

PUBLIC

SGH Online Banking Guide

Online Banking Registration



1. Click on the 'Register' tab to begin your journey of Online Banking

The screenshot shows the HSBC Singapore website interface. At the top, there is a navigation bar with tabs for 'Personal', 'Business', 'Global Banking and Markets', and 'Private Banking'. On the right side of this bar, there are links for 'SG', 'English', 'Register >', and 'Log On'. Below the navigation bar is a main menu with categories: 'Banking Accounts & Services', 'Borrowing Loans & mortgages', 'Investing Wealth Management', 'International Global Benefits', 'Insurance Saving & Protection', and 'Offers Exclusive Offers'. The 'Register >' tab is highlighted in red. Below the navigation bar is a large banner area. On the left, there is a white box with the text '1-minute loan approval' and a red 'Apply now' button. On the right, there are two dark blue boxes with white text: 'Go green >' and 'Earn bonus interest >'. The background of the banner shows a woman and a child painting a green wall.

Click on
'Register'
tab

i Important Notice: Revision of interest rates on your HSBC SGD deposit accounts effective 1 May 2020. In addition, there could be delays in trade settlements and corporate actions as a result of the ongoing COVID-19 situation. [For more information.](#) **x**

Please note that certain HSBC Debit Card services are temporarily unavailable at all Dairy Farm Group outlets. [For more information.](#)

With the government's announcement of the extension of the Circuit Breaker period, our partial branch closures will also be extended to 1 June. [View branch closure and services information.](#)

2. Read through the steps and Click the "Register for Online Banking" button

The screenshot shows the HSBC Singapore website's registration page. The navigation bar includes 'Personal', 'Business', 'Global Banking and Markets', and 'Private Banking'. The main header features the HSBC logo and various service categories: Banking (Accounts & Services), Borrowing (Loans & mortgages), Investing (Wealth Management), International (Global Benefits), Insurance (Saving & Protection), and Offers (Exclusive Offers). The page title is 'Register for online banking', with a subtitle 'Begin your online banking with HSBC in 3 simple steps'. A breadcrumb trail reads 'HSBC SG > Ways to Bank > Online Banking > Register'. The 'Information required for registration' section lists three requirements: an HSBC credit/debit/ATM card, a 6-digit PIN, and card activation. The 'Step 1: Register' section contains a red 'Register for Online Banking' button, a 'Frequently asked questions' link, and two PDF links for registration ease. The right sidebar promotes the 'HSBC Singapore App' with a QR code and an 'App Store' download button.

Click on 'Register for Online Banking'

3. Select Account for Verification

Personal | Business | Global Banking and Markets | Private Banking

SG English Register > Log On

HSBC Banking Accounts & Services | Borrowing Loans & mortgages | Investing Wealth Management | International Global Benefits | Insurance Saving & Protection | Offers Exclusive Offers

Register | Step 1 of 4

Register for Online Banking

Verify your identity

Please choose how you would like to verify your account

- Credit card number
- Debit card number
- ATM card number

Cancel **Continue**

Select either of the three options: Credit Card, Debit Card or ATM Card Registration

3. Select Account for Verification

The screenshot shows the HSBC online banking registration process. At the top, there is a navigation bar with links for Personal, Business, Global Banking and Markets, and Private Banking. The main header includes the HSBC logo and several service categories: Banking (Accounts & Services), Borrowing (Loans & mortgages), Investing (Wealth Management), International (Global Benefits), Insurance (Saving & Protection), and Offers (Exclusive Offers). The registration form is titled "Register | Step 1 of 4" and "Register for Online Banking". The current step is "Verify your identity", with the instruction "Please choose how you would like to verify your account". The "Credit card number" option is selected. Below this, there are two input fields: "Credit card number" (16 digits (0-9)) and "Credit card PIN" (6 digits (0-9)). Annotations in red boxes with arrows point to these fields: "Input Credit Card Number" points to the credit card number field, and "Unique 6 digit number for security purpose" points to the credit card PIN field. A separate box on the left says "If you select Credit Card Number".

