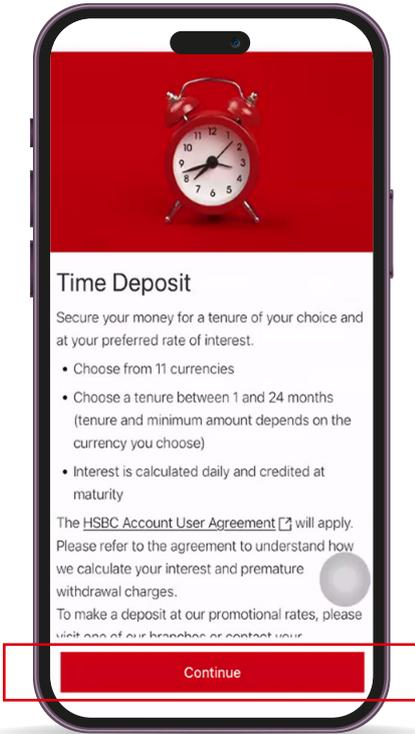


Foreign Exchange (FX)



How to buy Unit Trusts

Place a new Time Deposit



Step 2

Read through the information and tap on '**Continue**'.



Home



Previous screen



Start of journey

Related journeys

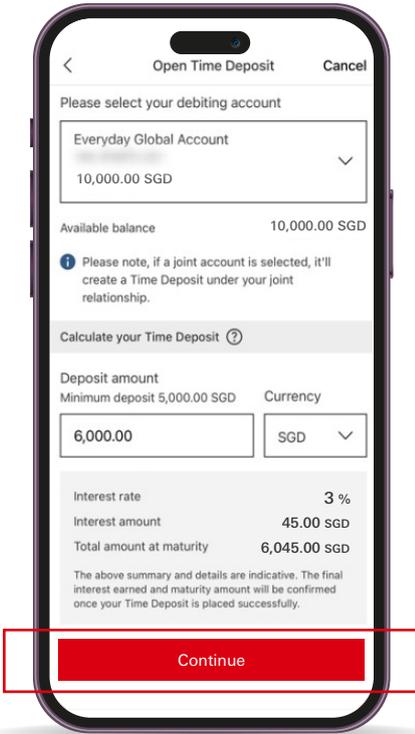


Foreign Exchange (FX)



How to buy Unit Trusts

Place a new Time Deposit



Step 3

If you have multiple accounts, you'll need to select the debiting account. Confirm the debiting account & tap '**Continue**'.



Home



Previous screen



Start of journey

Related journeys



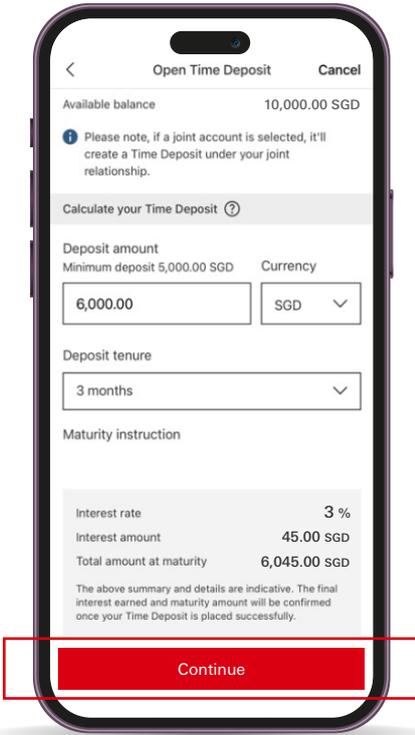
Foreign Exchange (FX)



How to buy Unit Trusts



Place a new Time Deposit



Open Time Deposit Cancel

Available balance 10,000.00 SGD

Please note, if a joint account is selected, it'll create a Time Deposit under your joint relationship.

Calculate your Time Deposit ?

Deposit amount
Minimum deposit 5,000.00 SGD Currency

6,000.00 SGD

Deposit tenure
3 months

Maturity instruction

Interest rate	3 %
Interest amount	45.00 SGD
Total amount at maturity	6,045.00 SGD

The above summary and details are indicative. The final interest earned and maturity amount will be confirmed once your Time Deposit is placed successfully.

Continue



Step 4

Input 'Deposit amount' & select 'Currency'.



Home



Previous screen



Start of journey

Related journeys

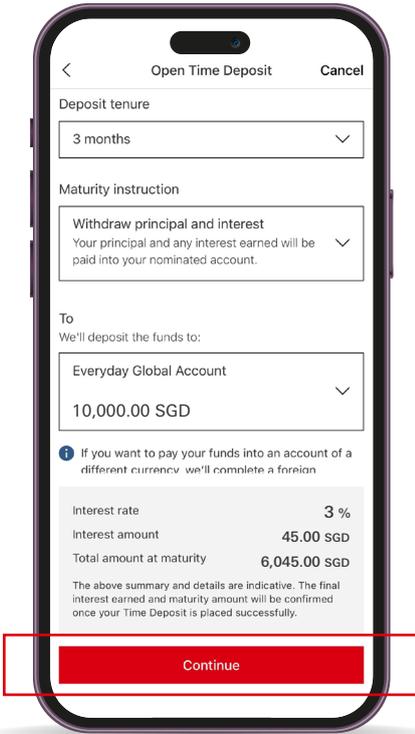


Foreign Exchange (FX)



How to buy Unit Trusts

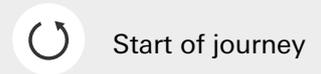
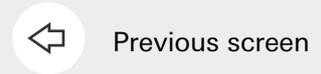
Place a new Time Deposit



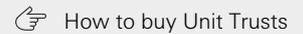
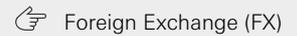
Step 5

Tap on 'Deposit tenure'.

