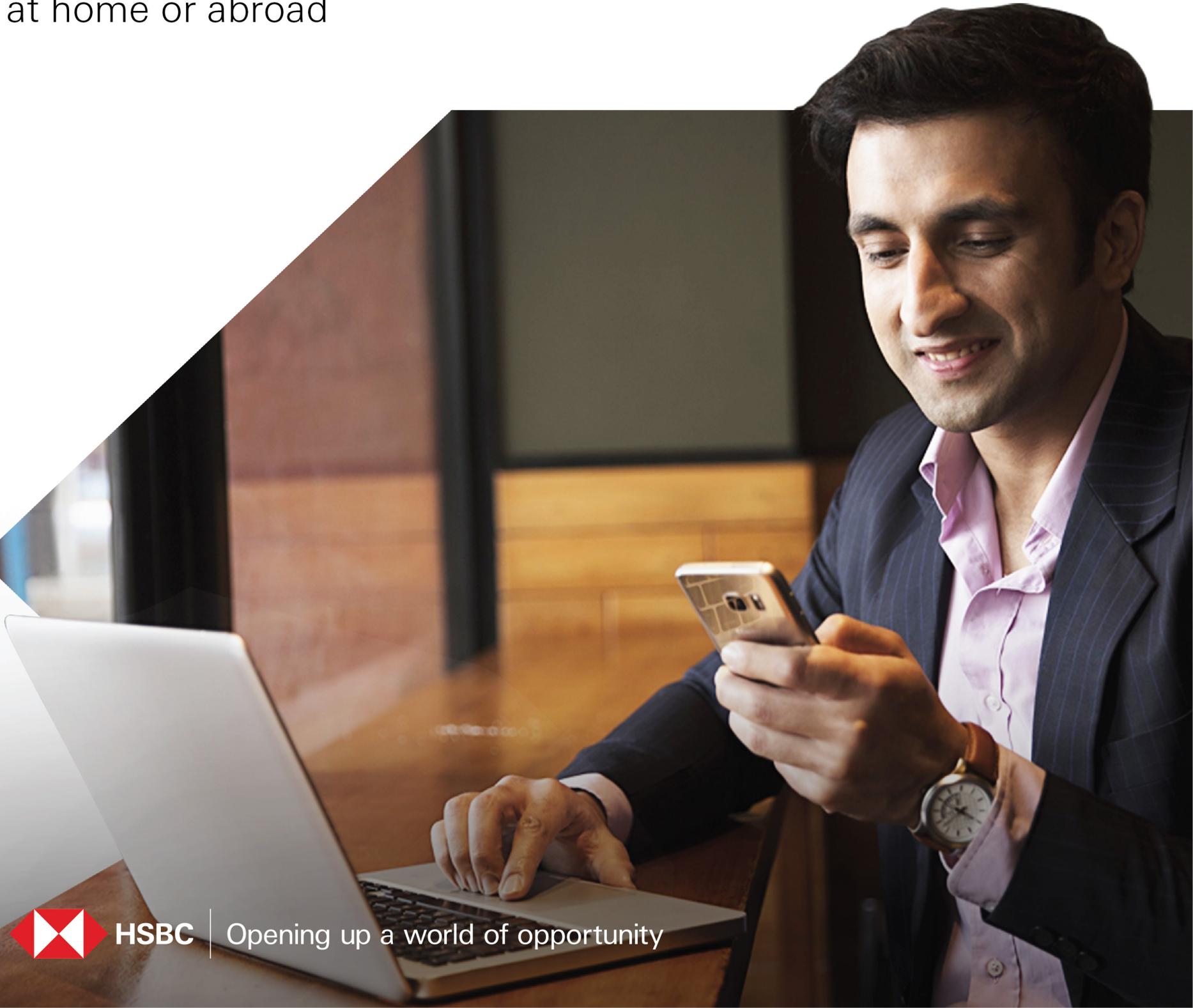


# HSBC Personal Internet Banking

Bank seamlessly whether  
at home or abroad



HSBC | Opening up a world of opportunity

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<https://www.hsbc.com.bd>

## How to register

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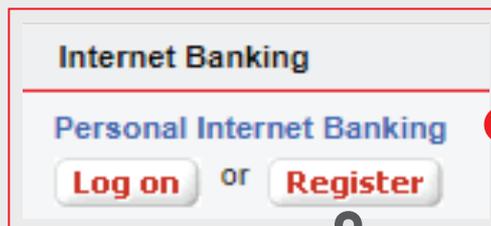
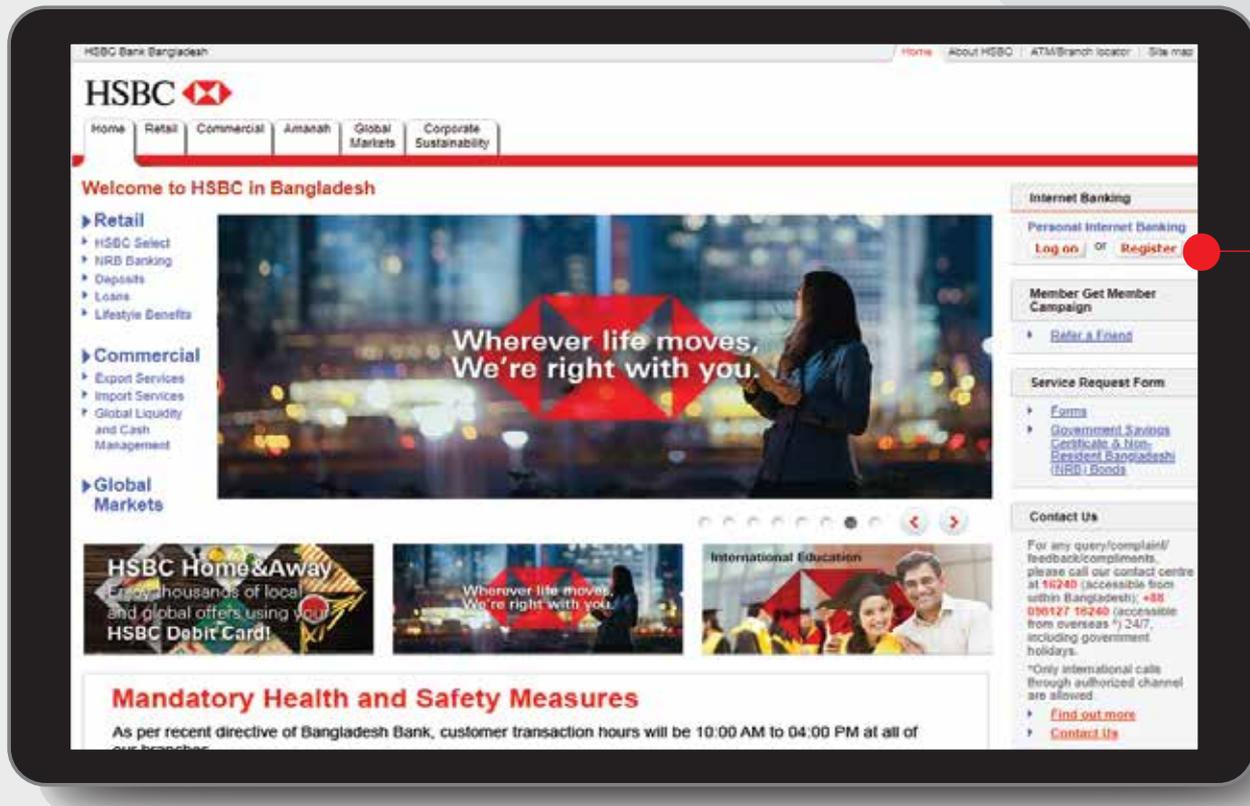
- Read message
- Send message
- Request brochure
- Request contact
- Contact us

#### Terms & conditions

#### Logoff

## How to register Step 1

Click on “Register” button in the top right corner of the Home page to begin the journey of Personal Internet Banking.



 Click on Register tab

## How to register Step 2

To fill in the relevant details required and click 'Continue'

HSBC

Print

Logon

• Online Registration

Online Security

Personal Internet Banking Terms & Conditions

### Registration

**Please note** that you need to collect a security device to log in and use Internet Banking. (What is a security device?)

After completing the below registration, you can visit any of our branches immediately to collect the device and activate it at the branch kiosk. If you would like to receive the device to your address (Mail delivery for local address, DHL delivery for Overseas Address), download the Registration Form and send it to any HSBC branch. (DHL charges will apply for overseas addresses)

**Disclaimer:** While registering for Personal Internet Banking (PIB) please try to complete in one go or else you might face difficulties later on to get registered. Internet disconnection, power disruption or deliberately not completing the entire registration process may lead to delay / technical hitches.

#### Authentication

Select the appropriate type of number from the list and fill in the required details.

Debit Card  number

Issue number (ATM or Debit Cards Only)

PIN

Continue



Continue

1 → Choose Debit Card from options as credential type.

2 → Indicated on the bottom right of card. View Sample below.

3 → Unique 6 digit number for security purposes.

### Registering with Debit Card (Example)

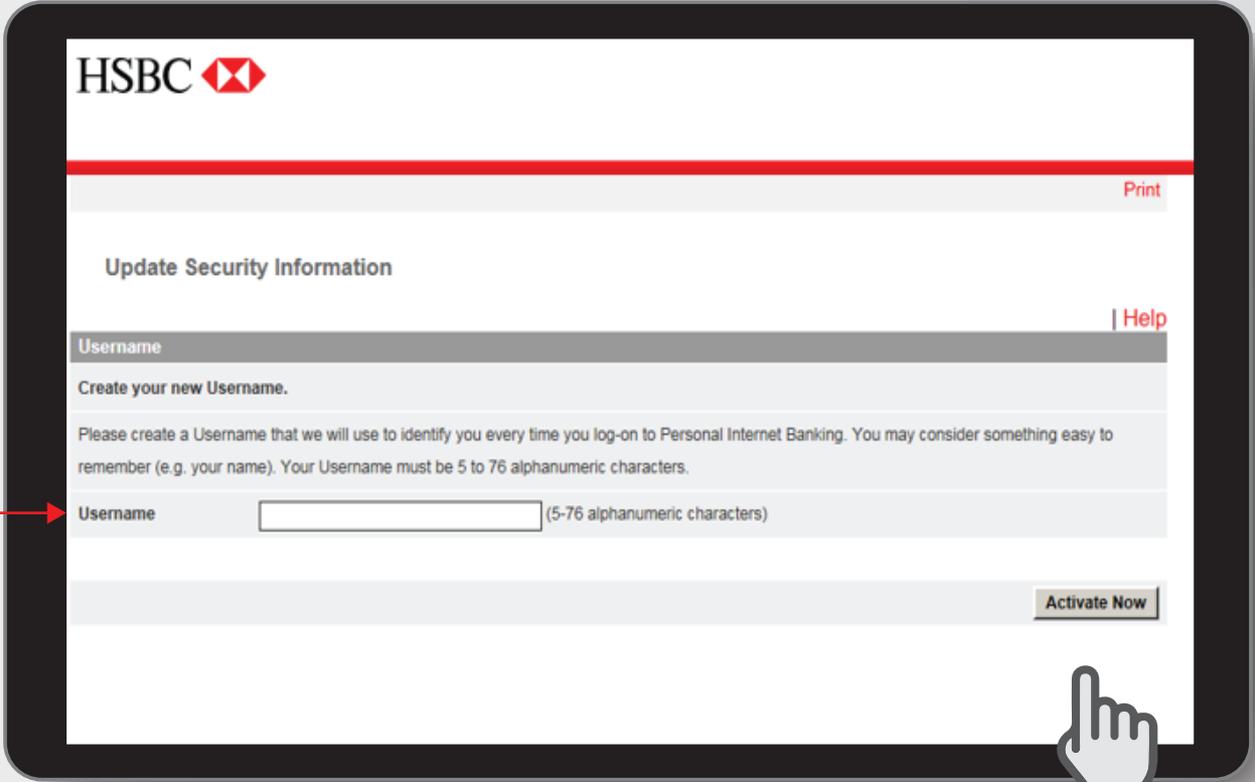


**Debit Card Number**  
Enter continuously without space  
e.g. 8888888888888888

**Issue Number**  
Enter the digit, e.g. 1

## How to register Step 3

Create an unique Username and click 'Activate Now'



The screenshot shows the HSBC logo at the top left. A red horizontal line is below the logo. In the top right corner, there is a 'Print' link. The main heading is 'Update Security Information'. Below this, there is a 'Help' link. The section is titled 'Username'. It says 'Create your new Username.' followed by instructions: 'Please create a Username that we will use to identify you every time you log-on to Personal Internet Banking. You may consider something easy to remember (e.g. your name). Your Username must be 5 to 76 alphanumeric characters.' There is a text input field for the Username with a placeholder '(5-76 alphanumeric characters)'. At the bottom right of the form, there is an 'Activate Now' button. A hand cursor icon is pointing at the 'Activate Now' button. A red arrow points from the 'Activate Now' button to the explanatory text below.

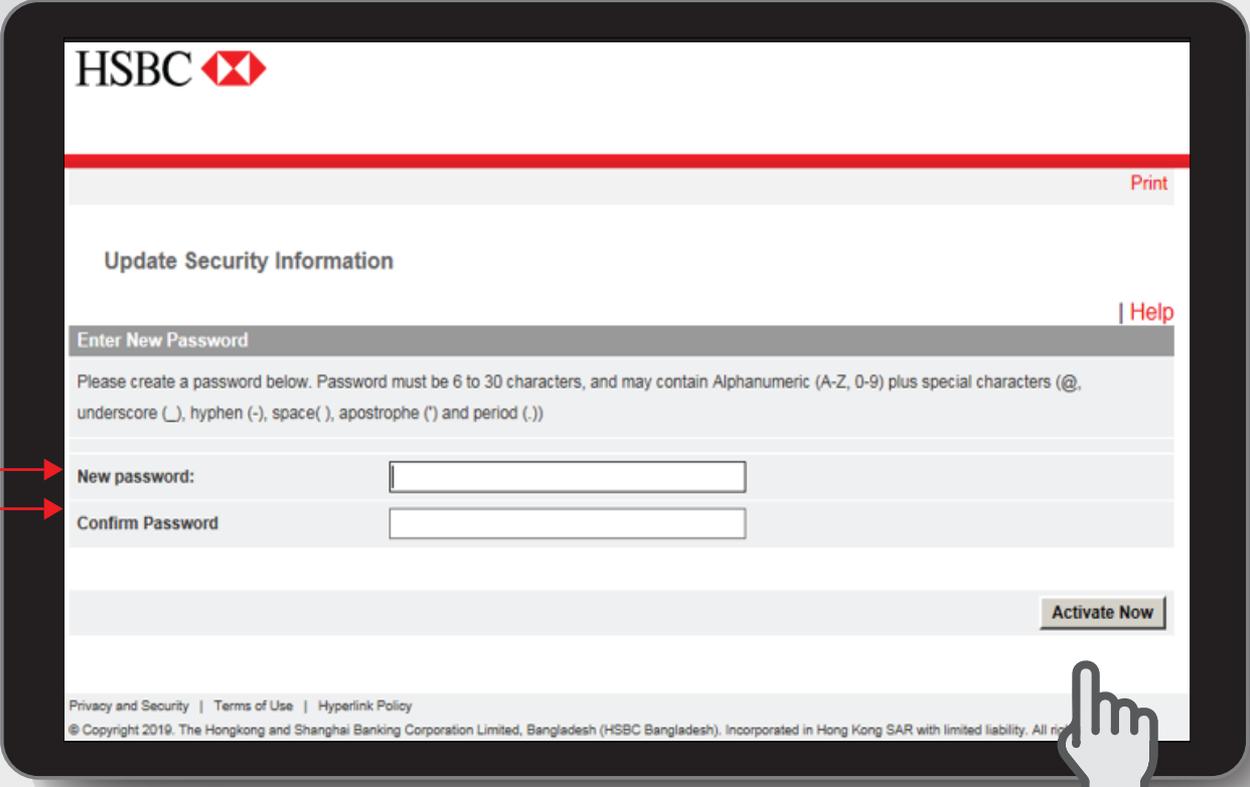
→ Create your Internet Banking Username:  
The unique Username you create will be used as a permanent identification for Internet Banking.

→ Usernames are unique and are subject to availability.

Activate Now

## How to register Step 4

A new Internet Banking password needs to be created to verify you as a user each time you log on to an Internet Banking session and click 'Activate Now'.



The screenshot shows the HSBC 'Update Security Information' page. At the top left is the HSBC logo. A red horizontal bar is below the logo. On the right side of this bar is a 'Print' link. Below the bar is the title 'Update Security Information'. On the right side of this title is a 'Help' link. Below the title is a section titled 'Enter New Password'. This section contains a paragraph of instructions: 'Please create a password below. Password must be 6 to 30 characters, and may contain Alphanumeric (A-Z, 0-9) plus special characters (@, underscore (\_), hyphen (-), space( ), apostrophe (') and period (,))'. Below this text are two input fields: 'New password:' and 'Confirm Password'. At the bottom right of the form is an 'Activate Now' button. A hand icon is pointing to this button. At the bottom of the page, there is a footer with links for 'Privacy and Security', 'Terms of Use', and 'Hyperlink Policy', followed by a copyright notice: '© Copyright 2019. The Hongkong and Shanghai Banking Corporation Limited, Bangladesh (HSBC Bangladesh). Incorporated in Hong Kong SAR with limited liability. All rights reserved.'

Activate Now

1

→ Create your new Internet Banking password.

2

→ Re-enter your newly created Internet Banking password to ensure you have keyed it in as you intended.

## How to register Step 5

Select your security questions and corresponding answers and click 'Continue'.

**Setup online reset information**

**Online Password Reset**

You will be required to enter two pairs of "Security Question and Answer" to reset your password online. Choose Security Questions from the list below and complete the answer (3 to 30 characters) to your selected questions.

Security question 1

Security answer 1  (3-30 characters)

Confirm security answer 1  (3-30 characters)

Security question 2

Security answer 2  (3-30 characters)

Confirm security answer 2  (3-30 characters)

Security Answers are NOT CASE SENSITIVE. They may contain Alphanumeric (A-Z, 0-9) plus special characters (@, underscore (\_), hyphen (-), apostrophe ('), space ( ) and period (.)).

In order for us to verify your identity during online reset of your password, you will need your Security Question/Answer.

**HSBC**

**Setup online reset information**

Your Security Questions and Answers have been successfully setup.

Continue

Continue

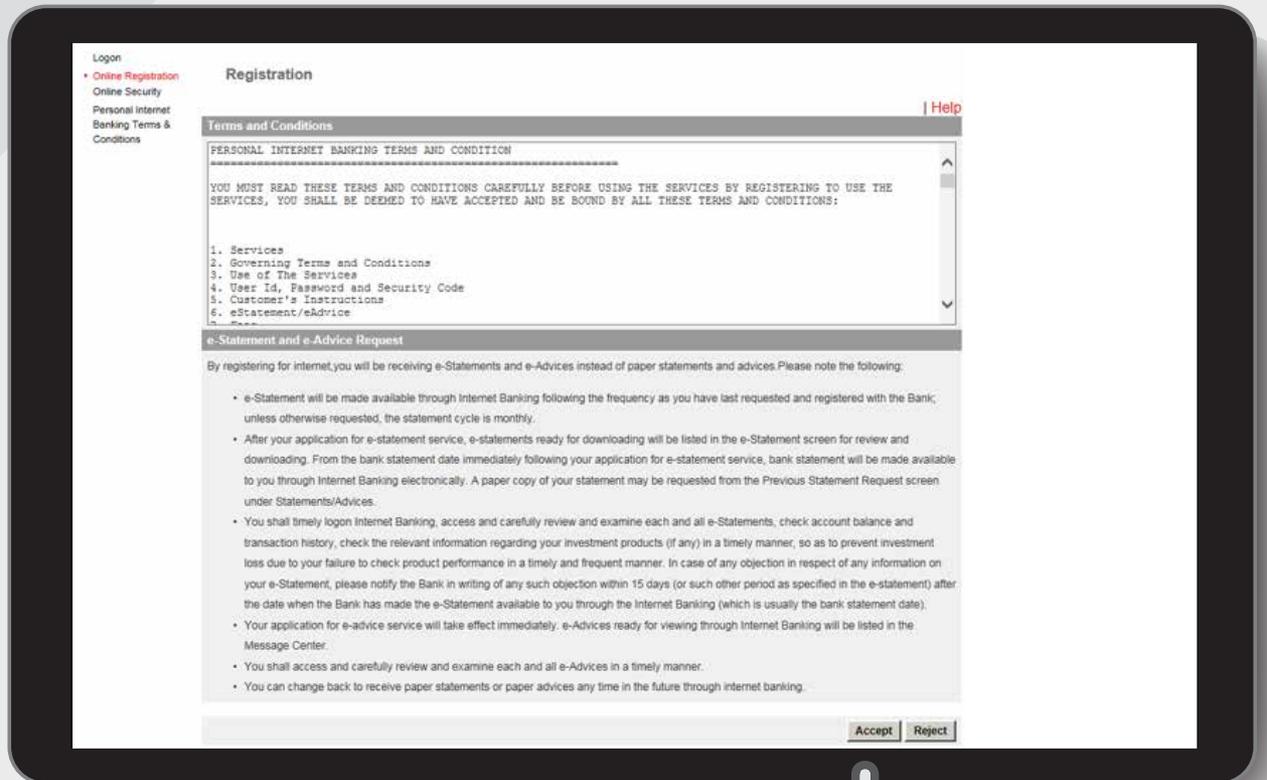
→ **Setup online reset information:**

If you forget your password, it will allow you to reset your password online after answering your security questions.

You will be required to enter 2 Security Questions and Answers to reset password online.

## How to register Step 6

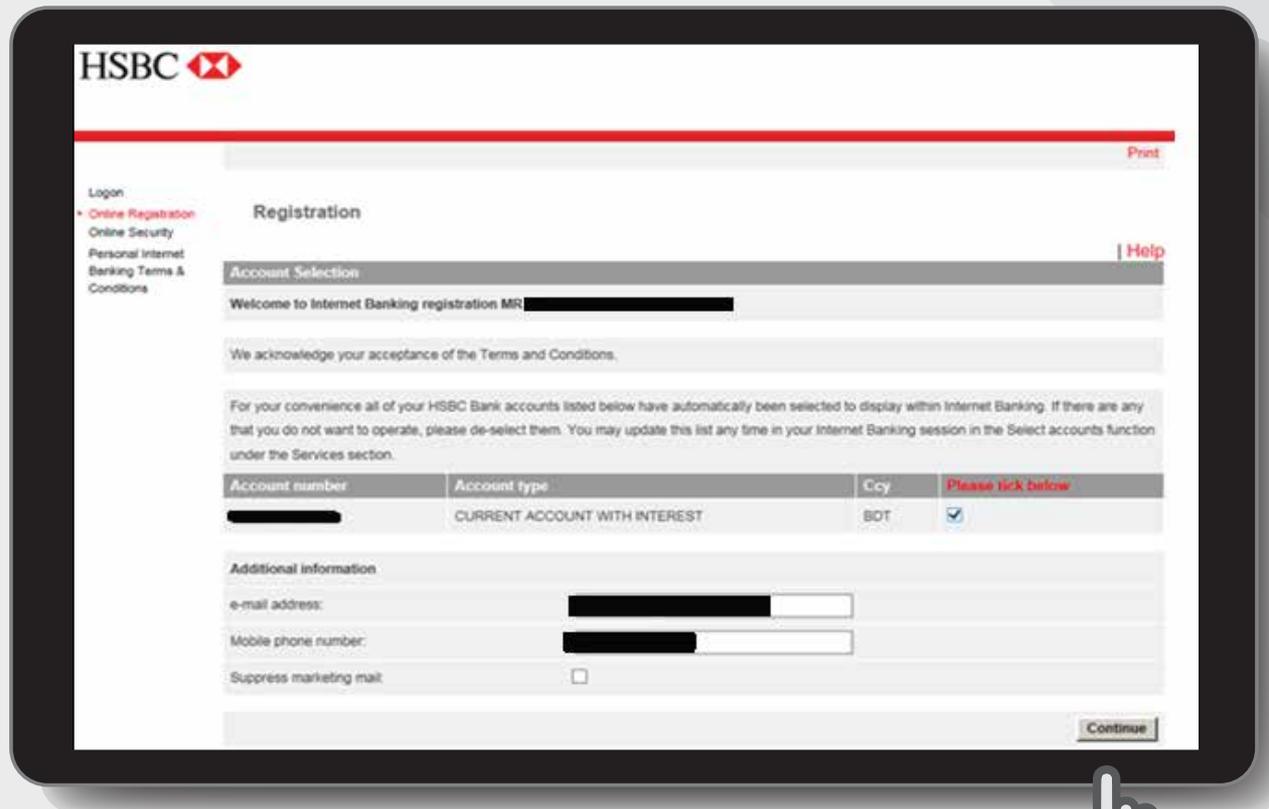
Read through the 'Terms and Conditions' and additional information regarding "e-Statement and e-Advices" and confirm that by registering you will be receiving e-Statement and e-Advices instead of paper statements and advices before clicking on the 'Accept' button at bottom right.