Personal | Business | Global Banking and Markets | Private Banking

SG English Register > Log On

HSBC Banking Accounts & Services | Borrowing Loans & mortgages | Investing Wealth Management | International Global Benefits | Insurance Saving & Protection | Offers Exclusive Offers

Register | Step 1 of 4

Register for Online Banking

Verify your identity

Please choose how you would like to verify your account

Credit card number

Credit card number
16 digits (0-9)

Credit card PIN
6 digits (0-9)

If you select Credit Card Number

Input Credit Card Number

Unique 6 digit number for security purpose

3. Select Account for Verification

The screenshot shows the HSBC online banking registration interface. At the top, there are navigation tabs for Personal, Business, Global Banking and Markets, and Private Banking. Below this is the HSBC logo and a menu with categories: Banking (Accounts & Services), Borrowing (Loans & mortgages), Investing (Wealth Management), International (Global Benefits), Insurance (Saving & Protection), and Offers (Exclusive Offers). The main content area is titled 'Register | Step 1 of 4' and 'Register for Online Banking'. It prompts the user to 'Verify your identity' and asks them to choose how they would like to verify their account. Two options are available: 'Credit card number' (unselected) and 'Debit card number' (selected). Below these options are three input fields: 'Debit card number' (16 digits (0-9)), 'Debit card issue number' (1 digit (0-9)), and 'Debit card PIN' (6 digits (0-9)). To the right of the registration form, two sample HSBC Premier Debit Visa Platinum cards are shown. The top card is for DAVID LIM with card number 4585 5600 0000 8888 and issue number 1. The bottom card is for CHARLOTTE TAN with card number 4585 5700 0000 8888 and issue number 1. Red boxes highlight the registration form fields and the sample cards. Arrows point from text boxes on the left to the corresponding form fields, and an arrow points from a text box to the issue number field on the cards.

If you select Debit Card Number

Register | Step 1 of 4

Register for Online Banking

Verify your identity

Please choose how you would like to verify your account

Credit card number

Debit card number

Debit card number
16 digits (0-9)

Debit card issue number
1 digit (0-9)

Debit card PIN
6 digits (0-9)

Input Debit Card Number

Indicated on the bottom right of the card

Unique 6 digit number for security purpose

Issue Number is shown in the card as per sample

HSBC Premier Debit Visa Platinum
4585 5600 0000 8888
DAVID LIM Issue Number 1

HSBC Premier Debit Visa Platinum
4585 5700 0000 8888
CHARLOTTE TAN Issue Number 1

3. Select Account for Verification

The screenshot shows the HSBC online banking registration interface. At the top, there is a navigation bar with 'Personal', 'Business', 'Global Banking and Markets', and 'Private Banking' options. Below this is the HSBC logo and a menu with categories: 'Banking Accounts & Services', 'Borrowing Loans & mortgages', 'Investing Wealth Management', 'International Global Benefits', 'Insurance Saving & Protection', and 'Offers Exclusive Offers'. The main content area is titled 'Register | Step 1 of 4' and 'Register for Online Banking'. It prompts the user to 'Verify your identity' and asks them to 'Please choose how you would like to verify your account'. Three radio button options are provided: 'Credit card number', 'Debit card number', and 'ATM card number'. The 'ATM card number' option is selected. Below these options are three input fields: 'ATM card number' (12 digits (0-9)), 'ATM card issue number' (1 digit (0-9)), and 'ATM card PIN' (6 digits (0-9)). To the right of the registration form, two sample HSBC Premier ATM cards are displayed. The top card is blue and has the number 141 123456 496. The bottom card is red and has the number 141 123456 069. A red box highlights both cards. Annotations with arrows point from text boxes to the registration form and the cards. One box says 'If you select ATM Card Number' pointing to the radio button. Another box says 'Input ATM Card Number' pointing to the 12-digit input field. A third box says 'Indicated on the bottom right of the card' pointing to the issue number field. A fourth box says 'Unique 6 digit number for security purpose' pointing to the PIN field. A fifth box says 'Issue Number is shown in the card as per sample' pointing to the issue number field and the red card.