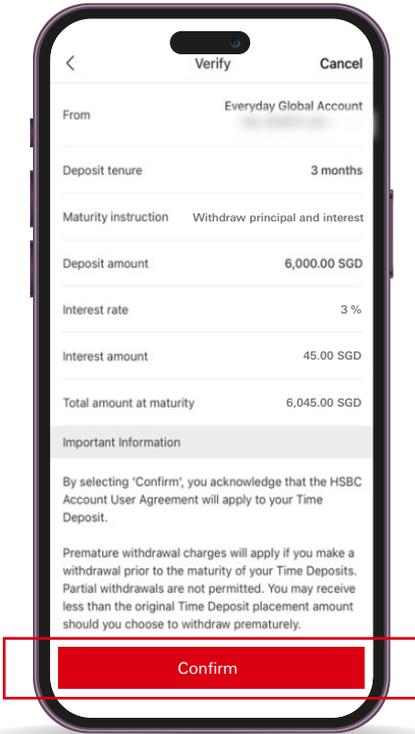
If you've selected '**Renew principal and withdraw interest**' or '**Withdraw principal and interest**' for your maturity instructions, you will need to select the account to deposit the funds to. Then tap on '**Continue**'.



Related journeys



Place a new Time Deposit



Step 6

Verify the details and tap on 'Confirm'.



Home



Previous screen



Start of journey

Related journeys



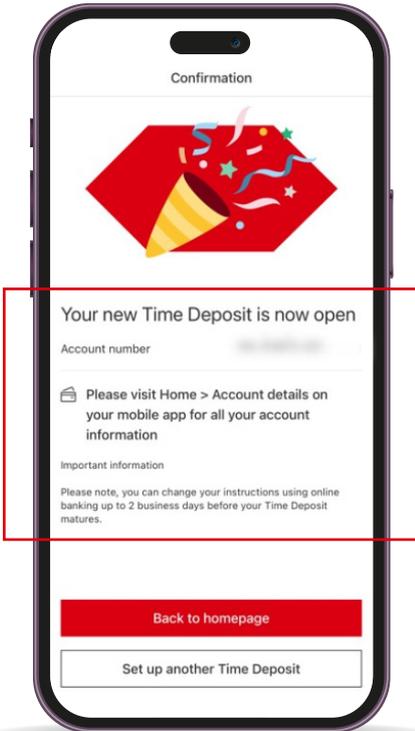
Foreign Exchange (FX)



How to buy Unit Trusts



Place a new Time Deposit



Step 7

You will see a confirmation message on the screen.



Home



Previous screen



Start of journey

Related journeys



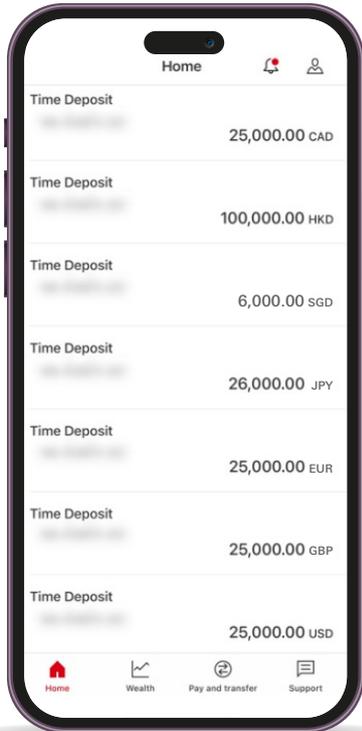
[Foreign Exchange \(FX\)](#)



[How to buy Unit Trusts](#)



Place a new Time Deposit



Step 8

Your Time deposit will be updated on the Home screen, which you can tap on for more details.



Home



Previous screen



Start of journey

Related journeys



Foreign Exchange (FX)

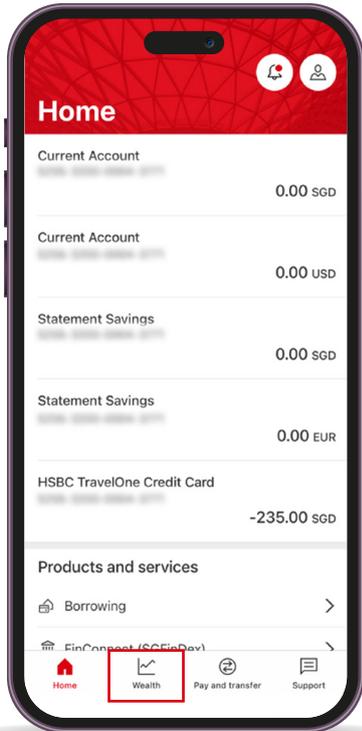


How to buy Unit Trusts



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.