Accept

## How to register Step 7

Select your desired accounts that can be accessed via Internet Banking and click 'Continue'.



HSBC

Print

Ligon  
• Online Registration  
Online Security  
Personal Internet Banking Terms & Conditions

### Registration

Account Selection [Help](#)

Welcome to Internet Banking registration MR [REDACTED]

We acknowledge your acceptance of the Terms and Conditions.

For your convenience all of your HSBC Bank accounts listed below have automatically been selected to display within Internet Banking. If there are any that you do not want to operate, please de-select them. You may update this list any time in your Internet Banking session in the Select accounts function under the Services section.

Account number	Account type	Ccy	Please tick below
[REDACTED]	CURRENT ACCOUNT WITH INTEREST	BOT	<input checked="" type="checkbox"/>

Additional information

e-mail address: [REDACTED]

Mobile phone number: [REDACTED]

Suppress marketing mail

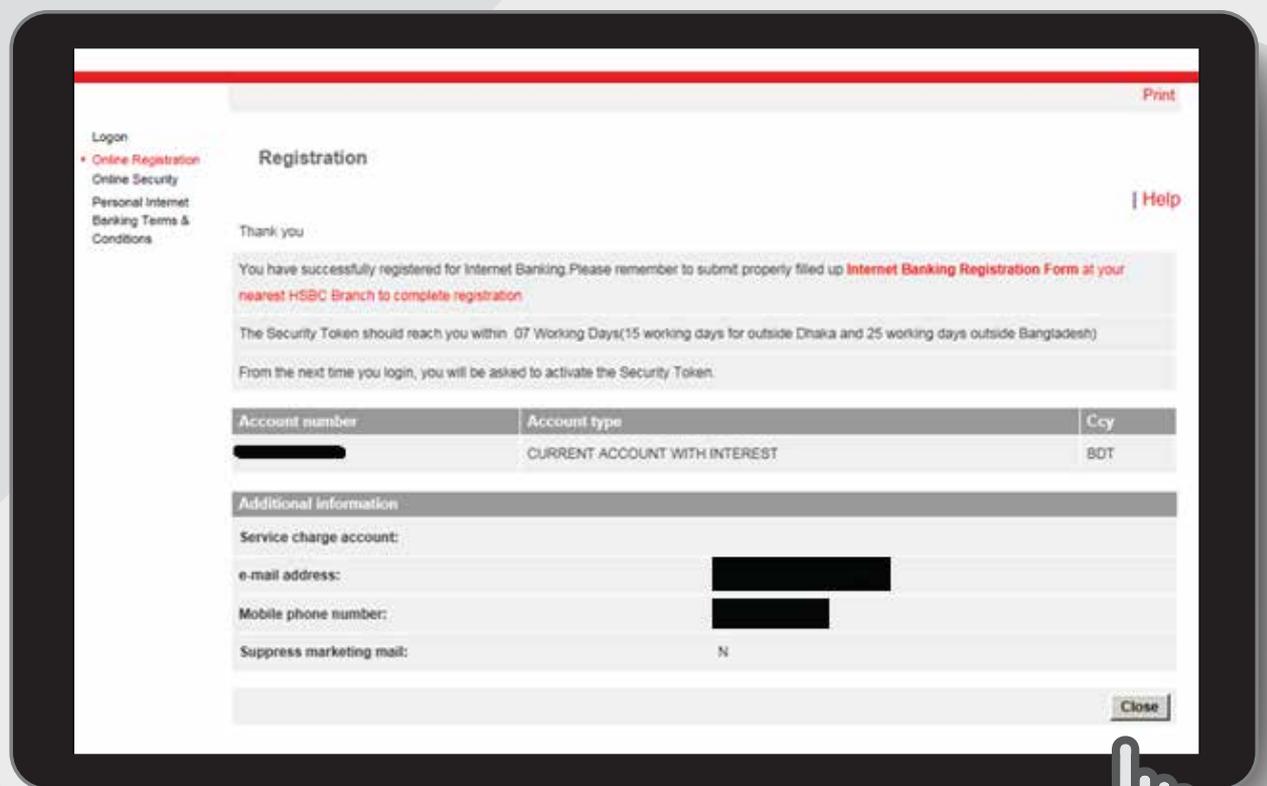
Continue



Continue

## How to register Step 8

Registration is completed! Click Logon to begin your Internet Banking journey



Close

Registration was a success! You can now begin your Internet Banking journey, by clicking **Logon** button.

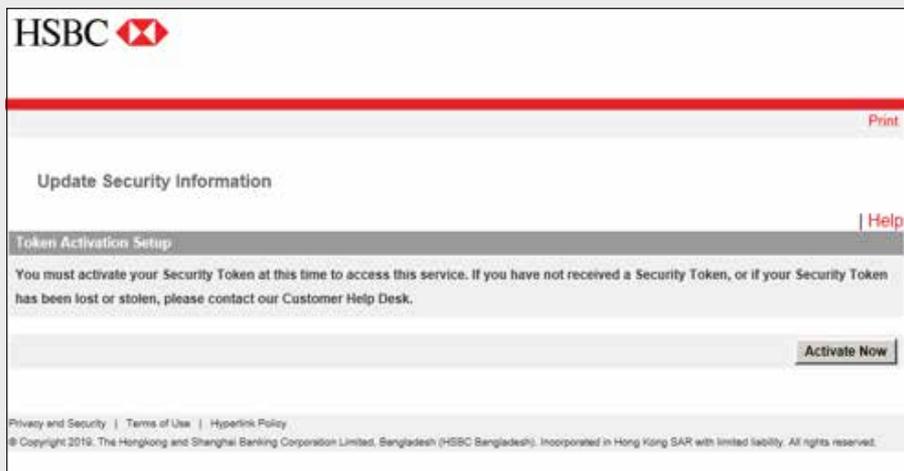
After completing online registration, contact your nearest HSBC Branch/RM to collect your security device which is required to login and use HSBC Personal Internet Banking.

## How to register Step 9

First time login journey in PIB - After security device collection, it must be activated for the first time. To activate your security device visit our website [www.hsbc.com.bd](http://www.hsbc.com.bd) and login to HSBC Personal Internet Banking using your Username and Password which you have created during online registration.



After clicking 'Continue' button a new window will appear for Token Activation Setup then click "Activate Now". Your security device must be activated for the first time.



## How to register Step 10

Enter Serial Number & Security Code of your PIB security device and click "Active Now" for final activation.

HSBC

Print

Update Security Information

Help

Token Activation Setup

Please enter your serial number and security code to activate your token.

Serial number:

Security code:

serial number

security code

Activate Now

Privacy and Security | Terms of Use | Hyperlink Policy  
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1

Enter serial number from the back sticker of your security device.

2

Press the grey button of your security device and enter six digits security code from display.

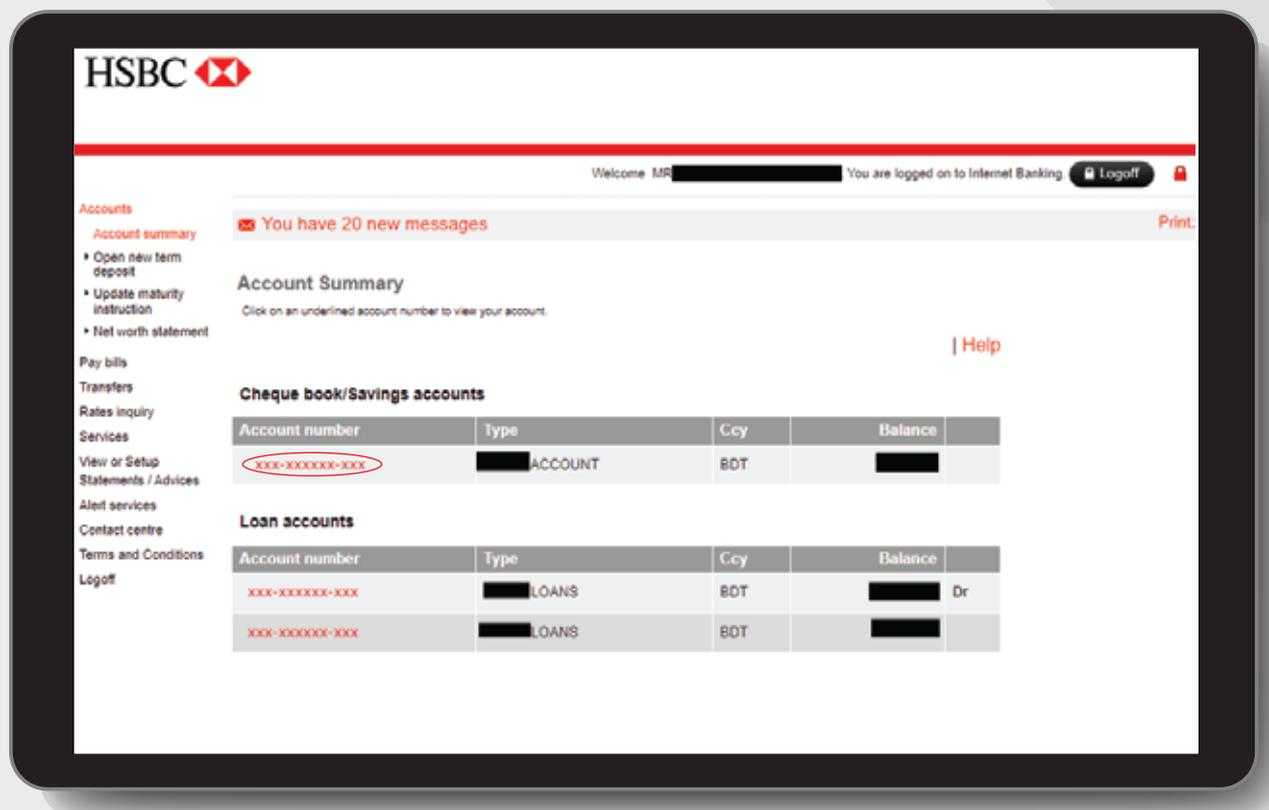
Click "**Activate Now**" for final activation. After first activation you will not be prompted for activation in the next login.

Accounts >



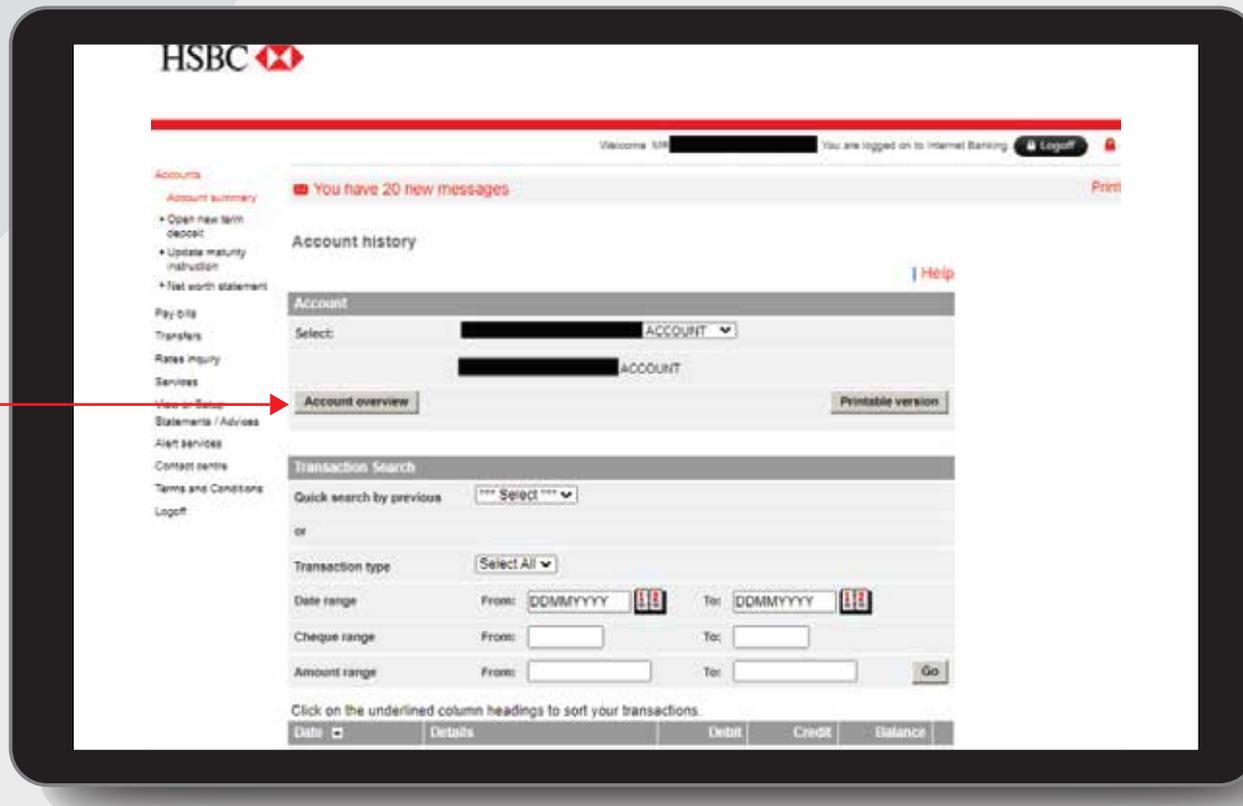
## Account Summary Step 1

After logging in PIB you will find a screen as below where you will get your Account Summary. You will then have to click on your desire account number link to view your account history.

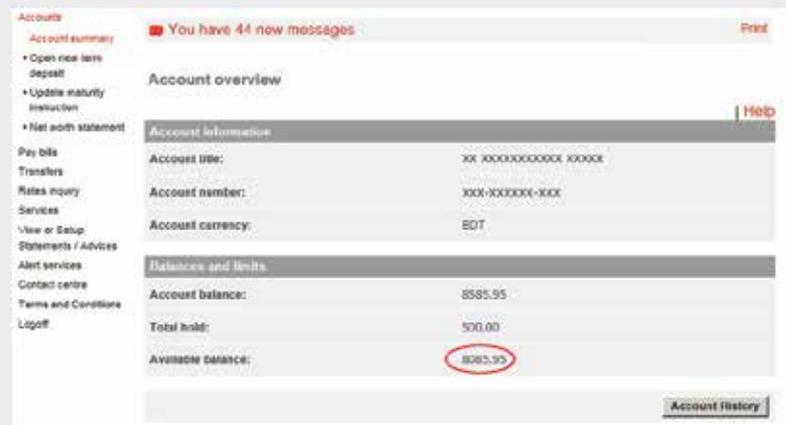


## Account Summary Step 2

You can view your previous account transaction history and Account Balance



Click 'Account Overview' button a new window will appear where you can see the Account Balance, Total hold and Available Balance for your account.



## Open new term deposit Step 1

Log in your PIB profile and click 'Open new term deposit' under 'Accounts' Tab from the left-side panel.

Select the desired TD type, currency & term.

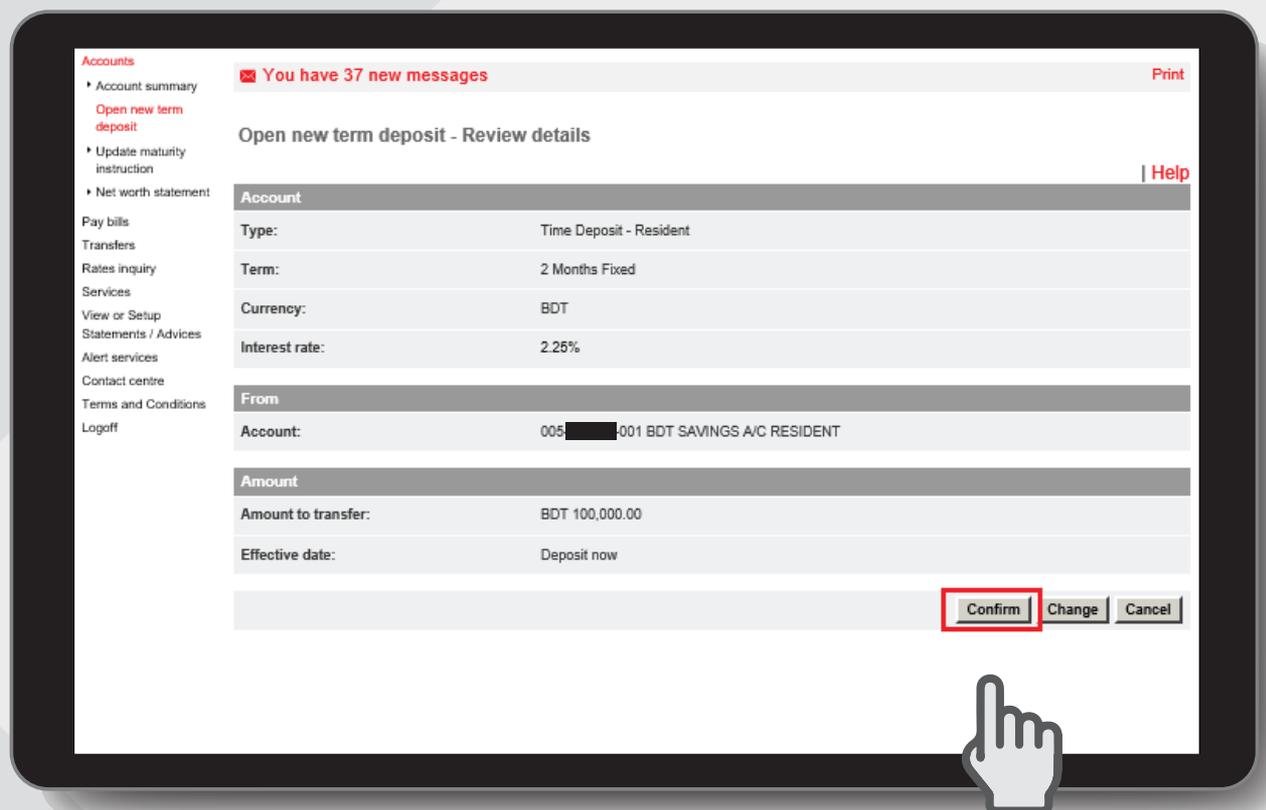
Click 'Open' to proceed.

Customers can open the below new term deposit accounts:-

- Time Deposit – Resident
- Time Deposit – Non Resident
- Time Deposit – Monthly Interest Bearing – Resident
- Time Deposit – Monthly Interest Bearing – Non Resident

## Open new term deposit Step 2

Review the details and click on 'Confirm' to complete.



The screenshot shows the 'Open new term deposit - Review details' screen in the HSBC mobile banking app. The interface includes a navigation menu on the left, a notification bar at the top, and a main content area with the following details:

Account	
Type:	Time Deposit - Resident
Term:	2 Months Fixed
Currency:	BDT
Interest rate:	2.25%

From	
Account:	005 [REDACTED] 001 BDT SAVINGS A/C RESIDENT

Amount	
Amount to transfer:	BDT 100,000.00
Effective date:	Deposit now

At the bottom right, there are three buttons: 'Confirm', 'Change', and 'Cancel'. The 'Confirm' button is highlighted with a red box, and a hand icon is pointing to it.

A window will appear to review details of opening a new term deposit. You can change the details if you made an error. Then click 'Confirm' button after review.

## Open new term deposit Step 3

An Acknowledgement window will appear for your reference.

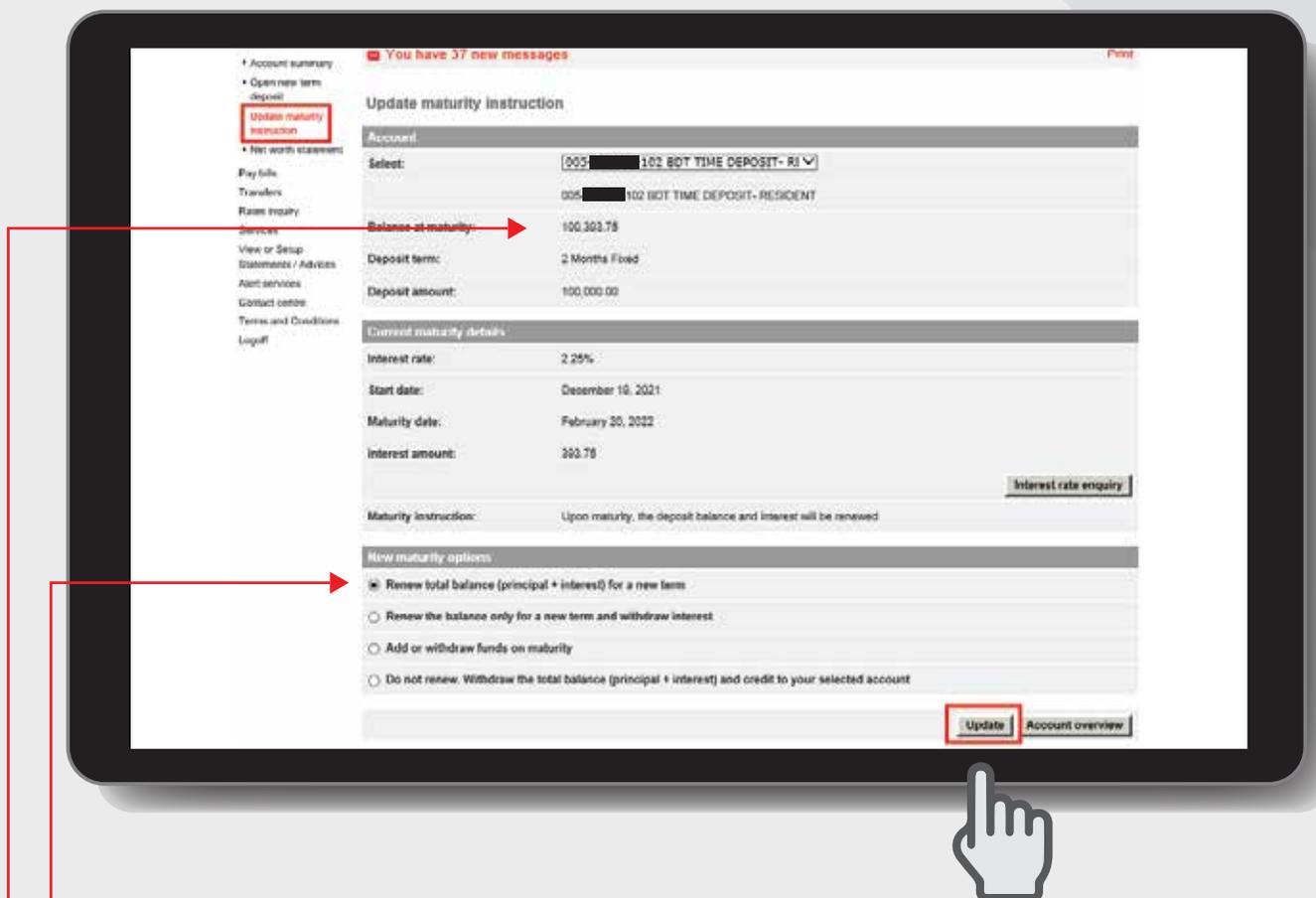
Open new term deposit - Acknowledgement [| Help](#)

<b>Account</b>	
Type:	Time Deposit - Resident
New deposit number:	005 [REDACTED] 102 BDT TIME DEPOSIT- RESIDENT
Term:	2 Months Fixed
Currency:	BDT
Interest rate:	2.25%
Maturity date:	February 20, 2022
Interest amount:	393.75
Maturity instruction:	Upon maturity, the deposit balance and interest will be renewed.
	<a href="#">Update maturity instruction</a>
<b>From</b>	
Account:	005 [REDACTED] 001 BDT SAVINGS A/C RESIDENT
<b>Amount</b>	
Amount to transfer:	BDT 100,000.00
Effective date:	December 19, 2021
<b>Transaction reference</b>	
Number:	157995X582
	<a href="#">Account summary</a>

Finally, an Acknowledgement window will appear for your reference.