If you select ATM Card Number

Register | Step 1 of 4

Register for Online Banking

Verify your identity

Please choose how you would like to verify your account

- Credit card number
- Debit card number
- ATM card number

ATM card number
12 digits (0-9)

ATM card issue number
1 digit (0-9)

ATM card PIN
6 digits (0-9)

Issue Number is shown in the card as per sample

Input ATM Card Number

Indicated on the bottom right of the card

Unique 6 digit number for security purpose

HSBC Premier ATM
141 123456 496
00/00 VALID THRU 00/00
PETER LEE
Issue Number 1

HSBC Premier ATM
141 123456 069
00/00 VALID THRU 00/00
JASON LEE
Issue Number 1

4. Create an appropriate 'username' and password.

Personal | Business | Global Banking and Markets | Private Banking

SG English Register > Log On

HSBC Banking Accounts & Services | Borrowing Loans & mortgages | Investing Wealth Management | International Global Benefits | Insurance Saving & Protection | Offers Exclusive Offers

Register | Step 2 of 4

Create new log on details

Create the details you'll use to log on to online and mobile banking.

Username

Password
 Show

Confirm password
 Show

Cancel **Continue**

With this password, you can log in to your Personal Internet Banking and Mobile Banking to view your balances, make PayNow / fast transfers and read secure messages **without** the need of a Security Device.

5. Select your security questions and provide corresponding answers.

The screenshot shows the HSBC registration interface. At the top, there is a navigation bar with links for Personal, Business, Global Banking and Markets, and Private Banking. On the right side of the navigation bar, there are links for SG, English, Register, and Log On. Below the navigation bar, there is a main menu with categories: Banking (Accounts & Services), Borrowing (Loans & mortgages), Investing (Wealth Management), International (Global Benefits), Insurance (Saving & Protection), and Offers (Exclusive Offers). The main content area is titled "Register | Step 3 of 4" and "Create security question". It contains three main input fields: "Security question" (a dropdown menu with "Please select" and a downward arrow), "Security answer" (a text input field with a "Show" button), and "Confirm security answer" (a text input field with a "Show" button"). At the bottom of the form, there are two buttons: "Cancel" and "Continue".

Personal Business Global Banking and Markets Private Banking SG English Register > Log On

HSBC Banking Accounts & Services Borrowing Loans & mortgages Investing Wealth Management International Global Benefits Insurance Saving & Protection Offers Exclusive Offers

Register | Step 3 of 4

Create security question

Security question

Please select

Security answer

Show

Confirm security answer

Show

Cancel Continue

6. Click on the Terms and Conditions hyperlink before checking the box and clicking Continue.

Personal | Business | Global Banking and Markets | Private Banking

SG English Register > Log On

HSBC Banking Accounts & Services | Borrowing Loans & mortgages | Investing Wealth Management | International Global Benefits | Insurance Saving & Protection | Offers Exclusive Offers

Register | Step 4 of 4

Terms and Conditions

I have read and agree to the [Terms and Conditions](#) Online Banking

Statements and correspondence

Once you register for online banking, you'll only be able to view statements and other correspondence online (if applicable for your accounts) and will not receive a paper copy.