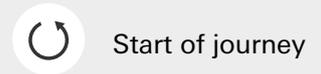
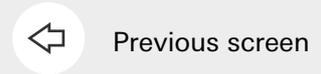
View Your Investment Holdings



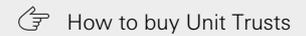
Step 1

Log in to your HSBC Singapore App and tap on the **'Wealth'** tab.

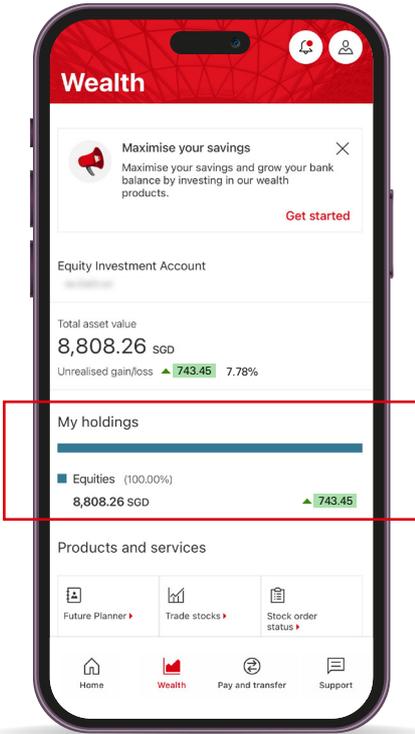
 Tap here for the next screen



Related journeys



View Your Investment Holdings



Step 2

You will see your investment holdings with us (HSBC). You can scroll down to see more.



Home



Previous screen



Start of journey

Related journeys



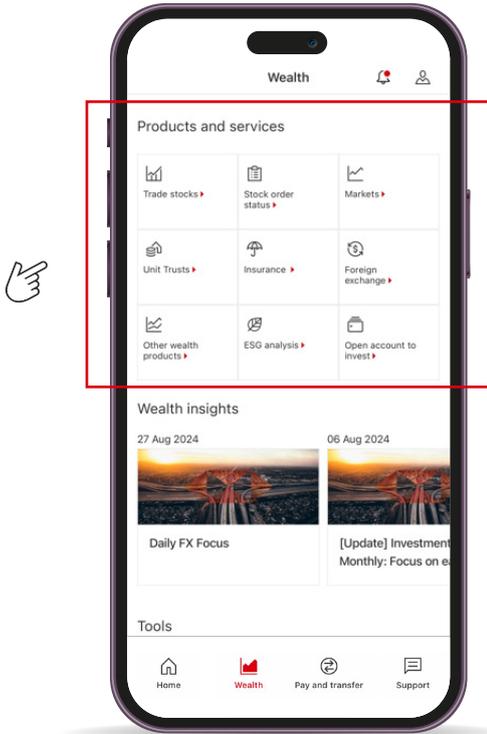
How to buy Unit Trusts



Foreign Exchange (FX)

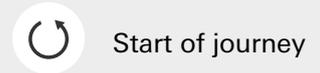
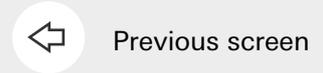


View Your Investment Holdings

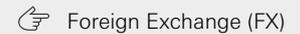


Step 3

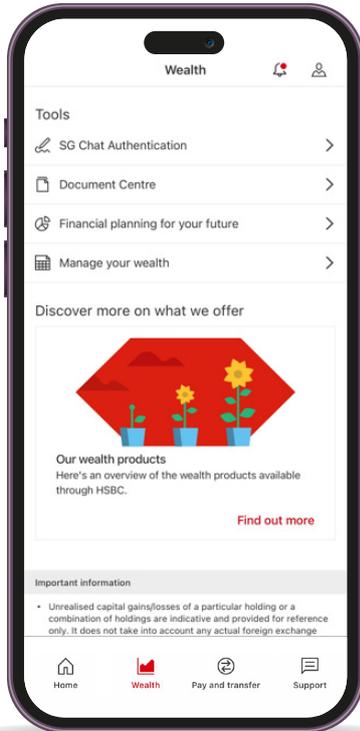
You will then see the various wealth products and services we offer, including opening an investment account, trade stocks or purchase Unit Trusts, view wealth insights by our in-house experts and more. You can scroll further down to see the other wealth tools we provide.



Related journeys



View Your Investment Holdings



Step 4

You will see other wealth tools such as SG Chat which allows you to directly converse with your RM via Whatsapp or Wechat, or update your wealth documents such as Risk Profile Questionnaire, Customer Knowledge Assessment, and others.



Home



Previous screen



Start of journey

Related journeys



How to buy Unit Trusts

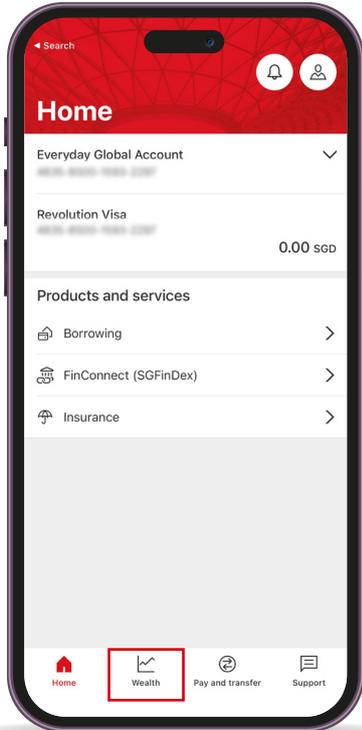


Foreign Exchange (FX)



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.