## Update maturity instruction Step 1

Log in your PIB profile and click 'Update maturity instruction' under 'Accounts' Tab from the left-side panel.



Select the desired TD account

Click 'Update' to proceed.

There are 4 maturity instructions displayed for selection. These are:

1. Renew Principal and Interest
2. Renew Principal and withdraw interest
3. Renew with addition to the principal or withdrawal of a portion of Principal based on existing Maturity Instruction of (1) or (2) above.
4. Withdraw both Principal and Interest on maturity and close account

## Update maturity instruction Step 2

Update the maturity instructions then review the details and click on 'Confirm' to complete.

**Update maturity instruction**

**Current maturity details**

Deposit account:	005 [REDACTED] 102 BDT TIME DEPOSIT- RESIDENT
Deposit term:	2 Months Fixed
Deposit amount:	100,000.00
Interest rate:	2.25%
	<a href="#">Interest rate enquiry</a>
Start date:	December 19, 2021
Maturity date:	February 20, 2022
Interest amount:	393.75
Balance at maturity:	100,393.75
Maturity instruction:	Upon maturity, the deposit balance and interest will be renewed.

**Renew the balance and interest**

**Term**

New term:

[Update](#) [Cancel](#)

Select the new term.

Click 'Update' to proceed.

## Update maturity instruction Step 3

Enter Security code for verification and click on 'Confirm' to complete.

| [Help](#)

**Security code verification**

Please enter your security code from the security token

Enter security code:



security code



Enter Security code for verification and click 'Confirm' to complete the bill payment.

**Update maturity instruction - Acknowledgement**

**Message: Changes here will override any previous instruction on this account**

**Renew balance and interest**

Term	
Your new term is 1 Month Fixed	
Transaction reference number:	157995X587

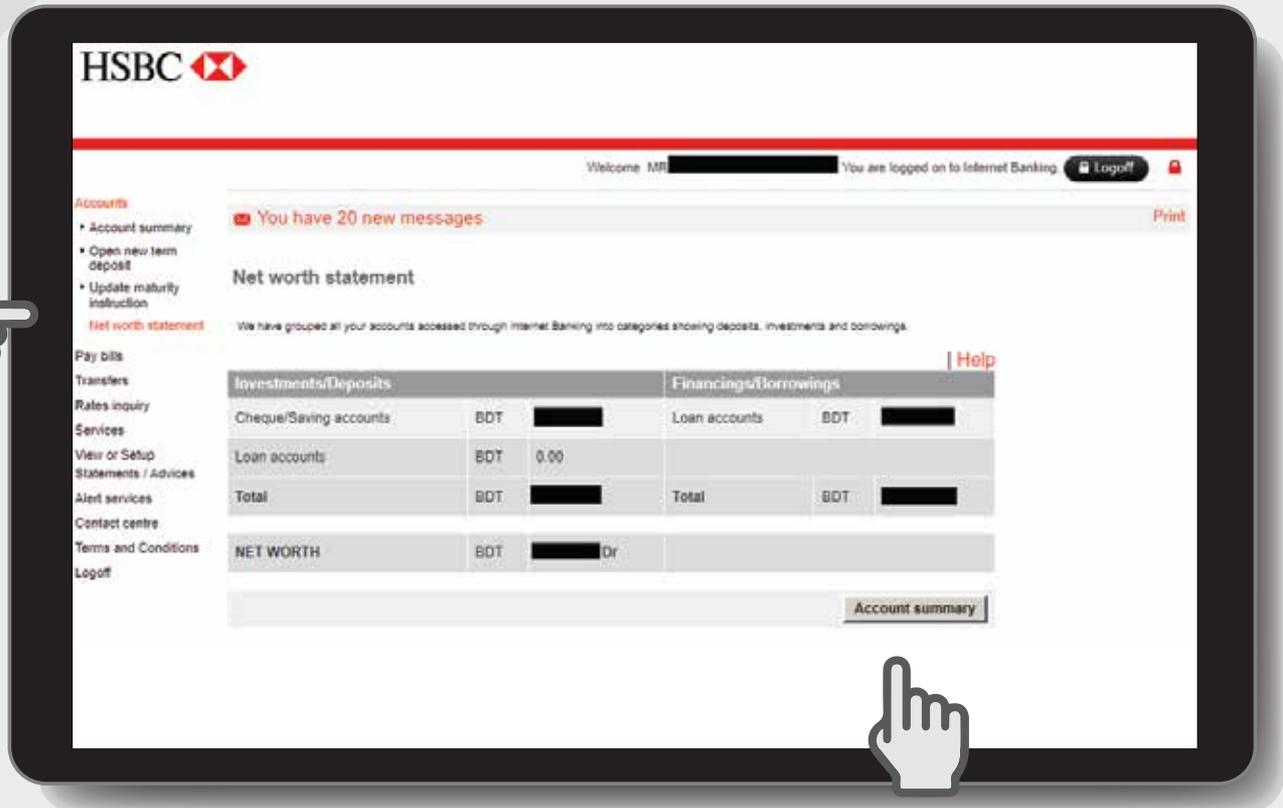
[Account overview](#)

Finally, an Acknowledgement window will appear for your reference.



## Net worth Statement

Log in your PIB profile and click 'Net worth statement' under 'Accounts' Tab from the left-side panel.



Click 'Net worth statement' link at your left hand side.

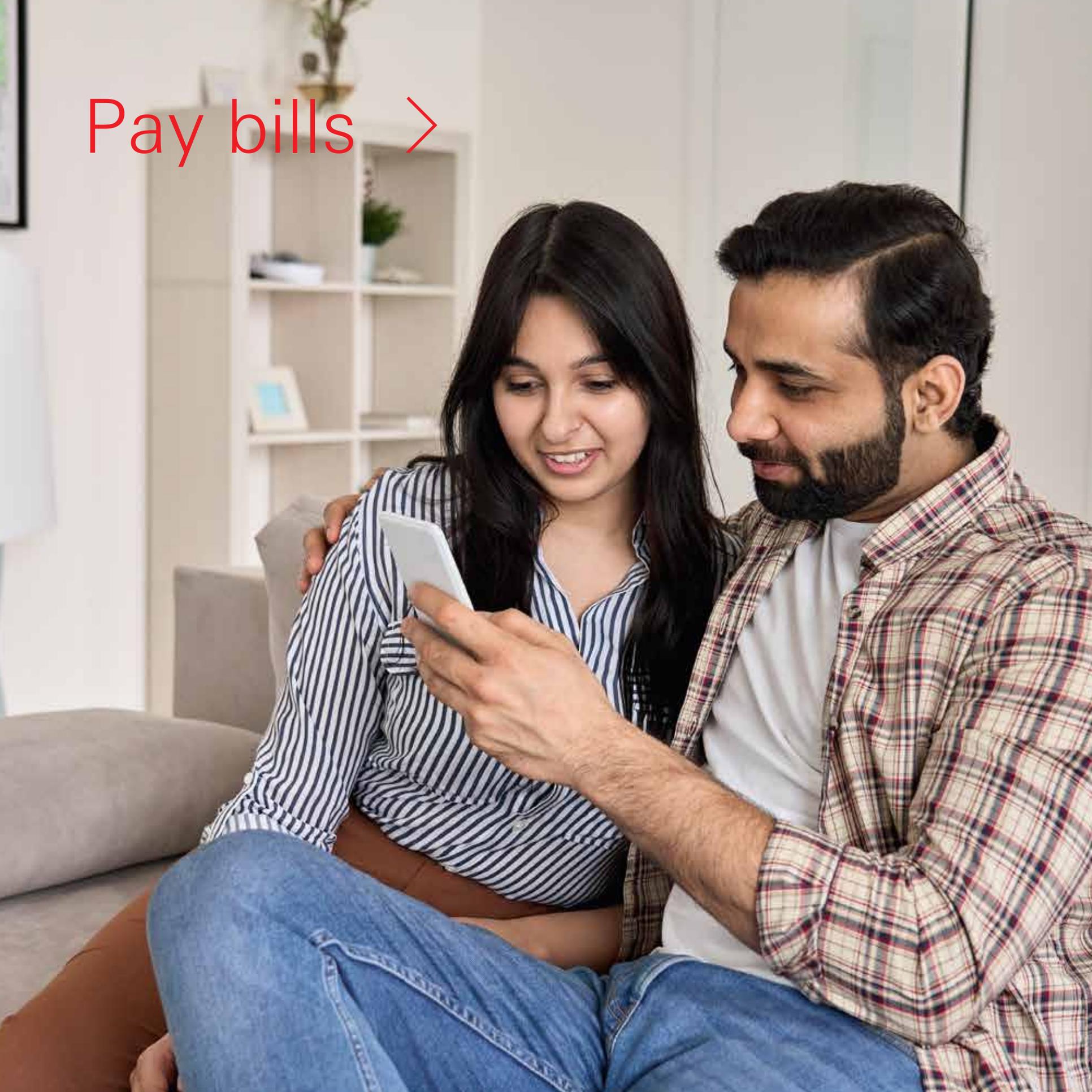
Click 'Account summary' button to go back to Account Summary page to view all your accounts' Account Balance in one place.

\*\*All foreign currency accounts are estimated in LCY to arrive at the totals and the overall net worth is estimated in LCY.

This screen is an overview of all customers' accounts access via PIB, split into 2 categories:

- Deposits and Investments (all accounts with credit balances)
- Borrowings (all accounts with debit balances)

Pay bills >



## Pay a bill Step 1

Log in your PIB profile and click 'Pay a bill' under 'Pay bills' Tab from the left-side panel.

Click 'Pay a bill'  
under 'Pay bills'  
Tab from the  
left-side



Accounts

Pay bills

**Pay a bill**

- Pay multiple bills
- Add payee
- Maintain payee list
- Payment history
- Future payments

Transfers

Rates inquiry

Services

View or Setup

Statements / Advices

Alert services

Contact centre

Terms and Conditions

Logoff

✖ You have 22 new messages

### Pay a bill

You must read the below instruction carefully before proceeding. By proceeding, you agree to be bound by our terms and conditions. [Click Here](#)

Cut off time for bill payment is 02:00pm. Bills paid only on **working days** are sent to respective merchants on **same day** after cut-off time. Processing time and/or confirmation message/receipt delivery may vary at merchant end. For further information please call: 16240 (accessible from within Bangladesh); +88 096127 16240 (accessible from overseas)  
[Read more](#)

**Mobile top-up** amount must be within the limits stated below:  
Prepaid minimum BDT 20 to maximum BDT 1,000 per transaction  
Postpaid minimum BDT 50 to maximum BDT 10,000 per transaction

| [Help](#)

From and to

From account: 001- [redacted] -086 BDT [redacted] ACCOUNT ▼

[Check balance](#)

## Pay a bill Step 2

Select your merchant from the 'Pay To' drop-down list then enter your bill amount and click on 'Pay'

From and to  
From account: 001-010778-008 BDT STAFF ACCOUNT  
Pay to: BANGLALINK PREPAID 019  
Payment  
Amount in BDT: 100  
Date and frequency  
Pay now  
Future date: DDMMYYYY  
Set up recurring payment:  
Start from: DDMMYYYY  
Frequency: Weekly  
Number of payments:  
Amount of last payment:  
Details  
For your account: Mobile Top-up  
Pay



Click 'Pay' to proceed the bill payment.

You can Pay Now, Pay later (i.e. set up as a Forward Dated transfer) or set up as a Recurring Payment (by specifying the start date, frequency and number of payments, amount of last payment).

Mobile top-up amount must be within the limits stated below: Prepaid minimum BDT 20 to maximum BDT 1,000 per transaction Postpaid minimum BDT 50 to maximum BDT 10,000 per transaction

A window will appear to review details of Pay a bill. You can change the details if you made an error. Then confirm your payment details by clicking 'Confirm' button.

Pay a bill - Review details | Help  
From and to  
From account: 001-010778-008 BDT STAFF ACCOUNT  
Pay to: BANGLALINK PREPAID 019  
Payment  
Amount in BDT: 100.00  
Date and frequency  
Payment type: Pay now  
Details  
For your account: Mobile Top-up  
Confirm Change Cancel

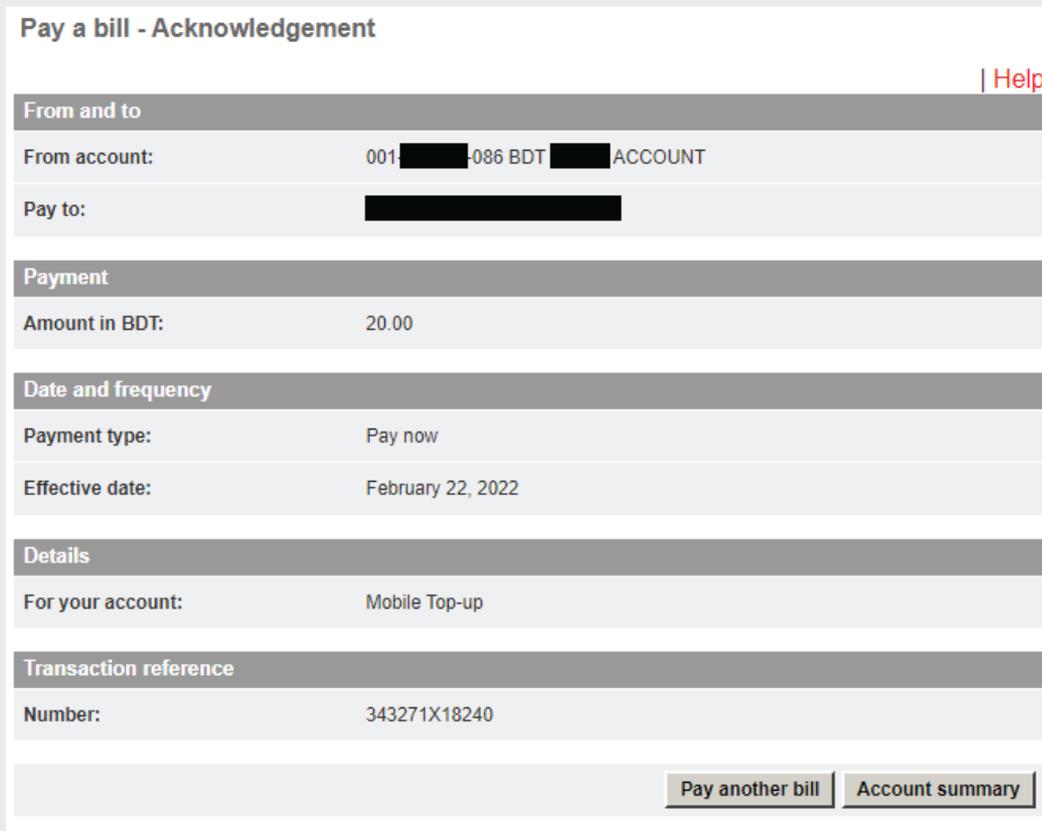
## Pay a bill Step 3

Enter Security code for verification and click on 'Confirm' to complete.



The screenshot shows a 'Security code verification' screen. At the top right is a 'Help' link. Below the title is a grey bar with the text 'Please enter your security code from the security token'. Underneath is a text input field labeled 'Enter security code:' containing six asterisks. To the right of the input field is an image of an HSBC security token with a red arrow pointing to its display. At the bottom right are two buttons: 'Confirm' (highlighted with a red box) and 'Cancel'.

Enter Security code for verification and click 'Confirm' to complete the bill payment.



The screenshot shows a 'Pay a bill - Acknowledgement' screen. At the top right is a 'Help' link. The screen is divided into several sections:

- From and to:** From account: 001-086 BDT ACCOUNT; Pay to: [Redacted]
- Payment:** Amount in BDT: 20.00
- Date and frequency:** Payment type: Pay now; Effective date: February 22, 2022
- Details:** For your account: Mobile Top-up
- Transaction reference:** Number: 343271X18240

At the bottom are two buttons: 'Pay another bill' and 'Account summary'.

Finally, an Acknowledgement window will appear for your reference.

## Pay multiple bills Step 1

Log in your PIB profile and click 'Pay multiple bills' under 'Pay bills' Tab from the left-side panel.

The screenshot shows the 'Pay multiple bills' interface. On the left, a sidebar lists navigation options: Accounts, Pay bills (with 'Pay multiple bills' highlighted), Add payee, Maintain payee list, Payment history, Future payments, Transfers, Rates inquiry, Services, View or Setup, Statements / Advices, Alert services, Contact centre, Terms and Conditions, and Logout. The main content area is titled 'Pay multiple bills' and includes a 'Print' link. It shows 'Pay from' account details (001 [redacted] -086 BDT [redacted] ACCOUNT) and a 'Check balance' button. Below, the 'Pay to' section contains a table with columns for Payee, Date (DDMMYYYY), and Amount in BDT. The table lists two payees: ROBI PREPAID 018 [redacted] and GRAMEENPHONE PREPAID 017 [redacted], both with a date of 28/02/2022 and an amount of 10. A 'Pay' button is located at the bottom right of the table area, highlighted with a hand icon.

Click 'Pay' to proceed the bill payment.

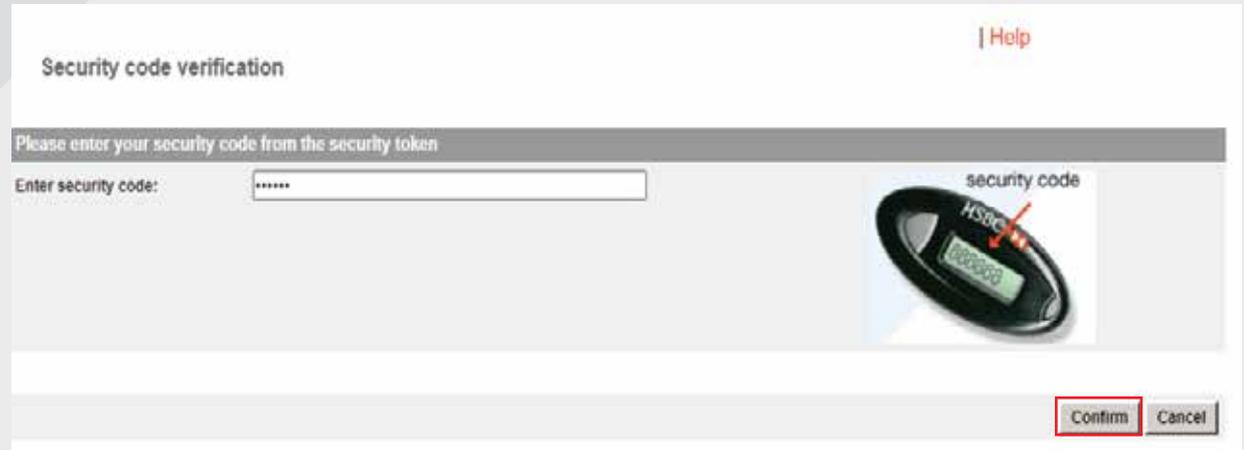
### Pay multiple bills - Review details

The screenshot shows the 'Pay multiple bills - Review details' window. It includes a 'Print' link and 'Pay from' account details (001 [redacted] -086 BDT [redacted] ACCOUNT). The 'Pay to' section contains a table with columns for Payee, Date, and Amount in BDT. The table lists two payees: ROBI PREPAID 018 [redacted] and GRAMEENPHONE PREPAID 017 [redacted], both with a date of February 28, 2022 and an amount of 10.00. At the bottom, there are three buttons: 'Confirm', 'Change', and 'Cancel'. The 'Confirm' button is highlighted with a hand icon.

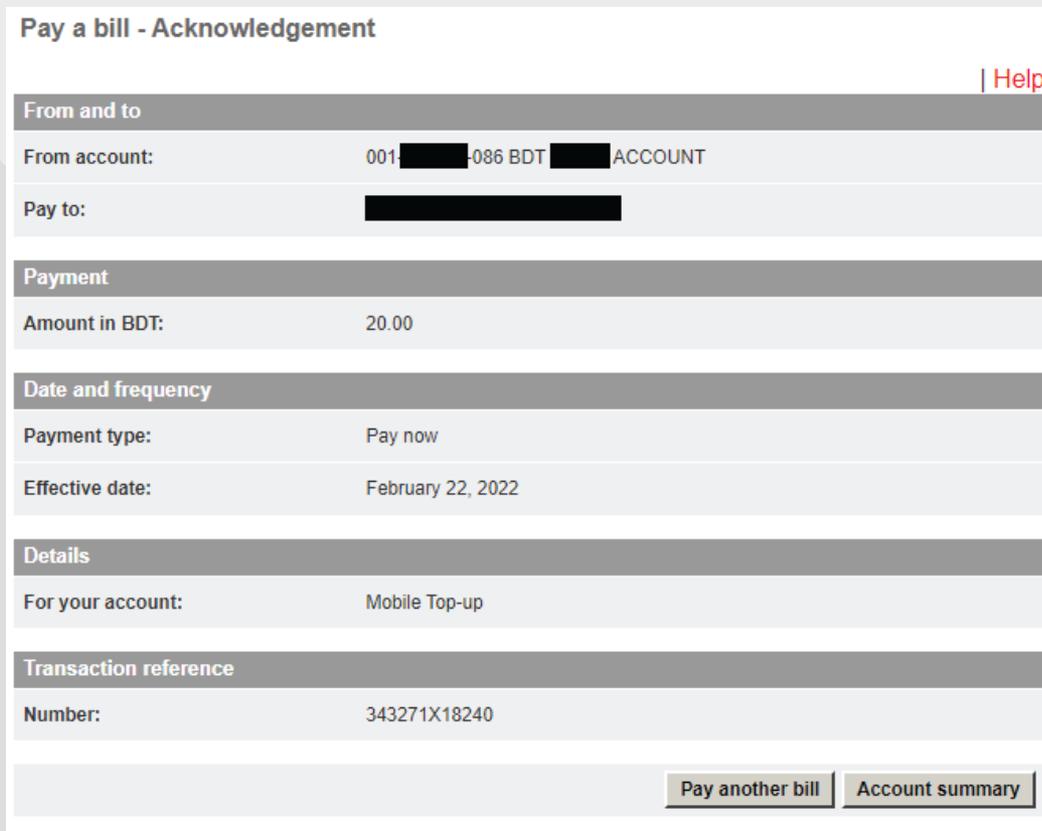
A window will appear to review details of Pay a bill. You can change the details if you made an error. Then confirm your payment details by clicking 'Confirm' button.