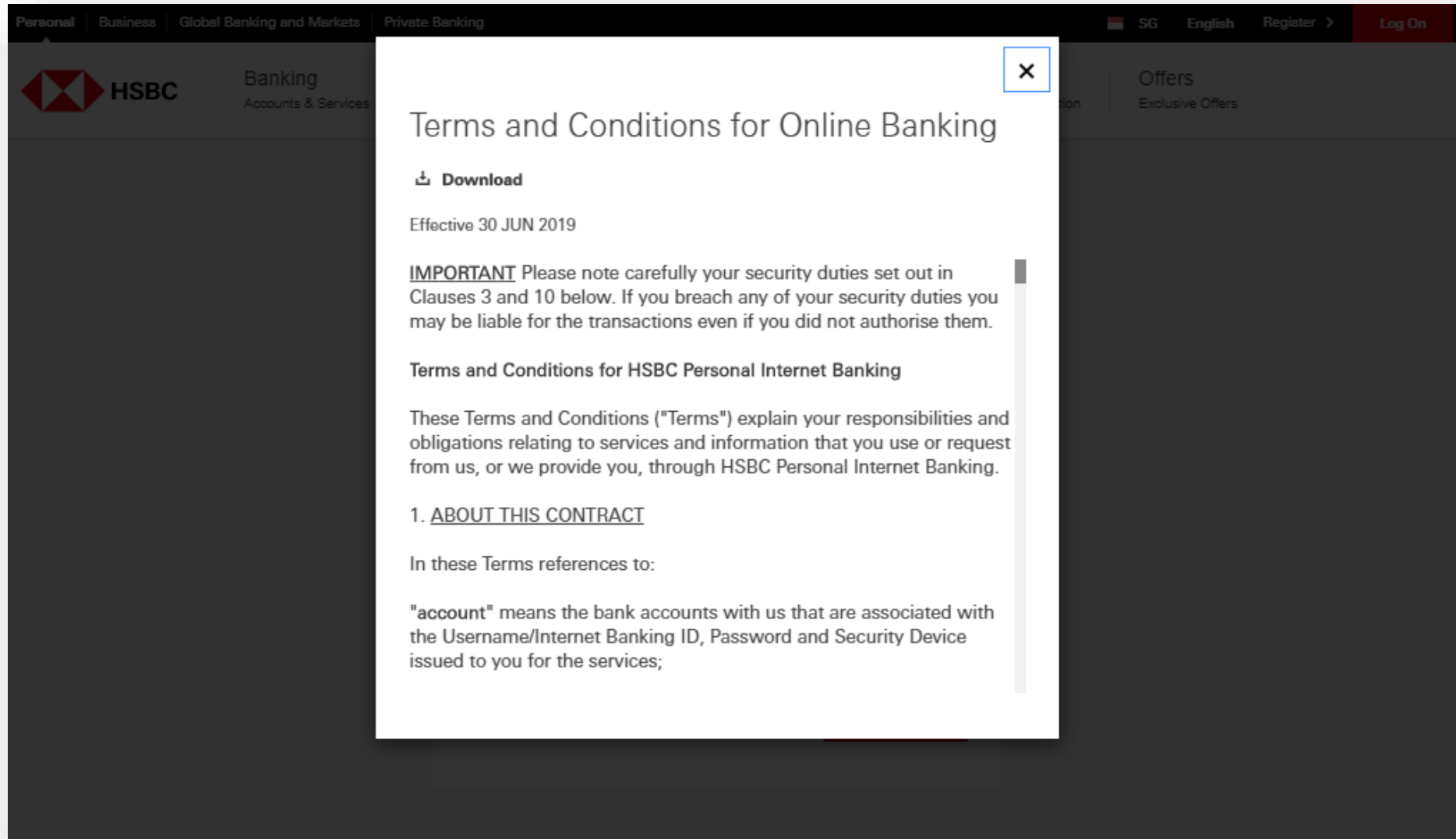
If you want to change this, you can do so via Communication preferences once you've logged on.

Cancel **Continue**

Put a check this box after reading the terms and conditions

Click on the link to view the Terms and Conditions page

6. Click on the Terms and Conditions hyperlink before checking the box and clicking Continue.



The screenshot displays the HSBC website interface with a modal window open. The modal window is titled "Terms and Conditions for Online Banking" and includes a "Download" button, an effective date of "30 JUN 2019", and a section titled "1. ABOUT THIS CONTRACT" which defines the term "account".

Personal Business Global Banking and Markets Private Banking

SG English Register > Log On

HSBC Banking Accounts & Services

Offers Exclusive Offers

Terms and Conditions for Online Banking

[Download](#)

Effective 30 JUN 2019

IMPORTANT Please note carefully your security duties set out in Clauses 3 and 10 below. If you breach any of your security duties you may be liable for the transactions even if you did not authorise them.

Terms and Conditions for HSBC Personal Internet Banking

These Terms and Conditions ("Terms") explain your responsibilities and obligations relating to services and information that you use or request from us, or we provide you, through HSBC Personal Internet Banking.

1. ABOUT THIS CONTRACT

In these Terms references to:

"account" means the bank accounts with us that are associated with the Username/Internet Banking ID, Password and Security Device issued to you for the services;

7. Registration is completed. Click Log On to begin your Online Banking journey.



Registration complete

You're now registered for Online Banking

The service is available now on desktop, mobile and tablet devices.

Your username is: **SG5120433387057117-1**

[Log on](#)

Keep your details secure

You must keep your log on and security details safe. Help us to prevent fraud by not sharing them with anyone else.

[Learn more >](#)

PUBLIC