How to buy Unit Trusts



Tap here for the next screen

Step 1

Log in to your HSBC Singapore App and tap on the **'Wealth'** tab.



Home



Previous screen



Start of journey

Related journeys



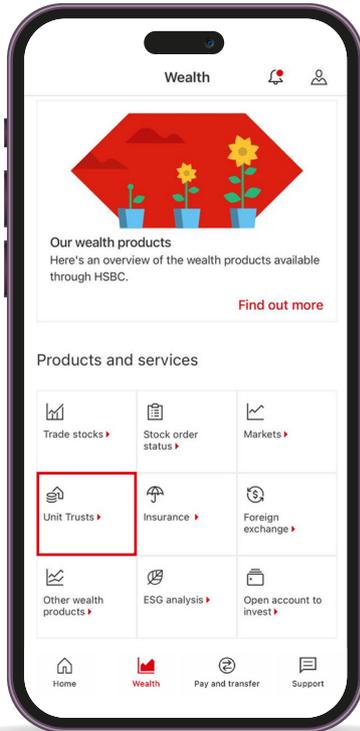
View Your Investment Holdings



Foreign Exchange (FX)



How to buy Unit Trusts



Step 2

Tap on 'Unit Trusts'.



Home



Previous screen



Start of journey

Related journeys



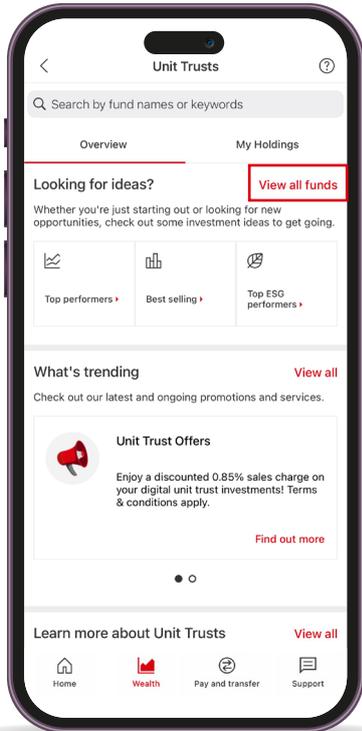
View Your Investment Holdings



Foreign Exchange (FX)



How to buy Unit Trusts



Step 3

Tap on 'View all funds'.



Home



Previous screen



Start of journey

Related journeys



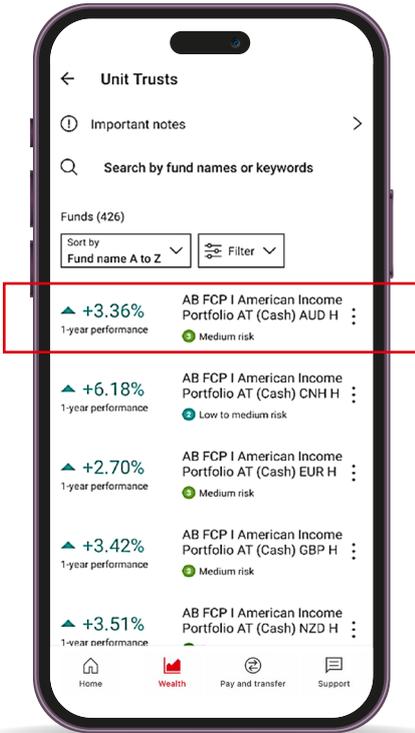
View Your Investment Holdings



Foreign Exchange (FX)



How to buy Unit Trusts

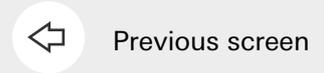


Step 4

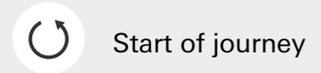
Select **desired fund**.



Home

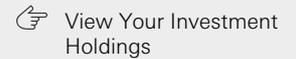


Previous screen



Start of journey

Related journeys



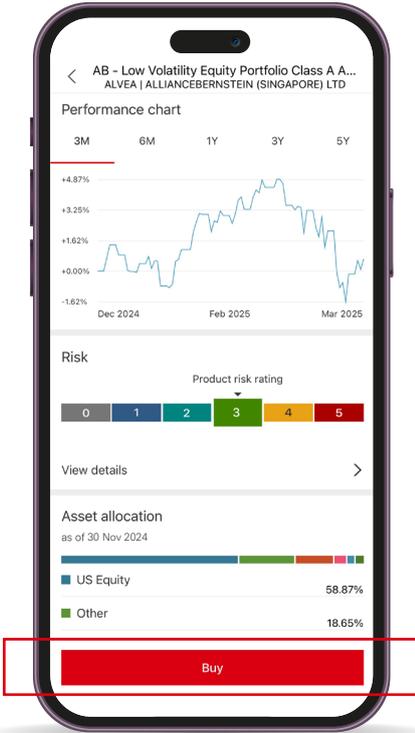
View Your Investment Holdings



Foreign Exchange (FX)



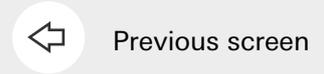
How to buy Unit Trusts



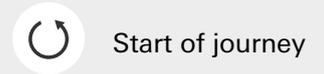
Step 5
Tap on 'Buy'.