## Pay multiple bills Step 2

Enter Security code for verification and click on 'Confirm' to complete.



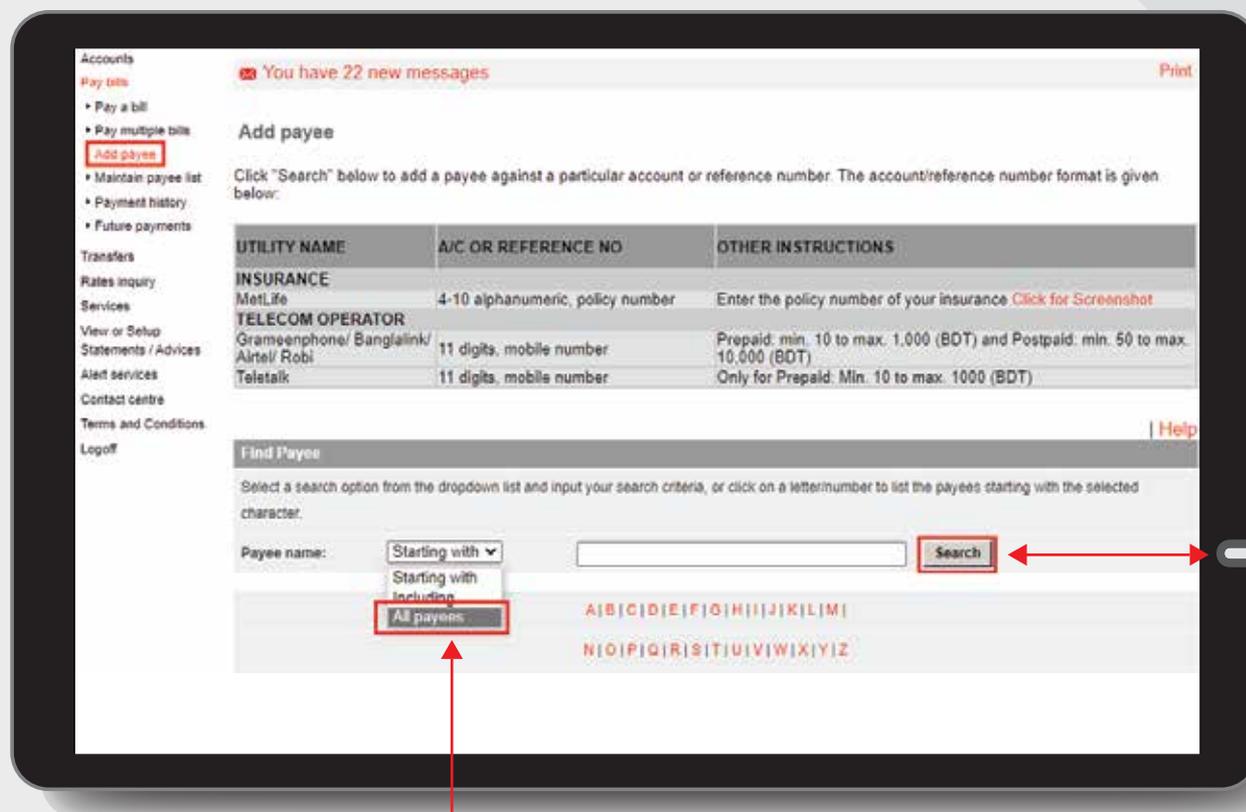
Enter Security code for verification and click 'Confirm' to complete the bill payment.



Finally, an Acknowledgement window will appear for your reference.

## Add payee Step 1

Log in your PIB profile and click 'Add payee' under 'Pay bills' Tab from the left-side panel.



b. Click 'Search' to find the listed merchant/s.

a. In the 'Find Payee' section, select 'All payees' from the Payee name drop-down list and click on 'Search'. Choose a merchant from the list.

AIRTEL POSTPAID
AIRTEL PREPAID
BANGLALINK POSTPAID
BANGLALINK PREPAID
GRAMEENPHONE POSTPAID
GRAMEENPHONE PREPAID
METLIFE
ROBI POSTPAID
ROBI PREPAID
TELETALK PREPAID

c. List of merchants will appear to choose.

## Add payee Step 2

Enter the Account Number/Reference Number with Merchant.

Merchant	
Merchant name:	BANGLALINK PREPAID
Account Number/Reference Number with Merchant <a href="#">Click here for list</a>	<input type="text" value="019XXXXXXXX"/>
<input type="button" value="Add"/>	

Click 'Add' to confirm  
the merchant



### Add payee - Review details

[Help](#)

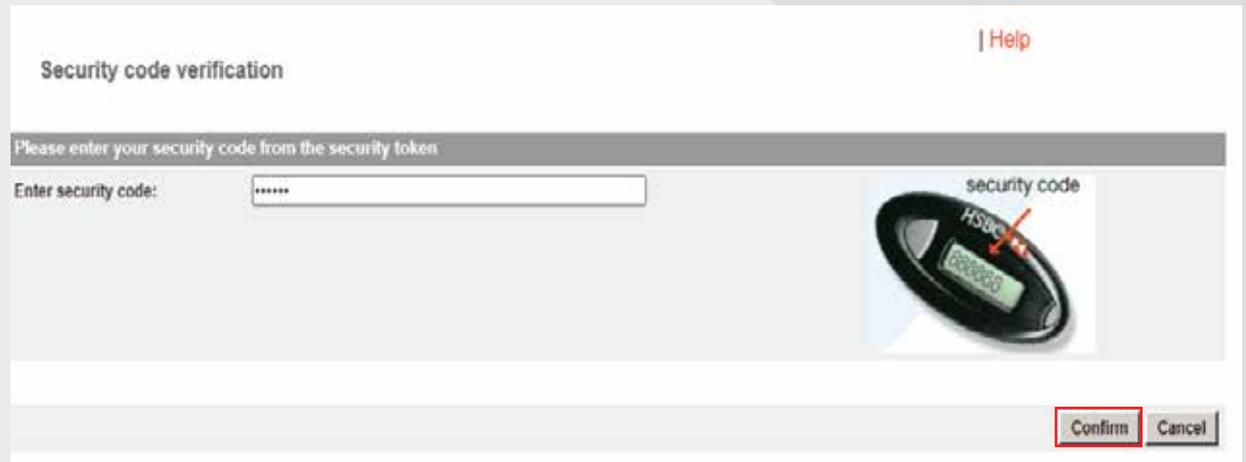
Merchant	
Merchant name:	BANGLALINK PREPAID
Account number:	019XXXXXXXX
<input type="button" value="Confirm"/> <input type="button" value="Change"/> <input type="button" value="Cancel"/>	

A window will appear to  
review Add payee details  
and click 'Confirm'.

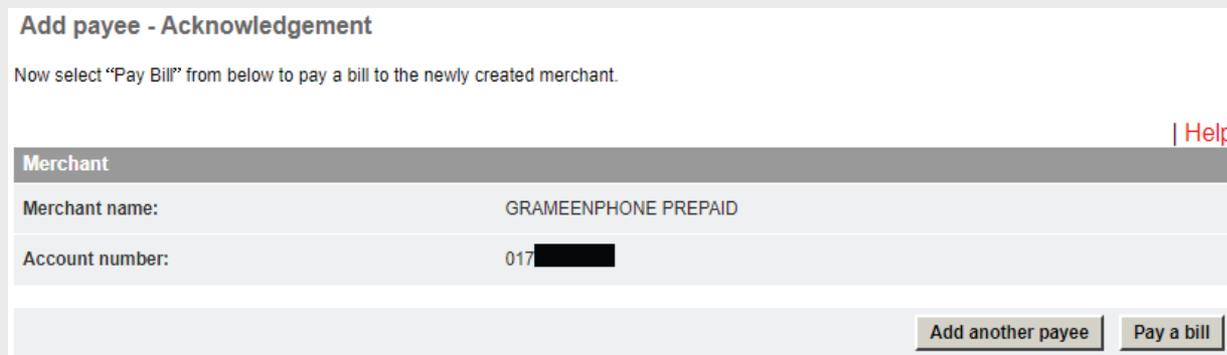


## Add payee Step 3

Enter Security code for verification and click on 'Confirm' to complete.



Then another window will appear to carry out the necessary security verification and click 'Confirm' once again. You are now ready to pay a bill. Note: Once you add a payee, that merchant will always be available in the list.



d. Finally, an Acknowledgement window will appear for your reference.

## Maintain payee list Step 1

Log in your PIB profile and click 'Maintain payee list' under 'Pay bills' Tab from the left-side panel.

Accounts  
Pay bills  
▸ Pay a bill  
▸ Pay multiple bills  
▸ Add payee  
**Maintain payee list**  
▸ Payment history  
▸ Future payments  
Transfers  
Rates inquiry  
Services  
View or Setup  
Statements / Advices  
Alert services  
Contact centre  
Terms and Conditions

✉ You have 22 new messages Print

### Maintain payee list

	Merchant name	Account with merchant	Payee code
<input checked="" type="radio"/>	AIRTEL PREPAID	0165 [REDACTED]	01
<input type="radio"/>	BANGLALINK PREPAID	019 [REDACTED]	04
<input type="radio"/>	GRAMEENPHONE PREPAID	017 [REDACTED]	05
<input type="radio"/>	GRAMEENPHONE PREPAID	017 [REDACTED]	03
<input type="radio"/>	ROBI PREPAID	018 [REDACTED]	02

Update Delete

This function enables the customer to view all the payees that they have already selected and provides the option to either update or delete a payee. If update is selected, the payee is provided with the existing Mobile or Insurance Policy number. The client is then given the option to replace the existing Mobile or Insurance Policy number with a new one. Two options then remain either Update or Cancel.



Select the desired Merchant name then click 'Update'.

Accounts  
Pay bills  
▸ Pay a bill  
▸ Pay multiple bills  
▸ Add payee  
Maintain payee list  
▸ Payment history  
▸ Future payments  
Transfers  
Rates inquiry  
Services  
View or Setup  
Statements / Advices  
Alert services  
Contact centre  
Terms and Conditions

✉ You have 22 new messages Print

### Update payee account

Help

**Merchant information**

Merchant name: AIRTEL PREPAID

Existing account number: 01658092779

New account number:

Payee code: 01

Update Cancel

Select the desired Mobile or Insurance Policy number then click "Update".



## Maintain payee list Step 2

Review the details and enter Security code for verification and click on 'Confirm' to complete.

**Update payee account - Review details** | Help

Merchant information	
Merchant name:	AIRTEL PREPAID
Existing account number:	01 [REDACTED] 79
New account number:	01 [REDACTED] 09
Payee code:	01

Click 'Confirm' to proceed the change.



After selecting 'Update', it will return a review page where the customer can confirm or cancel the amendment. Once the acknowledgement screen is displayed no further changes can be made. On the other hand, selecting 'Cancel' at anytime during this process returns the customer to the beginning of the Maintain Payee function.

**Security code verification** | Help

Please enter your security code from the security token

Enter security code:



Then another window will appear to carry out the necessary security verification and click 'Confirm' once again.



**Update payee account - Acknowledgement** | Help

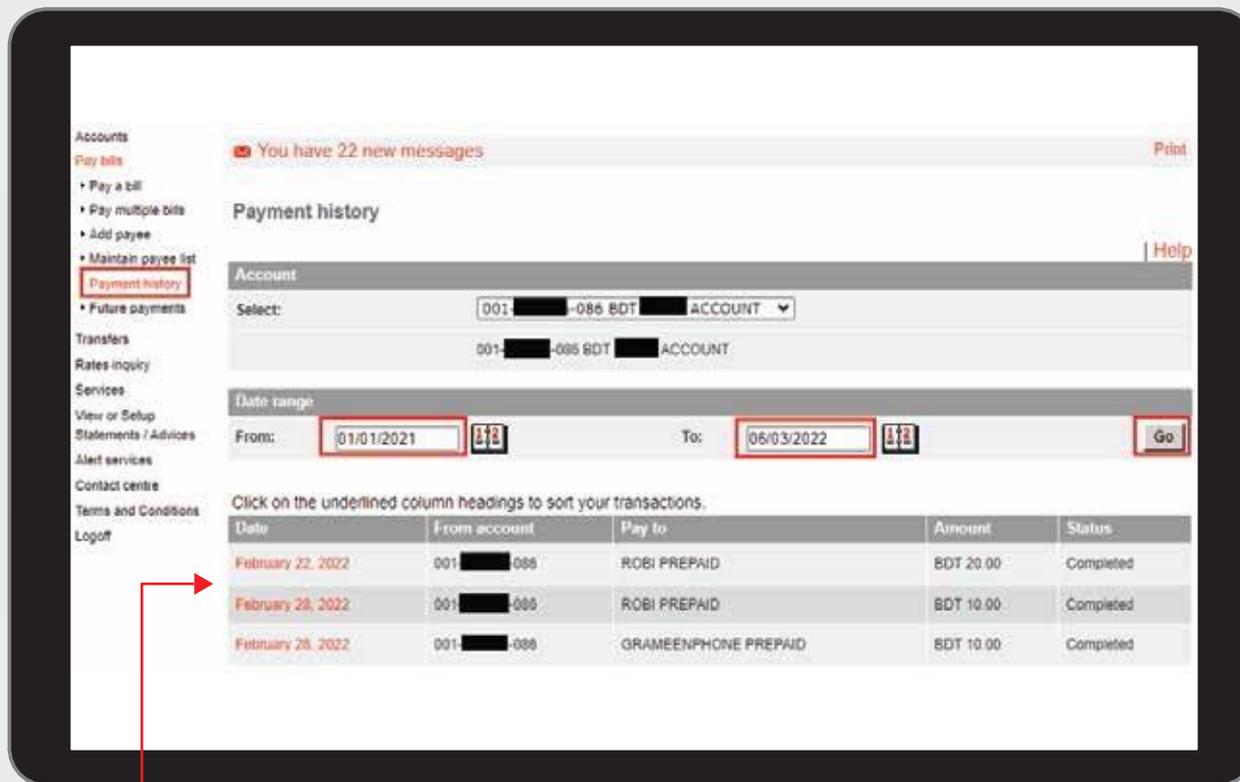
Merchant information	
Merchant name:	AIRTEL PREPAID
Existing account number:	01 [REDACTED] 79
New account number:	01 [REDACTED] 09
Payee code:	01

Finally, an Acknowledgement window will appear for your reference.

## Payment history

Log in your PIB profile and click 'Payment history' under 'Pay bills' Tab from the left-side panel.

Customers can view details of previous transfers for specific date range by selecting the Payment History function from the Pay Bills sub-menu.



After selecting the specific date range then click 'Go' to view the bill payment history.

The information appearing will be under the following headings:

- \* Date
- \* From Account
- \* Pay To
- \* Payment Amount
- \* Status – either completed or rejected.

By clicking on the transferred date, full details can be viewed.

## Future payments

Log in your PIB profile and click 'Future payments' under 'Pay bills' Tab from the left-side panel.

The customer can view, delete and make changes to all future payments by clicking on the 'Future Payments' option from the Pay Bills sub-menu. The system will process the transfer on the due date. If it cannot be made for any reason, a pre-formatted message will be sent to the customer's mailbox advising him/her of the reason for non-payment.

The screenshot shows the 'Future payments' interface. The sidebar menu includes 'Accounts', 'Pay bills', 'Transfers', 'Services', and 'Terms and Conditions'. The 'Future payments' option is highlighted. The main content area shows a form with the following fields:

- Account: Select: 001-086 BDT ACCOUNT
- Date range: From: 01/03/2022 To: 07/03/2022

The table below shows the payment details:

Date	Pay to	Amount	Frequency
March 7, 2022	ROBI PREPAID	BDT 100.00	

After selecting the specific date range then click 'Go' to view the Future payment details.

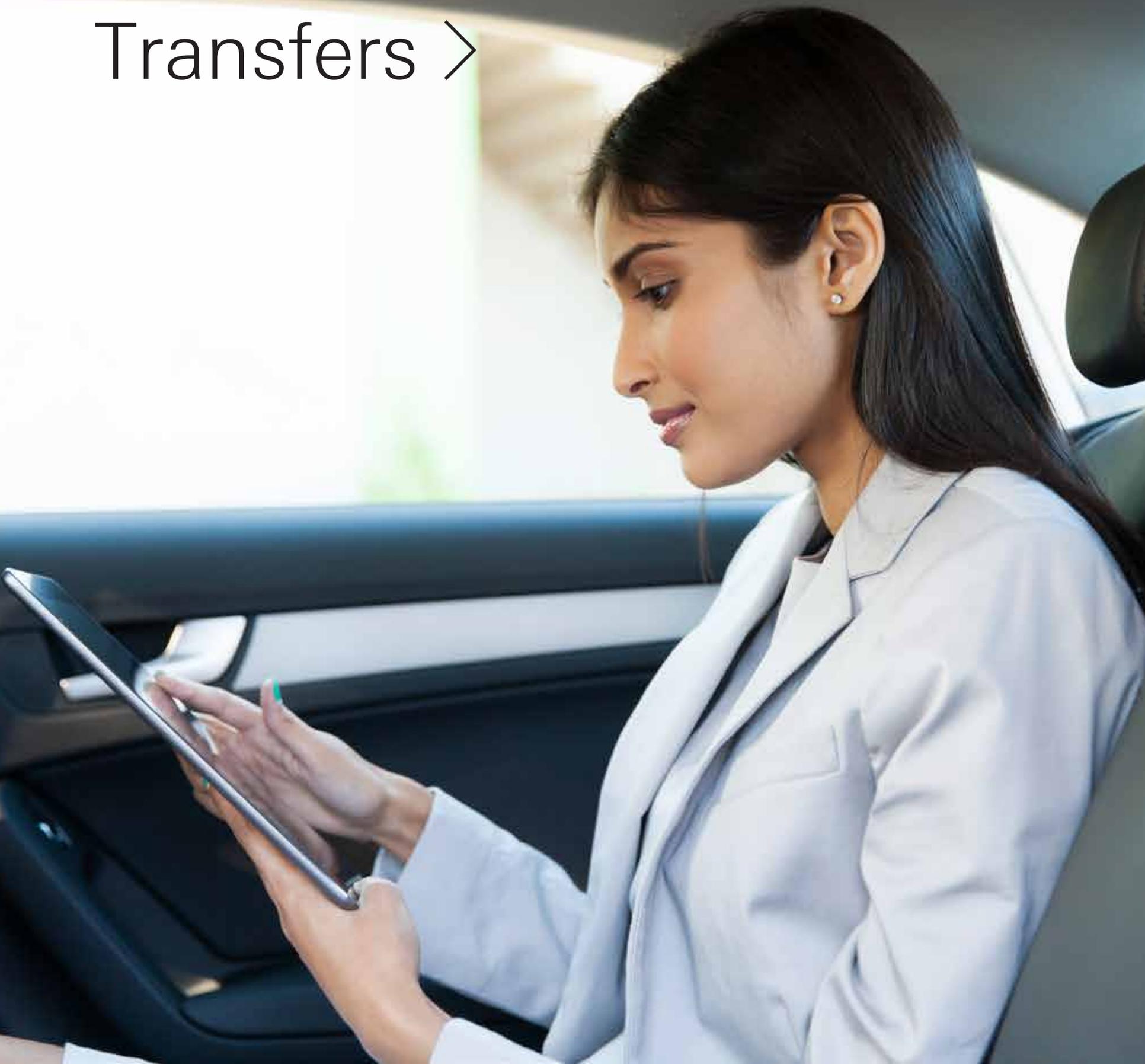
The information appearing will be under the following headings:

- \* Date
- \* Pay to
- \* Amount

Frequency – Weekly, Fortnightly, Bi-Monthly, Monthly, Quarterly, Half-Yearly, Yearly, Daily, Monthly and Adhere to Month End – (Frequency depending on Number of Payments inputted while setting up recurring payment).

By clicking on the future date of a transfer, full details can be viewed, deleted and even can make changes.

Transfers >



## Make a transfer

### Transfers Option

The term 'Transfer' is used on PIB to describe all payments and transfers whether these are:

1. Within accounts under same profile
2. Within accounts at the local HSBC
3. Local Banks
4. Issuance of a Cashier' Order

Transfers can be:

- 'One off' payments
- Diarized for a future date (i.e. Standing Instructions)
- Saved as a template (i.e. pre-designated – Internet Banking displays as Saved Transfers)
- Set up as Recurring Transfers (i.e. Standing Instructions)

All transfers are subject to the Daily Transaction Limits set up for PIB.

The following menu options are available under 'Transfers' menu:

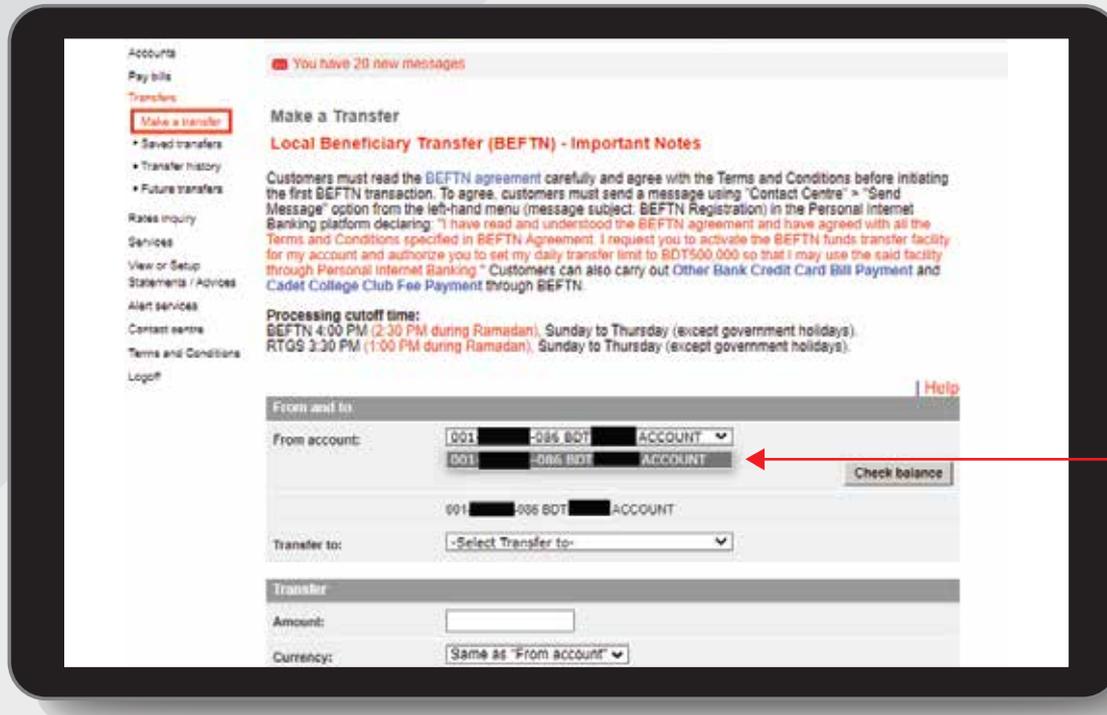
- Make a Transfers
- Saved Transfers
- Transfer History
- Future Transfers

#### NOTE

- Only eligible accounts can be debited. Loan accounts, dormant/unclaimed/closing or accounts with special instructions cannot be debited and the customer will be advised of this on-screen.
- Local banks transfer and issuance of a Cashier Order will require back office approval before being released/sent.

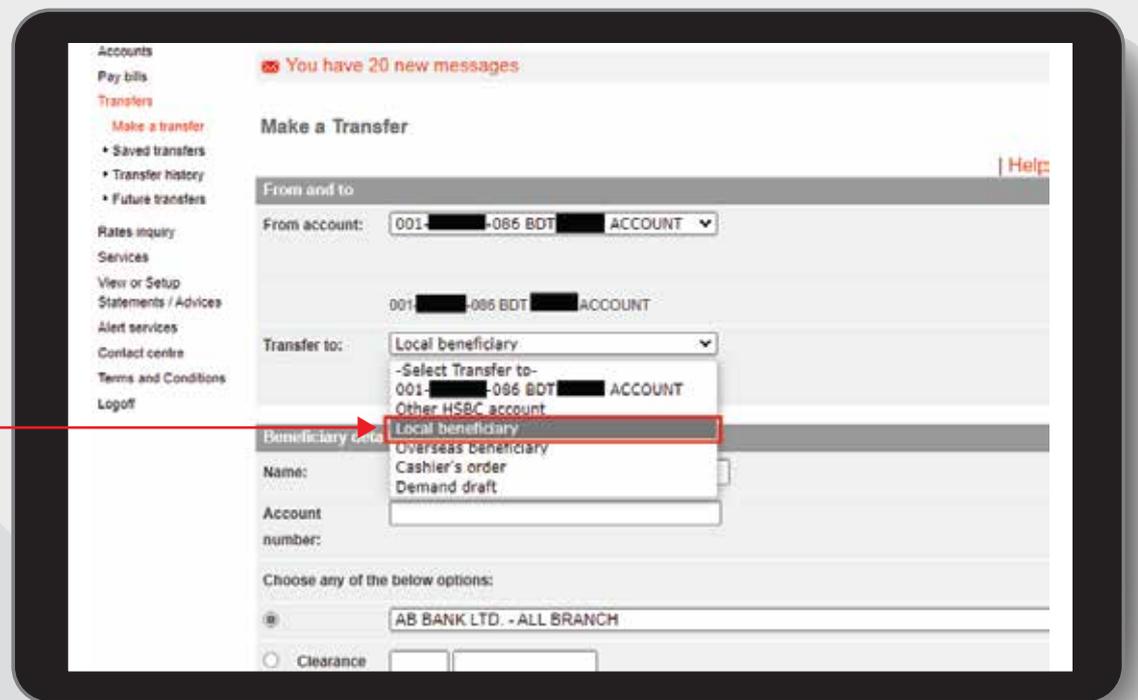
## For Local Transfer Step1

Log in your PIB profile and click 'Make a Transfer' under 'Transfer' Tab from the left-side panel



The screenshot shows the 'Make a Transfer' page. The 'From and to' section has a 'From account:' dropdown menu with two options: '001 [redacted] -086 BDT [redacted] ACCOUNT' and '001 [redacted] -086 BDT [redacted] ACCOUNT'. A red arrow points to the first option. Below it is a 'Check balance' button. The 'Transfer to:' dropdown menu is set to '-Select Transfer to-'. The 'Transfer' section has an 'Amount:' input field and a 'Currency:' dropdown menu set to 'Same as From account'.

a. Select your debit account from the 'From account' drop-down list.



The screenshot shows the 'Make a Transfer' page with the 'Transfer to:' dropdown menu open. The menu options are: 'Local beneficiary', '-Select Transfer to- 001 [redacted] -086 BDT [redacted] ACCOUNT', 'Other HSBG account', 'Local beneficiary', 'Overseas beneficiary', 'Cashier's order', and 'Demand draft'. A red arrow points to the 'Local beneficiary' option. Below the dropdown menu is a 'Beneficiary details' section with 'Name:' and 'Account number:' input fields. At the bottom, there is a section 'Choose any of the below options:' with a radio button selected for 'AB BANK LTD. - ALL BRANCH' and a 'Clearance' radio button.

b. Choose Local beneficiary from the 'Transfer To' drop-down list

## For Local Transfer Step2

Enter Beneficiary details and transfer details

The screenshot displays the HSBC local transfer interface. It is divided into several sections:

- Beneficiary details:** A form with fields for Name (MOHAMMED ERFAN ELAHI) and Account number (XXX123). A red box highlights these fields, with an arrow pointing to the instruction: "a. Type your beneficiary account name and number".
- Choose any of the below options:** A section with radio buttons for "AB", "Clearance code (optional)", and "Transfer". A red arrow points to the "Transfer" option with the instruction: "b. Select your desired Bank Branch from drop-down list." Below this is a list of bank branches, including "COMMERCIAL BANK OF C" and "DHAKA BANK LTD. - CHITTA".
- Transfer:** A section with a radio button for "Transfer now" and a text field for "Amount in BDT: 5000". A red box highlights the amount field, with an arrow pointing to the instruction: "c. Enter your transfer amount in BDT".
- Date and frequency:** A section with radio buttons for "Transfer now", "Transfer later:", and "Set up recurring transfer:". The "Transfer now" option is selected. Fields include "Future date:" (DDMMYYYY), "Start from:" (DDMMYYYY), "Frequency:" (Weekly), and "Number of transfers:" (1).
- Details:** A section with fields for "For beneficiary:" (Mohammed Erfan Elahi), "Account Number XXX123", and "For your account:" (Transfer). A red box highlights these fields.
- Buttons:** At the bottom right, there are buttons for "Transfer", "Save", and "Transfer and save". A red box highlights the "Transfer" button, with an arrow pointing to the instruction: "d. Click 'Transfer'" and a hand icon.

Tips: You can setup future payments by selecting the 'Transfer later' or 'Set up recurring transfer' option.

d. Click 'Transfer'



## For Local Transfer Step3

Transfer – Review Details and confirm your fund transfer instruction.

Beneficiary details	
Name:	MOHAMMED ERFAN ELAHI
Account number:	XXX123
Choose any of the below options:	DHAKA BANK LTD. - CHITTAGONG - GOHIRA

Transfer	
Amount:	BDT 5,000.00

Date and frequency	
Transfer type:	Transfer now

Details	
For beneficiary:	Mohammed Erfan Elahi
	Account Number XXX123
For your account:	Transfer

[Confirm](#) [Change](#) [Cancel](#)

a. A window will appear to review details of fund transfer. You can change the details if you made an error. Then confirm your fund transfer details by clicking 'Confirm' button.



Security code verification

Please enter your security code below the security token.

ENTER SECURITY CODE:

security code

[Confirm](#) [Cancel](#)

b. Enter Security code for verification and click 'Confirm' to complete the fund transfer instruction.



Acknowledgement

From and to

From account: 001 [REDACTED] 005 BDT [REDACTED] ACCOUNT

Transfer to: Local beneficiary

Beneficiary details

Name: MOHAMMED ERFAN ELAHI

Account number: [REDACTED]

Choose any of the below options: [REDACTED]

Transfer

Amount: BDT 5,000.00

Date and frequency

Transfer type: Transfer now

Effective date: February 27, 2022

Details

For beneficiary: [REDACTED]

For your account: [REDACTED]

Transaction reference

Number: 343274X24912

[Make another transfer](#) [Account summary](#)

c. Finally, an Acknowledgement window will appear for your reference.

## For own HSBC accounts Transfer Step1

Log in your PIB profile and click 'Make a Transfer' under 'Transfer' Tab from the left-side panel

The screenshot shows the HSBC transfer form with the following sections and fields:

- From and to:**
  - From account:** 003-██████-001 BDT SAVINGS A/C RES (with a red arrow pointing to it from instruction a).
  - Check balance** button.
  - Transfer to:** -Select Transfer to- (with a red arrow pointing to it from instruction b).
- Transfer:**
  - Amount:** [ ] (with a red arrow pointing to it from instruction c).
  - Currency:** Same as "From account" (with a red arrow pointing to it from instruction d).
- Date and frequency:**
  - Transfer now**
  - Transfer later:**
    - Future date:** DDMMYYYY [1][2]
  - Set up recurring transfer:**
    - Start from:** DDMMYYYY [1][2]
    - Frequency:** Weekly
    - Number of transfers:** 1
    - Amount of last transfer:** [ ]

- Details:**
- For your account:** [ ]
- Buttons:** Transfer (highlighted with a red box and a hand icon), Save, Transfer and save.

a. Select your debit account from the 'From account' drop-down list.

b. Choose your own HSBC account from the 'Transfer To' drop-down list

c. Enter your transfer amount

d. Account currency should be similar as cross currency is not allowed.

e. Click 'Transfer'



Tips: You can setup future payments by selecting the 'Transfer later' or 'Set up recurring transfer' option.

## For own HSBC accounts Transfer Step2

Transfer – Review Details and confirm your fund transfer instruction.

**Transfer - Review details** | Help

**From and to**

From account: 003 [redacted] 001 BDT SAVINGS A/C RESIDENT

Transfer to: 003 [redacted] 011 BDT CURRENT A/C RESIDENT

**Transfer**

Amount: BDT 10.00

**Date and frequency**

Transfer type: Transfer now

**Details**

For your account:

Confirm Change Cancel

a. A window will appear to review details of fund transfer. You can change the details if you made an error. Then confirm your fund transfer details by clicking 'Confirm' button.



**Security code verification** | Help

Please enter your security code from the security token

ENTER SECURITY CODE:

security code

Confirm Cancel

b. Enter Security code for verification and click 'Confirm' to complete the fund transfer instruction.



**Transfer - Acknowledgement** | Help

**From and to**

From account: 003 [redacted] 001 BDT SAVINGS A/C RESIDENT

Transfer to: 003 [redacted] 011 BDT CURRENT A/C RESIDENT

**Transfer**

Amount: BDT 10.00

**Date and frequency**

Transfer type: Transfer now

Effective date: September 21, 2022

**Details**

For your account:

**Transaction reference**

Number: 150773X42

Make another transfer Account summary

c. Finally, an Acknowledgement window will appear for your reference.

## For Other HSBC accounts Transfer Step1

Log in your PIB profile and click 'Make a Transfer' under 'Transfer' Tab from the left-side panel

From and to Help

From account: 001- [redacted] -086 BDT [redacted] ACCOUNT Check balance

001-010776-086 BDT STAFF ACCOUNT

Transfer to: -Select Transfer to-

Transfer: -Select Transfer to-

- 001- [redacted] -086 BDT [redacted] ACCOUNT
- Other HSBC account
- Local beneficiary
- Overseas beneficiary
- Cashier's order
- Demand draft

Amount:

Currency:

Date and frequency

Transfer now

Transfer later:

Future date: DDMMYYYY 1 2

Set up recurring transfer:

Start from: DDMMYYYY 1 2

a. Select your debit account from the 'From account' drop-down list.

b. Choose Other HSBC account from the 'Transfer To' drop-down list

## For Other HSBC accounts Transfer Step2

Enter Beneficiary details and transfer details

<b>From and to</b>	
From account:	003-██████-001 BDT SAVINGS A/C RES ▾
	<input type="button" value="Check balance"/>
	003-██████-001 BDT SAVINGS A/C RESIDENT
Transfer to:	Other HSBC account ▾
	Other HSBC account
<b>Beneficiary details</b>	
Account number:	<input type="text"/> - <input type="text"/> - <input type="text"/>
Currency:	Bangladesh Taka ▾
<b>Transfer</b>	
Amount:	<input type="text"/>
Currency:	Same as "From account" ▾

a. Type your beneficiary account number

b. Enter your transfer amount

<b>Date and frequency</b>	
<input checked="" type="radio"/>	Transfer now
<input type="radio"/>	Transfer later:
Future date:	DDMMYYYY <input type="text"/> <input type="text"/>
<input type="radio"/>	Set up recurring transfer:
Start from:	DDMMYYYY <input type="text"/> <input type="text"/>
Frequency:	Weekly ▾
Number of transfers:	<input type="text" value="1"/>
Amount of last transfer:	<input type="text"/>
<b>Details</b>	
For your account:	<input type="text"/>
<input type="button" value="Transfer"/> <input type="button" value="Save"/> <input type="button" value="Transfer and save"/>	

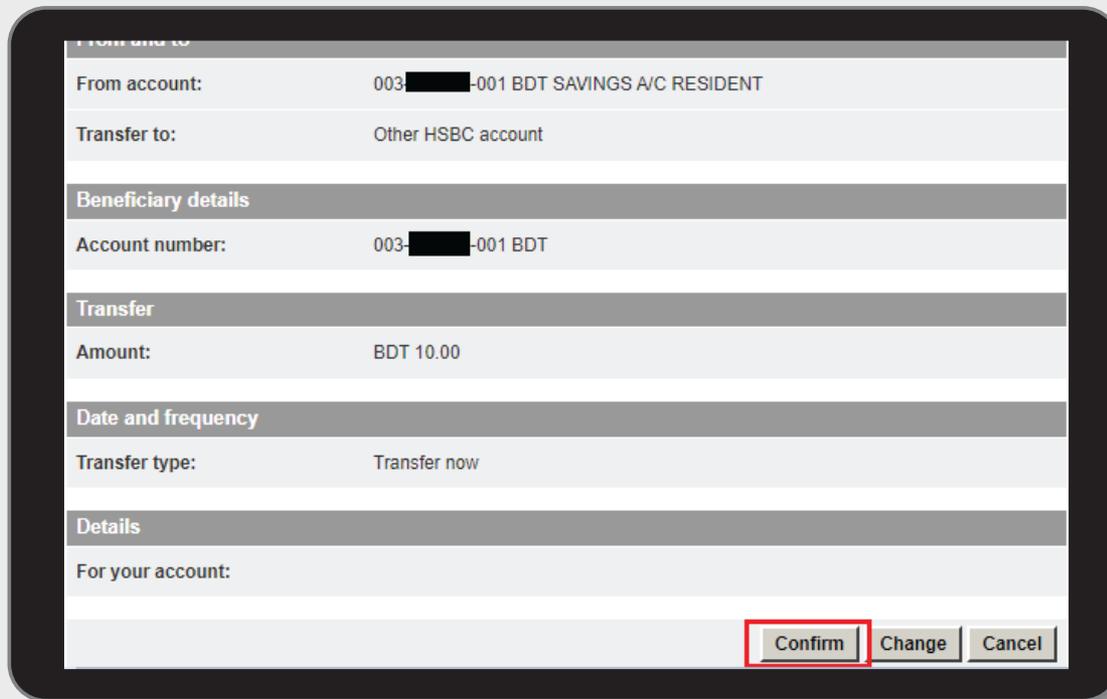
c. Click 'Transfer'



Tips: You can setup future payments by selecting the 'Transfer later' or 'Set up recurring transfer' option.

## For Other HSBC account Transfer Step3

Transfer – Review Details and confirm your fund transfer instruction.



From and to	
From account:	003-██████-001 BDT SAVINGS A/C RESIDENT
Transfer to:	Other HSBC account
Beneficiary details	
Account number:	003-██████-001 BDT
Transfer	
Amount:	BDT 10.00
Date and frequency	
Transfer type:	Transfer now
Details	
For your account:	
<a href="#">Confirm</a> <a href="#">Change</a> <a href="#">Cancel</a>	

a. A window will appear to review details of fund transfer. You can change the details if you made an error. Then confirm your fund transfer details by clicking 'Confirm' button.



Security code verification	
Please enter your security code from the security token	
ENTER SECURITY CODE:	<input type="text"/>
	
<a href="#">Confirm</a> <a href="#">Cancel</a>	

b. Enter Security code for verification and click 'Confirm' to complete the fund transfer instruction.



Transfer - Acknowledgement	
From and to	
From account:	001-██████-001 BDT SAVINGS A/C RESIDENT
Transfer to:	Other HSBC account
Beneficiary details	
Account number:	003-██████-001 BDT
Transfer	
Amount:	BDT 10.00
Date and frequency	
Transfer type:	Transfer now
Effective date:	September 30, 2022
Details	
For your account:	
Transaction reference	
Number:	150699X748
<a href="#">Make another transfer</a> <a href="#">Account summary</a>	

c. Finally, an Acknowledgement window will appear for your reference.

## Transfer to a Cashier's order Step1

Transfer – Log in your PIB profile and click 'Make a Transfer' under 'Transfer' Tab from the left-side panel and Enter Beneficiary details and transfer details

**From and to**

From account: 003-██████-001 BDT SAVINGS A/C RES

003-██████-001 BDT SAVINGS A/C RESIDENT

Transfer to: Cashier's order

Cashier's order

**Delivery options**

Mail to you

Mail to beneficiary

Collect at branch: Dhaka Main Office, Anchor Tower

I hereby authorise:

Bearer's name:

a. Select your debit account from the 'From account' drop-down list.

b. Choose Cashier's Order from the 'Transfer To' drop-down list

c. Select delivery option:

- Mail to you (i.e. account holder)
- Mail to beneficiary
- Collect at branch with branch selection and authorization for 3rd party to pick up the cashier's order (includes Bearer's name and ID)

**Beneficiary details**

Name:

Address:

**Transfer**

Amount:

Currency: Bangladesh Taka

**Details**

For beneficiary:

For your account:

d. Type your beneficiary name and address

e. Enter your transfer amount in BDT

f. Specify additional transfer details for beneficiary and for your account

g. Click 'Transfer'



## Transfer to a Cashier's order Step2

Review Details and confirm your fund transfer instruction.

Address:	101, Dhanmondi
	Dhaka
<b>Transfer</b>	
Amount:	BDT 1,200.00
Charges:	To be taken in line with our tariff
<b>Date and frequency</b>	
Transfer type:	Transfer now
<b>Details</b>	
For beneficiary:	Tax commissioner office
For your account:	Income Tax payment
<a href="#">Confirm</a> <a href="#">Change</a> <a href="#">Cancel</a>	

a. A window will appear to review details of fund transfer. You can change the details if you made an error. Then confirm your fund transfer details by clicking 'Confirm' button.



<b>Security code verification</b>	
Please enter your security code from the security token	
Enter security code:	<input type="text"/>
	
<a href="#">Confirm</a> <a href="#">Cancel</a>	

b. Enter Security code for verification and click 'Confirm' to complete the fund transfer instruction.



<b>Transfer - Acknowledgement</b>	
Your request will be processed manually. Our Ref: 882	
From and to:	801-0011 BDT SAVINGS AC RESIDENT
Transfer to:	Cashier's order
<b>Delivery options</b>	
Mode:	Mail to you
<b>Beneficiary details</b>	
Name:	MR HSBC CUSTOMER
Address:	101, Dhanmondi
	Dhaka
<b>Transfer</b>	
Amount:	BDT 1,200.00
<b>Date and frequency</b>	
Transfer type:	Transfer now
<b>Details</b>	
For beneficiary:	Tax commissioner office
For your account:	Income Tax payment
<b>Transaction reference</b>	
Number:	158773X00

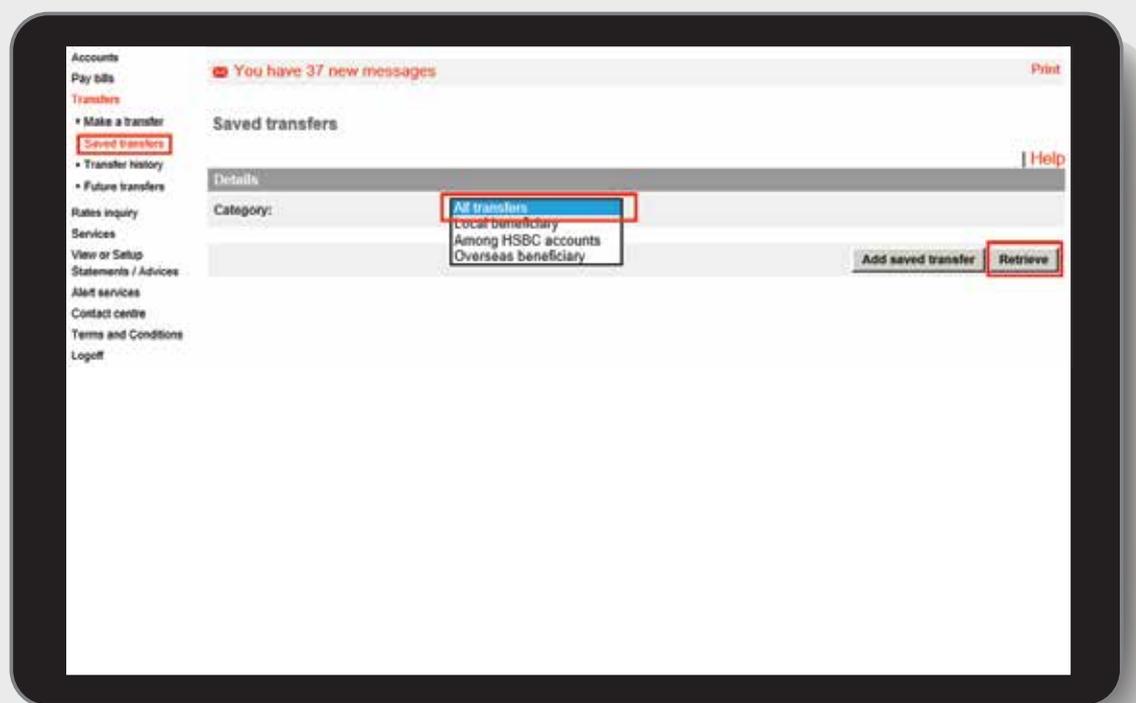
c. Finally, an Acknowledgement window will appear for your reference.

## Saved transfers

Log in your PIB profile and click 'Saved transfers' under 'Transfer' Tab from the left-side panel.

If the customer has transfers to make where the beneficiary details do not change but the amount and frequency may change each time the transfer is sent, these can be set up and saved as templates. This option is available to the customer via the 'Make a Transfer' page by selecting the 'Save' button after completion of the transfer/payment details.

Once the details have been saved as a template, they can be viewed, changed or deleted through the 'Saved Transfer' option within the Transfers menu. Additionally, the saved template can be used to effect the transfer by selecting the option 'Make a transfer' which will take the customer direct to the "Make a Transfer" page.



After selecting the category then click 'Retrieve' to view the saved beneficiary details.

Beneficiary	Currency	Details for your account	Payee code
001-██████-000	BDT		01
4-██████-002	BDT		16
MR. ABCD EFG	BDT		15

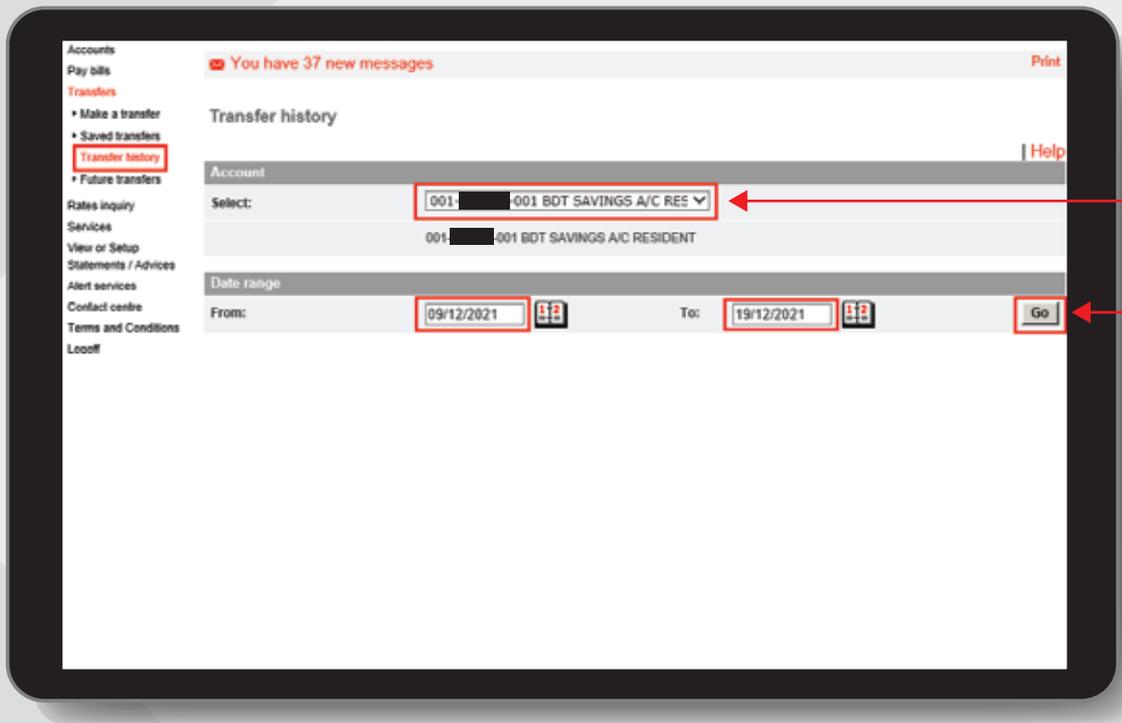
A window will appear to show the saved Beneficiary details. The customer can view, delete and make changes by clicking on the specific Beneficiary.