Home

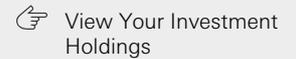


Previous screen

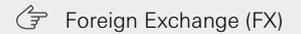


Start of journey

Related journeys



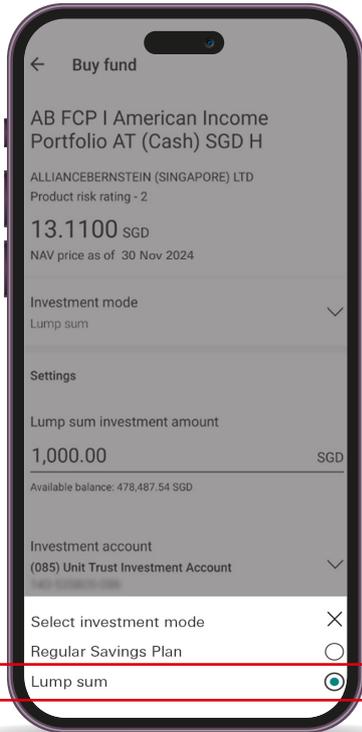
View Your Investment Holdings



Foreign Exchange (FX)



How to buy Unit Trusts



Step 6

Select 'Lump sum'.



Home



Previous screen



Start of journey

Related journeys



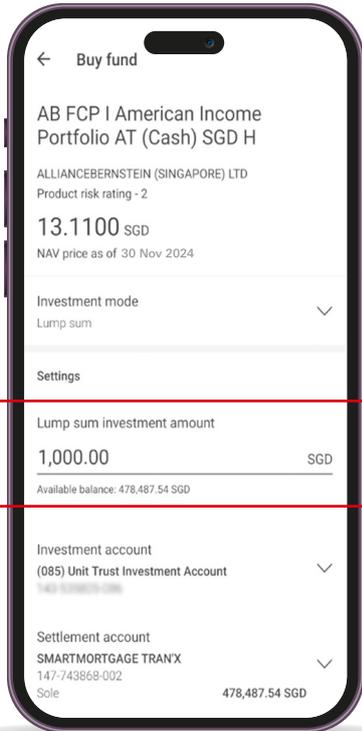
View Your Investment Holdings



Foreign Exchange (FX)



How to buy Unit Trusts



Step 7

Enter lump sum amount.



Home



Previous screen



Start of journey

Related journeys



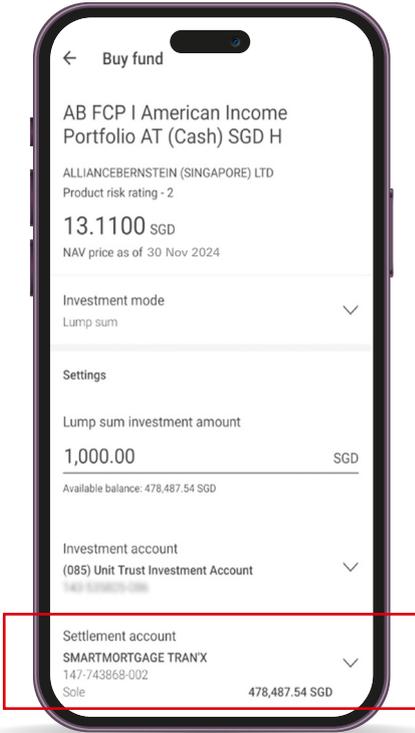
View Your Investment Holdings



Foreign Exchange (FX)

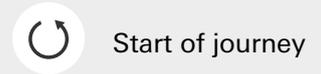
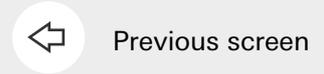


How to buy Unit Trusts

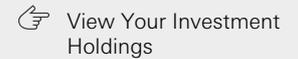


Step 8

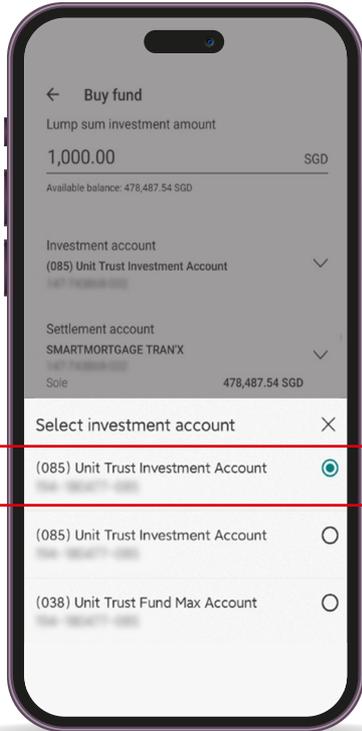
Tap 'Settlement account'.



Related journeys



How to buy Unit Trusts



Step 9

Select desired **investment account**.