## Transfer History

Log in your PIB profile and click 'Transfer History' under 'Transfer' Tab from the left-side panel

Customers can view details of previous transfers by selecting the 'Transfer history' function from the 'Transfer' sub-menu. Details are:

- \* Debit Account
- \* If required, the customer can view transfers between specific dates (by inserting two dates in the boxes)



Select your desired account from the drop-down list.

After selecting the specific date range then click 'Go' to view the Future payment details.

Click on the underlined column headings to sort your transactions.

<u>Date</u>	<u>Transfer to</u>	<u>Transfer amount</u>	<u>Details for your account</u>
August 2, 2021	[REDACTED] 01 BDT	BDT 105,000.00	
August 29, 2021	[REDACTED] 35 BDT	BDT 150,000.00	

The information appearing will be under the following headings:

- \* Date
- \* Transfer to
- \* Transfer Amount
- \* Details for your account

By clicking on the actual date of a transfer, full details can be viewed.

## Future transfers

Log in your PIB profile and click 'Future transfers' under 'Transfers' Tab from the left-side panel.

The customer can view, delete and make changes to all future transfers by clicking on the 'Future Transfers' option from the 'Transfers' sub-menu. The system will process the transfer on the due date. If it cannot be made for any reason, a pre-formatted message will be sent to the customer's mailbox advising him/her of the reason for non-payment.

Accounts

Pay bills

Transfers

- Make a transfer
- Saved transfers
- Transfer history
- Future transfers**

Rates inquiry

Services

View or Setup

Statements / Advices

Alert services

Contact centre

Terms and Conditions

Logout

You have 22 new messages

Print

### Future transfers

Account

Select:

001 [redacted] 86 BDT STAFF ACCOUNT

Category:

Date range

From:   To:

Click on the underlined column headings to sort your transactions.

<u>Date</u>	<u>Transfer to</u>	<u>Transfer amount</u>	<u>Details for your account</u>
March 8, 2022	Kazi Abdul Hamid	BDT 10,000.00	Family Expense

Select your desired account and Category from the drop-down list.

After selecting the specific date range then click 'Go' to view the Future payment details.

The information appearing will be under the following headings:

- \* Date
- \* Transfer to
- \* Transfer Amount
- \* Details for your account

By clicking on the future date of a transfer, future transfer full details can be viewed, deleted and even can make changes.

Rates inquiry >



## Interest rate inquiry

Log in your PIB profile and click 'Interest rate inquiry' under 'Rates inquiry' Tab from the left-side panel.

This screen displays interest rates for various products (as selected by the site), and includes both demand deposit and term deposit accounts.

Accounts  
Pay bills  
Transfers  
Rates inquiry  
**Interest rate inquiry**  
Services  
View or Setup  
Statements / Advices  
Alert services  
Contact centre  
Terms and Conditions  
Logoff

You have 22 new messages [Print](#)

### Interest rate enquiry [Help](#)

Account

Type:

Currency:

Minimum balance: 0.00

Amount	Interest rate
0.00 - 99,999.99	0.00%
100,000.00 - 99,999,999.99	0.50%

The rates mentioned are indicative and subject to change without notice.

[Account summary](#)

Select account Type and Currency from the drop-down list.

All information displayed, such as minimum balance required, banding and applicable interest rates.

Services >



## Update personal information Step 1

Log in your PIB profile and click 'Update personal information' under 'Services' Tab from the left-side panel.

Customers can 'Update Personal Information' as follows:

Annual Income  
No of dependents  
Occupation  
Employer  
Telephone Numbers (Home/Office/Mobile)  
Fax Numbers (Home/Office)  
E-mail Address

System will update the input value to the related fields as Straight Through Processing (STP), provided the following conditions are met:

No joint accounts linked to the customer record  
PIB registration date for the customer must not equal to 'Today'.

Accounts  
My life  
Transfer  
Rate inquiry  
Services  
**Update personal information**  
+ Request Replacement ID  
+ Help checker  
+ Order checkbook  
+ Select accounts  
+ Register accounts  
+ Review account opening info  
+ Change interest  
+ Change security questions and answer  
View or Print Statements / Advice  
Alert section  
Contact centre  
Terms and Conditions  
Legal

You have 37 new messages

### Update personal information

- Your personal information is displayed in the fields below. Amend the appropriate details and your personal details will be immediately updated.
- If no information is displayed in any of the fields, tick in the information you want us to update our records with. We will update your details accordingly.

Personal

Date of birth: 12/04/1978

Annual income: 120000

No. of dependents: 2

Occupation: PROFESSIONAL/SENIOR ADMINISTRATIVE

Employer: HSBC Bangladesh

Telephone numbers (Please include international and local dialing codes)

Home: 12345678

Office: 9876543

Mobile: 9912345678

Fax numbers (Please include international and local dialing codes)

Home: 9999999

Office: 9999999

e-mail address: abc1234@gmail.com

Please note that your email address will be used for all e-communications you select through internet banking. Please note that your Personal Details will also be searched to reflect your new email address.

Update

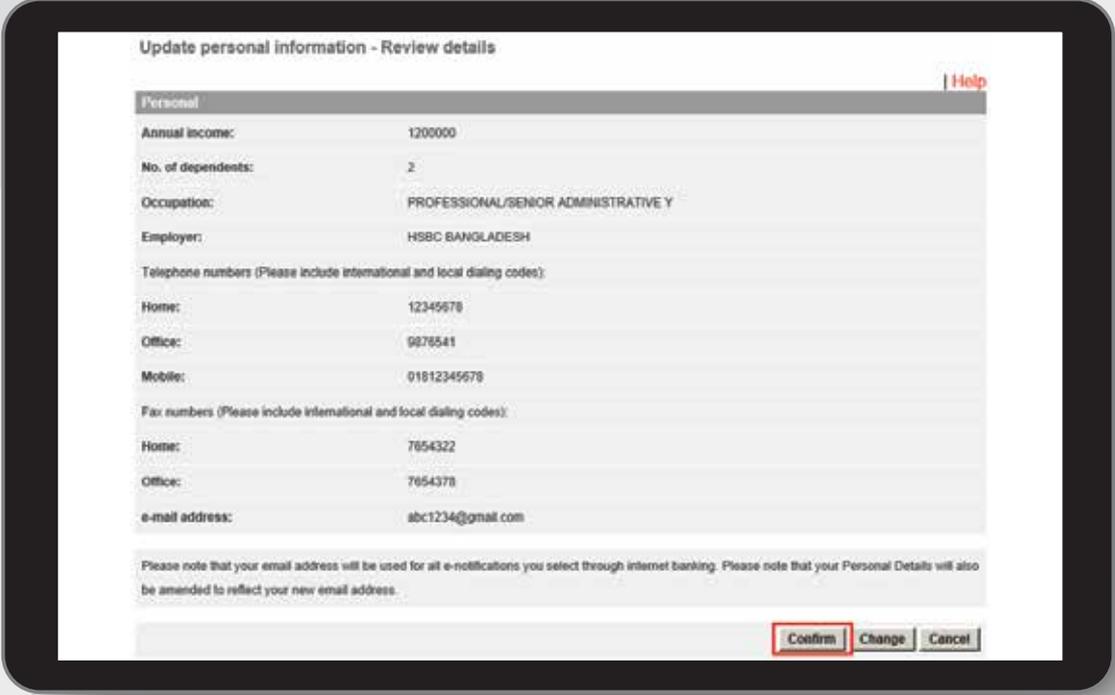
Input the relevant fields as appropriate for update.



Click 'Update'

## Update personal information Step 2

Review the details and click 'Confirm'



Update personal information - Review details Help

**Personal**

Annual income:	1200000
No. of dependents:	2
Occupation:	PROFESSIONAL/SENIOR ADMINISTRATIVE Y
Employer:	HSBC BANGLADESH
Telephone numbers (Please include international and local dialing codes):	
Home:	12345678
Office:	9976541
Mobile:	01812345678
Fax numbers (Please include international and local dialing codes):	
Home:	7654322
Office:	7654378
e-mail address:	abc1234@gmail.com

Please note that your email address will be used for all e-notifications you select through internet banking. Please note that your Personal Details will also be amended to reflect your new email address.



A window will appear to review details of Updated personal information. You can change the details if you made an error. Then confirm your payment details by clicking 'Confirm' button.

## Update personal information Step 3

Enter Security code for verification and click on 'Confirm' to complete.

Security code verification | Help

Please enter your security code from the security token

Enter security code: \*\*\*\*\*

security code

Confirm Cancel

Enter Security code for verification and click 'Confirm' to complete the request.

Update personal information - Acknowledgement | Help

Personal	
Annual income:	1200000
No. of dependents:	2
Occupation:	PROFESSIONAL/SENIOR ADMINISTRATIVE Y
Employer:	HSBC BANGLADESH
Telephone numbers (Please include international and local dialing codes):	
Home:	12345678
Office:	9876541
Mobile:	01812345678
Fax numbers (Please include international and local dialing codes):	
Home:	7654322
Office:	7654378
e-mail address:	abc1234@gmail.com

Update correspondence addresses Account summary

Finally, an Acknowledgement window will appear for your reference.

Updating Correspondence Addresses button do not support auto-update.

## Request Replacement PIN Step 1

Log in your PIB profile and click 'Request Replacement PIN' under 'Services' Tab from the left-side panel.

Accounts  
Pay bills  
Transfers  
Rates inquiry  
Services  
You have 33 new messages  
Print  
Issue replacement PIN  
Help  
Details  
ATM card number: [Select Number:]  
Report lost / stolen ATM card  
Request

0	GBP	Issue number: 1
0	BDT	Issue number: 1
0	BDT	Issue number: 1
0	JSD	Issue number: 1
0	JSD	Issue number: 2
0	BDT	Issue number: 2

Select your desired card number from the drop-down list



Click 'Request'

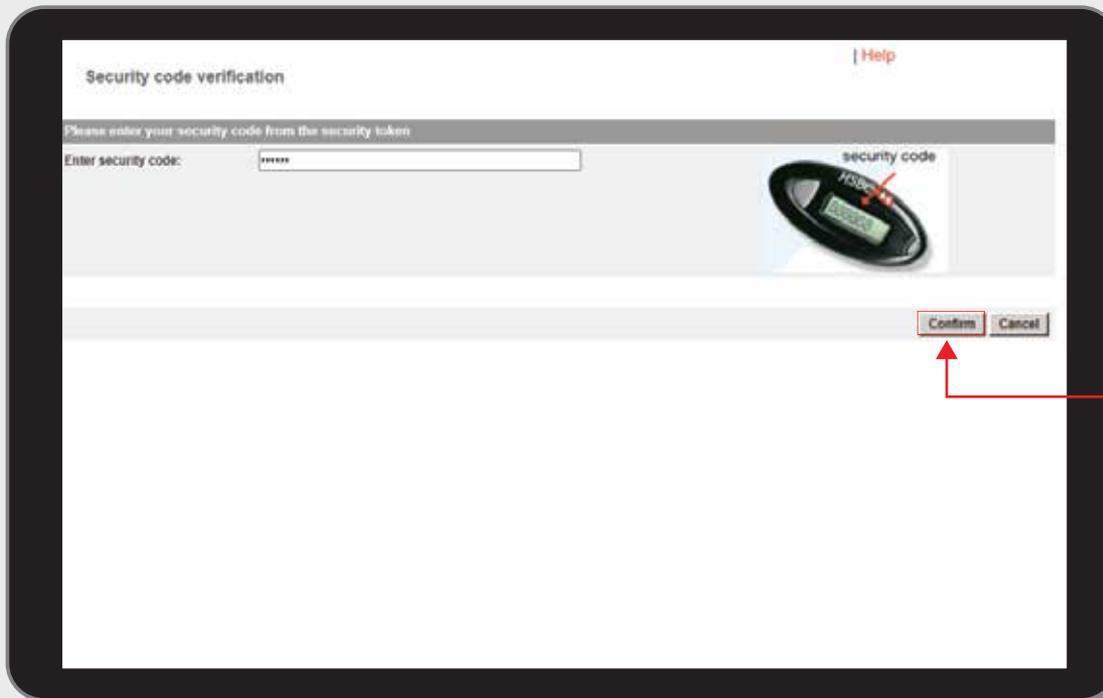
Issue replacement PIN - Review details  
Help  
Details  
ATM card number: [REDACTED] BDT  
Issue number: 1  
Confirm Change Cancel



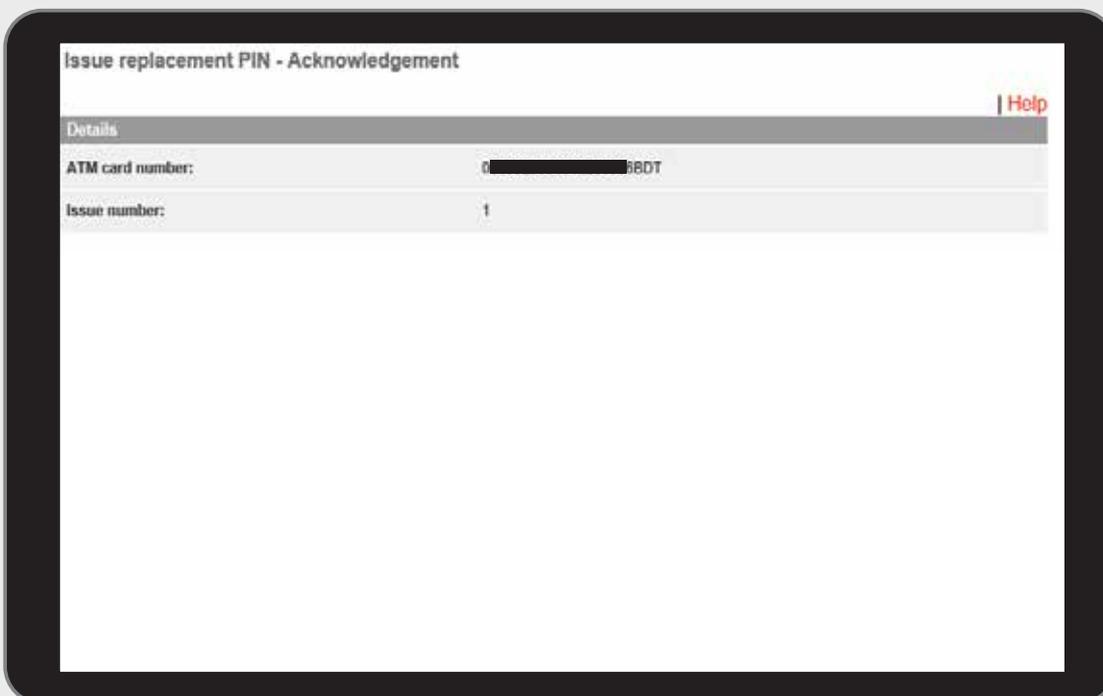
Click 'Confirm' after review

## Request Replacement PIN Step 2

Enter Security code for verification and click on 'Confirm' to complete.



Enter Security code for verification and click 'Confirm' to complete the request.



Finally, an Acknowledgement window will appear for your reference.

## Stop cheque

Log in your PIB profile and click 'Stop cheque' under 'Services' Tab from the left-side panel.

Allows customer to stop a specific cheque or a series of cheques on the accounts listed. The system would only allow 'stop cheque' by cheque number or cheque amount with a cheque number.

Account: 001-██████-086 BDT ██████ ACCOUNT

001-██████-086 BDT ██████ ACCOUNT

Stop payment on:

Cheque number: 102206

Amount: 120000

Cheque number range: To:

Only cheques not received by HSBC at this time can be stopped for payment.

Stop

Select your desired account number from the drop-down list

Enter a specific cheque number and cheque amount

Click 'Stop'

Stop cheque - Review details

Details

Account: 001-██████-086 BDT ██████ ACCOUNT

Stop payment on: Cheque number 102206 (Amount : 120,000.00)

Confirm Change Cancel

Click 'Confirm' after review

Stop cheque - Acknowledgement

Details

Account: 001-██████-086 BDT ██████ ACCOUNT

Stop payment on: Cheque number 102206 (Amount : 120,000.00)

Account summary

Finally, an Acknowledgement window will appear for your reference.

## Order cheque book Step 1

Log in your PIB profile and click 'Order cheque book' under 'Services' Tab from the left-side panel.

Transfers  
Rates inquiry  
Services  
• Update personal information  
• Request Replacement PIB  
• Stop cheque  
**Order cheque book**  
• Select accounts  
• Rename accounts  
• Reduce internal banking limits  
• Change Internet Banking Password  
• Change security question and answer  
View or Setup Statements / Advices  
Alert services  
Contact centre  
Terms and Conditions  
Logout

### Order cheque book

Help

For SELECT customers, 25/50 leaves BDT cheque book has been discontinued. Only 10 leaves BDT cheque book will be issued for the Select customers. Charge (if applicable) will be collected at month-end.

Details

Account: 001 [REDACTED] 001 BDT SAVINGS A/C RES

001 [REDACTED] BDT SAVINGS A/C RESIDENT

Number of cheque books to order: 1

Type of cheque books: 10 Page

Delivery method:  
 Mail to my address  
 Collect at branch

Order

Customers are able to order a cheque book(s) for their cheque book accounts.

Select the relevant cheque book account and the number of cheque book(s) required and the cheque book type.



c. Click 'Order'

### Order cheque book - Review details

Help

Details

Account: 001 [REDACTED] 001 BDT SAVINGS A/C RESIDENT

Number of cheque books to order: 1

Type of cheque books: 10 Page

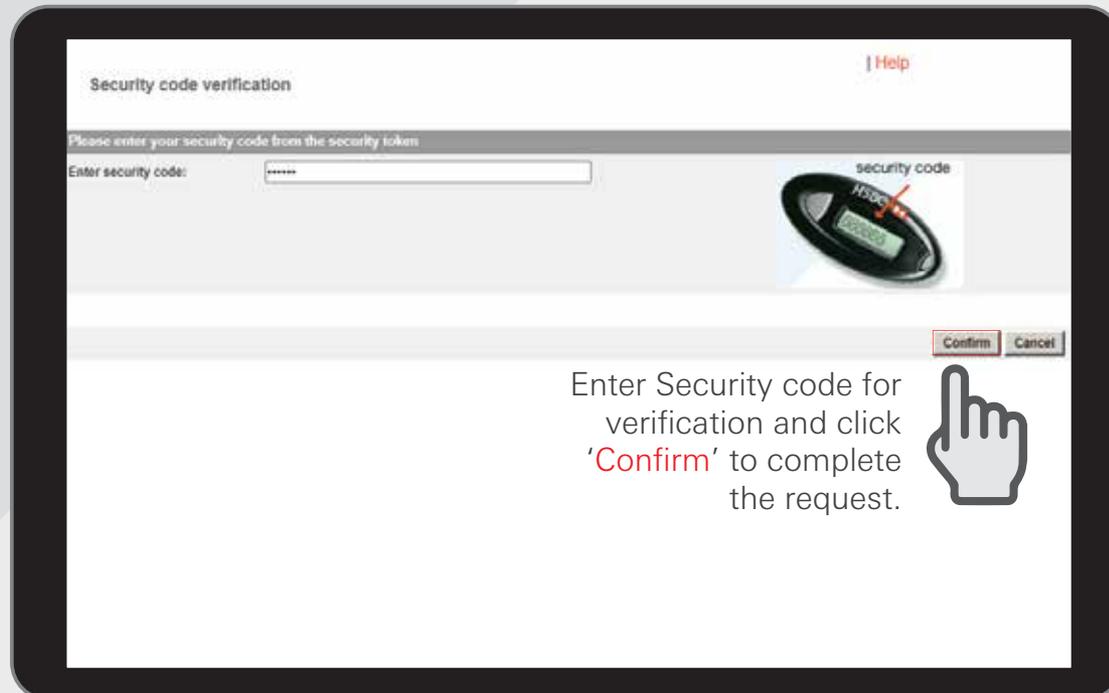
Delivery method: Mail to my address

Confirm Change Cancel

Click 'Confirm' after review

## Order cheque book Step 2

Enter Security code for verification and click on 'Confirm' to complete.



Security code verification

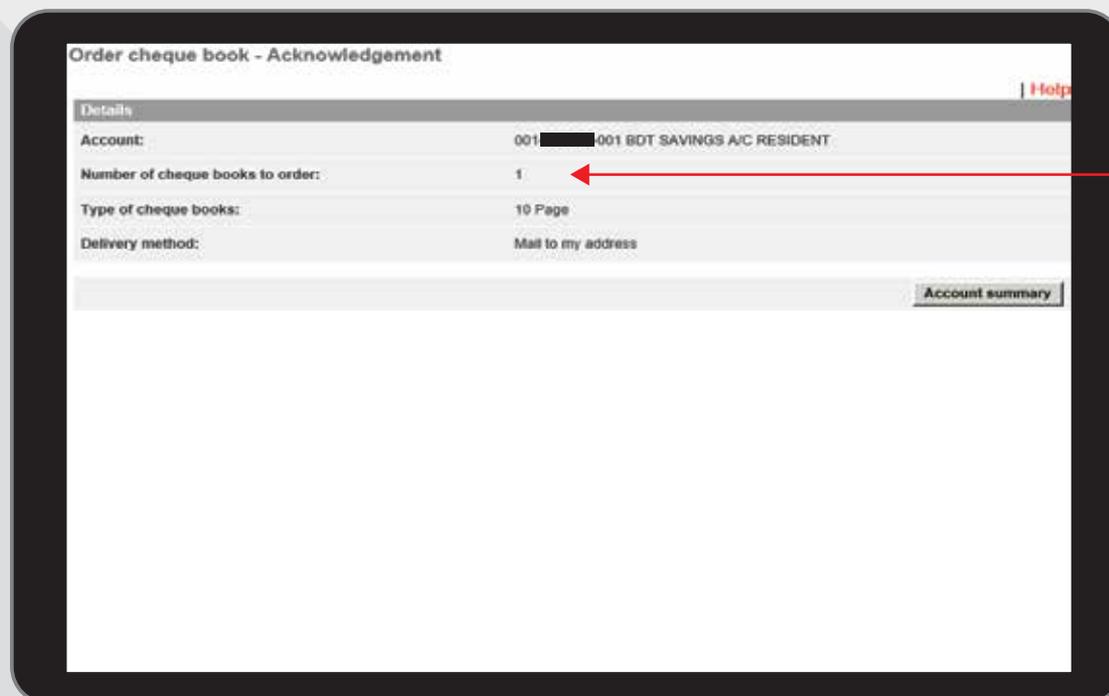
Please enter your security code from the security token

Enter security code:

security code

Confirm Cancel

Enter Security code for verification and click 'Confirm' to complete the request.



Order cheque book - Acknowledgement

Details

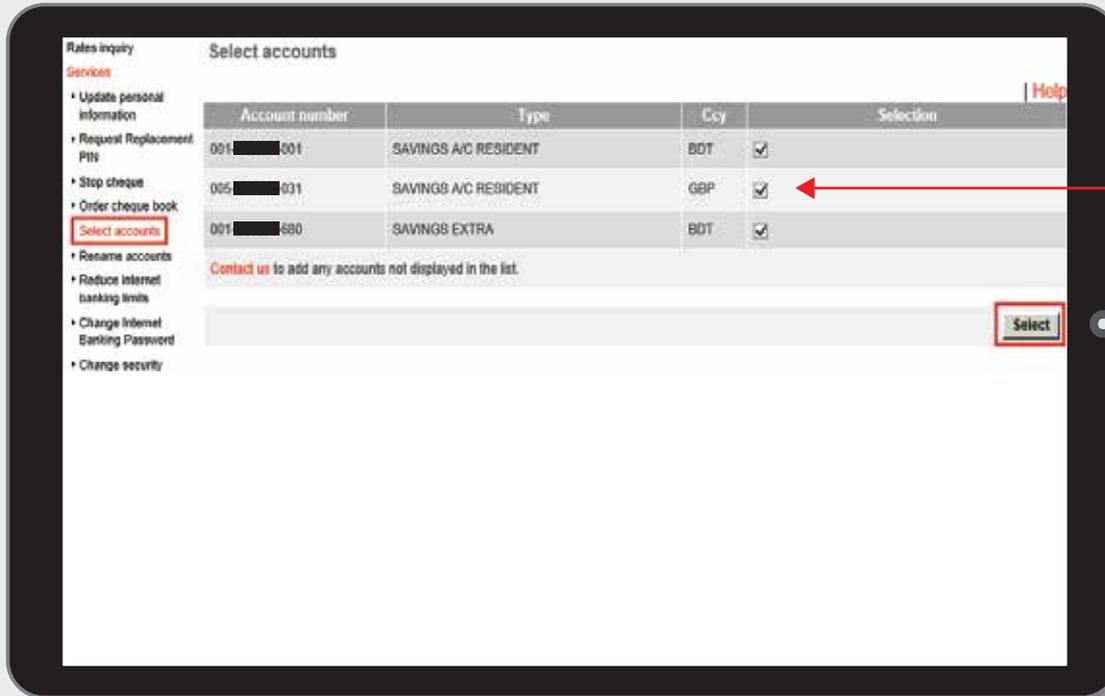
Account:	001 [REDACTED] 001 BDT SAVINGS A/C RESIDENT
Number of cheque books to order:	1
Type of cheque books:	10 Page
Delivery method:	Mail to my address

Account summary

Finally, an Acknowledgement window will appear for your reference.

## Select accounts Step 1

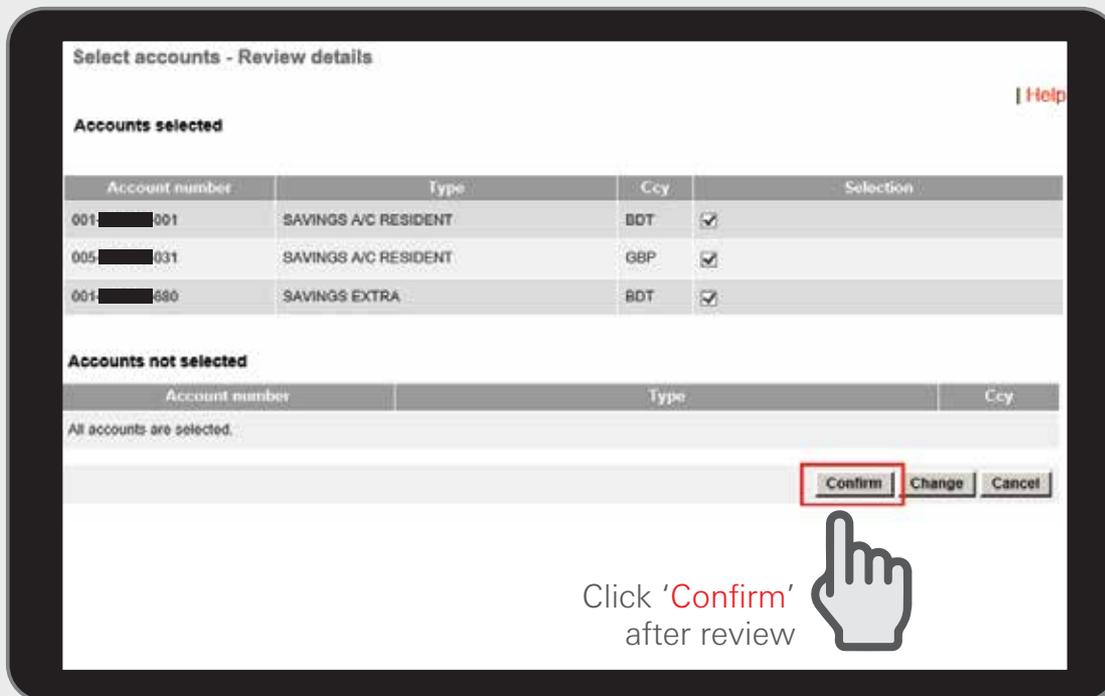
Log in your PIB profile and click 'Select accounts' under 'Services' Tab from the left-side panel.



The customer has the option to either select (if an account was de-selected at registration) or deselect accounts that can be viewed on PIB.



Click 'Select'



Click 'Confirm' after review



Customer is not able to access or view the joint account in PIB, to link please follow the below steps:-

Step 1: Log into your Personal Internet Banking account and select Contact Centre.

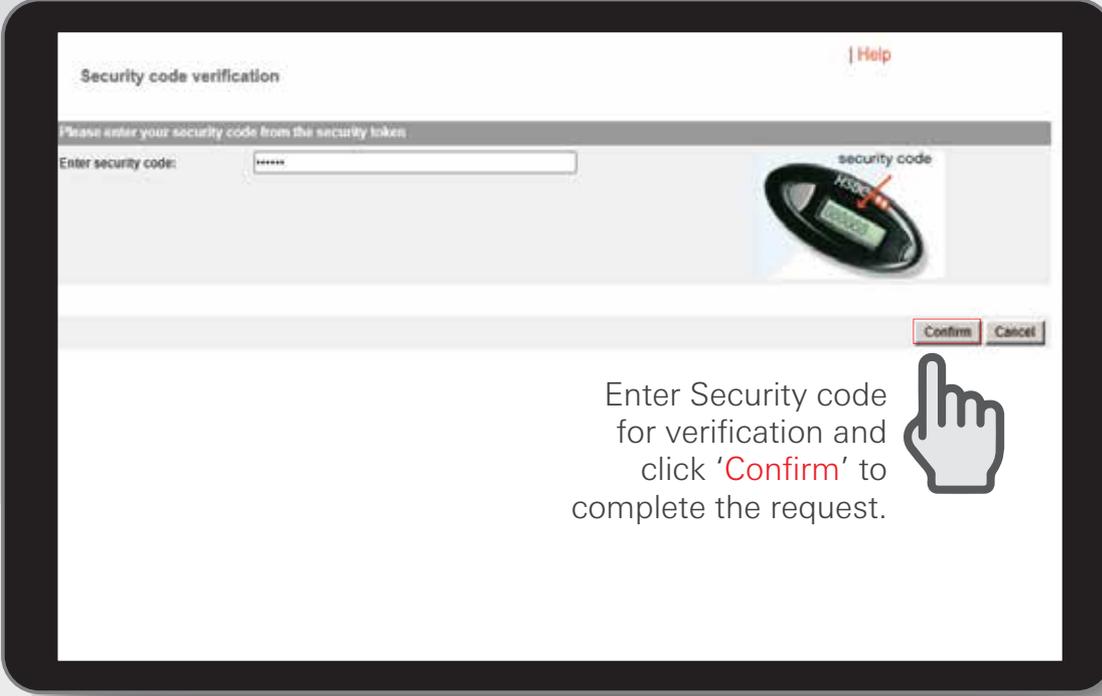
Step 2: Click "Send Message" and choose "General enquiries" as message subject.

Step 3: In the message body, type your joint account number and request to link with the existing PIB profile. Then click "Send".

Note: Joint accounts where account operating instructions/-signing authority is mentioned as "Jointly" will not be able to get access in PIB.

## Select accounts Step 2

Enter Security code for verification and click on 'Confirm' to complete.



Security code verification

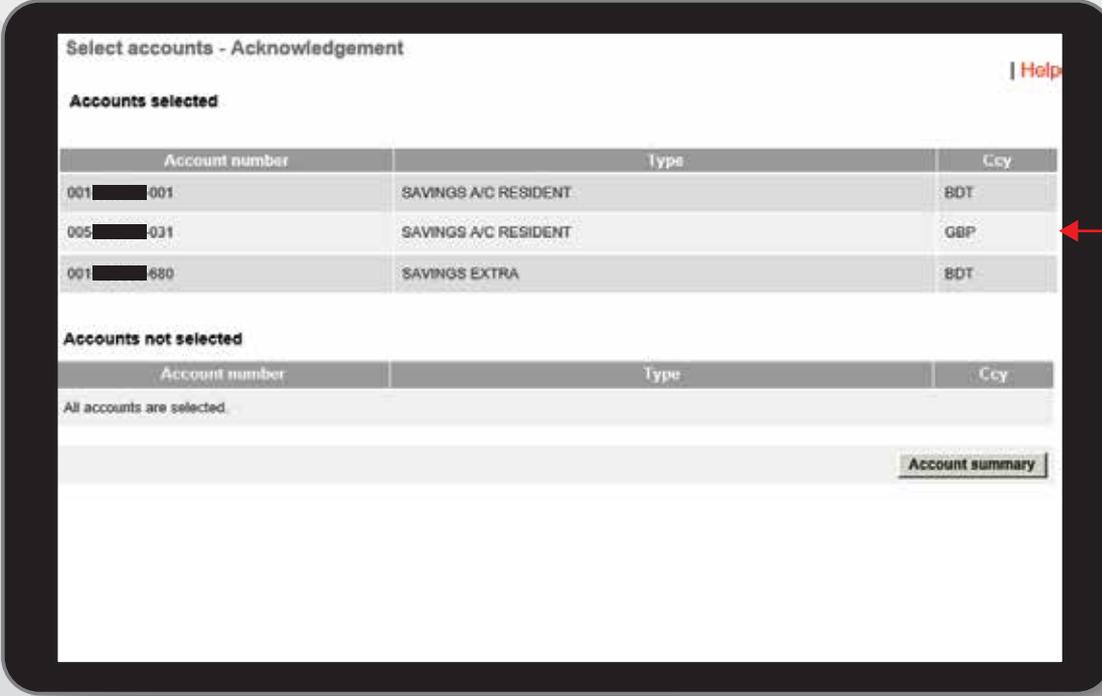
Please enter your security code from the security token

Enter security code:

security code

Confirm Cancel

Enter Security code for verification and click 'Confirm' to complete the request.



Select accounts - Acknowledgement

Accounts selected

Account number	Type	Ccy
001 001	SAVINGS A/C RESIDENT	BDT
005 031	SAVINGS A/C RESIDENT	GBP
001 680	SAVINGS EXTRA	BDT

Accounts not selected

Account number	Type	Ccy
All accounts are selected.		

Account summary

Finally, an Acknowledgement window will appear for your reference.

## Rename accounts

Log in your PIB profile and click 'Rename accounts' under 'Services' Tab from the left-side panel.

This functionality allows the customer to rename or to specify nicknames for their accounts to facilitate cross checking as most of the account names of the Bank are very generic. Once performed, this can be viewed under 'nickname'. These nicknames will be used for all account descriptions within Internet Banking, including Transfers, Bills payments, Services, Account summary etc.

Rename accounts

Account number	Name	Ccy
000 0000 001	SAVINGS A/C RESIDENT	BDT
000 0000 031	SAVINGS A/C RESIDENT	GBP
000 0000 030	SAVINGS A/C RESIDENT	GBP

To change the name of any account, type a new name in the "Name" field and click Rename.  
To change all your account names back to original bank assigned names, click Reset all.

**Rename** **Reset all**

Click 'Rename'

Select your desired account number from the drop-down list

Once you have renamed a particular account, the new name will appear as the Account Name in HSBC Personal Internet Banking (PIB). This feature only changes the account name in your Internet Banking profile and enables you to distinguish your different accounts of same type.

Rename accounts - Review details

Account number	Name	Ccy
005 0000 001	Personal	BDT
005 0000 031	Rent	GBP
000 0000 030	GBP Savings	GBP

**Confirm** **Change** **Cancel**

Rename accounts - Acknowledgement

Account number	Name	Ccy
005 0000 001	Personal	BDT
005 0000 031	Rent	GBP
000 0000 030	GBP Savings	GBP

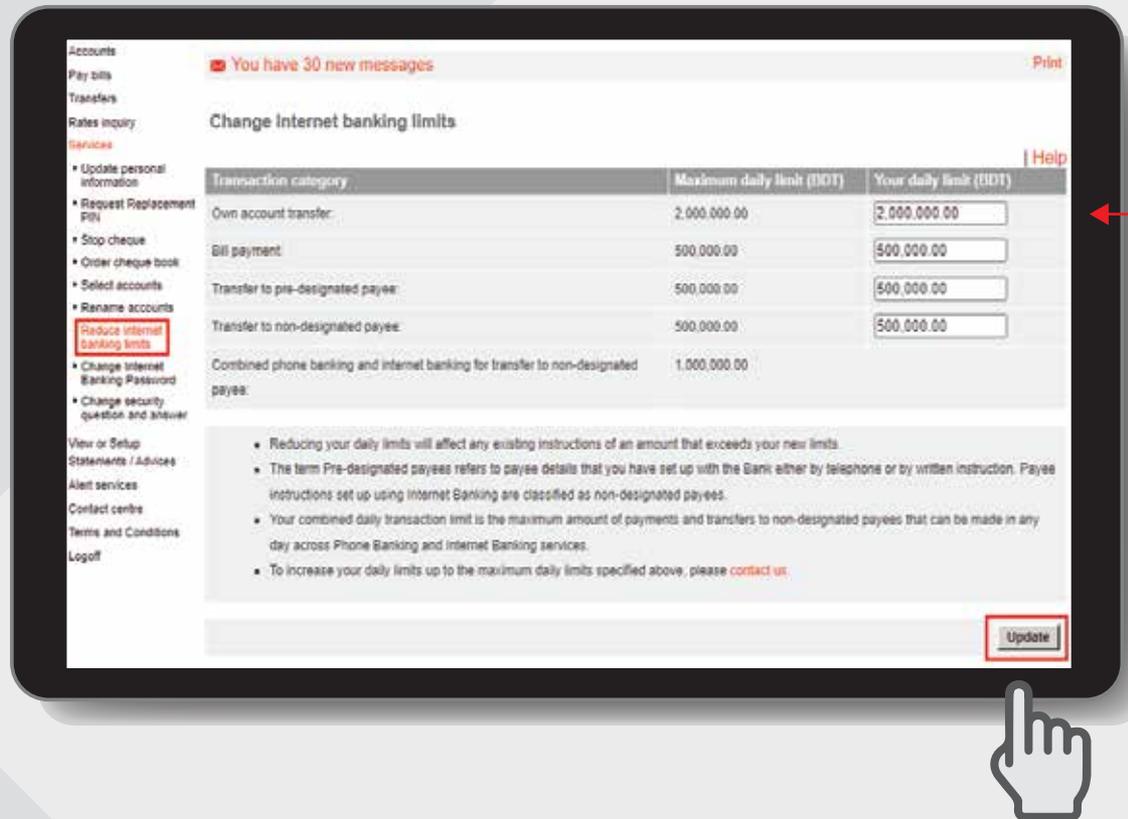
**Account summary**

Click 'Confirm' after review

Finally, an Acknowledgement window will appear for your reference.

## Reduce internet banking limits Step 1

Log in your PIB profile and click 'Reduce internet banking limits' under 'Services' Tab from the left-side panel.



The customer may only decrease (or zero) their limits on the following transaction categories:  
Own account transfer  
Bill payment  
Pre-Designated transfer  
Non-Designated transfer

Enter your preferred daily limit for each category of transaction.

Click 'Update'

Transfer to non-designated payee:	500,000.00	<input type="text" value="300000"/>
-----------------------------------	------------	-------------------------------------

For example, we have set daily limit for non-designated payee as BDT 300,000.00

- The maximum daily limits are set by Bank for the total of each type of transaction. You are able to adjust your personal daily limits for each category of transactions performed through Internet Banking.
- Any reductions to your daily limits may affect any existing instructions waiting to be effected. You may wish to check if you have any future transfers or future payments before reducing your limits.
- You cannot increase any of the Transaction Category limit online. To increase your daily limits up to the maximum daily limits specified above, please follow the below steps:-
  - ◆ Step 1: Log into your Personal Internet Banking account and select Contact Centre.
  - ◆ Step 2: Click send message and choose Reset Internet Banking Limit as message subject.
  - ◆ Step 3: the message body, type your account number and reset limit amount (allowable limit up-to BDT500,000). Then click send.

## Reduce internet banking limits Step2

Click on 'Confirm' after review to complete.

**Change Internet banking limits- Review details** [| Help](#)

**At least one of your daily limits will be reduced. Check that your future payment and transfer amounts do not exceed this new limit.**

Transaction category	New daily limit (BDT)
Own account transfer:	2,000,000.00
Bill payment:	500,000.00
Transfer to pre-designated payee:	500,000.00
Transfer to non-designated payee:	300,000.00

• Reducing any of your daily limits may affect any existing transactions of the same type that exceed your new daily limit.

[Confirm](#) [Change](#) [Cancel](#)

Click 'Confirm' after review 

**Change Internet banking limits - Acknowledgement** [| Help](#)

**At least one of your daily limits has been reduced. Check that your future payment and transfer amounts do not exceed this new limit.**

Transaction category	New daily limit (BDT)
Own account transfer:	2,000,000.00
Bill payment:	500,000.00
Transfer to pre-designated payee:	500,000.00
Transfer to non-designated payee:	300,000.00

[Account summary](#)

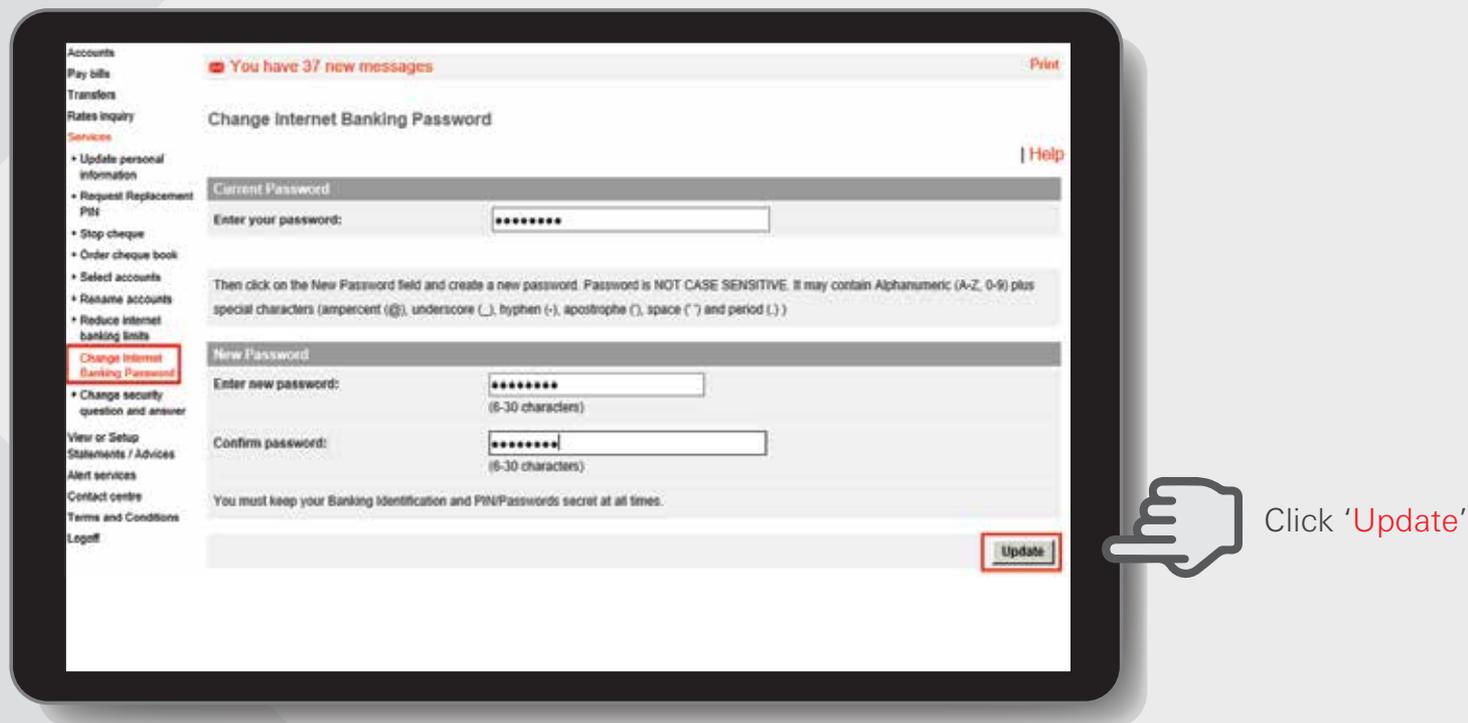
Finally, an Acknowledgement window will appear for your reference.

## Change Internet Banking Password

Log in your PIB profile and click 'Change Internet Banking Password' under 'Services' Tab from the left-side panel.

You are able to change your Internet Banking password any time during your Internet Banking session. You are recommended to do this regularly, e.g. every two months, to protect your password and keep it confidential. Steps to change your password:

1. Key in your current password, i.e. the one you used to logon to this session.
2. Key in your new password. This needs to be between 6 to 8 characters long and should contain both alphabetic letters and numbers.
3. Re-enter your new password to ensure you have keyed it in correctly.



The screenshot displays the 'Change Internet Banking Password' interface. On the left sidebar, the 'Change Internet Banking Password' option is highlighted with a red box. The main content area includes a 'Current Password' section with an input field, a 'New Password' section with two input fields (one for the new password and one for confirmation), and an 'Update' button at the bottom right. A hand icon points to the 'Update' button with the text 'Click 'Update''.

## Change Internet Banking Password - Acknowledgement

Your Internet Banking password has been successfully changed. Remember to use this new password the next time you Logon to your Internet Banking service.

Your password has been successfully changed. You need to use this new password next time when you logon to your Internet Banking session.

## Change security question and answer Step 1

Log in your PIB profile and click 'Change security question and answer' under 'Services' Tab from the left-side panel.

The customer has the options to change his/her Security questions and password once customer key in their passwords again, If customer forgets his/her password, customer will have to perform Online Reset (OLR) via the link found in the Enter Password page. To perform OLR customer need to key in the answer for the 2 security questions setup by the customers. If the customer failed to perform OLR customer would need to perform OFR (Offline Password Reset).

The screenshot shows the 'Change security question and answer' page. On the left, a 'Services' menu has 'Change security question and answer' highlighted with a red box. The main content area includes a 'Current Password' field, a 'Change Security Question And Answer' section with instructions, and two sets of security question and answer fields. The first set has 'What is your favourite food?' selected in the dropdown. The second set has 'What is your favorite sport?' selected. A red box highlights the 'Update' button at the bottom right.

Select security question 1 from the drop-down list. Enter & re-enter your Security answer 1.

In what city were you born?  
What is your Favourite Colour?  
What is your favourite food?  
What is your favourite subject at school?  
What is your oldest siblings first name?  
What was the name of your best friend at school?  
Who is your favourite writer?

Select security question 2 from the drop-down list. Enter & re-enter your Security answer 2.