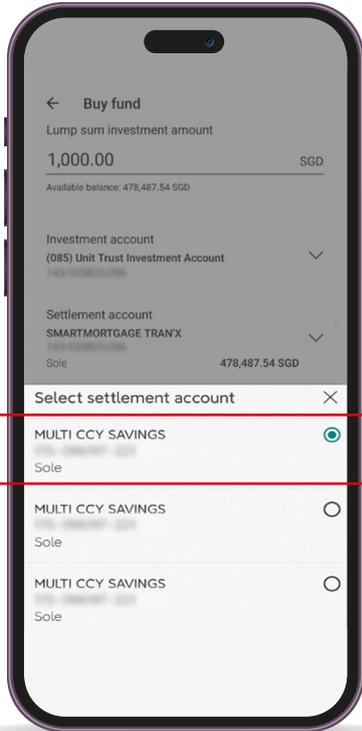


-  Home
-  Previous screen
-  Start of journey

Related journeys

-  View Your Investment Holdings
-  Foreign Exchange (FX)

How to buy Unit Trusts



Step 10

Select desired **settlement account**.



Home



Previous screen



Start of journey

Related journeys



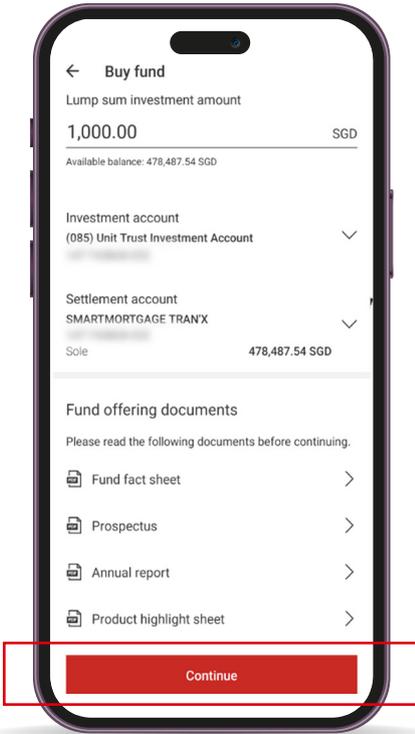
View Your Investment Holdings



Foreign Exchange (FX)



How to buy Unit Trusts



Step 11

Tap on 'Continue' to review.

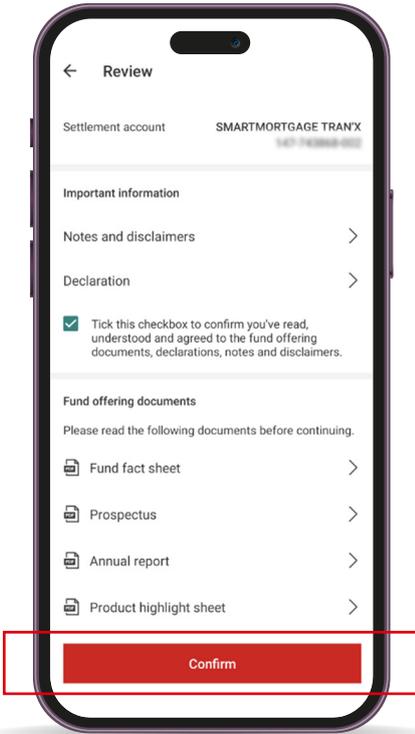


-  Home
-  Previous screen
-  Start of journey

Related journeys

-  View Your Investment Holdings
-  Foreign Exchange (FX)

How to buy Unit Trusts



Step 12

Tick **checkbox** upon review and tap '**Confirm**'.



Home



Previous screen



Start of journey

Related journeys



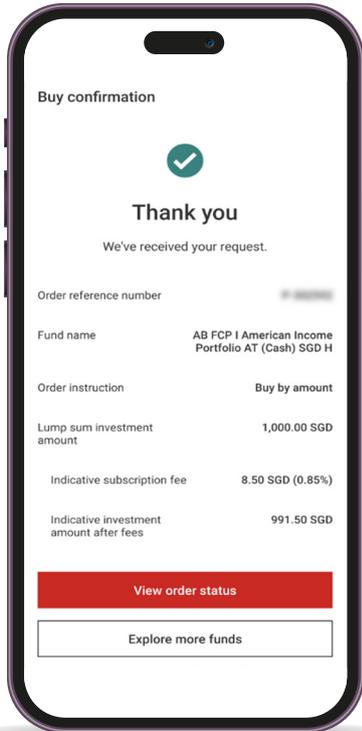
View Your Investment Holdings



Foreign Exchange (FX)



How to buy Unit Trusts



Step 13

Your buy request has been received. You can select '**View order status**' to track the status.



This is the last step of the journey. Tap on the home icon at the top right corner to return to the home page.

-  Home
-  Previous screen
-  Start of journey

Related journeys

-  [View Your Investment Holdings](#)
-  [Foreign Exchange \(FX\)](#)

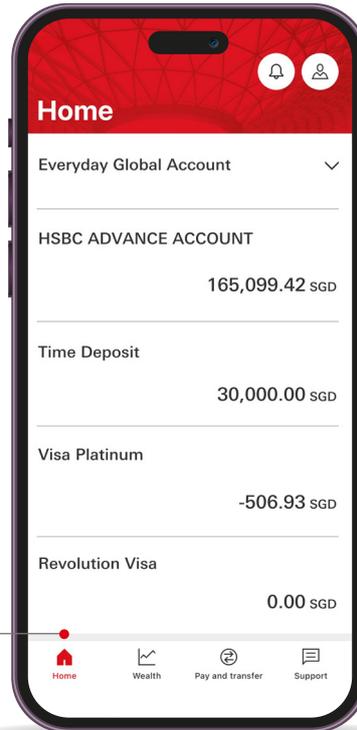
Introducing the HSBC Singapore App

Skip the waiting time and use the **HSBC Singapore App** to get your everyday banking done quickly anytime anywhere!

HSBC Singapore App overview

Home

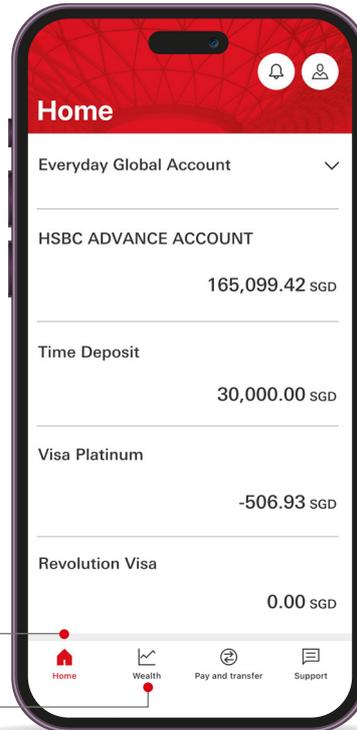
- Redeem credit card rewards
- Protect savings with Money Lock
- Plan finances with FinConnect and Future Planner



Introducing the HSBC Singapore App

Skip the waiting time and use the **HSBC Singapore App** to get your everyday banking done quickly anytime anywhere!

HSBC Singapore App overview



Home

- Redeem credit card rewards
- Protect savings with Money Lock
- Plan finances with FinConnect and Future Planner

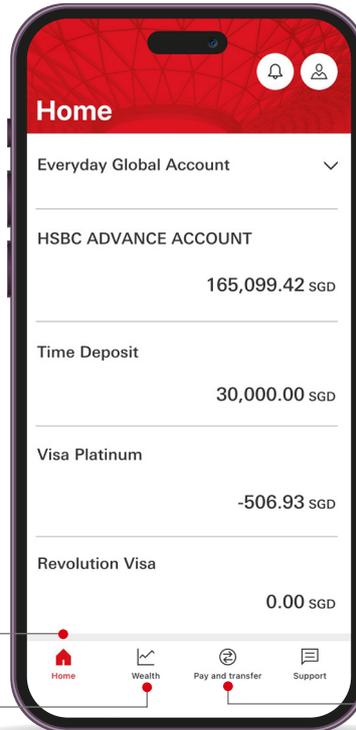
Wealth

- View Wealth portfolio and holdings
- Invest in Equities and Unit Trusts
- Read the latest market insights

Introducing the HSBC Singapore App

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HSBC Singapore App overview



Home

- Redeem credit card rewards
- Protect savings with Money Lock
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Wealth

- View Wealth portfolio and holdings
- Invest in Equities and Unit Trusts
- Read the latest market insights

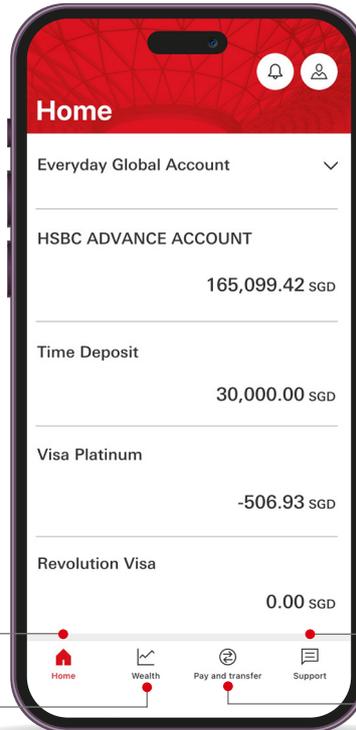
Pay and transfer

- Make local and global transfers
- Manage transfer limits
- Pay bills for credit cards, utilities, town councils and more

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HSBC Singapore App overview



Home

- Redeem credit card rewards
- Protect savings with Money Lock
- Plan finances with FinConnect and Future Planner

Wealth

- View Wealth portfolio and holdings
- Invest in Equities and Unit Trusts
- Read the latest market insights

Support

- Chat assistance
- Contact our hotline or your Relationship Manager
- Report lost or stolen cards
- Top queries

Pay and transfer

- Make local and global transfers
- Manage transfer limits
- Pay bills for credit cards, utilities, town councils and more

Introducing the HSBC Singapore App

Skip the waiting time and use the **HSBC Singapore App** to get your everyday banking done quickly anytime anywhere!