Name the most unforgettable teacher from your school days?  
What is the name of the person you most admire?  
What is the name of your favourite book?  
What is your favorite sport?  
What is your favourite song?  
Which is your favourite flower or plant?  
Which is your favourite movie?

Click 'Confirm' after review



### Change security question and answer - Acknowledgement

Your Security Questions and Answers have been successfully reset. Please remember to use your new Security Answers in the event that you need to reset either your Memorable Answer or Password.

Your security question and answer have been successfully changed.

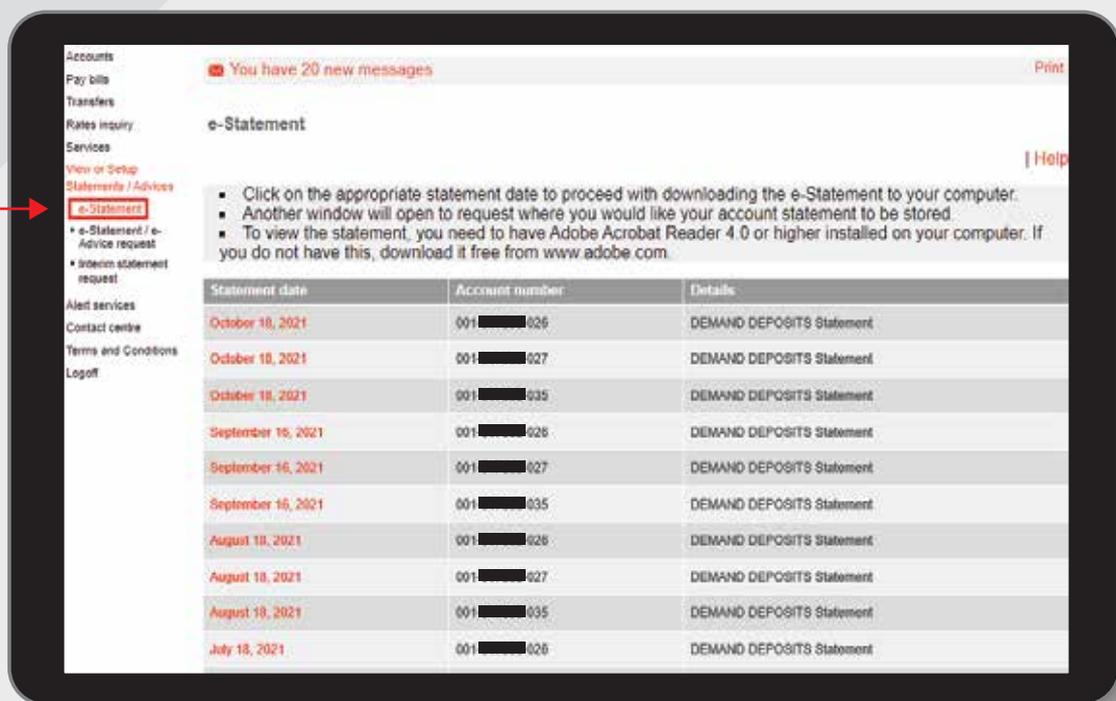
View or setup  
statements / advice >



## e-Statement

Log in your PIB profile and click 'e-Statement' under 'View or Setup Statements / Advices' Tab from the left-side panel.

View up to the last 24 months e-statements for your demand deposits account



Click on Statement date to download the e-Statement.  
The E-Statements is in PDF format.

## e-Statement / e-Advice request

Log in your PIB profile and click 'e-Statement / e-Advice request' under 'View or Setup Statements / Advices' Tab from the left-side panel.

Customers have the option to receive e-statements and e-advice instead of paper statements/advices. Internet banking has an option to store a maximum of 24 statements from the time, the customer is registered for e-Statements. The customer will receive an email notification whenever an E-Statement is available for downloading.

The screenshot shows the 'e-Statement / e-Advice request' page. The left sidebar has a red box around the 'e-Statement / e-Advice request' link. The main content area is titled 'e-Statement / e-Advice request' and contains the following sections:

- Statement delivery:** Select which form of statements you wish to receive:
  - e-Statements only - You will now receive all your account statements electronically through Internet Banking. Your paper statements will cease to be sent to you.
    - e-Statements will be sent with the same frequency as your paper statements.
    - e-Statements ready for downloading will be listed in the e-Statement screen.
- e-Advice:** Select which form of advices you wish to receive:
  - e-Advice only - You will now receive all your advices electronically through Internet Banking. Your paper advices will cease to be sent to you.
    - e-Advice ready for viewing will be listed in the Message Center.
- Paper Statements/Advice Request:** If you want to receive a particular statement/advice by post or wish to change back to paper statement, you can make your request separately by sending us a message under "Contact Center". Alternatively, you can call HSBC Internet Banking Hotline: Within Bangladesh: 16240. From Overseas: +88 986127 16240.
- Email address:** If selected, e-advice notifications will be sent to your internet email address. Please check the email address shown below and update it if appropriate. Your new email address will also be updated to your Personal Information.
  - It will be sent to the following email address:
  - Please note that your email address will be used for all e-notifications you select through internet banking. Please note that your Personal Details will also be amended to reflect your new email address.

At the bottom right, there are 'Request' and 'Cancel' buttons.

## Interim statement request

Log in your PIB profile and click 'Interim statement request' under 'View or Setup Statements / Advices' Tab from the left-side panel.

Statements can be requested before they are due. Your interim statement will be sent to you electronically as an e-Statement.

All eStatements generated will be available under the eStatement option on the left-hand navigation.

The screenshot shows the 'Interim statement request' page. On the left, there is a navigation menu with 'Interim statement request' highlighted. The main content area has a 'Details' section with 'Account:' and two dropdown menus showing account numbers and names. Below that is a 'Delivery method' section with a message: 'Your interim statement will be sent to you electronically. If you want to receive the statement by mail, please go to e-Statement / e-Advice request to change to receive paper statement.' A 'Request' button is located at the bottom right of the form.



a. Click 'Request'

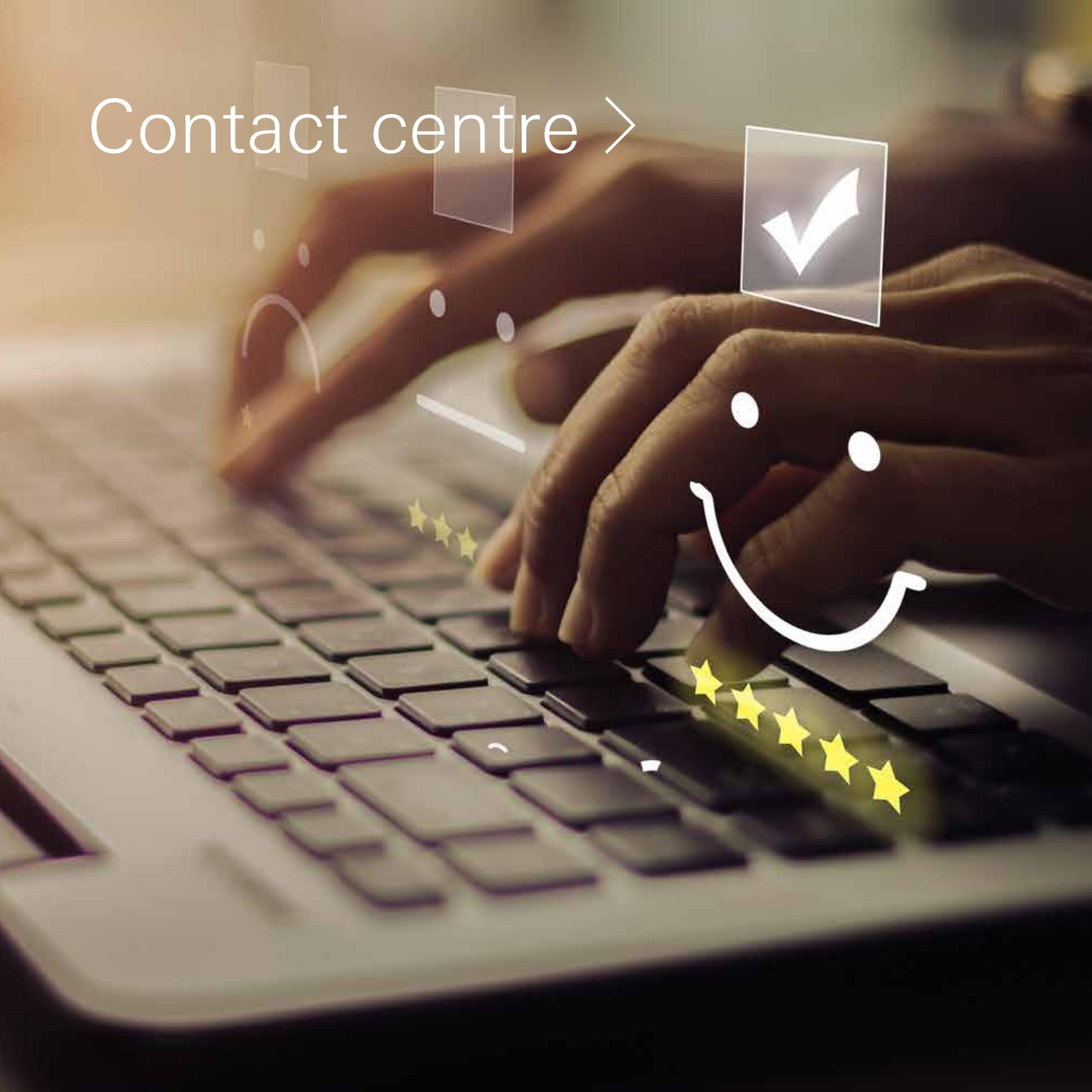
The screenshot shows the 'Interim statement request - Review details' page. It displays the same account and delivery method information as the previous screen. At the bottom right, there are three buttons: 'Confirm', 'Change', and 'Cancel'. A red arrow points from the 'Request' button on the previous screen to the 'Confirm' button here.

b. A window will appear to review account selection and delivery method. If change required, press 'Change', if OK, press 'Confirm' otherwise press Cancel.

The screenshot shows the 'Interim statement request - Acknowledgement' page. It provides a summary of the request, including the account number, delivery method, and a transaction reference number. An 'Account summary' button is located at the bottom right. A red arrow points from the 'Confirm' button on the previous screen to this page.

c. An Acknowledgement page confirms the request.

Contact centre >



## Read message

Log in your PIB profile and click 'Read message' under 'Contact centre' Tab from the left-side panel.

When the customer logs on to PIB he/she will be advised if there are any unread messages. This is evident by an envelope icon, which is visible along the red gel bar at the top of the screen and the number of unread messages will be indicated. Customer has the option of replying directly to a message received.

- Messages will be from the bank only (i.e. no outside E-mail will be received). These will be broadcast messages, confirmation of receipt of free-format instructions as well as e-advice.
- By clicking to read the messages, the customer will be taken to the 'Read Message' page within the Contact Centre menu.
- The messages will be dated and will each have a 'Subject' description.
- The number of unread messages in the red gel bar will be updated on the next logon, i.e. if the customer deletes some messages in one session, the indicator in the red gel bar will not be updated until the next logon.
- Unread messages appear in red.



- \* Click to select the message to be read.
- \* Message appears.
- \* Heading appears above the text detailing the 'Subject', the 'Date' of the message.
- \* Customer has the options to 'Reply', 'Delete', 'Read Next Message', or go 'Back to Message List'.
- \* The customer must read a message before being able to delete it.

## Send message

Log in your PIB profile and click 'Send message' under 'Contact centre' from the left-side panel

Customers have the option to send the bank a message via this screen.

a. Select the desired service as the subject from the drop-down list

b. Type message in box provided (maximum 3000 characters)

c. Click 'Send'

d. Finally, an Acknowledgement window will appear for your reference.

Message Header - Subject	Prescribed format for sending Value Added Service (VAS) request from PIB secured message option
General enquiries	Type message in content box provided (maximum 3000 characters). Then click 'Send'.
Pre-positive pay confirmation	<p>In the message body, type your account number, cheque number, cheque amount, cheque value date and beneficiary name. Then click 'Send'.</p> <p>Important notes:</p> <ul style="list-style-type: none"> <li>- Cut-off time: 1:00 PM on working days</li> <li>- Applicable criteria: clearing cheque BDT 500K &amp; above</li> </ul>
eStatement to email	<p>In the message body, type your account number and also the statement starting and ending date. Then click 'Send'. You will receive a password-protected e-Statement in your registered email address. The password details will be sent to your Personal Internet Banking inbox.</p> <p>Note: e-Statement of maximum last 1 (one) year is provided through Value Added Service.</p>
Signed paper statement from Branch	<p>In the message body, type your account number, the statement starting and ending date, and the branch name from where the statement will be collected. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.</p> <p>Note: For Paper Statement you will be charged as per WPB tariff. Paper statement of maximum last 2 (two) years is provided through Value Added Service.</p>
Loan closing certificate to email	<p>In the message body, type your loan account number and loan closing date. Then click 'Send'. You will receive a password-protected loan closing certificate in your email address. A confirmation message, once processing is completed, as well as the password details will be sent to your Personal Internet Banking inbox.</p> <p>Note: Loan Closing Certificates are available after one month of Loan Closing date. Certificate for the loans closed less than 1 (one) year earlier is provided through Value Added Service.</p>
Signed Loan closing certificate from Branch	<p>In the message body, type your loan account number, loan closing date, and the branch name from where the certificate will be collected. Then click 'Send'.</p> <p>You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.</p> <p>Note: Loan Closing Certificates are available after one month of Loan Closing date. Certificate for the loans closed less than 1 (one) year earlier is provided through Value Added Service.</p>
Loan tax certificate to email	<p>In the message body, type your loan account number and tax collection date. Then click 'Send'. You will receive a password-protected loan tax certificate in your email address. You will receive a confirmation message as well as password details in your Personal Internet Banking inbox once your request is processed.</p> <p>Note: Loan Tax Certificate for current year and last year is provided through Value Added Service.</p>
Signed Loan tax certificate from Branch	<p>In the message body, type your loan account number, tax collection date, and the branch name from where the certificate will be collected. Then click 'Send'.</p> <p>You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.</p> <p>Note: for "Loan tax certificate (signed) from Branch" you will be charged as per WPB tariff. Loan Tax Certificate for current year and last year is provided through Value Added Service.</p>
Balance Confirmation Certificate to email	<p>In the message body, type your account number and certificate date. Then click 'Send'. You will receive a password-protected balance confirmation certificate in your email address. A confirmation message, once processing is completed, as well as the password details will be sent to your Personal Internet Banking inbox.</p>

Message Header - Subject	Prescribed format for sending Value Added Service (VAS) request from PIB secured message option
Signed Balance Confirmation Certificate from Branch.	In the message body, type your account number, certificate date and the branch name from where the certificate will be collected. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed. Note: for "Signed Balance Confirmation Certificate from Branch." you will be charged as per WPB tariff.
Replace Debit card request	In the message body, type your account number, debit card number, issue number and replacement reason (lost/broken/faulty in HSBC ATM etc.), error code printed in the ATM receipt, HSBC location where card got faulty. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
Report ATM/Debit card lost	In the message body, type your account number, debit card number, issue number, incident date & time and incident place. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
Un-hot/activate lost ATM/Debit card	In the message body, type your account number, debit card number, issue number, card lost report date. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
Customer Feedback and Complain	Type message in content box provided (maximum 3000 characters). Then click 'Send'.
Reset Internet Banking Limit	In the message body, type your account number and reset limit amount (maximum allowable limit/day set by Bank). Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
BEFTN Registration	In the message body, type the message: "I have read and understood the BEFTN agreement and have agreed with all the Terms and Conditions specified in BEFTN Agreement. Then click 'Send'. Note: Register for BEFTN fund transfer services is a one-time regulatory requirement before initiating your first BEFTN transfer.
Transaction Notification via SMS enrollment	In the message body, type your all the account numbers for registering/opt-in Transaction SMS alert service. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.
Cancellation of Transaction Notification via SMS	In the message body, type your all the account numbers for de-registering /opt-out Transaction SMS alert service. Then click 'Send'. You will receive a confirmation message in your Personal Internet Banking inbox once your request is processed.

## Request brochure

Log in your PIB profile and click 'Request brochure' under 'Contact centre' from the left-side panel

Accounts  
Pay bills  
Transfers  
Rates inquiry  
Services  
View or Setup  
Statements / Advices  
Alert services  
Contact centre  
Read message  
Send message  
**Request brochure**  
Request contact  
Contact us  
Terms and Conditions  
Log off

You have 28 new messages Print

### Request brochure | Help

**Details**

Product type:

Loans: Personal Instalment Loan

Additional information:

(maximum 120 characters)

**Send to**

Address:

Postcode:

Click 'Request'



### Request brochure - Acknowledgement | Help

**Details**

Product type: Loans: Personal Instalment Loan

Additional information: What documents do I need when I apply for a loan?

**Send to**

Address: LEVEL-6,108 BIR UTTAM C R DUTTA

ROAD,DHAKA-1205

BANGLADESH

Postcode: 1205

[Account summary](#)

Finally, an Acknowledgement window will appear for your reference.

### Request brochure - Review details | Help

**Details**

Product type: Loans: Personal Instalment Loan

Additional information: What documents do I need when I apply for a loan?

**Send to**

Address: LEVEL-6,108 BIR UTTAM C R DUTTA

ROAD,DHAKA, 1205

BANGLADESH

Postcode: 1205

Click 'Confirm' after review



## Request Contact

Log in your PIB profile and click 'Request Contact' under 'Contact centre' from the left-side panel

- Customers are able to request us to contact them about a product.
- The customer can select how they want to be contacted, the time preference of the contact as well as input any additional information

Services  
View or Setup  
Statements / Advices  
Alert services  
**Contact centre**  
  Read message  
  Send message  
  Request brochure  
  Request contact  
  Contact us  
Terms and Conditions  
Logout

**Details** | Help

Product type: Loans: Personal Secured Loan

Loans: Personal Secured Loan

Additional information: How much loan should a person take from HSBC?  
(maximum 180 characters)

**Contact**

Time: Morning

Contact: If different, please enter below.

Home: 12345678

Work: 9876541

Mobile: 01812345678

Email: abc1234@gmail.com

Request

Click 'Request'



**Request contact - Acknowledgement** | Help

**Details**

Product type: Loans: Personal Secured Loan

Additional information: How much loan should a person take from HSBC?

**Contact**

Location:	Mobile	Time:	Morning
Contact:	01812345678		

Account summary

Finally, an Acknowledgement window will appear for your reference.

**Request contact - Review details** | Help

**Details**

Product type: Loans: Personal Secured Loan

Additional information: How much loan should a person take from HSBC?

**Contact**

Location:	Mobile	Time:	Morning
Contact:	01812345678		

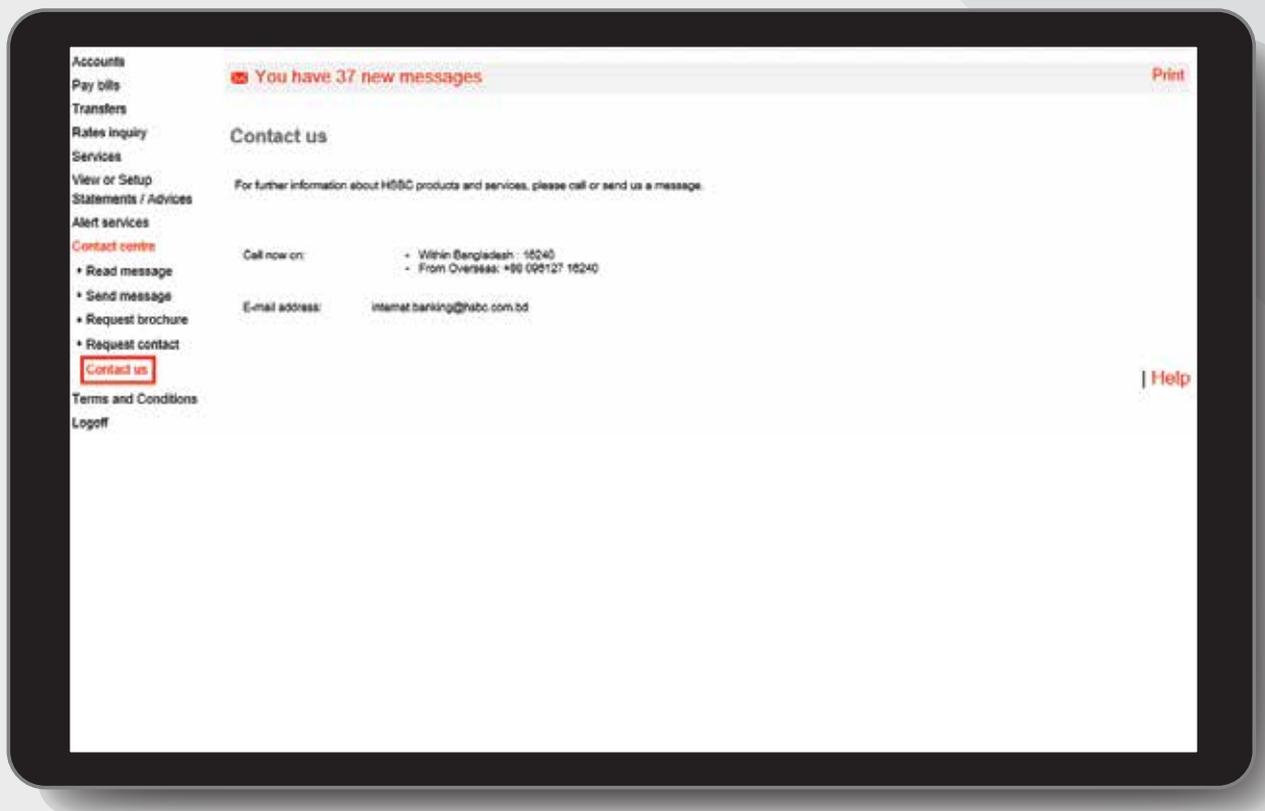
Confirm Change Cancel

Click 'Confirm' after review



## Contact us

Log in your PIB profile and click 'Contact us' under 'Contact centre' from the left-side panel



## Logoff

Click 'Logoff' from the right hand side of the red gel bar of the page header

The customer by clicking on this field will be able to log off from the Internet Banking system. The Logoff option is located on the right hand side of the black gel bar of the page header. Customer can also Logoff from left-side panel.

A warning message will be displayed before the scheduled timeout (10 minutes of inactivity) and provides the customer an option to continue or logoff. If the warning is not responded within the time limit (i.e. 1 minute), the system will log the customer out once it has been reached.

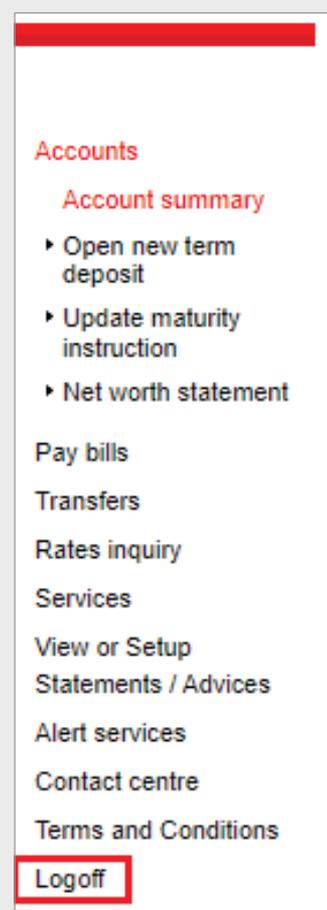
### Option 1:

Logoff from right hand side of the page header



### Option 2:

Logoff from left hand-side panel





**HSBC**

| Opening up a world of opportunity