HSBC Singapore App overview

Accounts

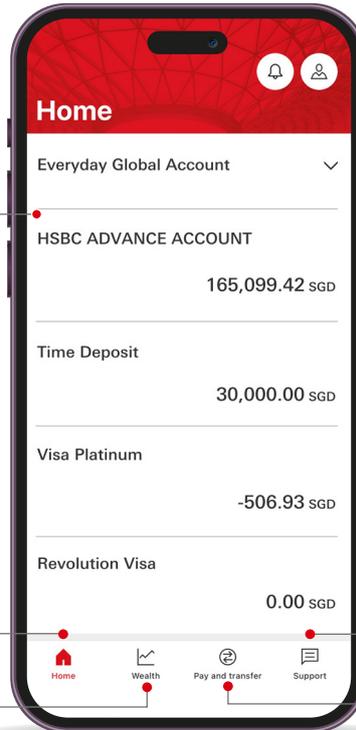
- Check transactions and eStatements
- Block debit card
- Reset debit card PIN

Home

- Redeem credit card rewards
- Protect savings with Money Lock
- Plan finances with FinConnect and Future Planner

Wealth

- View Wealth portfolio and holdings
- Invest in Equities and Unit Trusts
- Read the latest market insights



Support

- Chat assistance
- Contact our hotline or your Relationship Manager
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- Top queries

Pay and transfer

- Make local and global transfers
- Manage transfer limits
- Pay bills for credit cards, utilities, town councils and more

Introducing the HSBC Singapore App

Skip the waiting time and use the **HSBC Singapore App** to get your everyday banking done quickly anytime anywhere!

HSBC Singapore App overview

Accounts

- Check transactions and eStatements
- Block debit card
- Reset debit card PIN

Credit cards

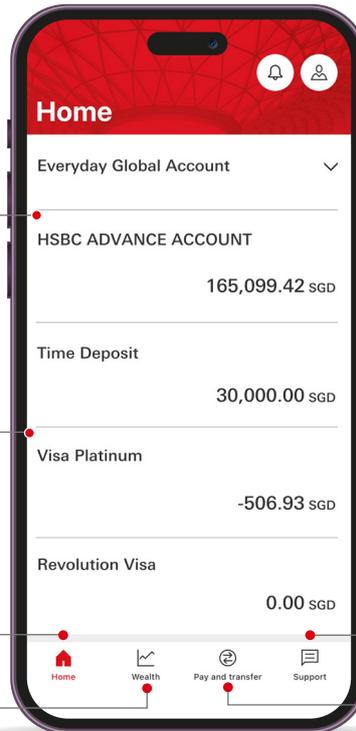
- Check transactions and eStatements
- View virtual card
- Block card

Home

- Redeem credit card rewards
- Protect savings with Money Lock
- Plan finances with FinConnect and Future Planner

Wealth

- View Wealth portfolio and holdings
- Invest in Equities and Unit Trusts
- Read the latest market insights



Support

- Chat assistance
- Contact our hotline or your Relationship Manager
- Report lost or stolen cards
- Top queries

Pay and transfer

- Make local and global transfers
- Manage transfer limits
- Pay bills for credit cards, utilities, town councils and more

Introducing the HSBC Singapore App

Skip the waiting time and use the **HSBC Singapore App** to get your everyday banking done quickly anytime anywhere!

HSBC Singapore App overview

Accounts

- Check transactions and eStatements
- Block debit card
- Reset debit card PIN

Credit cards

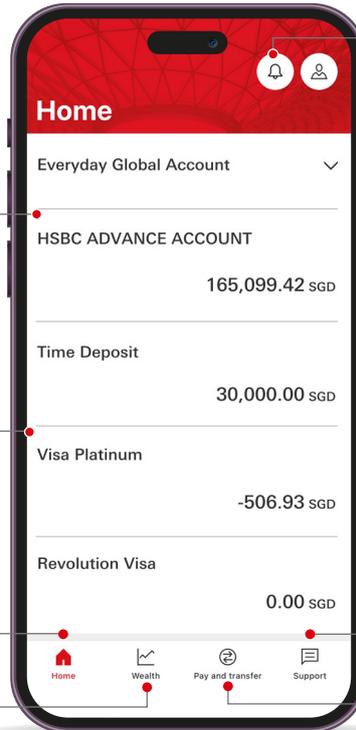
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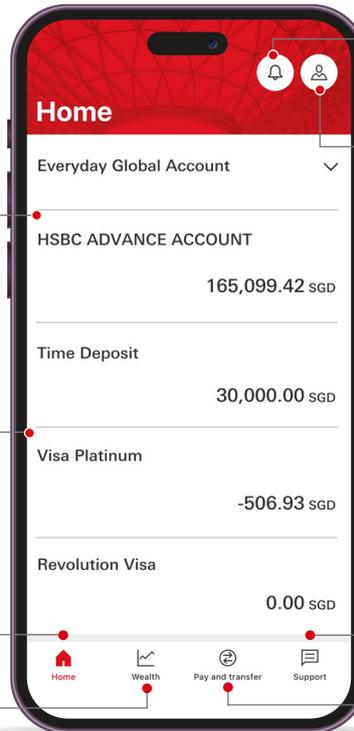
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- Register and manage PayNow
- Manage devices, change PIN and biometric log on
- Opt in for push notifications

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